

AMERICANS WITH DISABILITIES ACT (ADA)

TRANSITION PLAN FOR PUBLIC FACILITIES

West Terre Haute, Indiana



2025

TABLE OF CONTENTS

List of Abbreviations/Acronyms
Definitions
ADA Tool Kit.....
Executive Summary.....
1.0 Introduction and Overview
1.1 Introduction.....
1.2 Purpose
1.3 Transition Plan Overview.....
1.4 ADA Self-Evaluation and Transition Plan Requirements
1.5 Self-Evaluation and Transition Plan Process.....
1.6 Facility Audit
1.7 West Terre Haute Administration and Departments.....
1.8 Department Self-Evaluation
1.9 Public Outreach.....
2.0 Self-Evaluation of West Terre Haute Policies, Services, Activities, and Programs – Findings and Recommendations.....
2.1 Program Evaluation Interdepartmental Memo
2.2 Overall Findings – General Policies and Practices.....
2.3 Public Information
2.4 Designation of ADA Coordinator
2.5 Grievance/Uniform Complaint Procedures
2.6 Public Meetings.....
2.7 Accommodations to Access Programs, Services, and Activities
2.8 Special Events and Private Events on West Terre Haute Property.....
2.9 Contracted Services and Contractors
2.10 Customer Service, Satisfaction, and Input.....
2.11 Equally Effective Communication.....
2.12 Alternate Communication Formats.....
2.13 Fees and Surcharges.....
2.14 Information and Signage
2.15 Staff Training
2.16 Employment
2.17 Department Self-Evaluation Findings and Recommendations.....
3.0 Transition Plan
3.1 Phasing of Corrections
3.2 Public Outreach.....
3.3 Priorities for Barrier Removal
3.4 Transition Plan Phasing
3.5 Curb Ramps and Sidewalks.....
3.6 Plan Updates and Enforcement.....

APPENDICES

Appendix A	Complaint/Grievance Form
Appendix B.....	Building and Barriers Report
Appendix C.....	Right-of-Way Reports
Appendix D.....	Department Questionnaire
Appendix E	Public Outreach
Appendix F	Notices



LIST OF ABBREVIATIONS/ ACRONYMS



AA – Affirmative Action

AASHTO – American Association of State Highway and Transportation Officials

ABA – Architectural Barriers Act of 1968

ADA – Americans with Disabilities Act of 1990

ADASAD – Americans with Disabilities Act Standards for Accessible Design

CDBG – Community Development Block Grant

CEMP – Comprehensive Emergency Management Plan

CFR – Code of Federal Regulations

D.A.R.E. – Drug Abuse Resistance Education

DDRS – Indiana Division of Disability & Rehabilitative Services

DHHS – Deaf & Hard of Hearing Services, Indiana Division of Disability & Rehabilitative Services

DOJ – U.S. Department of Justice

DOT – U.S. Department of Transportation

EEOC – Equal Employment Opportunity Commission

EMS – Emergency Medical Services

FHWA – U.S. DOT Federal Highway Administration

FTA – U.S. DOT Federal Transit Administration

GED – General Educational Development

GIS – Geographic Information System

HR – Human Resources Department

HTML – Hyper Text Markup Language

INDOT – Indiana Department of Transportation

ISA – International Symbol of Accessibility

IT – Information Technology Department

NCA – National Center on Accessibility

OTRB – Over-the-Road Buses

PDF – Portable Document Format

PROWAG – Proposed Accessibility Guidelines for Pedestrian Facilities within Public Right-of-Way

RA – Rehabilitation Act of 1973

ROW – Right-of-Way RTF – Rich Text Format

SETP – Self-Evaluation and Transition Plan

TDD – Telecommunications Devices for Deaf Persons TTY – Teletypewriter

UFAS – Uniform Federal Accessibility Standards



DEFINITIONS



The words, phrases and definitions summarized below are included in the ADA. Refer to the ADA 28 CFR 35.104 for full definitions. A list of common terms and definitions are included below.

2010 Standards: the 2010 Standards for Accessible Design (SAD), which consist of the 2004 ADA Accessibility Guidelines (ADAAG) and requirements contained in 35.151.

Access Board: an independent Federal agency devoted to accessibility for people with disabilities. The Access Board developed the accessibility guidelines for the ADA and provides technical assistance and training on these guidelines.

Accessible: refers to a site, facility, work environment, service, or program that is easy to approach, enter, operate, participate in, and/or use safely and with dignity by a person with a disability.

Affirmative Action (AA): a set of positive steps that employers use to promote equal employment opportunity and to eliminate discrimination. It includes expanded outreach, recruitment, mentoring, training, management development, and other programs designed to help employers hire, retain, and advance qualified workers from diverse backgrounds, including persons with disabilities. Affirmative action means inclusion, not exclusion. Affirmative action does not mean quotas and is not mandated by the ADA.

Alteration: a change to a facility in the public right-of-way that affects or could affect pedestrian access, circulation, or use. Alterations include, but are not limited to, resurfacing, rehabilitation, reconstruction, historic restoration, or changes or rearrangement of structural parts or elements of a facility.

Americans with Disabilities Act (ADA): a comprehensive, Federal civil rights law that prohibits discrimination against people with disabilities in employment, state and local government programs and activities, public accommodations, transportation, and telecommunications.

ADA Standards for Accessible Design (ADASAD): consist of the 2004 ADAAG and requirements contained in 35.151 with scoping and technical requirements (dated September 15, 2010) to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by Federal agencies, including the DOJ and the Department of Transportation (DOT).

Auxiliary Aids and Services: under Titles II and III of the ADA, includes a wide range of services and devices that promote effective communication or allows access to goods and services. Examples of auxiliary aids and services for individuals who are deaf or hard of hearing include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, and exchange of written notes.

Examples for individuals with vision impairments include qualified readers, taped texts, audio recordings, Braille materials, large print materials, and assistance in locating items. Examples for individuals with speech impairments include TDDs, computer terminals, speech synthesizers, and communication boards.

Civil Rights Act of 1991: Federal law that capped compensatory and punitive damages under Title I of the ADA for intentional job discrimination. The law also amended the ADA's definition of an employee, adding "with respect to employment in a foreign country, such term includes an individual who is a citizen of the United States."

Complaint: a written statement, alleging violation of the ADA, which contains the complainant's name and address and describes the Town's alleged discriminatory action in sufficient detail to inform them of the nature and date of the alleged violation. It shall be signed by the complainant or by someone authorized to do so on his or her behalf. Complaints filed on behalf of classes or third parties shall describe or identify (by name, if possible) the alleged victims of discrimination.

Covered Entity: under the ADA, "covered entity" is an entity that must comply with the law. Under Title I, covered entities include employers, employment agencies, labor organizations, or joint labor-management committees. Under Title II, covered entities include state and local government instrumentalities, the National Railroad Passenger Corporation, and other commuter authorities, and public transportation systems. Under Title III, covered entities include public accommodations such as restaurants, hotels, grocery stores, retail stores, etc., as well as privately owned transportation systems.

Cross Slope: the grade that is perpendicular to the direction of pedestrian travel.

Curb Ramp: a ramp that cuts through or is built up to the curb. Curb ramps can be perpendicular or parallel, or a combination of parallel and perpendicular ramps.

Direct Threat: a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.

Disability: with respect to an individual, means: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment. Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the Town's operations;
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

Employer: a person engaged in an industry affecting commerce who has 15 or more employees for each working day in each of 20 or more calendar weeks in the current or preceding calendar year, and any agent of such person, except that, for two years following the effective date of this subchapter, an employer means a person engaged in an industry affecting commerce who has 25 or more employees for each working day in each of 20 or more calendar weeks in the current or preceding year, and any agent of such person. Exceptions: The term "employer" does not include the United States, a corporation wholly owned by the government of the United States, or an Indian tribe; or a bona fide private membership club (other than a labor organization) that is exempt from taxation under section 501(c) of Title 26 [the Internal Revenue Code of 1986].

Equal Employment Opportunity Commission (EEOC): the Federal agency charged with enforcing Title I of the ADA.

Essential Job Functions: the fundamental job duties of the employment position that the individual with a disability holds or desires. The term "essential functions" does not include marginal functions of the position.

Equal Employment Opportunity: an opportunity to attain the same level of performance or to enjoy equal benefits and privileges of employment as are available to an average similarly-situated employee without a disability.

Existing Facility: refers to buildings that were constructed before the ADA went into effect. A public building constructed before the effective date of Title II does not have to be fully accessible unless the removal of barriers, including structural ones, is readily achievable.

Facility: all or any portion of buildings, structures, improvements, elements, and pedestrian or vehicular routes located in the public right-of-way.

Grade Break: the line where two surface planes with different grades meet. Historic Properties: those properties that are listed or eligible for listing in the National Register of Historic Places or properties designated as historic under State or local law.

Job Analysis: a formal process in which information about a specific job or occupation is collected and analyzed.

Job Description: a detailed summary, usually written, of the major components of a job. A typical job description consists of six major components: essential job functions, knowledge and critical skills, physical demands, environmental factors, the roles of the ADA and other Federal laws such as the Occupational Safety Health Act, and any explanatory information that may be necessary to clarify job duties or responsibilities.

Job Related and Consistent with Business Necessity: standard used to determine whether a qualification standard or employment policy concerns an essential aspect of the job and is required to meet the needs of the business.

Light Duty: generally, "light duty" refers to temporary or permanent work that is physically or mentally less demanding than normal job duties. Some employers use the term "light duty" to mean simply excusing an employee from performing those job functions that the person is unable to perform

because of an impairment. "Light duty" also may consist of particular positions with duties that are less physically or mentally demanding created specifically for the purpose of providing alternative work for employees who are unable to perform some or all of their normal duties. Further, an employer may refer to any position that is sedentary or is less physically or mentally demanding as "light duty". The term is often associated with workers compensation programs.

Major Life Activity: term used in the ADA definition of disability. It refers to activities that an average person can perform with little or no difficulty, such as walking, seeing, speaking, hearing, breathing, learning, performing manual tasks, caring for oneself, and working. These are examples only. Other activities such as sitting, standing, lifting, or reading are also major life activities.

Marginal Job Functions: functions that are not considered essential to a job. Employers must consider removing marginal job functions as an accommodation under the ADA, but do not have to remove essential functions as an accommodation.

Medical Examination: a procedure or test that seeks information about an individual's physical or mental impairments or health. The following factors should be considered to determine whether a test (or procedure) is a medical examination: (1) whether the test is administered by a health care professional; (2) whether the test is interpreted by a health care professional; (3) whether the test is designed to reveal an impairment or physical or mental health; (4) whether the test is invasive; (5) whether the test measures an employee's performance of a task or measures his/her physiological responses to performing the task ; (6) whether the test normally is given in a medical setting; and, (7) whether medical equipment is used. In many cases, a combination of factors will be relevant in determining whether a test or procedure is a medical examination. In other cases, one factor may be enough to determine that a test or procedure is medical.

Mitigating Measures: medical treatment or devices that lessen the effects of an impairment, such as medication, a prosthesis, or a hearing aid. When determining whether a person has a disability under the ADA, the effect of mitigating measures is to be considered.

Other Power-Driven Mobility Devices (OPDMD): any mobility device powered by batteries, fuel, or other engines that is used by individuals with mobility disabilities for the purpose of locomotion, including golf cars, electronic personal assistance mobility device (such as the Segway® PT), or any mobility device designed to operate in areas without defined pedestrian routes, but which is not a wheelchair.

Pedestrian Access Route (PAR): a continuous and unobstructed path of travel provided for pedestrians with disabilities within or coinciding with a pedestrian circulation path.

Pedestrian Circulation Path: a prepared exterior or interior surface provided for pedestrian travel in the public right-of-way.

Physical or Mental Impairment: a physical or mental limitation that may include, but are not limited to: vision, speech, and hearing impairment; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

- UPDATE – The following conditions are not physical or mental impairments: tranvestism, illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

PROWAG: Accessibility Guidelines for Pedestrian Facilities within Public Right-of-Way. These guidelines (dated September 7, 2023) provide design criteria for public streets and sidewalks, including pedestrian access routes, street crossings, curb ramps and blended transitions, on-street parking, street furniture, and other elements. The specifications comprehensively address access that accommodates all types of disabilities, including mobility and vision impairments, while taking into account conditions and constraints that may impact compliance, such as space limitations and terrain. The U.S. Access Board has completed rulemaking and PROWAG will become the enforceable standard once a Federal agency completes their rulemaking and adopts PROWAG.

Public Accommodations: entities that must comply with Title III. The term includes facilities whose operations affect commerce and fall within at least one of the following 12 categories: places of lodging (e.g., inns, hotels, motels) (except for owner-occupied establishments renting fewer than six rooms); establishments serving food or drink (e.g., restaurants and bars); places of exhibition or entertainment (e.g., motion picture houses, theaters, concert halls, stadiums); places of public gathering (e.g., auditoriums, convention centers, lecture halls); sales or rental establishments (e.g., bakeries, grocery stores, hardware stores, shopping centers); service establishments (e.g., laundromats, dry-cleaners, banks, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, gas stations, offices of accountants or lawyers, pharmacies, insurance offices, professional offices of health care providers, hospitals); public transportation terminals, depots, or stations (not including facilities relating to air transportation); places of public display or collection (e.g., museums, libraries, galleries); places of recreation (e.g., parks, zoos, amusement parks); places of education (e.g., nursery schools, elementary, secondary, undergraduate, or postgraduate private schools); social service center establishments (e.g., day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies); and places of exercise or recreation (e.g., gyms, health spas, bowling alleys, golf courses).

Public Entity: entities that must comply with Title II. The term is defined as: any state or local government; any department, agency, special purpose district, or other instrumentality of a state or local government; or certain commuter authorities as well as Amtrak. It does not include the Federal government.

Qualified Individual with a Disability: an individual with a disability who, with or without reasonable modification to rules, policies, or practices, removal of architectural, communication, or transportation barriers, or the provision of auxiliary services or aids, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Town.

Readily Achievable: easily accomplishable and able to be carried out without much difficulty or expense. In determining whether an action is readily achievable, factors to be considered include nature and cost of the action, overall financial resources and the effect on expenses and resources, legitimate safety requirements, impact on the operation of a site, and, if applicable, overall financial resources, size,

and type of operation of any parent corporation or entity. Under Title III, public accommodations must remove barriers in existing facilities if it is readily achievable to do so.

Reasonable Accommodation: under Title I, a modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity. Reasonable accommodation is a key non-discrimination requirement of the ADA.

Reasonable Program Modifications: if an individual's disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

Reasonable program modification is any change in a program or activity, or in the way things are customarily done, that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities. Modification applies to known disabilities only. Modification is not required if it changes the essential nature of a program or activity for the person with a disability, it creates a hazardous situation, adjustments or modifications requested are primarily for the personal benefit of the individual with a disability, or it poses an undue burden on the Town.

Record of an Impairment: an individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity or has been diagnosed, correctly or incorrectly, as having such an impairment. An example: a man, who is in line for a promotion, has a history of cancer treatment, although he is now free of cancer. He is not given the promotion because his bosses are worried that, if his cancer returns, he won't be able to do the job. He does not, at this point, meet the first part of the definition of disability because he does not have a physical or mental impairment that substantially limits one or more major life activities. However, based on his "record of" an impairment, he is being discriminated against.

Regarded as Having a Disability: an individual is disabled if he or she is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists. An example: a woman applies for a job as a customer service representative at a department store. Her face is badly scarred from an automobile accident. The interviewer doesn't want to give her the job, in spite of her skills and experience, because he thinks customers will be uncomfortable looking at her. She is not substantially limited in any major life activity, but the interviewer is "regarding her as" if she has a disability.

Running Slope: the grade that is parallel to the direction of pedestrian travel.

Safe Harbor: elements of existing facilities that already comply with either the 1991 ADA Standards or UFAS are not required to comply with the 2010 ADA Standards unless they were altered on or after March 15, 2012 and elements comprising a path of travel to an altered primary function area are not required to comply with the 2010 ADA Standard merely as the result of an alteration to a primary function area, provided those elements comply with the 1991 ADA Standard or UFAS.

Service Animal: any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. See the 2010 revised requirements at

https://www.ada.gov/service_animals_2010.htm.

Substantial Limitation on Major Life Activities: an individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long term impact (or expected impact) of, or resulting from, the impairment.

Title V of the Rehabilitation Act of 1973: title of the law that prohibits discrimination on the basis of a disability by the Federal government, Federal contractors, by recipients of Federal financial assistance, and in Federally conducted programs and activities.

Transition Plan: refers to a requirement that state and local governments employing 50 or more people develop plans detailing structural changes necessary to achieve facility and program accessibility.

Undue Burden: means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty. Undue burden refers to any modification that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of operation of the business of the Town. Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to Huntington Town, the Town shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the Town must consider whether funding for the modification is available from an outside source. If no such funding is available, the Town must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

Undue Hardship: with respect to the provision of an accommodation under Title I of the ADA, significant difficulty or expense incurred by a covered entity, when considered in light of certain factors. These factors include the nature and cost of the accommodation in relationship to the size, resources, nature,

and structure of the employer's operation. Where the facility making the accommodation is part of a larger entity, the structure and overall resources of the larger organization would be considered, as well as the financial and administrative relationship of the facility to the larger organization. Employers do not have to provide accommodations that cause an undue hardship.

Uniform Federal Accessibility Standards (UFAS): one of two standards that state and local governments can use to comply with Title II's accessibility requirement for new construction and alterations that took place before March 15, 2012. The other standard is the ADA Accessibility Guidelines, which is the enforceable standard for new construction or alterations done after March 15, 2012.

U.S. Department of Justice: Federal agency that is responsible for enforcing Titles II and III of the ADA.

U.S. Department of Transportation: Federal agency that enforces non-discrimination in public and private transportation. Non-discrimination includes access to public bus, train and paratransit, as well as privately operated bus and shuttle transportation. The ADA does not cover air transportation, which is subject to the Air Carrier Access Act.

Video Remote Interpretation (VRI): Video remote interpreting (VRI) is a video telecommunication service that uses web cameras, videophones, or other devices to provide sign language or spoken language interpreting services via a remote or offsite interpreter. VRI facilitated communication with persons with hearing loss and cannot utilize voice communication systems.

ADA TOOL KIT



In order to facilitate access to all Town programs and departments, the Town will maintain Program accessibility guidelines, standards, and resources. This information is available to all employees and volunteers. The Town will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers communicate with individuals with a variety of disabilities. The Town will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities. If you need any additional assistance, please contact: Tommy Roberts, Thomas.Roberts@westterrehautein.gov or (812) 342-3044

Federal Accessibility Standards and Regulations

U.S. Department of Justice

The U.S. DOJ provides many free ADA materials including the ADA text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TTY)]. Publications are available in standard print as well as large print, audiotape/audio recording, Braille, flash drive, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the DOJ website (www.ada.gov). The ADA publications identified below may not have been updated to reflect the recent revisions to the ADA regulations that took effect on March 15, 2012.

- ***ADA Regulation for Title II.*** This publication describes Title II of the ADA (www.ada.gov/regs2010/ADAregs2010.htm#titleII_final_2010), Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth Standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.
- ***Title II Technical Assistance Manual (1993) and Supplements.*** This 56-page manual (www.ada.gov/taman2.html) explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- ***Accessibility of State and Local Government Websites to People with Disabilities.*** This is a 5-page publication providing guidance (www.ada.gov/websites2.htm) on making state and local government websites accessible.

U.S. Access Board

The full texts of Federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded from the Access Board's website (<https://www.access-board.gov/>). In addition to regular print, publications are available in large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov.

board.gov. In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing Federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

Guidelines and Standards for Facilities

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The Town should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

- **ADA Standards for Accessible Design (ADASAD).** This document (www.ada.gov/2010ADASTANDARDS_index.htm) contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the ADA, including special provisions where applicable for elements designed specifically for children ages 12 and under. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by Federal agencies, including the DOJ and the DOT, under the ADA.
- **Accessibility Guidelines for Play Areas.** The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas. (www.access-board.gov/guidelines-and-standards/recreation-facilities/guides/play-areas)
- **Accessibility Guidelines for Recreation Facilities.** The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADASAD. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas. These summaries were updated following issuance of ADASAD (<https://www.access-board.gov/guidance.html>).
- **Accessibility Guidelines for Federal Outdoor Developed Areas.** The Access Board developed accessibility guidelines for the construction and alteration of facilities covered by the Americans with Disabilities Act (ADA) of 1990 and the Architectural Barriers Act (ABA) of 1968. The guidelines ensure that the facilities are readily accessible to and usable by people with disabilities. The Access Board issued the current guidelines in 2004, which contained provisions for several types of recreation facilities, including boating facilities, fishing piers and platforms, golf facilities, play areas, sports facilities, and swimming pools. The Access Board amended the 2004 guidelines in 2013 by adding new provisions for trails, picnic and camping facilities, viewing areas, and beach access routes constructed or altered by Federal agencies or by non-federal entities on Federal land on behalf of a Federal agency pursuant to a concession contract, partnership agreement, or similar arrangement. (<https://www.access-board.gov/files/aba/guides/outdoor/outdoor-guide.pdf>).

