

City of Jonesboro, Arkansas
Americans with Disabilities Act
Title II Compliance Guide

July 2021

ADDITIONAL RESOURCES

The ADA Information Line is a service provided by the Department of Justice. This toll-free phone number provides access to ADA specialists during business hours and access to on-demand assistance materials 24 hours a day. Department of Justice publications can also be ordered through the Line 24 hours a day through the Information's Line's voicemail system.

ADA Information Lines: Voice: 800-514-0301; TTY: 800-514-0383

Another valuable resource is the Department of Justice's ADA Home Page on the Internet. This web site provides access to ADA regulations and assistance materials, including newly released assistance material. You can also find links to other federal agencies with ADA responsibilities.

ADA Home Page - www.ada.gov

The ADA and City Governments: Common Problems

A publication that compiles common problems with Title II compliance. www.ada.gov/comprob

ADA Guide for Small Towns

A guide for small local governments, including cities, towns, townships, and rural counties. The publication addresses special concerns of the ADA's requirements for local governments and gives practical examples. www.ada.gov/smtown

Title II Technical Assistance Manual (1993) and Supplements

A manual explaining what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a non-discriminatory manner. www.ada.gov/taman2

Department of Justice ADA Mediation Program

A publication describing the Department's ADA mediation program, including locations of ADA mediators and examples of successful mediation efforts. www.ada.gov/mediation_docs/mediation-program

ADA Information Services

A list with the telephone number and Internet address of federal agencies and other organizations that provide information and technical assistance to the public about the ADA. www.ada.gov/agency

Commonly Asked Question About the ADA and Law Enforcement

A publication explaining ADA requirements for ensuring that people with disabilities receive the same law enforcement services and protections.

www.ada.gov/q&a_law

Access for 9-1-1 and Telephone Emergency Services

A publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTY).

www.fcc.gov/general/access-9-1-1-and-telephone-emergency-services

ADA Best Practices Tool Kit for State and Local Governments

A publication designed to teach state and local government officials how to identify and remove barriers that prevent people with disabilities from gaining equal access to state and local government programs, services, and activities. www.ada.gov/pcatoolkit/toolkitmain

Other Helpful Web Resources:

www.adata.org

www.askjan.org

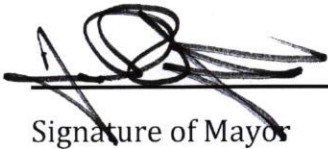
ADA COORDINATOR

I, Harold Copenhaver, Mayor of the City of Jonesboro, Arkansas, hereby appoints the Human Resources Director (HRD), as ADA coordinator for the city. HRD recognizes that as the ADA coordinator, he/she will serve as liaison between the city and the public and is responsible for posting notices and grievance procedures and initiating transition plans and self-evaluations for the city's property and services.

HRD also recognizes his/her duty to receive complaints from the public and oversee their investigation.



Signature of Human Resources Director



Signature of Mayor

7-14-21

Date

GRIEVANCE PROCEDURE

- A. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing by completing the ADA Complaint Form, which will be provided to you or to someone on your behalf by request. If the individual submitting the complaint is unable to do so in writing, the complaint may be submitted verbally to the ADA coordinator.
- B. Once completed, the ADA Complaint Form should be given to the ADA coordinator for resolution.

The ADA coordinator for the City of Jonesboro is:

Human Resources Director

300 S. Church Street

Jonesboro, AR 72401

870-933-4640

TTY: 800-514-0383 Voice: 800-514-0301

HR@jonesboro.org

- C. The ADA coordinator should meet with the complainant and try to provide a decision within fifteen (15) working days of the complaint being filed, not counting the date of the filing itself.
- D. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA coordinator, it will be forwarded to the mayor. The mayor will review the complaint, meet with the complainant and try to provide a decision within fifteen (15) working days of the date of the ADA coordinator's decision, not counting the date of the decision.
- E. If the complaint cannot be resolved to the satisfaction of the complainant by the mayor, it will be forwarded to the city council. The city council's decision is the final decision of the city and it should be made within thirty (30) days of the mayor's decision, not counting the day of the decision.
- F. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.