

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department



## Highway Right of Way ADA Transition Plan

Greene County Highway Department

In collaboration with



Building Communities.  
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# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

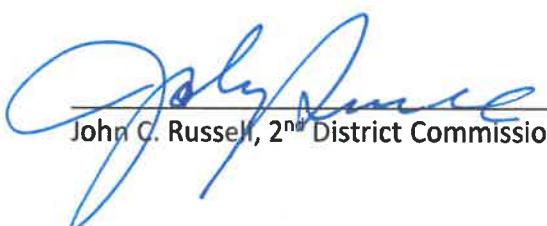
This document is adopted by the Greene County Commission to serve as the ADA Transition Plan for the Greene County Highway Department.



Bob Dixon, Presiding Commissioner



Rusty MacLachlan, 1<sup>st</sup> District Commissioner



John C. Russell, 2<sup>nd</sup> District Commissioner

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Table of Contents

<b>Executive Summary .....</b>	5
<b>Section I: ADA Requirements .....</b>	6
a. ADA History .....	6
b. Self-Evaluation Requirements .....	8
c. Transition Plan Requirements .....	8
d. Designation of Responsible Employee & Grievance Procedure Requirements .....	9
e. Public Notice about ADA Requirements .....	9
<b>Section II: Self-Evaluation .....</b>	10
a. Past ADA Compliance Efforts.....	10
b. Highway ROW Pedestrian Infrastructure.....	10
c. Design Standards.....	11
d. Staff Training .....	11
e. Funding Sources .....	11
f. Self-Evaluation Public Involvement .....	11
<b>Section III: Transition Plan .....</b>	12
a. Transportation Zone ADA Retrofit Prioritization and Cost Estimation .....	12
b. Project Implementation Schedule .....	13
c. Public Involvement.....	13
d. Other Measures.....	14
e. Monitoring & Reporting .....	15
<b>Appendix A.....</b>	16
<b>Appendix B .....</b>	17
<b>Appendix C .....</b>	18
<b>Appendix D.....</b>	21

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

<b>Appendix E .....</b>	<b>22</b>
<b>Appendix F .....</b>	<b>23</b>
<b>Appendix G.....</b>	<b>24</b>

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Executive Summary

The Americans with Disabilities Act (ADA) is a civil rights statute that prohibits discrimination against people with disabilities. Title I and Title II include regulations that government entities above an employee number threshold must meet. Part of these requirements is to perform self-evaluation of the entity's practices and infrastructure to identify accessibility barriers. The self-evaluation information must then be used to create an ADA transition plan. The transition plan accomplishes the following:

- Analyzes the results of self-evaluation
- Describes the approach to be used for removing the barriers identified by the self-evaluation process to make facilities meet ADA requirements
- Develops a schedule for implementation of the steps required to remove accessibility barriers
- Identifies a responsible individual for implementation of the plan

The intent of this document is to serve as an ADA transition plan for pedestrian infrastructure within Greene County highway right-of-way. The transition plan has been made available for public comment. Comments were gathered and implemented into the plan as necessary, resulting in the final transition plan for Greene County highway right-of-way.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Section I: ADA Requirements

### a. ADA History

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H. W. Bush. The ADA Amendments Act of 2008 was enacted on September 25, 2008, and became effective on January 1, 2009. The Act is a civil rights statute that prohibits discrimination against people with disabilities. There are five separate Titles of the Act that relate to potential discrimination.

- i. Title I – Employment
- ii. Title II – Public Services (State and Government)
- iii. Title III – Public Accommodations (Commercial Facilities)
- iv. Title IV – Telecommunications
- v. Title V – Miscellaneous Provisions

The ADA applies to persons who meet the definition of “disabled” under the Act. A person is considered disabled, and so protected under the ADA, if he or she either has, or is thought to have, a physical or mental impairment that substantially limits what the ADA calls a “major life activity.” Major life activities are the basic components of any person’s life - including walking, talking, seeing, and learning. If a person has an impairment that substantially limits his or her ability to perform one or more of these activities, that person is considered disabled under the ADA. The ADA does not specifically name all the impairments that are covered, but common examples of disabilities include confinement to a wheelchair, reliance on assistive devices such as canes and walkers, blindness, deafness, a learning disability, and certain kinds of mental illness.

ADA standards for new construction and alterations were primarily developed for buildings and site work and were not easily applicable to sidewalks, street crossings, and related pedestrian facilities in the right-of-way (ROW). The need to address ROW accessibility in a more specific way became apparent from the difficulties agencies had in applying the ADA Accessibility Guidelines (ADAAG). In 2002, the United States Access Board issued the draft Public Rights-of-Way Accessibility Guidelines (PROWAG). Comments from consumers and design professionals led to the issuance of a second draft in 2005 and a Notice of Proposed Rule Making (NPRM) seeking public comment prior to publication of a final rule was sent out in 2013. The final rule has recently been published in the Federal Register on August 8, 2023, and is effective as of September 7, 2023.