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities. Note that several websites have been reconfigured and some outdated information removed. Some web addresses or hyperlinks may not be functional and not all information contained in the documents references current standards.

- **U.S Access Board Technical Guide, Using the ADA Standards.** This document covers the facilities covered by the ADA, the ADA regulations, and the ADA accessibility standards. (<https://www.access-board.gov/files/ada/guides/using-ADAsstandards.pdf>)
- **Detectable Warnings Update (March 2014).** Currently, the Access Board is in the process of developing guidelines on public rights-of-way that, once finalized, will supplement the new ADASAD and be the enforceable standard for ROW facilities. This update was expected in 2013 but as of publication of this SETP is still pending. While ADASAD covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public ROW. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. Note that detectable warnings are required in very few locations outside of the public ROW and are often installed in parking lots and similar site conditions where they are not required and should not be placed. Overuse of detectable warnings can lead to confusion for persons with vision loss and can create unsafe conditions for persons using mobility devices. (<https://www.access-board.gov/prowag/other/dw-update.html>)
- **Assistive Devices for People with Hearing, Voice, Speech, or Language Disorders.** The terms assistive device or assistive technology can refer to any device that helps a person with hearing loss or a voice, speech, or language disorder to communicate. These terms often refer to devices that help a person to hear and understand what is being said more clearly or to express thoughts more easily. With the development of digital and wireless technologies, more and more devices are becoming available to help people with hearing, voice, speech, and language disorders communicate more meaningfully and participate more fully in their daily lives. Health professionals use a variety of names to describe assistive devices:
 - *Assistive Listening Devices (ALDs)* – help amplify the sounds you want to hear, especially where there's a lot of background noise. ALDs can be used with a hearing aid or cochlear implant to help a wearer hear certain sounds better.
 - *Augmentative and Alternative Communication (AAC) Devices* – help people with communication disorders to express themselves. These devices can range from a simple picture board to a computer program that synthesizes speech from text.
 - *Alerting Devices* – connect to a doorbell, telephone, or alarm that emits a loud sound or blinking light to let someone with hearing loss know that an event is taking place.
 - Information about assistive devices can be found at www.nidcd.nih.gov/health/assistive-devices-people- hearing-voice-speech-or-language-disorders.

Guidelines for Transportation

ADA Accessibility Guidelines for Transportation Vehicles. This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the ADA, including over-the-road bus and tram systems. (www.access-board.gov/guidelines-and-standards/transportation/vehicles/adaag-for-transportation-vehicles).

- ***ADAAG for Transportation Vehicles; Over-the-Road Buses.*** This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the DOT to include scoping and technical provisions for lifts, ramps, wheelchair securing devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids. (<https://www.access-board.gov/guidelines-standards/vehicles/update-buses-vans/guidelines-text/>)
- ***American Association of State Highway and Transportation Officials (AASHTO).*** AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<https://www.transportation.org/>), address accessible circulation systems, including: *AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities* (1st edition) and *Guide for the Development of Bicycle Facilities* (3rd edition).
- ***Federal Transit Administration (FTA).*** FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions (888- 446-4511) and on their website (www.fta.dot.gov).
- ***Securement of Wheelchairs and Other Mobility Aids on Transit Vehicles.*** As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. Various publications can be found that report on the experience of transit agencies that have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems. See the example at trid.trb.org/view/362763.

Guidance Material for Communication

- Information and Communication Technology, Revised 508 Standards and 255 Guidelines. These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act and Section 255 of the Communications Act. Section 508 requires access to ICT developed, procured, maintained, or used by federal agencies. Examples include computers, telecommunications equipment, multifunction office machines such as copiers that also operate as printers, software, websites, information kiosks and transaction machines, and

electronic documents. The Section 508 Standards, which are part of the Federal Acquisition Regulation, ensure access for people with physical, sensory, or cognitive disabilities. The Section 255 Guidelines cover telecommunications equipment and customer-premises equipment – such as telephones, cell phones, routers, set-top boxes, and computers with modems, interconnected Voice over Internet Protocol products, and software integral to the operation of telecommunications function of such equipment. (<https://www.access-board.gov/ict/#508-chapter-1-application-and-administration>).

- Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The Town should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

Resources for Providing Accessible Programs & Facilities

- ***ADA Document Portal:*** This website (adata.org/ada-document-portal) provides links to more than 7,400 documents on a wide range of ADA topics. The ADA Document Portal is supported by the 10 ADA & IT Technical Assistance Centers.
- ***The U.S. Department of Labor, Office of Disability Employment Policy:*** www.dol.gov/odep/: The Office of Disability Employment Policy (ODEP) is the only non-regulatory federal agency that promotes policies and coordinates with employers and all levels of government to increase workplace success for people with disabilities.
- ***National Center on Accessibility (NCA):*** The Center (<http://ncaonline.org>) is a cooperative effort between the National Park Service (NPS) and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. Initiated in 2005, this longitudinal study is primarily the result of questions that the National Center on Accessibility has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities.
- ***National Center on Health, Physical Activity, and Disability:*** Founded in 1999, the National Center on Health, Physical Activity, and Disability (NCHPAD) is a public health practice and resource center on health promotion for people with disability. NCHPAD seeks to help people with disability and other chronic health conditions achieve health benefits through increased participation in all types of physical and social activities, including fitness and aquatic activities, recreational and sports programs, adaptive equipment usage, and more. (<https://www.nchpad.org/>)
- ***National Park Service:*** NPS has many programs that address the issue of providing accessible recreation services to people with disabilities. These include Wilderness Accessibility for People with Disabilities (www.ncd.gov/publications/1992/December1992#8-1a) and Director's Order #42-Accessibility, which establishes the purpose and role of the NPS Accessibility Program (www.nps.gov/accessibility.htm), lists applicable laws, standards, and authorities, implementation strategies, roles, and responsibilities. It also addresses NPS policies and

provides links to additional information sources.

Technical Resources

The Town should utilize the many disability-related resources available through the internet. A former source to begin at was AbleData, which was maintained by the National Institute on Disability and Rehabilitation Research of the U.S. Department of Education. AbleData was discontinued in September 2020 due to a realignment of the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR) and no information was provided about when or if the resources previously available (over 40,000) would be provided in the future (<https://acl.gov/about-acl/about-national-institute-disability-independent-living-and-rehabilitation-research>). The previous AbleData site provided up-to-date links to assistive technologies and disability-related resources and provided objective information on such assistive products as:

- ***Aids for Daily Living:*** Products to aid in activities of daily living, including bathing, carrying, childcare, clothing, dispenser aids, dressing, drinking, feeding, grooming/hygiene, handle padding, health care, holding, reaching, time, smoking, toileting, and transfer.
- ***Blind and low vision:*** Products for people with visual disabilities, including computers, educational aids, information storage, kitchen aids, labeling, magnification, office equipment, orientation and mobility, reading, recreation, sensors, telephones, tools, travel, typing, and writing (Braille).
- ***Communication:*** Products to help people with disabilities related to speech, writing, and other methods of communication, including alternative and augmentative communication, signal systems, telephones, typing, and writing.
- ***Computers:*** Products to allow people with disabilities to use desktop and laptop computers and other kinds of information technology including software, hardware, and computer accessories.
- ***Controls:*** Products that provide people with disabilities with the ability to start, stop, or adjust electric or electronic devices, including environmental controls and control switches.
- ***Deaf and hard of hearing:*** Products for people with hearing disabilities, including amplification, recreational electronics, signal switches, and telephones.
- ***Deaf and blind:*** Products for people who are both deaf and blind.
- ***Education:*** Products to provide people with disabilities with access to educational materials and instruction in school and in other learning environments, including classroom and instructional materials.
- ***Environmental Adaptations:*** Products that make the built environment more accessible, including indoor environment, furniture, outdoor environment, vertical accessibility, houses, polling place accessibility, lighting, and signs.
- ***Housekeeping:*** Products that assist in cooking, cleaning, and other household activities, as well as adapted appliances. Includes food preparation, housekeeping, cleaning, ironing, laundry, and shopping.
- ***Orthotics:*** Braces and other products to support or supplement joints or limbs.
- ***Prosthetics:*** Products for amputees, including lower and upper extremity.
- ***Recreation:*** Products to assist people with disabilities with their leisure and athletic activities, including crafts, electronics, gardening, music, photography, sewing, sports, and

toys.

- **Safety and Security:** Products to protect health and home, including alarm and security systems, childproof devices, electric cords, lights, and locks.
- **Seating:** Products that assist people to sit comfortably and safely, including seating systems, cushions, and therapeutic seats.
- **Therapeutic Aids:** Products that assist in treatment for health problems and therapy and training for certain disabilities, including ambulation training, biofeedback, evaluation, exercise, fine and gross motor skills, perceptual motor, positioning, pressure/massage modality equipment, respiratory aids, rolls, sensory integration, stimulators, therapy furnishings, thermal/water modality equipment, and traction.
- **Transportation:** Products to enable people with disabilities to drive or ride in cars, vans, trucks, and buses, including mass transit vehicles and facilities, vehicles, and vehicle accessories.
- **Walking:** Products to aid people with disabilities who are able to walk or stand with assistance, including canes, crutches, and walkers.
- **Wheeled mobility:** Products and accessories that enable people with mobility disabilities to move freely indoors and outdoors, including wheelchairs (manual, sport, and powered), wheelchair alternatives (scooters and other OPDMDs), wheelchair accessories, transporters, stretchers, and carts.
- **Workplace:** Products to aid people with disabilities at work, including agricultural equipment, office equipment, tools, vocational assessment, vocational training, and workstations.

Assistive Technology Vendors and Service Providers

National Center for Accessible Media – A research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. NCAM has developed an authoring tool to make web- and CD-ROM-based multimedia materials accessible to persons with disabilities. Called Media Access Generator (MAGpie, versions 1.0 and 2.01) create captions and audio descriptions of rich media and can be downloaded on their website (ncam.wgbh.org).

American Sign Language Interpreters – A pool of on-call American Sign Language (ASL) interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a 24-hour basis to handle emergency procedures. The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, unique circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality. Resources and contacts for qualified sign language interpreters and information for the deaf and hard of hearing are at the following locations. Inclusion or exclusion of contacts below is neither an endorsement nor disapproval of their qualifications or abilities. There are a number of additional firms that provide ASL interpretation services:

- Deaf & Hard of Hearing Services (DHHS), Division of Disability & Rehabilitative Services (DDRS), 402

- W. Washington St., Rm. W453, P.O. Box 7083, Indianapolis, IN 46207-7082, 1-800-545-7763, <http://www.in.gov/fssa/ddrs/2637.htm>
- LUNA Language Services (<https://luna360.com/>) – provides qualified interpreters for on-site ASL interpreting services across the state of Indiana, including Certified Deaf Interpreters (CDIs). Also capable of fulfilling out-of-state appointments when needed, either on-site or via video remote interpreting (VRI). Their ASL Department can provide:
 - Tactile interpreting services
 - Manual forms of English
 - Oral interpreting
 - Real-time captioning and Communication Access Real-Time Translation (CART) services
 - Video Remote Interpreting (VRI) ASL Video Translation
- Registry of Interpreters for the Deaf – a national membership organization, they play a leading role in advocating for excellence in the delivery of interpretation and transliteration services between people who use sign language and people who use spoken language. In collaboration with the Deaf community, RID supports our members and encourages the growth of the profession through the establishment of a national standard for qualified sign language interpreters and transliterators, ongoing professional development and adherence to a code of professional conduct (www.rid.org/). The Indiana Chapter of Registry of Interpreters for the Deaf (ICCID) is an affiliate chapter of RID and located on the grounds of the Indiana School for the Deaf in Indianapolis (<https://www.icrid.org/>).
- Deaf Services Center, Inc. – Empowers those who have hearing loss or are non-English users to fully access the English language in communicating with others. (<https://www.dsc.org/>)
- Propio Language Services (<https://propio-ls.com/propio-one/>) provides on-demand audio, video, web conferencing, and telehealth interpretation services, as well as in-person interpretation. Based in Overland Park, Kansas, Propio provides a wide variety of services, including an app (Propio ONE) that can be used over smart devices for VRI and over-the-phone interpretation services with a subscription.

Assistive Technology

Systems and devices amplify sound for persons with hearing disabilities should be available for public meetings and conferences. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- ***Relay Indiana:*** Relay Indiana, a service of InTRAC, is a free service that provides full telecommunications accessibility to people who are deaf, hard of hearing, or speech impaired. This service allows users with special telecommunication devices to communicate with standard users through specially trained Relay Operators. InTRAC also provides free, loaned equipment to those who qualify.
- ***Indiana Assistive Technology Act (INDATA) Project:*** Easterseals Crossroads has been providing assistive technology solutions in Indiana since 1979. In 2007, Easterseals Crossroads partnered with the State of Indiana, Bureau of Rehabilitative Services to establish the Indiana Assistive Technology Act (INDATA) Project. The INDATA Project is one of 56 similar federally-funded projects designed to increase access and awareness of assistive technology.

<https://www.eastersealstech.com/about/the-indiana-assistive-technology-indata-project/> and <https://www.indata.at4all.com/>.

- **Relay Indiana:** Relay Indiana, a service of Indiana Telephone Relay Access Corporation (InTRAC), is a free service that provides full telecommunications accessibility to people who are deaf, hard of hearing, or speech impaired. This service allows users with special telecommunication devices to communicate with standard users through specially trained Relay Operators. InTRAC also provides free, loaned equipment to those who qualify. (<https://relayindiana.com/>)
- **Closed Caption Machine** - To the extent practical, Town divisions should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.
- **Enlarging Printed Materials** - A copy machine capable of enlarging printed materials should be available for each site where programs or transaction counter services are provided to the public.
- **Optical Readers** - Equipment that can translate printed information into an audio format should be available to Departments.
- **TDD** - To the extent necessary, Town Divisions should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.
- **TDI** – TDI's (formerly known as Telecommunications for the Deaf and Hard of Hearing, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's online resources (tdiforaccess.org/) include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more.

Guide to Disabilities and Disability Etiquette

The National Organization on Disability reports that more than 59 million Americans have a disability. This section is for anyone – with or without a disability – who wants to interact more effectively with people who are disabled. The ADA was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help the Town expand its services to citizens, better serve its customers and improve relationships with its employees.

There are a number of excellent resources available on disability etiquette, including:

- United Spinal Association – publishes a disability etiquette guide that offers tips on interacting with people with disabilities (<https://unitedspinal.org/disability-etiquette/>).
- Job Accommodation Network (JAN) – information on recruitment, interview, new employee, and workplace etiquette (<https://askjan.org/topics/disetiq.cfm>) and there is also a link to a downloadable publication on this important topic (<https://askjan.org/publications/Topic-Downloads.cfm?pubid=962715&action=download&pubtype=pdf>)

A summary to disabilities and disability etiquette has been included below. The information will allow

staff members to become familiar with a variety of types of disabilities and help them to be more sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make all people feel more comfortable and welcomed in their environment.

There is no reason to feel awkward when dealing with a person who has a disability. This section provides some basic tips for Town staff to follow. If a Town employee is ever unsure how to best serve a person with a disability, just ask them.

- **Ask Before You Help** – Just because someone has a disability, don't assume he/she needs your help. If the setting is accessible, people with disabilities can usually get around fine without assistance. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. If they do want help, ask what type of help they would like before you offer any assistance. What you think they may need may not be what they really need.
- **Do Not Touch!** – Some people with disabilities depend on their arms for balance. Grabbing them – even if you mean well – could knock them off balance and create an injury. This is especially true of a person using a cane, crutches, or walker. When someone is in a wheelchair, never pat their head or touch their wheelchair (or scooter) without permission. This equipment is part of their personal space and touching it is considered rude.
- **Engage Your Mind Before Engaging Your Mouth** – Always speak directly to the person with the disability NOT to their companion, aide, or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him/her like you would anyone else. Respect his/her privacy and don't ask questions about their disability unless they invite the discussion. If you are with a child who asks, don't make the situation awkward for everyone; let the person with the disability respond directly to the child. They are used to children's questions.
- **Make No Assumptions** – People with disabilities are the best judge of what they can or cannot do. Do not make any decisions for them about participating in any activity or what they may or may not be able to do. Simply respond to their questions and let them make their own decisions. Depending on the situation, it may be a violation of the ADA to exclude someone because of a wrong decision on what they're capable of doing.
- **Respond Graciously to Requests** – When people who have a disability ask for an accommodation at a Town-owned property, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. If they get a positive response, they will enjoy their transaction and feel comfortable to come back again and again. Unless they are asking for something outlandish, provide what is asked for. If they request something unreasonable, contact your ADA Coordinator for a direction toward a resolution.
- **Terminology** – PUT THE PERSON FIRST! Always say "person with a disability" rather than "disabled person". This recognizes that they are a person first, not a disability first. If someone has a

specific disability, it would be a “person who is blind”, a “person who is deaf”, or a “person with dwarfism”. Each person may have their own preferred terminology, and if you’re not sure what to use, just ask them. Most, however, will recognize the effort when you just refer to them as people”.

- Avoid outdated, politically incorrect terms like “handicapped” or “crippled”. Be aware that many people with disabilities dislike jargon and euphemistic terms like “physically challenged” and “differently abled”. Say “wheelchair user” instead of “confined to a wheelchair” or “wheelchair bound”. The wheelchair is what enables the person to get around, but they are neither confined by it nor bound to it. The wheelchair is liberating, not confining.
- With any disability, avoid negative, disempowering words like “victim” or “sufferer”. Say “person with AIDS” instead of “AIDS victim” or person who “suffers from AIDS”.
- It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying “It was good to see you” and “See you later” to a person who is blind is completely acceptable. They will use the same terminology and it’s inappropriate to respond with questions like, “How are you going to see me later?”
- People in wheelchairs will say things like, “Let’s go for a walk” and it’s okay for you to say it too. The situation will only become awkward if you make it so.
- Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf (with a capital D) and may be offended by the term “hearing impaired”. Others may not object to the term, but in general it is safest to refer to people who have hearing loss but communicate through a spoken language as “people with hearing loss” and those who have a profound hearing loss as “people who are Deaf”.

Community Groups, Organizations, Associations, and Commissions

There are a large number of groups nationally, regionally, and within each state that provide specialized services, information, and advocacy for persons with all disabilities. A number of advocacy groups are listed below, the list is not intended to be complete by any means:

- **Ability Resources, Inc.:** Ability Resources Inc. (<http://www.abilityresources.org/>) was founded in 1976. Their mission is to assist people with disabilities in attaining and maintaining their personal independence. One way this can be achieved is in the creation of an environment in which people with disabilities can exercise their rights to control and direct their own lives.
- **ADA National Network:** The ADA National Network (<http://adata.org/>) provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels. The ADA National Network consists of ten Regional ADA National Network Centers located throughout the United States that provide local assistance to ensure that the ADA is implemented wherever possible.
- **American Council of the Blind:** ACB (www.acb.org) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by e-mail at info@acb.org.

- **American Association of People with Disabilities:** The American Association of People with Disabilities (www.aapd.com/) is the largest non-profit, non-partisan, cross-disability organization in the United States.
- **National Association of the Deaf:** NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (www.nad.org).
- **Indiana Association of the Deaf:** IAD is a dynamic and growing organization with strategic partners, and individual members. The IAD serves as an advocate for more than 400,000 Deaf and Hard of Hearing Hoosiers. The mission of the Indiana Association of the Deaf is to preserve, protect, and promote the civil, human, and American Sign Language (ASL) linguistic rights of Deaf people in Indiana. <https://www.iadhoosiers.org/>
- **National Federation of the Blind:** NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided online resources (www.nfb.org) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed-circuit TV (CCTVs). There is also an Indiana state chapter (<https://nfb-in.org/>).
- **National Organization on Disability:** The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation- related resources. (www.nod.org)
- **Paralyzed Veterans of America:** PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website (www.pva.org) provides information on useful sports publications and a list of contacts.
- **United Spinal Association:** United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (www.unitedspinal.org)
- **World Institute on Disability:** WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA. (www.wid.org/resources)
- **State of Indiana Division of Disability & Rehabilitative Services (DDRS):** www.in.gov/fssa/ddrs/2637.htm
- **Indiana Disability Rights (IDR):** <https://www.in.gov/idr/>
- **Disability Resources, Inc., Guide to Disability Resources on the Internet – IN:** Disability Resources, inc. is a nonprofit 501(c)(3) organization established to promote and improve awareness, availability and accessibility of information that can help people with disabilities live, learn, love, work and play independently. www.disabilityresources.org/INDIANA.html
- **Indiana Resource Center for Families with Special Needs (IN*SOURCE):** The mission of

IN*SOURCE is to provide parents, families, and service providers in Indiana the information and training necessary to assure effective educational programs and appropriate services for children and young adults with disabilities. insource.org

- **ADA-Indiana:** The mission of ADA-Indiana is to serve as a statewide resource for promoting the implementation of the Americans with Disabilities Act in Indiana. www.adaindiana.org/
- **Great Lakes ADA Center:** The Great Lakes ADA Center's mission is to increase awareness and knowledge with the ultimate goal of achieving voluntary compliance with the Americans with Disabilities Act. This is accomplished within targeted audiences through provision of customized training, expert assistance, and dissemination of information developed by various sources, including the federal agencies responsible for enforcement of the ADA. The Center provides information, materials, technical assistance and training on the Americans with Disabilities Act of 1990 (ADA). The six states within the region served by the Center include: Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.
<https://www.adagreatlakes.org/#>
- **Indiana Council on Independent Living (ICOIL):** Their mission is to effectively lead a statewide Independent Living Movement that empowers people with disabilities.
www.icoil.org/index.html
- **The Arc of Indiana:** The Arc of Indiana is committed to all people with developmental disabilities realizing their goals of learning, living, working and playing in the community.
www.arcind.org/
- **American Council of the Blind of Indiana (ACBI):** The American Council of the Blind of Indiana, an affiliate of the American Council of the Blind, strives to increase the independence, security, equality of opportunity, and quality of life, for all blind and visually impaired persons in Indiana. Their mission is to increase the independence, security, equality of opportunity, and quality of life for all blind and visually impaired people. They have multiple chapters within the state and their special interest affiliates cover a wide range of professions, hobbies, and aspects of life. <https://acb-indiana.org/>
- **Deaf Link:** Provides accessible hazard alert system (AHAS), video remote interpreting (VRI), pre-recorded interpreting (PRI), and Shelter Link (an internet-based interpreting service for sheltering and mass care agencies) to provide the highest standard of inclusion for persons who are Deaf, Blind, Hard-of Hearing and Deaf-Blind. www.deaflink.com/.

Potential Funding Opportunities

Grants may be available from a wide variety of sources from state and federal agencies to private agencies and non-profits. Some common potential programs are listed below. The list is not intended to be complete by any means and not all grants are funded at all times.

- **Indiana Department of Natural Resources (IDNR)** offers a number of grants for parks and recreation facilities. Refer to their website for a matrix of grant programs and eligibility (<https://www.in.gov/dnr/state-parks/recreation/>).
- **Indiana Department of Transportation** administers several grant programs for transportation-related projects, including Community Crossing Grants (<https://www.in.gov/indot/doing-business-with-indot/local-public-agency-programs/community-crossing-matching-grant-program/>).

- **Indiana Office of Community and Rural Affairs (OCRA)** offers the Community Connections for People with Disabilities (CCPWD) grant, in partnership with the Indiana Division of Disability and Rehabilitative Services (DDRS). The CCPWD grant opportunity is a Community Development Block Grant made available due to supplemental CDBG Coronavirus funds authorized under the CARES Act. OCRA has made \$4.9 million in CDBG-CV funds available for this grant opportunity. CCPWD grant applications are reserved for applicants proposing public services activities; public facilities activities are not eligible for consideration under the CCPWD grant opportunity. Proposed public service activities must provide collective benefit to the target population by enhancing municipal and/or provider capacities and programming.
<https://www.in.gov/ocra/cdbg/community-connections-for-people-with-disabilities/>

EXECUTIVE SUMMARY



The Americans with Disabilities Act (ADA) is a comprehensive Federal civil rights statute enacted in 1990. Comprised of five major parts, or "titles", the ADA's stated purpose was to provide a "clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities". It is estimated by the U.S. Census Bureau that over 50 million U.S. residents have a disability, and over 50% of senior citizens age 65 or older have a disability. Title II requires that all public entities with 50 or more employees perform a self-evaluation, prepare a transition plan, make the transition plan available for three years, publish a notice of non-discrimination, designate an ADA Coordinator, and develop a formal complaint form and grievance procedure.

West Terre Haute has completed this self-evaluation of all town facilities, including the public right-of-way (ROW), programs, and procedures and prepared a Transition Plan that outlines the necessary steps to be fully compliant with the requirements of Title II of the ADA. The town will strive to ensure that all residents and visitors are able to access all services, programs and activities and will promptly investigate any formal grievance filed according to the grievance procedures outlined. Additionally, the town will strive to include annual budgetary allotments to make required improvements that will eventually make the various facilities fully accessible, with emphasis given to the improvements that most impact the ability of persons with disabilities to access facilities or programs. Where access cannot be provided, alternate means to provide the same opportunities to persons with disabilities will be provided.

In performing this self-evaluation, only areas open to the public were assessed at the following town facilities identified by the town as having programs/services provided:

- Town Hall

Areas of these facilities open to the public generally included parking lots, walks, park amenities, and areas within buildings that are not restricted to employees. Some buildings or areas of certain buildings have infrequent public access and were evaluated under the same guidelines. The decision to exclude areas of town facilities, or entire facilities, restricted to employees does not obviate the need of the town to ensure full accessibility is provided to employees with disabilities, consistent with the requirements of Title I of the ADA.

It is the goal of West Terre Haute is to make facilities for all services, programs, and activities fully accessible as soon as possible, though this will be largely dependent on a number of economic factors and future changes to the ADA Standards for Accessible Design (ADASAD) or other unforeseen requirements that would necessitate additional improvements to town facilities. The town has committed to provide training for staff on the requirements of the ADA and make accommodations for employees with disabilities, many of which can be done without costly architectural renovations. The Transition Plan will be reviewed and updated periodically to ensure the town is fully compliant with ADASAD standards.

The results of the self-evaluation identified a number of architectural barriers at town facilities. The estimated cost to correct these deficiencies is at least \$6,269,576.20. The degree to which these barriers limited accessibility and their priority for corrective action was subjectively categorized as "high", "medium", or "low". "High" priority included barriers that effectively prohibited access to a service or program or present a safety hazard. "Medium" priority included barriers that either partially prohibited access or made it quite difficult. "Low" priority barriers typically do not limit access but are not compliant

with standards. The improvements should be categorized into a 20 year phasing program to spread the cost for implementation out and address the most serious deficiencies at the most used town facilities. The actual implementation schedule, budgeting, and prioritization is up to the administration and is likely to be impacted by complaints, new regulations and requirements, and availability of funding. Note that these costs are to resolve accessibility issues by making architectural improvements and in many instances, there are procedural or other modifications that can be made to provide equal access to town programs and some modifications are not required until renovations are completed. These modifications are noted within this report.

SECTION 1

Introduction and Overview



1.0 Introduction and Overview

1.1 Introduction

The Americans with Disabilities Act (ADA) was enacted on July 26, 1990, and later amended effective January 1, 2009. As written and implemented, the ADA provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation, and telecommunication. The ADA is a companion civil rights legislation to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The ADA, however, does not specifically list all the impairments that are covered. The ADA is divided into five sections covering the following topics:

Title I: Employment

Title II: Public Services (and Transportation)

Title III: Public Accommodations (and Commercial Facilities)

Title IV: Telecommunications

Title V: Miscellaneous Provisions

Title II specifically prohibits state and local governments from discriminating against persons with disabilities or from excluding participation in or denying benefits of programs, services, or activities to persons with disabilities. It is under this title that this transition plan has been prepared. This transition plan is intended to outline the methods by which physical changes should be made to give effect to the non-discrimination policies described in Title II.

The DOJ is the lead agency that oversees the ADA. The ADA itself is not enforceable by any state or local governmental unit code official.

1.2 Purpose

The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

Relative to the ADA on July 26, 1990, the DOJ issued rules implementing Title II, which is codified at [28 CFR Part 35](#), which applies to West Terre Haute. Title II requires state and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at government facilities, programs, and events, but also to policy changes that state and local governmental entities must make to ensure that all people with disabilities can take part in, and benefit from, the programs and services of state and local governments.

The ADA regulations [ref. U.S. DOJ, [28 CFR Part 35, Subpart A, 35.105 and 35.150\(a\) and \(d\)](#)] require state and local governments to conduct a self-evaluation of their programs and services to identify barriers

to access. One of the fundamental reasons for performing the self-evaluation is to identify potential problems before they occur, so that discrimination complaints won't be necessary. By identifying the policies, programs, services, and activities that do not comply, the town can take action to remove those barriers to ensure that the town is not discriminating against individuals with disabilities. Title II of the ADA stipulates that the town is required to perform six administrative responsibilities:

1. Publicize the West Terre Haute and contact information of the designated ADA Coordinator responsible to oversee compliance [[28 CFR 35.107 \(a\)](#)]
2. Administer and write a self-evaluation of the programmatic barriers in services offered by the local government and 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 [[28 CFR 35.105](#)]
3. Publicize and inform applicants, participants, and beneficiaries of the town's policy of nondiscrimination on the basis of disability related to the town's services, programs, and activities [[28 CFR 35.106](#)]
4. Establish a complaint/grievance procedure to respond to complaints of noncompliance from the public [[28 CFR 35.107 \(b\)](#)]
5. Develop a transition plan if structural changes are necessary for achieving program accessibility [[28 CFR 35.150 \(a\) and \(d\)](#)]
6. Retain the self-evaluation and provide it for public inspection for three years [[28 CFR 35.105 \(c\)](#)]

West Terre Haute is committed to complying with the tenets of Title II of the ADA of 1990, and other Federal and state statutes and regulations intended to make town-owned and operated facilities, programs, services, and activities accessible to persons with disabilities. This ADA Self-Evaluation and Transition Plan (SETP) establishes a new benchmark for compliance with ADA and identifies a plan to remove barriers.

1.3 Plan Overview

In 2025, West Terre Haute was made aware of issues related to non-compliance with certain requirements of the ADA by the Federal Highway Administration (FHWA) and Indiana Department of Transportation (INDOT). The town responded by contracting HWC Engineering to assist in preparing a SETP.

A work plan to assess town-owned and operated facilities, programs, policies, services, and activities for compliance with ADA was initiated to complete the ADA SETP. This work plan included:

- Facility audit (interior and exterior)
- Self-evaluation of town programs, services and activities
- Facilitate designating an ADA Coordinator
- Develop grievance procedures
- Outreach to advocacy groups and the general public
- Prioritize facilities improvements for accessibility
- Develop written transition plan
- Adoption of the transition plan

Facility audits were performed only in those areas open to the public for this project. Areas within town-owned facilities that are not accessible to the public must also be accessible for employees with disabilities as a requirement of Title I. Accessibility in employee work areas will be assessed on a case-by-case basis based on the needs of the individual and nature of their disability. The town is committed to ensuring that all workspaces are accessible pursuant to the requirements of each job and making the necessary modifications when needed. In addition, facilities within the public town right-of-way (ROW) were inventoried based on information provided by the town's ADA Coordinator.

A public involvement process was incorporated to assist in the development of this SETP. These recommendations are intended to serve as the transition plan and framework for implementation. All of the recommendations in this plan for structural or programmatic solutions to facilitate the opportunity of access to all individuals are subject to review, revision, and approval of the Town Council and appropriation of funding to implement the improvements.

This transition plan is an on-going, dynamic document that will need periodic review and updating. In particular, additional evaluations will be required when updates are made to the ADA or supporting statutes or when existing accessibility guidelines change or new guidelines are established. In its efforts to maintain compliance, the town has several mechanisms in place to provide for an ongoing update of the transition plan:

- Designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA.
- Implementation activities will be part of the town's annual Capital Improvement Plan.
- Training of staff.

1.4 ADA Self-Evaluation and Transition Plan Requirements

The purpose of this ADA SETP is to document the town's review of access to facilities, programs, services, and activities by individuals with disabilities in order to determine if there are any discriminatory or potentially discriminatory practices, policies, or procedures.

In accordance with the Title II requirements for self-evaluation, West Terre Haute:

1. Identified all of the public entity's programs, activities, and services.
2. Reviewed all the policies and practices that govern the administration of the town's programs, activities, and services. [[28 CFR 35.105\(a\)](#)]

If structural changes are identified to provide program accessibility as part of the self-evaluation, the ADA identifies specific elements to be included in the transition plan. At a minimum, the elements of the transition plan are:

1. A list of the physical barriers in the town's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities. [[28 CFR 35.150 \(d\)\(3\)\(i\)](#)]
2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible. [[28 CFR 35.150 \(d\)\(3\)\(ii\)](#)]
3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period. [[28 CFR 35.150 \(d\)\(3\)\(iii\)](#)]

4. The West Terre Haute of the official responsible for the plan's implementation. [[28 CFR 35.150 \(d\)\(3\)\(iv\)](#)]

1.5 Self-Evaluation and Transition Plan Process

A work plan and method to assess town-owned and operated facilities, programs, policies, services, and activities for compliance with the ADA was implemented to complete the ADA SETP. This work plan included:

- Facility audits (interior and exterior)
- Self-evaluation of town programs, services and activities
- Public outreach to advocacy groups
- Facilitate designating an ADA Coordinator
- Develop grievance procedures
- Identify required/suggested training for town staff
- Prioritize facilities improvements for accessibility
- Develop transition plan
- Public involvement
- Adoption

Recommendations are intended to serve as the transition plan and framework for implementation. All of the recommendations in this plan for structural or programmatic solutions to facilitate the opportunity of access to all individuals are subject to review, revision, and approval of the Town Council.

1.6 Facility Audit

In 2025, audits of building and facility interiors, exterior site features at each, and West Terre Haute's ROW were performed only in those areas of each facility that are open to the public. This review identified physical and architectural barriers and provided recommendations to comply with Federal accessibility requirements.

Town Hall

Photographs of architectural and site conditions at the time of the inspection for all building amenities were taken for the record. The specific site and architectural improvements recommended to remove barriers and improve accessibility are listed in the appendix A.

1.7 West Terre Haute Administration and Departments

West Terre Haute is governed by Town Council. The Town Council is responsible for passing ordinances, resolutions, orders and motions for the governing of the town, the control of the town's property and finances, and the appropriation of money.

There are a number of statutory and other Boards and Commissions, including:

- Town Council
- Clerk Treasurer
- Street/Stormwater Department

- Waste Water Department
- Water Department
- Police Department

There are a number of "departments", as listed above, that provide the town services, programs, and activities that are accessible to the public. The level of interaction of each Department is classified as extensive (high numbers daily), regular (variable but generally low numbers daily to weekly), limited (generally weekly or less), or none. These Departments and descriptions of their functions and types and regularity of interaction with the public are:

The **Town Council** serves as the local legislative body, responsible for setting policies, passing ordinances, approving budgets, and overseeing public services such as roads, parks, and public safety. Council members represent residents' interests, focusing on community improvement, economic development, and quality of life. They hire town managers and staff, manage zoning, taxes, and contracts, and ensure that local government operates efficiently, transparently, and ethically.

The **Clerk-Treasurer** serves as the town's chief financial officer and official record keeper. This role involves managing all town finances, including collecting revenue, paying bills, handling payroll, and overseeing investments. The Clerk-Treasurer maintains public records such as meeting minutes, ordinances, and official documents; prepares and monitors the town budget; issues licenses; and performs election-related duties. They also act as the official clerk and secretary for town council meetings, ensuring transparency, accuracy, and fiscal accountability in town operations.

The **Street and Stormwater Department** is responsible for maintaining public roads and managing the stormwater system that carries rainwater away through gutters, pipes, and drains. Their work helps prevent flooding, reduce pollution, and protect water quality. The department handles tasks such as repairing potholes, sweeping streets, inspecting and maintaining storm drains, managing runoff from construction sites, and educating the public on clean water practices, including preventing dumping into storm drains.

The **Wastewater Department** is responsible for collecting, treating, and safely disposing of sewage and wastewater from homes and businesses. By operating treatment plants and maintaining miles of sewer lines, pipes, and lift stations, the department removes harmful contaminants to protect public health and the environment. Staff ensure treated water meets required quality standards, manage grease trap programs, handle utility billing, and respond to sewer backups and emergencies 24 hours a day.

The **Water Department** oversees the complete lifecycle of the municipal water system, from sourcing and treating water to delivering safe, potable water to homes and businesses. The department is also responsible for system maintenance, infrastructure upkeep, meter management, billing, conservation efforts, and responding to emergencies such as leaks or main breaks to ensure reliable service and water quality.

The **Police Department**'s job is to protect and serve the community by enforcing laws, preventing crime, responding to emergencies, investigating incidents, and maintaining public order, which involves everything from patrolling and directing traffic to supporting victims and building community trust through proactive engagement and education. They act as first responders, ensure safety, and handle both criminal matters (like theft, DUIs, drugs) and non-criminal issues (like assisting motorists, mediating disputes).

1.8 Department of Self-Evaluation

As part of this self-evaluation, the HWC distributed a questionnaire to the town's ADA Coordinator requesting information about various department operations and policies related to ADA compliance. HWC staff followed up with several departments to discuss the responses as-needed for any clarifications. All policies, programs, activities, and services were evaluated and in the case where policies are not currently in place, this report provides recommendations for the implementation of corrective actions to comply with the ADA.

1.9 Public Outreach

Public outreach began by notices being sent by U.S. mail to several disability advocacy groups, to solicit input from the public about barriers or perceived barriers that might exist to access or use of town's facilities. (see *Appendix F*). No comments were received during the public comment period that was advertised as running from December 30, 2025 through January 13, 2026.

Following completion of the draft SETP, it was made available for public review. It was placed at the following locations:

The Draft ADA Document can be found in print at the Town Hall and digital on the Town's Website.

These public comments should be considered in future planning corrections for town projects related to the removal of architectural and programmatic barriers at town facilities.

SECTION 2

Self-Evaluation of WEST TERRE HAUTE Policies, Services, Activities, and Programs Findings and Recommendations



2.0 Self-Evaluation of West Terre Haute Policies, Services, Activities, and Programs-Findings and Recommendations

This section of the self-evaluation summarizes the review of current town-wide policies, services, activities, and programs based on meetings with town staff and responses to the program accessibility questionnaire received from town departments and divisions. The findings and recommendations contained in this section will provide the basis for the implementation of specific improvements for providing access to town programs.

2.1 Program Evaluation Interdepartmental Memo

The self-evaluation of the town's services, programs, and activities required and involved the participation of every town department. West Terre Haute evaluated its policies, procedures, and programs to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities. HWC distributed a questionnaire to the town's ADA Coordinator as one measure to determine the level of ADA compliance (see *Appendix D*).

The primary purpose of this questionnaire was to allow HWC staff to better understand how each department operates and the programs provided by each so that an accurate assessment can be made of architectural and procedural barriers and how each can be corrected to provide access. The level of investigation into the operations of the various departments was generally consistent with the amount of interaction with the public and the extent of the public programs offered by each.

2.2 Overall Findings – General Policies and Practices

The self-evaluation of the Departments identified common accessibility issues between all Town Departments. The findings from the Town's Departments can be organized into the following general categories:

- Public Information
- Designation of ADA Coordinator
- Grievance/Uniform Complaint Procedures
- Public Meetings
- Special Events and Private Events on Town Property
- Contracted Services and Contractors
- Customer Service, Satisfaction, and Input
- Equally Effective Communication
- Fees and Surcharges
- Information and Signage
- Staff Training
- Employment

The findings and recommendations in the following subsections apply to all departments.

2.3 Public Information

The town is required to notify the public of their rights and protections under the ADA ([28 CFR 35.106](#)), which states: "A public entity shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public entity, and make such information available to them in such manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured them by the Act and this part." In addition, notices regarding ADA should be included in a number of other situations to inform the public of their rights and opportunities to ensure accessibility, including signage directing the public to accessible routes and entrances.

Self-Evaluation General Findings:

- A poster entitled 'Equal Opportunity is the Law', defining the requirements of Title VII of the Civil Rights Act of 1964, Title I and V of the ADA, and Section 503 and 504 of the Rehabilitation Act of 1973, was observed in Town Hall.
- The Town has adopted a formal ADA grievance form and procedure for the public to express complaints regarding access or related alleged discrimination.
- The Town has not adopted a formal ADA Accommodation Request form for the public.
- Public meeting agendas for the Town that were reviewed provide no non-discrimination statement regarding how someone needing a meeting accommodation would proceed or who to contact.
- Printed materials reviewed have no information regarding ADA accommodation.
- Signage is absent at the Town Hall that would direct visitors to the accessible entrance.

Recommended Action:

- This Town should ensure that copies of the ADA Notice of Non-Discrimination are posted prominently in high public use facilities and provide it at all public facilities and on the website.
- Public notifications should always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone.
- The Town should consider developing a formal ADA Accommodation Request form for the public.
- Ensure that all public meeting agendas for all boards/commissions/committees have a non-discrimination statement that provides information regarding how someone needing a meeting accommodation would proceed and who to contact similar to that currently being used.
- A statement of non-discrimination and contact information for the person(s) who should be contacted to request an ADA accommodation should be used by all departments for all Town publications and printed materials as applicable.
- Provide outreach to persons with disabilities by finding additional methods and formats to provide information about meetings and other Town activities. The Town should endeavor to inform the public of the possible modifications required to make its services, programs, and activities accessible.

- Include the following notice on all materials printed by the Town that are made available to the public: "This publication can be made available in alternative formats, such as Braille, large print, audiotape, or .pdf. Requests can be made by calling PHONE NUMBER. Please allow at least 3 business days for your request to be processed."
- The ADA Coordinator should have a list of qualified individuals to contract for services to provide information in alternate accessible formats when individuals have had a request for accommodation.
- Provide all ADA-related compliance documents on the website
- Signage directing visitors to Town Hall should be placed along the accessible routes and the ISA should be placed in clear view at all accessible entrances. This would include providing directional signage at the public ROW in locations to avoid back-tracking.
- Consider a dedicated page for accessibility and other civil rights issues on the Town's Website
- Ensure that all live and recorded videos that are provided on the Town's YouTube site include closed captioning

2.4 Designation of ADA Coordinator

The ADA regulations require any public entity with fifty or more employees to designate at least one employee to coordinate ADA compliance ([28 CFR 35.107 \(a\)](#)). Federal regulations require public entities to make available to interested persons the West Terre Haute, office address and telephone number of the ADA Coordinator. The ADA Coordinator's role is to plan, coordinate, organize, facilitate, and promote compliance efforts. The Coordinator responds to requests for accommodations or barrier removal. The Coordinator also receives and investigates complaints and grievances.

Self-Evaluation General Findings:

- The Town has appointed Tommy Roberts as the ADA Coordinator.
- The ADA Coordinator will attend yearly training that is hosted by INDOT's ADA Coordinator.
- The Name and contact information for the ADA Coordinator is not provided on the Town's website.
- The Town Staff Directory on the website does not list the ADA Coordinator.

Recommended Action:

- The Town should provide clear and obvious notifications and information about the ADA Coordinator to the public and employees. The identification of this person and contact information for the ADA Coordinator should be prominent and easy to find on the Town website and other documents.
- The ADA Coordinator should enroll in the necessary continuing education courses to maintain the ADATCP.
- Consider including the name and contact information for the ADA Coordinator in the Town Personnel Policy Manual or similar orientation documents for new employees.
- Consider providing a dedicated email for the ADA Coordinator that would not change in the event of staff changes. Emails to that address could be directed to multiple staff to ensure issues are addressed promptly. An example would be 'ADACoordinator@westterrehaute.in.gov.'

- Activities related to ADA compliance should be directed to the ADA Coordinator, and each Town department should designate a liaison for ADA issues and publicize the identity of this person for all staff within their department.
- Information regarding the identity of the Town's ADA Coordinator should be provided to staff, posted at all Town facility locations, incorporated into staff and public phone directories, placed in frequently used publications, and prominently on the Town's website.
- The designated ADA Coordinator should be familiar with the requirements of ADA and get appropriate training to ensure compliance and manage the implementation of this SETP by the Town.
- It is strongly suggested that each department have one individual with knowledge of ADA issues that can respond to issues that arise within their department and assist the ADA Coordinator.

2.5 Grievance /Uniform Compliant Procedures

A public Entity that employs 50 or more employees must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR 35.107(b)).

Self-Evaluation General Findings:

- The Town has adopted a formal ADA grievance procedure for the public to express complaints regarding access or related alleged discrimination.
- There will be a grievance form on the website that an individual can obtain and submit and is also a scanned document. The form is to be submitted to the ADA Coordinator
- There were no reported formal ADA grievances that have been filed with the Town.

Recommended Action:

- Ensure all ADA grievances from the public be submitted to the ADA Coordinator, who would then respond accordingly and work with affected departments and officials. The ADA Coordinator should be the primary contact for all ADA-related issues.
- Consider a dedicated web page that is for all ADA issues, publications, policies, etc. If provided, ensure it is prominent and easy to find from the Town's home page.
- Centralized record-keeping of complaints and tracking of complaint resolution will help the Town to regularly update its compliance efforts, and plan for additional compliance implementation. The ADA Coordinator should ensure that records are kept of all ADA-related complaints, including informal items brought to their attention.
- The Town should review its current administrative policy and be able to provide the ADA Grievance Form in an alternate accessible format, i.e., Braille, audiotape/recording, e-text, large print, etc.
- Administrative policies and procedures should continue to be developed, adopted, and implemented to provide consistency for filing complaints or grievances and record-keeping.

2.6 Public Meetings

Public meetings are routinely held by various town departments, boards, and commissions. The ADA prohibits public entities from excluding persons with disabilities from programs, services, or activities offered by a public entity. The law does allow a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services, and activities (28 CFR 35.150 (a)(1); (b)(1)). While most of the meetings are open to the general public and advertised as required by law, the public does not regularly attend several of the meetings of the groups noted.

Self-Evaluation General Findings:

The following board meet at various times on town business and would be considered open meetings that can be attended by members of the general public:

Town Council – 2nd Monday at 6pm

- Public meeting agendas for the Town Council that were reviewed provide no non-discrimination statement regarding how someone needing a meeting accommodation would proceed or who to contact.
- A YouTube site [@WestTerreHaute](#) Includes all Town Council Meetings
- Meeting Minutes are in PDF format and are able to be screen read.
- No requests for special accommodations, including American Sign Language or other interpreters, has been made at public meetings.

Recommended Action:

- The Town should schedule and hold all public meetings in the most accessible locations whenever possible. Meetings which the public regularly attends should be made the highest priority.
- Ensure that all live and recorded meetings provide a closed-captioning option to ensure access to persons with hearing loss and person who is deaf.
- Standard language on all Town publications regarding availability of alternate formats and how requests for accommodations can be made should be provided to all departments.
- Public notices and agendas for all public meetings should include information related to compliance with the ADA, including reasonable accommodations for persons with disabilities needing it to participate in meetings. Notices should include the West Terre Haute and contact person, along with deadlines, for requests to be made. The statement could include language similar to the following "Individuals with disabilities who require accommodations for participation in meetings must request accommodations at least 3 business days ahead of the scheduled meeting. Contact the ADA Coordinator, Tommy Roberts, at (812) 243-3044 or email at Thomas.Roberts@westterrehautein.gov". Ensure that meeting agendas are posted before the start of this deadline.
- Ensure that all live and recorded videos of public meetings that are available on the Town website or social media pages include an option for closed captioning.
- Ensure that meeting agendas are posted and published in advance with enough lead time to allow persons that may require an accommodation to make such request.

- The Town should develop procedures for obtaining and providing auxiliary aids such as sign language interpreters, readers, descriptive services, and other assistive technologies.
- The Town should make reasonable modifications to enable individuals with disabilities to attend and participate in all public meetings.
- Ensure that all documents provided on the website are in a format that are usable by persons utilizing a screen reading program. Signed documents are often scanned, a picture of the scanned photo of the signature could be utilized instead or a notation made on the signature line that an original with signature can be reviewed at the appropriate department office.
- Provide meeting agendas and minutes in alternative formats when requested.
- The Town should assemble and maintain a list of readily accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.
- The Town should create a simple checklist for creating accessible meetings and selection of accessible meeting spaces for public meetings held at non-Town facilities. This checklist should be utilized and available to all Town departments for their programs and events.

2.7 Accommodations to Access Programs, Services and Activities

The ADA prohibits public entities from excluding persons with disabilities from programs, services, or activities offered by a public entity. A public entity may not adopt policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral, but have discriminatory effect. The law does allow a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services, and activities ([28 CFR 35.130 \(b\)\(3\); 35.150 \(a\)\(1\); \(b\)\(1\)](#)).

Self-Evaluation General Findings:

- There is no evidence of intentional discriminatory practices, intentional exclusion of individuals with disabilities, or practices to segregate individuals with disabilities or limit access to town programs, services, or activities.
- Public meetings are generally held in locations that are through to be accessible to persons with mobility impairments and staff had no recollection of any previous complaints of issues.

Recommended Action:

- Information directing the public how to request accommodations should appear on all public notices, announcements, and agendas.
- Continue to ensure that public meetings are held in accessible facilities.
- Front line staff, such as administrative assistants, receptionists, and staff within departments that have everyday contact with the public, should receive training on interacting and accommodating individuals with disabilities.
- The Town has no ADA Accommodation Request Form that could be used for an ASL request.
- The Town should provide additional and ongoing training for staff, including volunteers, regarding the requirements of the ADA and accommodations that provide equal access to

programs, services, and activities. This would include accommodation at Vote Centers and other Town programs.

- Continue to provide services to the disabled to allow them to participate in all Town activities and programs.
- High public use facilities that sponsor a variety of programs should have an accommodation request form available and also be made available on the website and all publications that provide information about the programs sponsored there. The statement should provide contact information and deadlines for accommodation requests to participate in the programs.
- The ADA Coordinator should monitor programmatic access, making any necessary changes to ensure access and document compliance efforts.

2.8 Special Events and Private Events on West Terre Haute Property

The town could provide opportunities for private organizations to utilize town facilities for special or private events. Contained within the ADA are two titles that pertain to public and private entities. Public entities are not subject to Title III of the ADA. Conversely, private entities are not subject to Title II. In many situations, however, public entities have close relationships with private entities that are covered by Title III (Public Accommodations), with the result that certain activities may be at least indirectly affected by both Titles. This is the case with certain special events or private organizations that may use town facilities.

Self-Evaluation General Findings:

The Town does host three yearly parades. These parades include the Christmas Parade, Fire Prevention Parade and the Homecoming Parade.

Recommended Action:

- Guidelines or policies should be in place for ensuring that all special events are accessible, including items such as accessible parking, designated wheelchair seating, and accessible restroom facilities. Ensure that accessible facilities are clearly marked with the ISA and that directional signage is provided, accessible facilities are shown on literature for the event, and that accessible routes are provided to and from all amenities of the events.
- Ensure that service animals are permitted inside all facilities that can be accessed by the public.

2.9 Contracted Services and Contractors

Public entities cannot use contract procurement criteria that discriminates against persons with disabilities ([28 CFR 35.130 \(b\)\(5\)](#)). In addition, selected contractors should be held to the same nondiscrimination rules as the town.

Self-Evaluation General Findings:

- No discriminatory or exclusionary practices were evident in the selection of contractors and contracted services.

Recommended Action:

- All Town contracts should be reviewed to ensure that they include specific, detailed ADA language to ensure that contractors that provide Town services to the public comply with the ADA.
- It is recommended that the Town consider a means to maintain compliance when contracting for services or when leasing facilities by:
 - Including ADA compliance requirements in new requests for proposals.
 - Reviewing ADA requirements when contracts or leases are negotiated, revised, or renewed.

2.10 Customer Services, Satisfaction, and Input

ADA requires a public entity to provide an opportunity to interested persons and organizations to participate in the self-evaluation process. For three years after completion of the self-evaluation, a public entity must maintain a record of any problems identified ([28 CFR 35.105](#)).

Self-Evaluation General Findings:

- Notices of this SETP process were sent to a number of disability advocacy groups and provided on the Town website.
- No complaints or grievances were reported related to inability to accommodate customers with disabilities or inability of persons with disabilities to access Town programs or facilities.

Recommended Action:

- Consider periodic customer satisfaction surveys or gather input from recipients of Town services using an alternate method, such as public hearings or focus groups. An additional emphasis should be made to survey individuals with disabilities and organizations representing individuals with disabilities.
- Partner with persons with disabilities, their caregivers, and advocates for the disabled to identify concerns and gather comments on capital improvement projects to improve accessibility to people with disabilities during design. Valid comments provided to the Town should be considered in the scheduling and prioritization of projects.
- Consider providing a specific web page where ADA-related concerns can be provided and be directed to the ADA Coordinator.

2.11 Equally Effective Communication

ADA calls for public entities to provide applicants, participants, members of the public, and companions with disabilities with communication access that is equally effective as that provided to persons without disabilities ([28 CFR 35.160\(a\)-\(d\)](#)). The regulations also require that the public entity provide the appropriate auxiliary aids and services where necessary to give people with disabilities an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity of a public entity. The law stipulates that the individuals can request the auxiliary aids and services of their choice and that the town will honor the request unless a suitable substitute exists or the request is not required under the law. In addition, West Terre Haute may provide qualified interpreters via video from a remote location as long as it can meet the performance requirements of [28 CFR 35.160\(d\)](#).

Auxiliary Aids and Services

Self-Evaluation General Findings:

- No departments stated that they have hired/utilized transcription services and readers.
- No departments stated that they have hired/utilized transcription services and readers.

Recommended Action:

- The Town should provide staff training and information regarding auxiliary aids and effective communication. Encourage staff to offer alternate means to complete transactions and assistance to complete Town forms if possible.
- The Town should have a complete list of auxiliary service providers, i.e., Braille transcription services, computer assisted transcript, dictation and transcription, American Sign Language (ASL) interpreters, etc.

Interpreter Services

Self-Evaluation General Findings:

- There is not a Town-wide contract for qualified sign language interpreters for departments to select from.
- The Town has no contracts in place for on-site interpretation services.
- No departments indicated use of or requests for interpreters.

Recommended Action:

- The Town should maintain a Town-wide contract for qualified ASL interpreter services that departments could utilize as needed. At a minimum, a list of qualified individuals should be maintained for all potential services that might be required on short notice. The Town could also explore the viability of providing qualified ASL interpreters from a remote location and transmitting the disabled participant's response to the interpreter in accordance with 28 CFR 35.160(d).
- Ensure that a list of providers for interpretation services is available to Town employees that may need to utilize the service. That list should be maintained by the ADA Coordinator.
- Interpreters should be provided upon request for accommodations or considered in situations where an interpreter is known or likely to be required, such as public meetings for projects in areas with documented populations of persons with Limited English Proficiency (LEP).

Telecommunications Devices for the Deaf

Self-Evaluation General Findings:

- TDD/TTY numbers are not listed for the Town or any Town departments on the website or staff directory on the website, as there are none.
- Phone systems in Town facilities are all currently compatible with TDD systems.

Recommended Action:

- The ADA requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their services for people with disabilities who use teletypewriters (TTYs) or TDDs, including 9-1-1 services. The Title II regulation specifically prohibits emergency telephone service providers from relying on relay services. Relay services do not provide "direct access," because they require the services of a third party and are far more time-consuming than direct TTY calls. However, if a person placing a call to a PSAP voluntarily chooses to rely on a telephone relay service, the PSAP must answer and respond appropriately to such a call. PSAPs must train their call takers to effectively recognize and process TTY calls. Call takers must be trained in the use of TTY equipment and supplied with information about communication protocol with individuals who are deaf or hard of hearing, or who have speech impairments. Ensure compatibility of 9-1-1 equipment and proper training of staff.
- Consider using Relay Indiana and publishing the phone number (7-1-1 or 800-750-0750 for standard phones, 800-750-2750 for TTY Relay in English, 888-269-0678 for Spanish) for TTY/Voice communication. A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Communications Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user. This information could be placed on the recommended website page for accessibility.
- Where an automated answering system is used for receiving and directing incoming telephone calls, the Town should enable this system to provide real-time communication with individuals using auxiliary aids and services, including TDD and telecommunications relay systems (28 CFR 35.161(b)).
- All staff responsible for responding to incoming telephone calls should be trained in the protocol and use of TDD, VP, and VRI/VRS communications. Information and training should be provided on an ongoing basis.
- The Town should develop procedures to ensure that TDD are maintained in a working and operable condition.

Website**Self-Evaluation General Findings:**

- The Town website home page address is www.townofwestterrehaute.com/. The website does not include an accessibility page.
- The town website is updated and maintained by the Clerk Treasurer and her office staff. ADA Coordinator Tommy Roberts updates and maintains the town's Facebook.
- Documents available online in PDF format appear readable by a screen reader program
- Content on the website is generally readable by the screen reader program NVDA. Some documents have paragraphs that read as expected where others provide no immediate program response. Moving the cursor within paragraphs of text sometimes provides the expected NVDA response when placed in the precise position.

Recommended Action:

- The Town's website should be reviewed to maintain, update, and monitor website accessibility.
- Utilize an accessibility checklist similar to that published by the Access Board.
- The University of Wisconsin Trace Center (<https://minds.wisconsin.edu/handle/1793/6747>) provides resources and on-line information that might assist the Town in development and implementation of an accessible website.
- The Web Accessibility Initiative provides guidance on making websites fully accessible (www.w3.org/WAI/).
- The International Center for Disability Resources on the Internet (ICDRI) provides information on accessibility (www.icdri.org/section508/index.htm).
- The General Services Administration (GSA) provides resources on their website for development of compliant websites.
- The ADA National Network provides regular live webinars, which are also archived, with information on various ADA topics. Registration is free. An archived presentation entitled 'Evaluating Websites for Accessibility' (from September 5, 2019) can be found at <https://www.accessibilityonline.org/ao/archives/110746>.
- Ensure that all PDF documents are directly converted to PDF and not a scan of the original document. Scans are not compatible with many reader programs and cannot always be converted to a readable format by free PDF reader programs. Ensure that non-PDF format documents are properly formatted and usable by screen reader programs. Consider running a test of all documents to be posted to the website to ensure compliance and compatibility with screen readers prior to posting.
- Ensure that all interactive pages are compliant and able to be used by persons with vision loss.
- Consider having staff responsible for web content download NVDA or other commonly used screen reader program to test content (www.nvaccess.org/download/) and also consider having vision impaired advocates assist with review of the website and various documents for readability by programs.
- Consider adding a dedicated page for ADA and Title VI information, which is significantly lacking currently. ADA-related website content should include publicity of the statement of ADA compliance, contact information for the Town ADA Coordinator, grievance and complaint procedures and form, publication of the self-evaluation and transition plan when completed, an annual list of ADA projects, a list of the departments that offer TDD and the phone numbers, etc.
- Provide compliant captioning of all video live stream and video recordings provided on the website to allow persons with hearing loss or person who is deaf to have access to this program of the Town. In addition, provide equally effective communication upon request, which could include written transcripts of meetings.

2.12 Alternate Communication Formats

A public entity has a responsibility to provide information in alternative formats to comply with [28 CFR 35.160](https://www.govinfo.gov/content/pkg/FR-2010-05-10/pdf/2010-12844.pdf). This section of the ADA requires state and local government entities to communicate effectively with individuals who are deaf, hard-of-hearing, or have a speech, vision, or learning disability.

Communication access involves providing content in methods that are understandable and usable by people with reduced or no ability to: speak, see, or hear and limitations in learning and understanding. Some alternative formats can be produced in-house at minimal costs, i.e., large print, disks, and e-mail attachments. Other formats, such as Braille and audio-formats, may need to be produced by a vendor. Alternate communication formats that are likely to be requested include, but are not limited to: audio-formats, Braille, large print, captioned films and video, electronic text/disk/CD-ROM, or sign interpreted films and video.

Self-Evaluation Findings:

- Many Town departments and offices produce printed information that is distributed and available to the public in both hard copy format and electronically.
- Town staff indicated that they assist with filling out forms, if assistance is requested, or when alternative formats are not available.
- No departments have a standard procedure to communicate and produce accessible alternate formats for people with disabilities.

Recommended Action:

- The ADA Coordinator should be the main point of contact for requesting and providing information in alternate formats on a request for accommodation basis and should communicate with other departments as needed when accommodation requests are received.
- The Town should provide staff training regarding the requirements of accessible alternate formats, what accessible alternate formats are, and how to provide accessible alternate formats.
- Procedures and methods should be established for the development of accessible alternate formats of documents to ensure that requests are handled in a uniform and consistent manner.
- The Town should centralize the production of alternate formats for agendas, publications, and documents, which may result in efficiency and a cost savings.

2.13 Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services, or activities accessible to persons with disabilities ([28 CFR 35.130\(f\)](#)).

Self-Evaluation Findings:

- There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services, and activities.

Recommended Action:

- The town should continue to monitor and review policies and practices to ensure that fees and surcharges are not charged to individuals with disabilities that were not charged to individuals without disabilities

2.14 Information and Signage

A public entity is required to ensure that individuals with disabilities are directed to an accessible entrance to a building and to the location and existence of accessible services, activities, and facilities.

The ISA shall be used at each accessible entrance of a facility ([28 CFR 35.163](#)). Paragraph (b) requires the public entity to provide signage at all inaccessible entrances to each of its facilities that directs users to an accessible entrance or to a location with information about accessible facilities.

Self-Evaluation Findings:

- Inaccessible entrances do not provide signage directing users to accessible entrances.

Recommended Action:

- An accessible signing strategy for the non-compliant Town Hall should be developed for interior and exterior directional, informational, and permanent room signs.
- Design standards for accessible signs should be created to guide the production and installation of the accessible signs produced internally.
- Signage replacement projects should include replacement or installation of accessible signs as required.

2.15 Staff Training

On-going compliance with the ADA can only be achieved if Town/Town/Town staff receives training and education about the rights of persons with disabilities and the obligations of public entities and its employees under Title II of the ADA. Although training is not required by the ADA, training regarding the requirements of the ADA is recommended.

Self-Evaluation General Findings:

- The ADA Coordinator will attend INDOT's training that is held yearly in August.
- The ADA Coordinator will host training for all town staff yearly.

Recommended Action:

- The ADA Coordinator and other key staff should attend annual training on various ADA issues relevant to their respective department responsibilities.
- The Town should provide training regarding ADA and related civil rights legislation to Town staff, especially those that have frequent interaction with the public. Suggested training topics include, but are not limited to:
 - Requirements of the ADA for Town of West Terre Haute as a Title II entity
 - Consequences of Non-Compliance
 - Disability Etiquette – a good resource is www.unitedspinal.org/disability-etiquette/
 - Acceptable Terminology and Phrases
 - Grievance/Complaint Procedures
 - Reasonable Accommodations
 - Awareness and Sensitivity
 - Accessible Locations for Meetings
 - Barriers to Access – Programmatic and Physical
 - Auxiliary Aids and Services
 - TDD, VP, VRI/VRS, and other assistive technologies (e.g., Zoom)

- Town inspectors, designers, and plan reviewers should be familiar with the requirements of ADA standards and guidelines that pertain to the facilities they are responsible for. This would include ensuring compliance with the most stringent regulation (ADA-specific at a minimum) for Town facilities constructed by the Town or private contractors prior to acceptance or approval.
- Training materials and handbooks should be prepared, if needed, in alternate formats.
- The ADA Coordinator should coordinate additional ADA training for all Department managers and staff who have regular contact with the public.

2.16 Employment

Title I of the ADA requires public entities not to discriminate against persons with disabilities in all parts of the recruitment and employment process ([28 CFR 35.140](#) and [29 CFR 1630.4](#)).

Self-Evaluation General Findings:

- The Town does not have an 'ADA Reasonable Accommodation Request Form' that is to be used by employees.
- The Town Personnel Policies Handbook includes the following relevant items
- 'Equal Employment Opportunity' states:
 - "West Terre Haute is an Equal Opportunity Employer. We affirm our commitment to provide equal opportunity in employment to persons in all job titles, without regard to race, color, religion, gender, age, disability, sexual orientation, or national origin. This policy includes recruiting, hiring, training, probation, promotion, transfer, compensation, benefits, assistance, layoff, recall, employee facilities, discharge, retirement, and all other terms and conditions of employment".
 - "All position vacancy notices, postings, advertisements, and recruiting literature shall contain the phrase 'An Equal Opportunity Employer'."
 - "Any employee with questions or concerns about any type of discrimination in the workplace shall bring these issues to the attention of his/her elected official/department head. Employees may raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment."
- Section 2.7 'Employee Medical Examinations' states that "To help ensure that employees are able to perform their duties safely, medical examinations may be required of those positions responsible for public safety prior to hiring, or anytime during the course of employment with the Town, (e.g., hiring, FMLA, ADA) which will be paid for by West Terre Haute."
- Section 4.9 'Americans with Disabilities Act (ADA)' states:
 - "It is the policy of West Terre Haute that qualified individuals with disabilities not be excluded from participating in or benefiting from the services, programs, or activities of the Town."
 - "It is the policy of the West Terre Haute not to discriminate against a qualified individual with a disability in: job application procedures; the hiring, advancement, or discharge of employees; employee compensation; job training; and other terms, conditions, and

privileges of employment. It is the intent of this Town to comply with all applicable requirements of the Americans with Disabilities Act (ADA)."

- "If a person is not able to perform the essential functions of a job, even with reasonable accommodation, then the person is not qualified for the position."
- "West Terre Haute will reasonably accommodate persons with a disability. Such reasonable accommodation may include: making facilities readily accessible to individuals with a disability, restructuring jobs, modifying work schedules, modifying equipment, or other similar accommodations."
- "Accommodations may not create an undue hardship for the Town or other employees. An individual who cannot be reasonably accommodated for a job, without undue hardship, will not be selected for that position."
- "Benefits provided to disabled individuals who are qualified to perform the work are not different from the benefits provided to other employees."
- "Members of the public, including individuals with disabilities and groups representing individuals with disabilities, are encouraged to submit suggestions to the Town ADA Coordinator on how Henry Town might better meet the needs of individuals with disabilities pursuant to this policy."
- "Any individual who believes he/she has received treatment inconsistent with the policies set forth above or any other requirement of the Americans with Disabilities Act (ADA), can file a complaint within ninety (90) days of the date of the alleged discriminatory act or practice with the Town ADA Coordinator."

Recommended Action:

- Ensure all applicable web pages and documents include a statement about the Town being an 'Equal Employment Opportunity' employer or other statements compliant with applicable laws.
- Determine the potential need for alternate ways for individuals to apply for jobs if they do not have internet access. This could include providing information about where computers can be available (libraries, schools, Town facilities, etc.), providing hard copies of applications for employment in both regular and alternate formats (e.g., large print).
- The Town should continue to practice the Town policies of non-discrimination as required by ADA and other applicable laws.
- Ensure that electronic copies of all documents provided to Town employees, including the Town Personnel Policies Handbook, are fully accessible and usable by persons that use screen reading programs. Any existing scanned documents should be replaced by original PDF conversions. If signatures are desired, insert them as a picture in the PDF and ensure alt-text is provided. Run an accessibility test of all documents to ensure issues are repaired prior to the distribution of the documents to employees.
- The Town should continue to practice the Town policies of non-discrimination as required by ADA and other applicable laws for recruiting, hiring, training, assignments, compensation, benefits, transfers, layoffs, returns from layoffs, education, and promotion.
- Members of the public, including individuals with disabilities and groups representing individuals with disabilities, should be encouraged to submit suggestions to the Town ADA Coordinator and

HR Department on how the Town might better meet the needs of individuals with disabilities pursuant to employment policies.

- All job descriptions should include the same basic sections, with some higher level positions including additional requirements. Simplify the layout of job descriptions to include three (3) basic major categories:
 - Summary of the position – reason for/function of the position, purpose, role, how it fits with the operations of the organization, etc.
 - Essential Job Functions – methods, techniques, procedures and/or tools to complete the job, time allowed to perform functions, how often function is performed, how success is measured
 - Job Specifications/Qualifications – qualifications, skills and required abilities, educational criteria, certifications/licensure requirements, specialized knowledge/experience, environmental, psychological, and/or physiological requirements, etc.
- Provide job functions identified as 'Essential' based on documentable evidence about the existence of the position for performance of the function, the limited number of employees that can perform the function, and the specialization and expertise required to perform the function. Further evidence would include employer judgment, amount of time performing the function, the consequences being serious if an infrequently performed function is not performed when needed, etc.
- Ensure that 'Other Duties as Assigned' is not included as an essential job function.
- Do not include marginal or peripheral functions of positions within Essential Job Functions area, though these lesser functions can be included elsewhere if appropriate.
- Use clear, concise, non-technical language and avoid gender-specific language, jargon, technical language, ambiguity, and language that may screen out individuals with disabilities.
- Updates should include 'ADA Compliant Language'. Examples include modifying statements such as 'stand or sit' to 'stationary position', 'talk/hear' to 'communicate, convey, express oneself, exchange information', 'use hands/fingers to handle or feel' to 'operate, activate, use, prepare, inspect, detect, position', 'see' to detect, perceive, identify, recognize, observe, inspect, assess', 'carry or lift' to 'transport, move, position, put, install'.
- Ensure requirements in all sections are actual requirements of the position and avoid use of subjective words such as 'normal' when describing visual acuity, hearing, etc. Determine need for requirements such as sense of smell or taste, depth and/or texture perception, color perception, etc., which for many jobs is unlikely to be needed to perform the duties of the job.
- Ensure that all job descriptions include a brief statement at the bottom regarding reasonable accommodations being provided to allow qualified persons to perform essential job functions.
- Review which jobs require a valid driver's license or commercial driver's license for the employee to perform job duties due to the need to operate a Town vehicle. Remove the requirement from jobs that do not since many persons with disabilities are not able to obtain a driver's license, instead substituting the requirement with providing a valid photo ID issued by a governmental agency.

- Ensure that the job description for the position that is designated as the Town's ADA Coordinator includes this within the duties and the person in this position should have relevant experience and knowledge of the ADA and other civil rights laws related to Title I and Title II.
- An excellent resource to review when considering updates or modifications to various documents, including job descriptions, is the Job Assistance Network at <https://askjan.org/topics/jobdesc.cfm> and the U.S Department of Labor, Office of Disability Employment Policy at <https://www.dol.gov/odep/#>.

2.17 Department Self-Evaluation Findings and Recommendations

HWC distributed questionnaires to the ADA Coordinator that requested information about various departments, policies, and procedures of the Town. This information included departmental specific items to provide information to help HWC better understand the policies and procedures of each related to ADA understanding, training, and accommodation (see Appendix B). HWC reviewed responses and coordinated clarifications and questions with the ADA Coordinator. The questionnaire also allows HWC to gain an understanding of how well the person completing the questionnaire understands the obligation to ensure their programs are accessible and how to provide accommodations. Additional inquiries were also made during the facility evaluations. A general summary follows.

Self-Evaluation Findings:

- The Town has numerous departments with extensive, daily public interaction both in person and over the telephone.
- No departments responded that the programs offered for persons with disabilities were different in any way.
- The Town has no ADA Work Group or similar group comprised of staff and residents with disabilities, advocates, and caregivers.
- No Town boards appear to include an ADA statement on agendas regarding how a person can request an accommodation.
- No accommodation requests appear to have been made during public meetings.

Recommended Action:

- Public interactions with persons needing special accommodation due to a disability are likely to occur for all departments at some point. Training should be provided to all departments to review how to accommodate various disabilities and provide the same level of service.
- All departments should have a liaison identified that will interact with the ADA Coordinator and be responsible for ADA compliance in their department.
- Continue to ensure that all programs offered do not segregate customers with disabilities and provide the same type and level of service.
- Ensure that all publications, documents, and forms that are provided to the public can be made available in alternate formats easily. This would include large print versions and electronic versions in multiple file formats. All departments should have an accessible workspace or clipboard that can be provided to someone that cannot reach counters that are above required height until such time that counter heights are made compliant.

- Funding will be a key component in some instances but many improvements in service to persons with disabilities can be done inexpensively and within a short timeframe.
- The report includes a number of ways that departments can accommodate persons with various disabilities, but circumstances and barriers vary between departments. Training of staff is a key component to knowing how to accommodate and provide equal service to persons with disabilities of all kinds.
- Plan reviewers, designers, inspectors, etc. that review plans and inspect buildings and sites should have adequate knowledge of the applicable standards in ADASAD (and PROWAG for ROW facilities) and special training as needed to ensure compliance with all requirements.

SECTION 3

Transition Plan



The Transition Plan describes how the town will be transitioning to full compliance with the ADA and applicable standards. Public entities, like the town, are required to provide access to town programs, services, and activities for all of the recipients. Thus, the town must provide access for individuals with disabilities and document areas of non-compliance. Additional documentation is provided as barriers are removed.

If structural changes are identified to provide program accessibility as part of the self-evaluation, ADA identifies specific elements to be included in the transition plan. At a minimum, the elements of the Transition Plan are:

1. A list of the physical barriers in the town's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities [[28 CFR 35.150 \(d\)\(3\)\(i\)](#)]
2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible [[28 CFR 35.150 \(d\)\(3\)\(ii\)](#)]
3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period [[28 CFR 35.150 \(d\)\(3\)\(iii\)](#)]
4. The Name of the official responsible for the plan's implementation. [[28 CFR 35.150 \(d\)\(3\)\(iv\)](#)]

The transition plan is a reaction to the findings of the facility audits, assessments of the town's policies, services, programs, and activities, and input from advocacy groups and the public. Recommended actions for town policies and programs can be found in Section 2.0.

The specific architectural and site improvement modifications required to make programs accessible are listed in the town's Facility Reports (see *Appendices B*). Facility reports include buildings and their related grounds, as well as the ROW facilities operated by the town. Each facility report contains a list of items that do not meet current ADASAD or PROWAG standards and barrier removal actions. Not all of these barriers must be removed by making renovations to the facilities in order to provide program compliance with the ADA. Removing barriers limiting access to programs or those which present a safety hazard should be the town's first priority.

The portion of the transition plan to bring facilities outside INDOT right-of-way but within town's ROW (curb ramps and sidewalks) into compliance is within the town's area of responsibility. See *Appendix C* for a description of existing ROW facilities and results of the compliance review.

3.1 Phasing of Corrections

A phased implementation of the required corrections to remove physical barriers at town-owned facilities is required and recommended. The town has limited funds and cannot immediately make all facilities fully compliant with ADA standards. Prior to setting priorities, baseline criteria needed to be established to develop a starting point for ranking the deficient facilities identified during the self-evaluation.

Site priorities were determined by evaluating each site's level of use, social need, civic function, and the general uniqueness of the site.

Each of these criteria is assumed to have equal weight and no priority over another:

Level of Use: Is the facility utilized quite frequently and by a large cross-section of the public?

Social Need: Does the facility provide a social service or program for less fortunate or transient citizens?

Civic Function: Does the facility provide access to civic programs and services that implement the civil and political rights provided by the government?

General Uniqueness of the Site: Does the building, facility, or site provide a distinct program or service that cannot occur at a different location or facility?

3.2 Public Outreach

Public participation on the final contents of the Transition Plan, including setting of priorities and the phasing of improvements, is critical to the success of the endeavor and is required by law. A draft Transition Plan was made available in print at Town Hall and digital on the Town's website for public review and comment beginning on December 30, 2025. Comments could also be provided via e-mail as advertised and posted. The public comments were incorporated in the final report. The Transition Plan was submitted to the Town Council for public hearing and adoption at its regular meeting on January 12, 2026.

In creating priorities, it is the town's intent to evaluate all areas of potential deficiency and to make structural changes where necessary and equal accommodation cannot be made in another manner. The assignment of priorities is intended to facilitate public review and to address specific concerns of the local disabled community. It must be emphasized that it is the town's intention that all individuals with all types of disabilities be reasonably accommodated to provide access to all programs offered at all facilities.

The timing of the improvements by site within each transition phase will be determined by the town based on their preferences and criteria. In general, the required physical improvements to meet ADA specifications at town facilities were split into three priority groups:

- High priority improvements
- Medium priority improvements
- Low priority improvements

3.3 Priorities for Barrier Removal

All barriers are not equal in the impact they have on persons with disabilities to have equal access to town facilities or programs. Following evaluation of all facilities and programs, a prioritization had to be done to identify a ranking system to utilize when determining which capital improvements need to be considered first and those that could be implemented in subsequent years.

High priority barriers prohibit access for disabled persons, make access extremely troublesome, or present safety hazards to all users. These barriers likely do not have acceptable alternative routes or treatments to overcome the barrier. Typically these barriers are significant obstacles located at entry walks and doors, interior corridors, curb ramps, rest rooms, and transaction and information counters. Examples of high priority barriers would include:

- lack of barrier-free parking
- accessible route to the building's door
- stairs where ramps or level surface are needed
- doors that are too narrow
- lack of elevator in a multi-level building
- extremely non-compliant slopes for accessible routes or ramps
- displacements in walks or high thresholds
- missing handrails
- some signage

Medium priority barriers partially prohibit access or make access quite difficult for disabled persons. For medium priority barriers, alternative routes or treatments to overcome the barrier may or may not exist. Typically these barriers are obstacles to amenities such as secondary entry points, light switches, vending machines, and drinking fountains. Medium priority barriers may also be barriers which are significant obstacles prohibiting access but for which alternative access is available or assistance is readily available to navigate around the barrier. The presence of the medium priority barrier possibly causes a minor danger to a disabled person who is attempting to use the facility. Examples of medium priority barriers would include:

- minor non-compliant slopes
- some signage
- minor issues with doors
- non-compliant dimensional issues (vestibules, corridors, etc.)
- stairwell/stair issues, particularly where an elevator is not available
- accessible restrooms
- accessible work and service counters
- moderately non-compliant dimensional issues
- protruding objects

Low priority barriers typically do not limit access to facilities or services for disabled persons. For low priority barriers, alternative routes or treatments are typically available or assistance can be provided to overcome the barrier. It is not likely that the presence of a low priority barrier would cause a danger to a disabled person who is attempting to use or access the facility. Examples of low priority barriers would include:

- many signage issues
- minor issues with light switches, electrical outlets, etc.
- minor non-compliant dimensional issues

The costs to remove barriers by priority for each site are shown in Table 1 and detailed for each facility in *Appendices B*. In addition, a time frame had to be identified to determine an average annual budget to consider. For the purposes of this report, a 20 year time frame was utilized. Using this, it is conceivable that at the end of 20 years, all non-compliant ADA issues would be addressed throughout all town-owned facilities. This assumes that standards and guidelines are not modified. This further assumes that funding is available each budget cycle to make the necessary improvements. It is highly unlikely given the economy that this is realistic, particularly when considering that there are also likely to be a large

number of other improvements needed by the town as part of regular maintenance, upkeep, and repairs.

In some instances, it may be advantageous to construct all improvements at a site at once rather than correct the high priority barriers first and come back at a later date to correct the medium or low priority barriers. For some sites, the total cost of construction for the corrections requires that they be spread out over two or more phases. West Terre Haute has the right to modify the priorities based on funding levels and changes in town's programs, activities, and services to have flexibility in accommodating community requests and complaints. Interim resolutions, such as assigning aids, temporary signing for alternate routes or sites, and modifications of programs, activities, and services may be implemented at the town's discretion to handle existing insufficiencies or access complaints received. All costs noted in *Appendices B* and Table 1 are 2025 cost opinions. These cost opinions are subject to change based on market conditions, economic conditions, inflation, material selection, etc. Multiple phases of projects, multiple bidding packages, design parameters, etc. all have an impact on project costs that cannot be finitely identified in a study with this level of detail and uncertainty related to funding.

Based on the costs developed to address the architectural and engineering improvements required to fully comply with ADASAD and PROWAG standards, more than \$6,269,596.20 in improvements would be required (2025 costs) to achieve ADA compliance at all of the town building facilities, parks, and the ROW areas. It is important to note at this point that many of the noted deficiencies are not significant barriers to access and some improvements are not required until such time as a major building renovation is completed. This does not avoid the need for the town to ensure all programs are accessible by some means. It must also be mentioned that the cost to correct significant non-compliant items cannot be determined based on the scope of the ADA self-evaluation. Additional investigation is needed to evaluate the various options and likely will include a review of other codes (plumbing, electrical, etc.) and possibly also review of the feasibility of removing walls (i.e., structural engineering review). Examples of these types of items would include:

- conversion of multi-user restrooms to single user due to non-compliant space (may require analysis of plumbing code requirements for the number of fixtures required)
- moving of walls to enlarge multi-user restrooms to enlarge an existing non-compliant stall to meet requirements (may require structural engineering review)
- investigation required to determine how to best provide a level space at an entry door

Costs provided are estimated based on information available from the self-evaluation and may not account for hidden items not readily visible which may impact costs (e.g., lack of backer boards where toilet grab bars need to be relocated, would require drywall removal and replacement that is not included in noted costs). In some cases, the cost identified is for a specific solution and there are often multiple options with costs that can be quite variable. If West Terre Haute were to set a goal for implementing all of the recommended improvements within a 20-year time frame, it would require an annual budget of approximately \$313,478.81 (in 2025 dollars) to bring all of the town facilities evaluated in the appendix of this report up to current ADA standards (no inflation included). These costs do not include any costs associated with training of staff, staff time related to training or overseeing implementation, etc. A majority of the cost of improvements are in the Circuit Court Building, and specifically the elevator. West Terre Haute should form a committee to identify the most urgent access needs based on their experiences. There may be grants available to make some of these improvements and this should be investigated further.

3.4 Transition Plan Phasing

The ADA Coordinator should work closely with the Town Council to make funding available where possible to make the most urgent improvements to ensure all programs are accessible. Note that actual phasing, transitioning of improvements, etc. can be impacted by a number of factors that may be unknown currently, as well as economic conditions, grant opportunities, etc. The town is committed to becoming ADA compliant within the confines of preserving existing programs and services to all and budgetary limitations. Many of the items that are not compliant with current standards may be compliant with previous standards and are not required to be modified until a building renovation is completed.

Any changes to the ADA policy after the sites were surveyed are not reflected in these basic cost estimates. Additionally, it is the town's responsibility, as required by the ADA mandate, to regularly update the Transition Plan based on the latest requirements of the ADA laws and to document constructed improvements and facilities that are brought up to current ADA standards. Finally, the site surveys performed for this report are not to design level detail and are intended to be used to give a framework to the Transition Plan. When the Transition Plan is approved and the planning stages are begun for implementation of the first improvements, a more detailed survey of each site should be performed and improvements should be designed by licensed professionals that are knowledgeable with ADA as well as all other applicable codes, including building and fire codes. At this time, costs are estimated but precise costs cannot be determined until final design and the Transition Plan should be adjusted to reflect this knowledge.

Complaints received may also help determine the priorities of the improvements. If West Terre Haute receives complaints about access at a particular site that is not slated for upgrades for several years, they should adjust the Transition Plan to accommodate the implementation of improvements to be sooner or as necessary.

3.5 Curb Ramps and Sidewalks

The town has performed a self-evaluation of these facilities within the public ROW in 2025 and findings and recommendations are included in this SETP, Appendix C.

3.6 Plan Updates and Enforcement

Changes to town's policies and programs should be drafted, implemented, and documented by the ADA Coordinator. Examples of some of these changes were provided in the Self-Evaluation. These changes should have little cost of implementation, mainly consisting of the time to develop the language of the policy and program changes, time to train the town's staff, and administrative costs. Some of the suggested language for West Terre Haute's ADA documentation has been suggested in this report, but these suggestions are not exhaustive.

Table 1:

West Terre Haute Facility Cost and Priority Summary				
Facility	Low Priority	Medium Priority	High Priority	Total Cost
1 Town Hall	\$50.00		\$1,250.00	\$1,300.00
Curb Ramps				\$310,500.00
Sidewalks				\$5,957,776.20
Totals				\$6,269,596.20

Notes:

1. Some facilities may have inaccessible components for which costs cannot be estimated without additional detailed investigation, survey, and/or design, which is not within the scope of this plan. Those costs are noted on the facility appendices and are not included in the figures on those sheets or within this compiled cost estimate. Total project cost includes soft costs and design fees.
2. Priorities included on facility cost sheets and on this summary are based on consultant's philosophy for prioritization and is not intended to represent any minimization of importance of providing full and complete accessibility and compliance with relevant statutes and guidelines. General basis is included within the text of the Transition Plan.
3. A number of the corrective actions identified and costed out would not be required if equal facilitation/access is provided in another manner, or changes are made to the town procedures. Other non-compliant items have low cost alternatives until permanent solutions are implemented. For example, non-compliant drinking fountains can have a cup dispenser and waste basket provided instead of replacement with compliant fountains.
4. Costs included are only to provide compliance under Title II of the ADA and is limited to areas of town facilities open and accessible to the public at all times. This does not eliminate the need for the town to provide accessibility for employees with disabilities, as needed, to allow them to perform their required job duties.
5. Actual schedule for implementation of the Transition Plan is dependent on a number of factors unknown at the time of preparation of the Transition Plan, including, but not limited to: availability of funding with the town's budget, reprioritization based on input from disabled persons, award of grants or other funding to make corrective actions, changes to the ADA Accessibility Guidelines or other guidance that is not available at this time, etc.

APPENDICES

APPENDIX A:

- **COMPLAINT / GRIEVANCE PROCEDURE**
- **GRIEVANCE FORM**
- **SAMPLE GRIEVANCE LOG**



**West Terre Haute
Grievance Procedure under
The Americans with Disabilities Act**

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

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

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

**Tommy Roberts
ADA Coordinator
500 National Ave, West Terre Haute, IN 47885**

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

If the response by **Tommy Roberts or his** designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the **Town Council President or his** designee.

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

All written complaints received by **Tommy Roberts or his** designee, appeals to the **Town Council President or his** designee, and responses from these two offices will be retained by the **town** for at least three years.

Grievant Information:

Grievant Name:			
Address:	Town:	State:	Zip Code:
Phone:	Email:		
Alternative Phone:			

Person Preparing Complaint Relationship to Grievant (if different from Grievant):

Grievant Name:			
Address:	Town:	State:	Zip Code:
Phone:	Email:		
Alternative Phone:			

Please specify any location(s) related to the complaint or grievance (if applicable):

Please provide a complete description of the specific complaint or grievance:

Please state what you think should be done to resolve the complaint or grievance:

Please attach additional pages as needed.

Signature: _____

Date: _____

Please return to: 500 National Ave, West Terre Haute, IN 47885

Upon request, reasonable accommodation will be provided in completing this form or copies of the form will be provided in alternate formats. Contact the ADA Coordinator at the address listed above or via telephone (812) 243-3044

APPENDIX B: PHYSICAL BARRIERS REPORT



BUILDING EVALUATION

West Terre Haute, through its ADA Coordinator and hired consultant, completed a cursory building and structure review. The following sections describe the town's various buildings and ADA facilities.

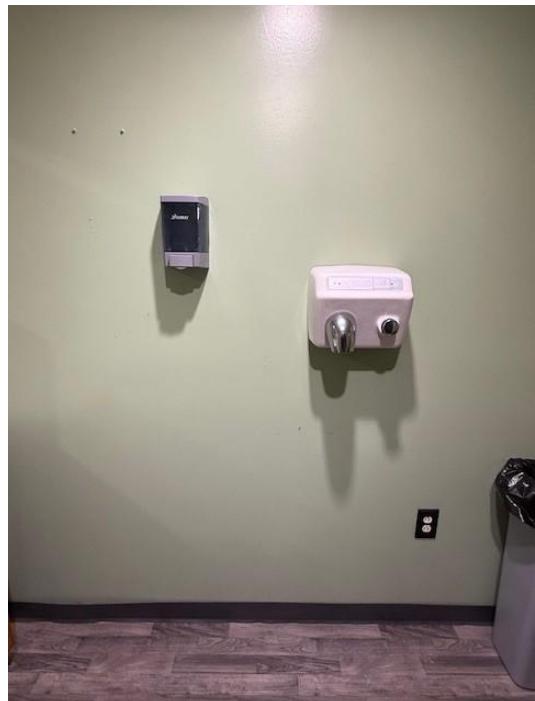
ADA Requirements	
Item:	Requirement:
Parking Stall	96" Min. Width
Parking Aisle Width	96" Min. Width
Ramp	48" Min. Width
Ramp Handrails	34" – 38" Height
Ramp Slope	1:12 Max. Running Slope 1:48 Max. Cross Slope
Door Openings	32" Min. Width
Bathroom Stall Door Opening	32' Min. Width
Bathroom Stall Dimensions	56" Deep x 60" Wide
Grab Bars	33" - 36" Height
Urinals	17" Max. Height
Toilet Seat	17" – 19" Min. Height
Counter / Sink	34" Max. Height
Towel Dispenser / Dryer	48" Max. Height, 20" Max. Reach Depth
Soap Dispenser	48" Max. Height, 20" Max. Reach Depth
Fountain Spout Outlet	36" Max. Height

FACILITIES EVALUATED

A. Town Hall

A. Town Hall





Parking Lot					
			Notes	Priorty	Estimate
Stall Width	Measured	96"			
	ADA	96" MIN			
Aisle Width	Measured	N/A	Paint lines of the accessible parking spaces and restripe according to ADAAG dimentions .	High	\$150.00
	ADA	96" MIN			
Curb Ramp Width	Measured	N/A			
	ADA	48" MIN			
Curb Ramp Cross Slope	Measured	N/A			
	ADA	2% MAX			
Curb Ramp Running Slope	Measured	N/A			
	ADA	8.33% MAX			
Notes					

Building				
		Notes	Priority	Estimate
Ramp Running Slope	Measured	N/A		
	ADA	8.33% MAX		
Ramp Cross Slope	Measured	N/A		
	ADA	2% MAX		
Ramp Width	Measured	N/A		
	ADA	36" MIN		
Ramp Handrails	Y/N	N/A	-	-
Handrail Height	Measured	N/A		
	ADA	34" - 38"		
Front Door	Measured	34"		
	ADA	32" MIN		
Fountain Spout Outlet Height	Measured	N/A		
	ADA	36" MAX		
Hallway Door Width	Measured	29"	Replace the hallway door with ADA-compliant doors.	\$1,000.00
	ADA	32" MIN		
Poster "Equal Opportunity is the Law" posted in break rooms?		Yes/No	Yes	
Is there signed pointing to the accessible entrances?		Yes/No	No	
Notes				

Restrooms					
		Unisex	Notes	Priority	Estimate
Door Opening	Measured	36"			
	ADA	32" MIN			
Stall Door	Measured				
	ADA	32" MIN			
Stall/Bathroom Dimensions	Measured	108"X88"			
	ADA	56" DEEP X 60" WIDE			
Grab Bars	Y/N	N	-	-	-
Grab Bar Height	Measured	N/A	Relocate the grab bars to the ADA-Compliant locations.	High	\$100.00
	ADA	33" - 36"			
Urinals	Y/N	N/A	-	-	-
Urinal Height	Measured				
	ADA	17" MAX			
Toilet Seat Height	Measured	17"			
	ADA	17" - 19" MIN			
Counter/Sink Height	Measured	31.5"			
	ADA	34" MAX			
Towel/Dryer	Measured	46.5", 5"			
	ADA	48" MAX HEIGHT, 20" MAX DEPTH			
Soap	Measured	55.5", 3.5"	Relocate the soap dispenser down to proper height.	Low	\$50.00
	ADA	48" MAX HEIGHT, 20" MAX DEPTH			
Notes					

Summary of Facility

Town Hall was evaluated and barriers if any are listed below in the tables.

APPENDIX C:

RIGHT-OF-WAY REPORTS



Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
10TH ST	CHERRY GROVE AV	RATCLIFF AVE	No Sidewalk	No Sidewalk	729	\$ 29,142.00
10TH ST	RATCLIFF AVE	FERRIS ST	NC-Spot	NC-Full	533	\$ 53,266.00
3RD ST	OLIVE ST	EDWARDS ST	No Sidewalk	No Sidewalk	308	\$ 12,323.20
3RD ST	EDWARDS ST	LEON ST	NC-Full	NC-Full	326	\$ 52,105.60
3RD ST	LEON ST	POPLAR ST	No Sidewalk	No Sidewalk	337	\$ 13,483.20
3RD ST	POPLAR ST	LEE AV	NC-Spot	NC-Spot	524	\$ 20,955.20
3RD ST	LEE AV	RIGGY ST	NC-Spot	NC-Spot	351	\$ 14,056.80
3RD ST	RIGGY ST	NATIONAL AV	NC-Spot	NC-Spot	364	\$ 14,565.60
4TH ST	OLIVE ST	EDWARDS ST	NC-Spot	NC-Spot	334	\$ 13,350.00
4TH ST	EDWARDS ST	LEON ST	NC-Full	NC-Full	324	\$ 51,788.80
4TH ST	LEON ST	POPLAR ST	NC-Spot	NC-Spot	340	\$ 13,616.80
4TH ST	POPLAR ST	LEE AV	NC-Spot	NC-Spot	410	\$ 16,388.40
4TH ST	LEE AV	RIGGY ST	NC-Spot	NC-Spot	354	\$ 14,160.80
4TH ST	RIGGY ST	NATIONAL AV	NC-Spot	Compliant	367	\$ 7,331.00
4TH ST	NATIONAL AV	MILLER AV	NC-Full	No Sidewalk	366	\$ 36,552.00
4TH ST	MILLER AV	JOHNSON AV	NC-Spot	No Sidewalk	349	\$ 13,976.80
4TH ST	PARIS AV	DEAD END	No Sidewalk	No Sidewalk	486	\$ 19,438.00
5TH ST	OLIVE ST	EDWARDS ST	NC-Full	NC-Full	332	\$ 53,076.80
5TH ST	EDWARDS ST	LEON ST	NC-Spot	NC-Spot	330	\$ 13,188.00
5TH ST	LEON ST	POPLAR ST	NC-Full	NC-Full	335	\$ 53,608.00
5TH ST	POPLAR ST	LEE AV	Compliant	NC-Full	289	\$ 23,124.80
5TH ST	LEE AV	RIGGY ST	NC-Spot	NC-Spot	351	\$ 14,057.60
5TH ST	RIGGY ST	NATIONAL AV	NC-Full	NC-Spot	366	\$ 36,589.00
6TH ST	CHERRY GROVE AV	RATCLIFF AV	No Sidewalk	No Sidewalk	654	\$ 26,143.20
6TH ST	RATCLIFF AV	FERRIS ST	NC-Full	NC-Full	682	\$ 109,169.60
6TH ST	FERRIS ST	EDWARDS ST	NC-Full	NC-Full	674	\$ 107,771.20
6TH ST	EDWARDS ST	POPLAR ST	NC-Full	NC-Full	643	\$ 102,913.60
6TH ST	POPLAR ST	NATIONAL AV	NC-Full	NC-Full	870	\$ 139,254.40
6TH ST	NATIONAL AV	MILLER AV	NC-Full	NC-Full	449	\$ 71,856.00
6TH ST	MILLER AV	JOHNSON AV	NC-Spot	NC-Spot	350	\$ 13,996.80
6TH ST	JOHNSON AV	PARIS AV	NC-Full	NC-Full	423	\$ 67,659.20
7TH ST	CHERRY GROVE AV	RATCLIFF AV	No Sidewalk	No Sidewalk	658	\$ 26,332.00
7TH ST	RATCLIFF AV	FERRIS ST	NC-Full	NC-Full	678	\$ 108,414.40

Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
7TH ST	FERRIS ST	EDWARDS ST	NC-Spot	NC-Spot	674	\$ 26,941.60
7TH ST	EDWARDS ST	POPLAR ST	NC-Full	NC-Full	643	\$ 102,913.60
7TH ST	POPLAR ST	NATIONAL AV	NC-Full	NC-Full	744	\$ 119,092.80
7TH ST	NATIONAL AV	MILLER AV	NC-Spot	NC-Full	576	\$ 57,646.00
7TH ST	MILLER AV	JOHNSON AV	NC-Full	NC-Full	354	\$ 56,643.20
7TH ST	JOHNSON AV	PARIS AV	NC-Full	NC-Spot	346	\$ 34,589.00
8TH ST	CHERRY GROVE AV	RATCLIFF AV	No Sidewalk	No Sidewalk	652	\$ 26,089.60
8TH ST	RATCLIFF AV	FERRIS ST	NC-Full	NC-Full	684	\$ 109,385.60
8TH ST	FERRIS ST	EDWARDS ST	NC-Full	NC-Full	672	\$ 107,444.80
8TH ST	EDWARDS ST	POPLAR ST	NC-Full	NC-Full	647	\$ 103,560.00
8TH ST	POPLAR ST	NATIONAL AV	NC-Full	NC-Full	621	\$ 99,356.80
8TH ST	NATIONAL AV	FOULK'S AV	NC-Spot	NC-Spot	352	\$ 14,078.80
8TH ST	FOULK'S AV	MILLER AV	NC-Full	NC-Full	344	\$ 55,016.00
8TH ST	MILLER AV	PARIS AV	NC-Full	NC-Full	615	\$ 98,384.00
9TH ST	CHERRY GROVE AV	RATCLIFF AV	No Sidewalk	No Sidewalk	646	\$ 25,820.40
9TH ST	RATCLIFF AV	RATCLIFF AV	No Sidewalk	No Sidewalk	128	\$ 5,114.80
9TH ST	RATCLIFF AV	FERRIS ST	NC-Full	NC-Spot	557	\$ 55,707.00
9TH ST	FERRIS ST	EDWARDS ST	No Sidewalk	No Sidewalk	674	\$ 26,942.80
9TH ST	EDWARDS ST	W ALLISON DR	No Sidewalk	No Sidewalk	463	\$ 18,503.20
9TH ST	W ALLISON DR	POPLAR ST	No Sidewalk	No Sidewalk	178	\$ 7,103.60
9TH ST	POPLAR ST	NATIONAL AV	No Sidewalk	No Sidewalk	496	\$ 19,853.20
9TH ST	NATIONAL AV	FOULK'S AV	NC-Full	NC-Full	478	\$ 76,409.60
9TH ST	FOULK'S AV	MILLER AV	NC-Full	NC-Full	348	\$ 55,664.00
9TH ST	MILLER AV	PARIS AV	No Sidewalk	NC-Full	528	\$ 42,233.60
ARTHUR ST	MCILORY AV	MILLER AV	No Sidewalk	No Sidewalk	76	\$ 3,021.20
ARTHUR ST	MILLER AV	JOHNSON AV	No Sidewalk	No Sidewalk	353	\$ 14,109.60
CHERRY GROVE AV	10TH ST	9TH ST	No Sidewalk	No Sidewalk	261	\$ 10,432.40
CHERRY GROVE AV	9TH ST	8TH ST	No Sidewalk	No Sidewalk	346	\$ 13,820.00
CHERRY GROVE AV	8TH ST	7TH ST	No Sidewalk	No Sidewalk	345	\$ 13,812.40
CHERRY GROVE AV	7TH ST	6TH ST	No Sidewalk	No Sidewalk	343	\$ 13,702.00
CHURCH ST	MCILORY AV	RIGGY ST	NC-Full	No Sidewalk	298	\$ 29,775.00
CHURCH ST	RIGGY ST	US 150	NC-Spot	NC-Spot	371	\$ 14,820.00
CHURCH ST	US 150	MILLER AV	NC-Spot	NC-Spot	367	\$ 14,696.80

Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
CHURCH ST	MILLER AV	JOHNSON AV	NC-Full	NC-Full	346	\$ 55,300.80
CHURCH ST	JOHNSON AV	PARIS AV	NC-Full	NC-Full	360	\$ 57,608.00
CHURCH ST	PARIS AV	RAILROAD AV	No Sidewalk	No Sidewalk	375	\$ 15,015.60
EDWARDS ST	9TH ST	8TH ST	No Sidewalk	No Sidewalk	340	\$ 13,584.40
EDWARDS ST	8TH ST	7TH ST	NC-Spot	No Sidewalk	344	\$ 13,754.00
EDWARDS ST	7TH ST	6TH ST	NC-Full	NC-Full	344	\$ 55,016.00
EDWARDS ST	6TH ST	5TH ST	NC-Full	NC-Full	533	\$ 85,283.20
EDWARDS ST	5TH ST	4TH ST	No Sidewalk	No Sidewalk	352	\$ 14,079.60
EDWARDS ST	4TH ST	3RD ST	NC-Spot	NC-Spot	413	\$ 16,505.60
FERRIS ST	DEAD END	10TH ST	No Sidewalk	No Sidewalk	206	\$ 8,247.20
FERRIS ST	10TH ST	W ALLISON DR	No Sidewalk	No Sidewalk	174	\$ 6,960.00
FERRIS ST	9TH ST	8TH ST	No Sidewalk	NC-Full	348	\$ 27,832.80
FERRIS ST	8TH ST	7TH ST	Compliant	No Sidewalk	342	\$ 6,836.60
FERRIS ST	7TH ST	6TH ST	NC-Spot	Compliant	348	\$ 6,957.60
FERRIS ST	6TH ST	OLIVE ST	NC-Spot	NC-Spot	185	\$ 7,384.40
FERRIS ST	W ALLISON DR	9TH ST	No Sidewalk	No Sidewalk	172	\$ 6,880.00
FOULK'S AV	9TH ST	8TH ST	NC-Full	NC-Full	340	\$ 54,371.20
GODSEYVILLE AV	US 150	RAILROAD AV	No Sidewalk	No Sidewalk	492	\$ 19,676.00
GROVER PL	MILLER AVE	PARIS AVE	No Sidewalk	NC-Spot	510	\$ 20,384.40
JOHNSON AV	7TH ST	6TH ST	NC-Full	NC-Full	344	\$ 55,024.00
JOHNSON AV	6TH ST	4TH ST	NC-Full	NC-Full	373	\$ 59,636.80
JOHNSON AV	4TH ST	US 150	NC-Spot	NC-Spot	367	\$ 14,686.40
JOHNSON AV	US 150	CHURCH ST	NC-Spot	NC-Spot	344	\$ 13,770.80
JOHNSON AV	CHURCH ST	ARTHUR ST	NC-Spot	NC-Spot	353	\$ 14,109.60
JOHNSON AV	ARTHUR ST	MCILORY AV	NC-Full	No Sidewalk	156	\$ 15,604.00
JOHNSON AV	MCILORY AV	SUMNER AV	NC-Full	NC-Spot	287	\$ 28,723.00
JOHNSON AV	SUMNER AV	MACKSVILLE AV	NC-Full	NC-Full	261	\$ 41,753.60
LEE AV	DEAD END	5TH ST	NC-Spot	NC-Spot	351	\$ 14,047.60
LEE AV	5TH ST	4TH ST	NC-Spot	NC-Full	354	\$ 35,442.00
LEE AV	4TH ST	3RD ST	NC-Full	NC-Spot	361	\$ 36,084.00
LEE AV	3RD ST	MCILORY AV	NC-Full	NC-Spot	342	\$ 34,233.00
LEE AV	MCILORY AV	DEAD END	No Sidewalk	No Sidewalk	142	\$ 5,663.20
LEON ST	DEAD END	5TH ST	No Sidewalk	No Sidewalk	356	\$ 14,241.60

Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
LEON ST	5TH ST	4TH ST	No Sidewalk	No Sidewalk	356	\$ 14,239.60
LEON ST	4TH ST	3RD ST	NC-Full	NC-Spot	405	\$ 40,453.00
MACKSVILLE AV	US 150	MILLER AV	No Sidewalk	No Sidewalk	182	\$ 7,278.80
MACKSVILLE AV	MILLER AV	JOHNSON AV	No Sidewalk	No Sidewalk	346	\$ 13,835.60
MACKSVILLE AV	JOHNSON AV	PARIS AV	No Sidewalk	No Sidewalk	395	\$ 15,782.00
MCILORY AV	POPLAR ST	LEE AV	NC-Spot	NC-Full	637	\$ 63,717.00
MCILORY AV	LEE AV	CHURCH ST	No Sidewalk	No Sidewalk	57	\$ 2,264.80
MCILORY AV	CHURCH ST	RIGGY ST	No Sidewalk	NC-Full	316	\$ 25,251.20
MCILORY AV	RIGGY ST	US 150	No Sidewalk	No Sidewalk	403	\$ 16,101.60
MCILORY AV	US 150	ARTHUR ST	No Sidewalk	No Sidewalk	302	\$ 12,064.80
MCILORY AV	ARTHUR ST	MILLER AV	No Sidewalk	No Sidewalk	81	\$ 3,237.20
MCILORY AV	MILLER AV	JOHNSON AV	No Sidewalk	No Sidewalk	352	\$ 14,078.40
MCILORY AV	JOHNSON AV	PARIS AV	No Sidewalk	Compliant	317	\$ 6,342.80
MCILORY AV	PARIS AV	RAILROAD AV	No Sidewalk	No Sidewalk	357	\$ 14,284.40
MCQUILKEN PL	MILLER AVE	PARIS AVE	NC-Full	NC-Spot	521	\$ 52,064.00
MILLER AV	PROVIDENCE PL	GROVER PL	No Sidewalk	No Sidewalk	241	\$ 9,653.20
MILLER AV	GROVER PL	MCQUILKEN PL	No Sidewalk	Compliant	275	\$ 5,495.60
MILLER AV	9TH ST	8TH ST	NC-Full	NC-Full	342	\$ 54,694.40
MILLER AV	8TH ST	7TH ST	NC-Full	NC-Full	342	\$ 54,694.40
MILLER AV	7TH ST	6TH ST	NC-Full	NC-Spot	348	\$ 34,791.00
MILLER AV	6TH ST	4TH ST	NC-Spot	NC-Spot	502	\$ 20,060.00
MILLER AV	4TH ST	US 150	NC-Spot	NC-Spot	361	\$ 14,428.00
MILLER AV	US 150	CHURCH ST	NC-Full	NC-Spot	352	\$ 35,212.00
MILLER AV	CHURCH ST	ARTHUR ST	NC-Full	NC-Full	354	\$ 56,710.40
MILLER AV	ARTHUR ST	MCILORY AV	NC-Full	NC-Full	26	\$ 4,208.00
MILLER AV	MCILORY AV	SUMNER AV	NC-Full	NC-Full	289	\$ 46,283.20
MILLER AV	SUMNER AV	MACKSVILLE AV	NC-Full	NC-Full	263	\$ 42,080.00
NATIONAL AV	TOWN LIMITS	9TH ST	No Sidewalk	No Sidewalk	1876	\$ 75,058.00
NATIONAL AV	9TH ST	8TH ST	NC-Spot	NC-Spot	369	\$ 14,765.20
NATIONAL AV	8TH ST	7TH ST	NC-Spot	NC-Spot	363	\$ 14,509.20
NATIONAL AV	7TH ST	6TH ST	NC-Spot	NC-Spot	376	\$ 15,020.40
NATIONAL AV	6TH ST	5TH ST	NC-Spot	NC-Spot	298	\$ 11,924.40
NATIONAL AV	5TH ST	4TH ST	NC-Spot	NC-Spot	343	\$ 13,721.20

Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
NATIONAL AV	4TH ST	3RD ST	NC-Spot	No Sidewalk	363	\$ 14,528.40
NATIONAL AV WB	TOWN LIMITS	9TH ST	No Sidewalk	No Sidewalk	1835	\$ 73,400.80
NATIONAL AV WB	9TH ST	8TH ST	No Sidewalk	NC-Spot	369	\$ 14,742.80
NATIONAL AV WB	8TH ST	7TH ST	No Sidewalk	NC-Spot	364	\$ 14,540.80
NATIONAL AV WB	7TH ST	6TH ST	No Sidewalk	NC-Spot	376	\$ 15,028.40
NATIONAL AV WB	6TH ST	4TH ST	No Sidewalk	NC-Spot	635	\$ 25,389.20
NATIONAL AV WB	4TH ST	US 150	No Sidewalk	NC-Spot	363	\$ 14,514.00
OLIVE ST	RATCLIFF AV	FERRIS ST	No Sidewalk	NC-Spot	702	\$ 28,079.60
OLIVE ST	FERRIS ST	5TH ST	NC-Full	NC-Spot	655	\$ 65,519.00
OLIVE ST	5TH ST	4TH ST	NC-Spot	No Sidewalk	352	\$ 14,078.40
OLIVE ST	4TH ST	3RD ST	NC-Spot	No Sidewalk	416	\$ 16,634.80
PARIS AV	OLD PARIS RD	PROVIDENCE PL	Compliant	No Sidewalk	335	\$ 6,706.60
PARIS AV	PROVIDENCE PL	GROVER PL	Compliant	No Sidewalk	259	\$ 5,172.80
PARIS AV	GROVER PL	MCQUILKEN PL	Compliant	No Sidewalk	274	\$ 5,476.60
PARIS AV	MCQUILKEN PL	9TH ST	Compliant	No Sidewalk	238	\$ 4,756.80
PARIS AV	9TH ST	8TH ST	No Sidewalk	NC-Full	350	\$ 28,021.60
PARIS AV	8TH ST	7TH ST	NC-Spot	NC-Spot	363	\$ 14,500.80
PARIS AV	7TH ST	6TH ST	NC-Spot	NC-Full	358	\$ 35,799.00
PARIS AV	6TH ST	4TH ST	NC-Full	NC-Full	330	\$ 52,753.60
PARIS AV	4TH ST	US 150	NC-Spot	NC-Spot	343	\$ 13,720.40
PARIS AV	US 150	CHURCH ST	NC-Spot	NC-Full	378	\$ 37,772.00
PARIS AV	CHURCH ST	CHURCH ST	NC-Spot	NC-Full	74	\$ 7,363.00
PARIS AV	CHURCH ST	MCILORY AV	NC-Spot	NC-Full	427	\$ 42,737.00
PARIS AV	MCILORY AV	SUMNER AV	NC-Full	NC-Full	291	\$ 46,552.00
PARIS AV	SUMNER AV	MACKSVILLE AV	NC-Full	NC-Full	269	\$ 42,979.20
PARIS AV	MACKSVILLE AV	TOWN LIMITS	No Sidewalk	No Sidewalk	748	\$ 29,929.60
POPLAR ST	9TH ST	8TH ST	NC-Full	NC-Spot	340	\$ 33,950.00
POPLAR ST	8TH ST	7TH ST	NC-Full	NC-Full	346	\$ 55,339.20
POPLAR ST	7TH ST	6TH ST	NC-Full	NC-Full	344	\$ 55,016.00
POPLAR ST	6TH ST	5TH ST	NC-Spot	NC-Spot	528	\$ 21,117.20
POPLAR ST	5TH ST	4TH ST	NC-Spot	NC-Spot	348	\$ 13,916.80
POPLAR ST	4TH ST	3RD ST	NC-Spot	NC-Spot	311	\$ 12,459.60
POPLAR ST	3RD ST	3RD ST	NC-Full	No Sidewalk	103	\$ 10,312.00

Right-of-Way (Curb Ramp) Report

Street Name	Street Name	NW Corner	NE Corner	SW Corner	SE Corner	Estimate
10th ST	FERRIS ST	N/A	N/A	NC-Nav	No Curb Ramp	\$ 3,000.00
10th ST	FERRIS ST	No Curb Ramp	No Curb Ramp	N/A	N/A	\$ 3,000.00
3RD ST	EDWARDS ST	NC Non-Nav	N/A	NC Non-Nav	N/A	\$ 3,000.00
3RD ST	LEON ST	NC Non-Nav	N/A	N/A	N/A	\$ 1,500.00
3RD ST	POPLAR ST	NC-Nav	NC-Nav	N/A	NC-Nav	\$ 4,500.00
3RD ST	LEE AV	NC-Nav	NC-Nav	NC-Nav	NC-Nav	\$ 6,000.00
3RD ST	RIGGY ST	NC Non-Nav	NC-Nav	NC-Nav	NC Non-Nav	\$ 6,000.00
3RD ST	NATIONAL AV	Compliant	Compliant	Compliant	Compliant	\$ -
3RD ST	PARIS AV	NC-Nav	NC-Nav	N/A	N/A	\$ 3,000.00
4TH ST	EDWARDS ST	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
4TH ST	LEON ST	NC Non-Nav	NC-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
4TH ST	POPLAR ST	NC Non-Nav	NC Non-Nav	NC-Nav	NC Non-Nav	\$ 6,000.00
4TH ST	POPLAR ST	NC-Nav	NC-Nav	NC Non-Nav	Compliant	\$ 4,500.00
4TH ST	LEE AV	NC-Nav	NC-Nav	NC Non-Nav	Compliant	\$ 4,500.00
4TH ST	RIGGY ST	NC-Nav	NC Non-Nav	NC-Nav	NC Non-Nav	\$ 6,000.00
4TH ST	NATIONAL AV	Compliant	Compliant	Compliant	Compliant	\$ -
4TH ST	MILLER AV	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
4TH ST	JOHNSON AV	N/A	N/A	Compliant	Compliant	\$ -
4TH ST	OLIVE ST	NC Non-Nav	N/A	N/A	N/A	\$ 1,500.00
4TH ST	POPLAR ST	NC Non-Nav	N/A	N/A	N/A	\$ 1,500.00
5TH ST	EDWARDS ST	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
5TH ST	LEON ST	Compliant	NC Non-Nav	Compliant	NC Non-Nav	\$ 3,000.00
5TH ST	POPLAR ST	NC-Nav	NC-Nav	NC-Nav	NC Non-Nav	\$ 6,000.00
5TH ST	LEE AV	Compliant	NC-Nav	Compliant	NC Non-Nav	\$ 3,000.00
5TH ST	RIGGY ST	NC-Nav	NC-Nav	NC-Nav	NC-Nav	\$ 6,000.00
5TH ST	NATIONAL AV	N/A	N/A	Compliant	Compliant	\$ -
5TH ST	OLIVE ST	NC-Nav	NC-Nav	N/A	N/A	\$ 3,000.00
6TH ST	RATCLIFF AV	No Curb Ramp	No Curb Ramp	No Curb Ramp	No Curb Ramp	\$ 6,000.00
6TH ST	FERRIS ST	Compliant	Compliant	Compliant	Compliant	\$ -
6TH ST	EDWARDS ST	Compliant	Compliant	Compliant	Compliant	\$ -
6TH ST	POPLAR ST	Compliant	Compliant	NC-Nav	NC-Nav	\$ 3,000.00
6TH ST	NATIONAL AV	Compliant	Compliant	Compliant	Compliant	\$ -
6TH ST	MILLER AV	NC Non-Nav	NC-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
6TH ST	JOHNSON AV	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
6TH ST	PARIS AV	N/A	N/A	NC Non-Nav	NC Non-Nav	\$ 3,000.00
6TH ST	RATCLIFF AV	N/A	N/A	N/A	N/A	\$ -
7TH ST	RATCLIFF AV	NC-Nav	Compliant	No Curb Ramp	No Curb Ramp	\$ 4,500.00
7TH ST	FERRIS ST	Compliant	Compliant	Compliant	Compliant	\$ -
7TH ST	EDWARDS ST	Compliant	Compliant	Compliant	Compliant	\$ -
7TH ST	POPLAR ST	Compliant	Compliant	Compliant	Compliant	\$ -
7TH ST	NATIONAL AV	Compliant	Compliant	Compliant	Compliant	\$ -
7TH ST	MILLER AV	NC-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
7TH ST	JOHNSON AV	N/A	NC Non-Nav	N/A	NC Non-Nav	\$ 3,000.00

Right-of-Way (Curb Ramp) Report

Street Name	Street Name	NW Corner	NE Corner	SW Corner	SE Corner	Estimate
7TH ST	PARIS AV	N/A	N/A	Compliant	NC-Nav	\$ 1,500.00
7TH ST	CHERRY GROVE AV	No Curb Ramp	N/A	N/A	N/A	\$ 1,500.00
8TH ST	RATCLIFF AV	N/A	No Curb Ramp	N/A	No Curb Ramp	\$ 3,000.00
8TH ST	FERRIS ST	Compliant	Compliant	Compliant	Compliant	\$ -
8TH ST	EDWARDS ST	Compliant	Compliant	Compliant	Compliant	\$ -
8TH ST	POPLAR ST	NC-Nav	NC Non-Nav	NC-Nav	NC-Nav	\$ 6,000.00
8TH ST	NATIONAL AV	Compliant	Compliant	Compliant	Compliant	\$ -
8TH ST	FOULK'S AV	NC Non-Nav	N/A	NC-Nav	N/A	\$ 3,000.00
8TH ST	MILLER AV	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC-Nav	\$ 6,000.00
8TH ST	PARIS AV	N/A	N/A	Compliant	Compliant	\$ -
8TH ST	CHERRY GROVE AV	No Curb Ramp	No Curb Ramp	N/A	N/A	\$ 3,000.00
9TH ST	RATCLIFF AV	No Curb Ramp	No Curb Ramp	N/A	No Curb Ramp	\$ 4,500.00
9TH ST	RATCLIFF AV	NC-Nav	N/A	No Curb Ramp	N/A	\$ 3,000.00
9TH ST	FERRIS ST	NC-Nav	NC-Nav	NC-Nav	NC-Nav	\$ 6,000.00
9TH ST	EDWARDS ST	N/A	No Curb Ramp	N/A	No Curb Ramp	\$ 3,000.00
9TH ST	W ALLISON DR	No Curb Ramp	N/A	No Curb Ramp	N/A	\$ 3,000.00
9TH ST	POPLAR ST	N/A	No Curb Ramp	N/A	NC-Nav	\$ 1,500.00
9TH ST	NATIONAL AV	N/A	Compliant	N/A	Compliant	\$ -
9TH ST	FOULK'S AV	N/A	Compliant	N/A	Compliant	\$ -
9TH ST	MILLER AV	No Curb Ramp	NC Non-Nav	N/A	NC-Nav	\$ 3,000.00
9TH ST	PARIS AV	No Curb Ramp	N/A	N/A	NC-Nav	\$ 1,500.00
9TH ST	MILLER AV	NC Non-Nav	No Curb Ramp	N/A	N/A	\$ 3,000.00
ARTHUR ST	JOHNSON AV	N/A	N/A	Compliant	Compliant	\$ -
ARTHUR ST	JOHNSON AV	NC-Nav	NC-Nav	Compliant	Compliant	\$ 3,000.00
CHURCH ST	RIGGY ST	NC Non-Nav	N/A	NC Non-Nav	N/A	\$ 3,000.00
CHURCH ST	US 40	Compliant	Compliant	Compliant	Compliant	\$ -
CHURCH ST	MILLER AV	NC-Nav	NC-Nav	NC-Nav	NC-Nav	\$ 6,000.00
CHURCH ST	JOHNSON AV	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC-Nav	\$ 6,000.00
CHURCH ST	PARIS AV	N/A	N/A	NC Non-Nav	NC Non-Nav	\$ 3,000.00
CHURCH ST	PARIS AV	NC-Nav	NC Non-Nav	N/A	N/A	\$ 3,000.00
CHURCH ST	US 40	N/A	No Curb Ramp	N/A	No Curb Ramp	\$ 3,000.00
CHURCH ST	RIGGY ST	NC Non-Nav	N/A	NC-Nav	N/A	\$ 3,000.00
GODSYVILLE AV	RAILROAD AV	N/A	N/A	No Curb Ramp	No Curb Ramp	\$ 3,000.00
GODSYVILLE AV	RAILROAD AV	N/A	N/A	No Curb Ramp	No Curb Ramp	\$ 3,000.00
GROVER PL	PARIS AV	N/A	N/A	No Curb Ramp	NC Non-Nav	\$ 3,000.00
GROVER PL	PARIS AV	N/A	N/A	NC Non-Nav	No Curb Ramp	\$ 3,000.00
MACKSVILLE AV	MILLER AV	No Curb Ramp	N/A	No Curb Ramp	N/A	\$ 3,000.00
MACKSVILLE AV	JOHNSON AV	No Curb Ramp	N/A	No Curb Ramp	N/A	\$ 3,000.00
MACKSVILLE AV	PARIS AV	N/A	N/A	NC Non-Nav	No Curb Ramp	\$ 3,000.00
MCILORY AV	LEE AV	NC Non-Nav	N/A	NC-Nav	N/A	\$ 3,000.00
MCILORY AV	MCILORY AV	NC-Nav	N/A	NC Non-Nav	N/A	\$ 3,000.00
MCILORY AV	US 40	Compliant	Compliant	Compliant	Compliant	\$ -
MCILORY AV	MILLER AV	Compliant	Compliant	NC Non-Nav	NC-Nav	\$ 3,000.00

Right-of-Way (Curb Ramp) Report

Street Name	Street Name	NW Corner	NE Corner	SW Corner	SE Corner	Estimate
MCILORY AV	MILLER AV	Compliant	No Curb Ramp	NC Non-Nav	NC-Nav	\$ 3,000.00
MCILORY AV	PARIS AV	NC-Nav	NC Non-Nav	N/A	N/A	\$ 3,000.00
MCILORY AV	RIGGY ST	No Curb Ramp	No Curb Ramp	No Curb Ramp	No Curb Ramp	\$ 6,000.00
MCQUILKEN PL	PARIS AV	N/A	N/A	NC Non-Nav	No Curb Ramp	\$ 3,000.00
MCQUILKEN PL	MILLER AV	No Curb Ramp	NC Non-Nav	N/A	N/A	\$ 3,000.00
OLIVE ST	FERRIS ST	No Curb Ramp	N/A	Compliant	N/A	\$ 1,500.00
OLIVE ST	OLIVE ST	NC Non-Nav	NC-Nav	N/A	N/A	\$ 3,000.00
OLIVE ST	OLIVE ST	NC Non-Nav	NC-Nav	N/A	N/A	\$ 3,000.00
PROVIDENCE PL	CHERRY GROVE AV	No Curb Ramp	No Curb Ramp	N/A	N/A	\$ 3,000.00
SUMMER AV	US 40	N/A	N/A	Compliant	Compliant	\$ -
SUMMER AV	MILLER AV	NC Non-Nav	NC Non-Nav	NC Non-Nav	NC Non-Nav	\$ 6,000.00
SUMMER AV	JOHNSON AV	Compliant	Compliant	NC Non-Nav	NC Non-Nav	\$ 3,000.00
SUMMER AV	PARIS AV	N/A	N/A	Compliant	Compliant	\$ -
SUMMER AV	US 40	No Curb Ramp	No Curb Ramp	N/A	N/A	\$ 3,000.00
W ALLISON DR	W ALLISON DR	No Curb Ramp	No Curb Ramp	No Curb Ramp	No Curb Ramp	\$ 6,000.00
W ALLISON DR	W ALLISON DR	No Curb Ramp	No Curb Ramp	No Curb Ramp	No Curb Ramp	\$ 6,000.00
W ALLISON DR	W ALLISON DR	No Curb Ramp	No Curb Ramp	No Curb Ramp	No Curb Ramp	\$ 6,000.00
W ALLISON DR	CHERRY GROVE AV	No Curb Ramp	No Curb Ramp	N/A	N/A	\$ 3,000.00

Right-of-Way (Sidewalk) Report

Street Name	From	To	Left Sidewalk	Right Sidewalk	Length (Feet)	Estimate
POPLAR ST	3RD ST	MCILORY AV	No Sidewalk	No Sidewalk	216	\$ 8,659.60
PROVIDENCE PL	MILLER AVE	PARIS AVE	NC-Spot	No Sidewalk	480	\$ 19,198.00
RAILROAD AV	CHURCH ST	MCILORY AV	No Sidewalk	No Sidewalk	291	\$ 11,640.00
RATCLIFF AV	9TH ST	8TH ST	No Sidewalk	No Sidewalk	344	\$ 13,758.40
RATCLIFF AV	8TH ST	7TH ST	No Sidewalk	No Sidewalk	346	\$ 13,837.20
RATCLIFF AV	7TH ST	6TH ST	No Sidewalk	No Sidewalk	346	\$ 13,848.40
RATCLIFF AV	6TH ST	OLIVE ST	No Sidewalk	No Sidewalk	150	\$ 5,989.60
RATCLIFF AV	10TH ST	10TH ST	No Sidewalk	No Sidewalk	73	\$ 2,907.60
RATCLIFF AV	10TH ST	9TH ST	No Sidewalk	No Sidewalk	265	\$ 10,590.00
RIGGY ST	DEAD END	5TH ST	NC-Full	NC-Full	256	\$ 40,947.20
RIGGY ST	5TH ST	4TH ST	NC-Full	NC-Full	345	\$ 55,187.20
RIGGY ST	4TH ST	3RD ST	NC-Full	NC-Full	362	\$ 57,929.60
RIGGY ST	3RD ST	CHURCH ST	NC-Spot	NC-Full	355	\$ 35,512.00
RIGGY ST	CHURCH ST	MCILORY AV	NC-Full	NC-Full	117	\$ 18,729.60
RIGGY ST	MCILORY AV	SUMNER AV	No Sidewalk	No Sidewalk	270	\$ 10,806.00
SUMNER AV	RIGGY ST	US 150	No Sidewalk	No Sidewalk	494	\$ 19,748.40
SUMNER AV	US 150	MILLER AV	NC-Full	No Sidewalk	287	\$ 28,723.00
SUMNER AV	MILLER AV	JOHNSON AV	NC-Full	NC-Full	346	\$ 55,339.20
SUMNER AV	JOHNSON AV	PARIS AV	NC-Spot	Compliant	364	\$ 7,282.20
W ALLISON DR	FERRIS ST	W ALLISON DR	No Sidewalk	No Sidewalk	231	\$ 9,228.00
W ALLISON DR	W ALLISON DR	W ALLISON DR	No Sidewalk	No Sidewalk	2531	\$ 101,241.20
W ALLISON DR	W ALLISON DR	9TH ST	No Sidewalk	No Sidewalk	213	\$ 8,526.80

West Terre Haute, through its ADA Coordinator and hired consultant, completed a sidewalk and curb ramp review. The sidewalk and curb ramp locations are sorted by alphabetical order.

The following describes the town's evaluation.

Sidewalks will be evaluated as follows:

- No Sidewalk
- Compliant
- Non-compliant, spot repairs needed (NC-Spot) (i.e. obstructions/defects that can be spot repaired)
- Non-compliant, full segment needs replaced (NC-Full) (non-compliant cross slope, running slope, condition, width, etc.)

Curb ramps will be evaluated as follows:

- Compliant
- Non-compliant but navigable (NC-Nav) (i.e. missing detectable warnings, non-compliant slopes, etc., but can be used by a wheelchair)
- Non-compliant, non-navigable (NC-Non-Nav) (sidewalk present)
- No curb ramp (no sidewalk present)

ESTIMATION OF COSTS FOR SIDEWALK AND CURB RAMP COMPLIANCE

The estimations of costs were developed in order to aid in planning future sidewalk and curb ramp replacement. In doing so, some assumptions were made in determining costs. These assumptions are as follows:

1. All new sidewalks are 6' in width.
2. A unit price of \$120/SYS was estimated for the construction of sidewalk in years 2024 and 2025
3. All curb ramp replacements are 6 square yards.
4. A unit price of \$250/SYS was estimated for the construction of curb ramps in years 2024 and 2025
5. The life expectancy of concrete sidewalks and curb ramps is 20 years.

Engineering judgement was used in determining assumptions. As the Town begins to identify specific work to be done, a more accurate cost can be developed by taking a closer look at each block that will undergo improvement. Sidewalk and Curb ramp improvements can be identified and a more accurate cost of these can be developed by examining each sidewalk and ramp that will be improved individually. The Town will use these costs to draft a plan of improvements utilizing the funding available for each specific year.

Right-of-Way Activity Report

The Right-of-Way activity report is established by attempting to even out the total cost over a period of time. In doing so some assumptions were made in determining the costs. These assumptions are as follows:

1. All new sidewalks are 6' in width.
2. \$120.00/SYS unit price was used for sidewalk for 2024-2025 and increased by \$10.00/SYS for each following year.
3. Non-Compliant, spot repairs needed (NC-Spot) is assumed for the block of sidewalk needing less than 50% of work completed to bring sidewalk up to standard. NC-Compliant, Full segment needs replaced (NC-Full) is assumed for block of sidewalk needing more than 50% of work completed to bring sidewalk up to standard.
4. All curb ramp replacements are 6 square yards.
5. \$250.00/SYS unit price was used for curb ramps for 2024-2025 and increased by \$20/SYS for each following year.

Engineering judgement was used in determining assumptions. As the Town/Town/Town begins to identify specific work to be done a more accurate cost can be developed by taking a closer look at each block that will undergo improvement. Exact measurements, replacement percentage and curb ramp size can be determined at that time.

APPENDIX D:

DEPARTMENT

QUESTIONNAIRE



Americans with Disabilities Act
Self-Evaluation of Programs, Services, and Activities Questionnaire

The ADA prohibits the denial of services or benefits to persons with disabilities. In the performance of common, everyday services provided by local units of government, you must ensure that all services are available in some way to persons with all disabilities. To better allow us to understand each department's interactions with the public, we request that you complete this questionnaire. Your responses are vital to ensuring that modifications can be made throughout the town to ensure access to all programs and services, if necessary. Please discuss with your staff as needed to provide thorough, complete, and accurate responses to each question. The information provided is intended to allow for changes throughout the town to provide equal access to programs and activities to everyone, without exception.

- A. List town Departments and locations (include addresses) on the attached Table A.
- B. List all appointed boards and commissions and when and where they meet on attached Table B.
- C. Do all meeting rooms that hold public meetings have an audio system (microphones and speakers)? Do they have any assistive listening devices for the hearing impaired? If so, how many and what type.
- D. How are public meetings publicized? Are agendas posted? Do the agendas have an ADA statement of accommodation on them?
- E. To date, has the town appointed an ADA Coordinator? If so, provide information including the West Terre Haute, email and phone number, and copies of resolutions/ordinances where the ADA Coordinator was appointed.
- F. To date, has the town published a Grievance Procedure and/or developed a Grievance Form? Include copies of any documentation, resolutions, etc.
- G. Do you allow any community groups, etc. to use town facilities (including parks) for meetings, picnics, special or private events, etc.?
- H. Please list any special events that the town sponsors or participates in in some way (parades, carnivals, flea markets, etc.). Include location of events, duration, etc.
- I. Has the town ever been asked to provide special accommodation for printed materials? If so, what was requested and provided?
- J. Do any town facilities have Telecommunication Devices for the Deaf (TDD) or access to a relay service to communicate with persons with hearing loss

K. Who is the website developer for the town? How often is it updated? Who is the contact person to discuss the website with (West Terre Haute and phone number/email address)?

L. Does the town own all the buildings that provide services to the public?

Table A:

Department	Location

Table B:

Board or Commissions	Meeting Location	Meeting Dates	Meeting Times

APPENDIX E: PUBLIC OUTREACH



December 30, 2025

Mr. Derek Nord
ADA-Indiana c/o Indiana Institute of Disability and Community
2810 E Discovery Parkway
Bloomington, IN 47408-2696

To Whom It May Concern:

West Terre Haute is conducting a Self-Evaluation Study of all County-owned facilities and programs for compliance with the Americans with Disabilities Act (ADA). Title II of the ADA requires that each of the Town's services, programs, and activities be readily accessible and usable by individuals with disabilities. Title II also requires public outreach to the community, especially persons with disabilities, their caregivers, and advocacy groups for the disabled. The Town is sending this letter to solicit public input and comment on barriers that exist, or are perceived to exist, to persons with disabilities to access Town programs.

We welcome your input to assist us on this project. Comments can be provided in writing via either U.S. Mail or e-mail. Comments can be submitted to Tommy Roberts, ADA Coordinator, at the Town Hall via U.S. mail or hand-delivery or via e-mail at Thomas.Roberts@westerrehautein.gov. All comments will be reviewed and considered and included in the final document. Please feel free to pass the information about this project on to others that you believe might be interested in providing input or comments. The comment period will be open for 14 days, commencing on December 30, 2025, and ending on January 13, 2026.

Town of West Terre Haute complies with the Americans with Disabilities Act. Upon request, the Town will provide written materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service. If auxiliary aids or services are required for individuals with disabilities, please contact me at the Town Hall at

500 National Ave
West Terre Haute, Indiana 47885
(812) 243-3044

Please let me know if you have any questions and I look forward to your comments and questions.

Sincerely,

December 30, 2025

Ms. Kate Barrow, Executive Director
Indiana Governor's Council for People with Disabilities
Indiana Government Center South
402 W Washington St, Room E 145
Indianapolis, IN 46204

To Whom It May Concern:

West Terre Haute is conducting a Self-Evaluation Study of all County-owned facilities and programs for compliance with the Americans with Disabilities Act (ADA). Title II of the ADA requires that each of the Town's services, programs, and activities be readily accessible and usable by individuals with disabilities. Title II also requires public outreach to the community, especially persons with disabilities, their caregivers, and advocacy groups for the disabled. The Town is sending this letter to solicit public input and comment on barriers that exist, or are perceived to exist, to persons with disabilities to access Town programs.

We welcome your input to assist us on this project. Comments can be provided in writing via either U.S. Mail or e-mail. Comments can be submitted to Tommy Roberts, ADA Coordinator, at the Town Hall via U.S. mail or hand-delivery or via e-mail at Thomas.Roberts@westerrehautein.gov. All comments will be reviewed and considered and included in the final document. Please feel free to pass the information about this project on to others that you believe might be interested in providing input or comments. The comment period will be open for 14 days, commencing on December 30, 2025, and ending on January 13, 2026.

Town of West Terre Haute complies with the Americans with Disabilities Act. Upon request, the Town will provide written materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service. If auxiliary aids or services are required for individuals with disabilities, please contact me at the Town Hall at

500 National Ave
West Terre Haute, Indiana 47885
(812) 243-3044

Please let me know if you have any questions and I look forward to your comments and questions.

Sincerely,

December 30, 2025

Ms. Abigail Fleenor
Indiana Council on Independent Living (ICOIL)
615 N Alabama Street, Suite 140
Indianapolis, IN 46207

To Whom It May Concern:

West Terre Haute is conducting a Self-Evaluation Study of all County-owned facilities and programs for compliance with the Americans with Disabilities Act (ADA). Title II of the ADA requires that each of the Town's services, programs, and activities be readily accessible and usable by individuals with disabilities. Title II also requires public outreach to the community, especially persons with disabilities, their caregivers, and advocacy groups for the disabled. The Town is sending this letter to solicit public input and comment on barriers that exist, or are perceived to exist, to persons with disabilities to access Town programs.

We welcome your input to assist us on this project. Comments can be provided in writing via either U.S. Mail or e-mail. Comments can be submitted to Tommy Roberts, ADA Coordinator, at the Town Hall via U.S. mail or hand-delivery or via e-mail at Thomas.Roberts@westterrehautein.gov. All comments will be reviewed and considered and included in the final document. Please feel free to pass the information about this project on to others that you believe might be interested in providing input or comments. The comment period will be open for 14 days, commencing on December 30, 2025, and ending on January 13, 2026.

Town of West Terre Haute complies with the Americans with Disabilities Act. Upon request, the Town will provide written materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service. If auxiliary aids or services are required for individuals with disabilities, please contact me at the Town Hall at

500 National Ave
West Terre Haute, Indiana 47885
(812) 243-3044

Please let me know if you have any questions and I look forward to your comments and questions.

Sincerely,

December 30, 2025

Self-Advocates of Indiana
c/o the Arc of Indiana
143 W Market St, Suite 200
Indianapolis, IN 46204

To Whom It May Concern:

West Terre Haute is conducting a Self-Evaluation Study of all County-owned facilities and programs for compliance with the Americans with Disabilities Act (ADA). Title II of the ADA requires that each of the Town's services, programs, and activities be readily accessible and usable by individuals with disabilities. Title II also requires public outreach to the community, especially persons with disabilities, their caregivers, and advocacy groups for the disabled. The Town is sending this letter to solicit public input and comment on barriers that exist, or are perceived to exist, to persons with disabilities to access Town programs.

We welcome your input to assist us on this project. Comments can be provided in writing via either U.S. Mail or e-mail. Comments can be submitted to Tommy Roberts, ADA Coordinator, at the Town Hall via U.S. mail or hand-delivery or via e-mail at Thomas.Roberts@westterrehautein.gov. All comments will be reviewed and considered and included in the final document. Please feel free to pass the information about this project on to others that you believe might be interested in providing input or comments. The comment period will be open for 14 days, commencing on December 30, 2025, and ending on January 13, 2026.

Town of West Terre Haute complies with the Americans with Disabilities Act. Upon request, the Town will provide written materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service. If auxiliary aids or services are required for individuals with disabilities, please contact me at the Town Hall at

500 National Ave
West Terre Haute, Indiana 47885
(812) 243-3044

Please let me know if you have any questions and I look forward to your comments and questions.

Sincerely,

December 30, 2025

Ms. Deanne Woods
Self-Advocates of Southern Indiana, Rauch, Inc.
845 Park Place
New Albany, IN 47150

To Whom It May Concern:

West Terre Haute is conducting a Self-Evaluation Study of all County-owned facilities and programs for compliance with the Americans with Disabilities Act (ADA). Title II of the ADA requires that each of the Town's services, programs, and activities be readily accessible and usable by individuals with disabilities. Title II also requires public outreach to the community, especially persons with disabilities, their caregivers, and advocacy groups for the disabled. The Town is sending this letter to solicit public input and comment on barriers that exist, or are perceived to exist, to persons with disabilities to access Town programs.

We welcome your input to assist us on this project. Comments can be provided in writing via either U.S. Mail or e-mail. Comments can be submitted to Tommy Roberts, ADA Coordinator, at the Town Hall via U.S. mail or hand-delivery or via e-mail at Thomas.Roberts@westterrehautein.gov. All comments will be reviewed and considered and included in the final document. Please feel free to pass the information about this project on to others that you believe might be interested in providing input or comments. The comment period will be open for 14 days, commencing on December 30, 2025, and ending on January 13, 2026.

Town of West Terre Haute complies with the Americans with Disabilities Act. Upon request, the Town will provide written materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service. If auxiliary aids or services are required for individuals with disabilities, please contact me at the Town Hall at

500 National Ave
West Terre Haute, Indiana 47885
(812) 243-3044

Please let me know if you have any questions and I look forward to your comments and questions.

Sincerely,

APPENDIX F: NOTICES





Town of West Terre Haute, Indiana

500 National Avenue
West Terre Haute, Indiana
47885

NOTICE OF NONDISCRIMINATION UNDER THE AMERICANS WITH DISABILITIES ACT AND SECTION 504 OF THE REHABILITATION ACT OF 1973

Pursuant to Title II of the Americans with Disabilities Act as amended (ADA) of 1990 (42 U.S.C. §§12101 et seq.) and Section 504 of the Rehabilitation Act of 1973, as amended (Section 504) (29 U.S.C. §794) and implementing regulations found in 28 CFR 35 and 49 CFR 27, the Town of West Terre Haute does not discriminate against qualified individuals with disabilities in its policies, or in the admission of, access to, treatment of or employment in its programs, services or activities.

Upon request, Town will use its best efforts to provide appropriate auxiliary aids and services to facilitate effective communication for qualified persons with disabilities so that they have an equal opportunity to obtain the same result, to gain the same benefit or to reach the same level of achievement as provided to others. These efforts may include providing qualified sign language interpreters, Brailed documents, and other products and services to make communications accessible to individuals with speech, hearing and vision impairments.

Upon request, West Terre Haute will make reasonable modifications to policies and programs to ensure that qualified individuals with disabilities have an equal opportunity to enjoy its programs and activities. West Terre Haute is not required to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

West Terre Haute will not place a surcharge on qualified individuals with disabilities to cover the cost of providing auxiliary aids, services or reasonable modifications of policies.

Inquiries or complaints regarding Section 504 or the ADA should be directed to Tommy Roberts, ADA/Title VI Coordinator, 500 National Ave, West Terre Haute, IN 47885, (812) 243-3044, and robertswth27@gmail.com. West Terre Haute will investigate all complaints in accordance with West Terre Haute's Title VI compliant process, which is also used for ADA complaints, and promptly take any remedial action deemed necessary to provide an equitable resolution to overcome the effects of a substantiated violation.

Jody Roach

Jody Roach

Town Council President

12-30-2025

12/30/2025

RESOLUTION

Resolution Designating the Individual Responsible for Coordinating Efforts of the Town of West Terre Haute, Indiana to Comply with Title II and Investigating Complaints Where the Town has Violated Title II with Respect to the Americans with Disabilities Act of 1990

WHEREAS Indiana Code Chapter 36-1-3 permits any unit in the State of Indiana to exercise any power or to perform any function necessary to the public interest in the context of its governmental or internal affairs, which is not prohibited by the Constitution of the United States or of the State of Indiana, or denied or pre-empted by any other law, or is not expressly granted by any other law to another governmental entity;

WHEREAS the Town Council of West Terre Haute, Indiana is the Town legislative and executive body and is by law authorized to adopt ordinances and resolutions for the administration of Town legal and financial affairs;

WHEREAS the Indiana Department of Transportation ("INDOT") has requested resolution designating the responsible person ("Responsible Person") who shall coordinate the efforts of West Terre Haute, Indiana to comply with Title II, and shall investigate complaints where the town has violated Title II, adhering to the requirements of the Americans with Disabilities Act of 1990 ("ADA"), pursuant to the Code of Federal Regulations (CFR) Title 28 Chapter 1 Part 35 Section 35.107 (28 CFR § 35.107);

NOW, THEREFORE, BE IT RESOLVED by the Town Board of West Terre Haute, Indiana as follows:

- A. The Town shall designate the title for the role of such Responsible Person as the ADA Coordinator.
- B. The Responsible Person shall report to the person(s) designated in the Town's Organizational Chart, wherein that designated person(s) will provide support and assistance as needed.
- C. The Responsible Person shall manage the Town's ADA Grievance Procedure, as well as any other related duties as designated and/or required by CFR, INDOT, Indiana Code, the Town of West Terre Haute, and/or any other relevant statute, code or law.
- D. The ADA Coordinator shall be:
NAME Tommy Roberts
Phone: (812) 243-3044
Email: Thomas.Roberts@westterrehautein.gov
- E. In the event an existing Responsible Person can no longer perform the role of the ADA Coordinator, this Resolution shall be revised and updated with the appointment of a new ADA Coordinator with his or her contact details stated herein, and it shall be passed along to INDOT and/or any relevant parties for their records.

THIS RESOLUTION supersedes and replaces all prior ordinances which may be in conflict.

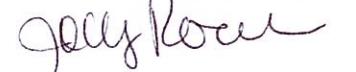
THIS RESOLUTION shall be effective upon the passage and publication as required by law and a copy of said ordinance shall be kept in the office of the Town Hall in West Terre Haute, Indiana.

Resolved by the Town Council

on this 30 day of December, 2025

West Terre Haute, Indiana

Council Members

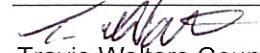


Jody Roach
Jody Roach Interim President

ATTEST:


Kevin L Beaver Clerk - Treasurer


Dave Elkins Interim Vice President


Travis Walters Council Member


Tommy Roberts Town Manager