### **Employment**

Title I of the ADA requires employers with 15 or more employees to provide qualified individuals with disabilities an equal opportunity to benefit from the full range of employment-related opportunities available to others. Equal employment opportunities for all County positions, including those at the Greene County Highway Department (Highway Department), are under the purview of Greene County Human Resources Department. The Highway Department has identified an ADA Coordinator to handle complaints. The County's ADA Grievance Procedure can be found in Appendix C.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## State and Local Government

Title II of the ADA covers all activities of state and local governments regardless of the government entity's size or receipt of federal funding. Title II requires that state and local governments give people with disabilities an equal opportunity to benefit from each of their programs, services, and activities (e.g., public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).

The Highway Department is covered under the ADA Title II. This transition plan is the cornerstone to ensuring and documenting the Highway Department's effort to create and maintain inclusion for highway ROW pedestrian infrastructure as mandated by the ADA.

## Applicability to Greene County Highway Department

The goal of the Highway Department's ADA Transition Plan is to ensure that the Highway Department creates accessible paths of travel in the County's highway ROW for people with disabilities. This transition plan is limited to pedestrian accommodations within Greene County highway ROW only and does not include Greene County properties outside of the highway ROW, such as buildings and parking lots. Self-evaluation of Greene County owned buildings and related ADA facilities is expected to occur in the future by a separate department. Following the self-evaluation of the buildings, this transition plan will either be updated, or a new transition plan will be created for the buildings and facilities.

The ADA applies to all public facilities built before and after the arrival of the Act. Reducing services and eliminating facilities to avoid compliance is not an acceptable solution. The ADA Public Right-of-Way Accessibility Guidelines (PROWAG) apply to newly constructed facilities and altered portions of existing facilities. Alterations include reconstruction, rehabilitation, resurfacing, widening, and projects of similar scale and effect. Maintenance activity does not constitute an alteration under PROWAG. Below is a guide for determining if an activity triggers an ADA audit of the facilities.

Maintenance		Alteration
These activities do not trigger immediate action.		Corrective actions incorporated into these projects.
Chip Seals	Diamond Grinding	Addition of New Layer of Asphalt
Fog Seals	Joint Repairs	Mill and Fill
Scrub Sealing	Spot High-Friction Treatments	New Construction
Crack Filling/Sealing	Dowel Bar Retrofit	Open-graded Surface Course
Joint Crack Seals	Pavement Patching	Microsurfacing/Thin-Lift Overlay
Slurry Seals	Surface Sealing	Rehabilitation and Reconstruction

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## b. Self-Evaluation Requirements

Per 28 CFR 35.105, Greene County is required to do the following:

- (a) A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
- (b) A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments.
- (c) A public entity that employs 50 or more persons shall, for at least three years following completion of the self-evaluation, maintain on file and make available for public inspection:
  - (1) A list of the interested persons consulted;
  - (2) A description of areas examined, and any problems identified; and
  - (3) A description of any modifications made.
- (d) If a public entity has already complied with the self-evaluation requirement of a regulation implementing section 504 of the Rehabilitation Act of 1973, then the requirements of this section shall apply only to those policies and practices that were not included in the previous self-evaluation.

## c. Transition Plan Requirements

Per 28 CFR 35.150(d), Greene County is required to do the following:

- (a) In the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop, within six months of January 26, 1992, a transition plan setting forth the steps necessary to complete such changes. A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the transition plan by submitting comments. A copy of the transition plan shall be made available for public inspection.
- (b) If a public entity has responsibility or authority over streets, roads, or walkways, its transition plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act, including State and local government offices and facilities, transportation, places of public accommodation, and employers, followed by walkways serving other areas.
- (c) The plan shall, at a minimum—
  - (i) Identify physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities;
  - (ii) Describe in detail the methods that will be used to make the facilities accessible;
  - (iii) Specify the schedule for taking the steps necessary to achieve compliance with this

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

- section and, if the time period of the transition plan is longer than one year, identify steps that will be taken during each year of the transition period; and
- (iv) Indicate the official responsible for implementation of the plan.

- (d) If a public entity has already complied with the transition plan requirement of a Federal agency regulation implementing section 504 of the Rehabilitation Act of 1973, then the requirements of this paragraph (d) shall apply only to those policies and practices that were not included in the previous transition plan.

## d. Designation of Responsible Employee & Grievance Procedure Requirements

Per 28 CFR 35.107, Greene County is required to do the following:

- (a) Designation of responsible employee: A public entity that employs 50 or more persons shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part. The public entity shall make available to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph.

The designated person in responsible charge of Greene County's Highway Right of Way ADA Transition Plan is:

**Angela Nelson, PE  
Project Manager  
Greene County Highway Department  
2065 N Clifton Ave,  
Springfield, MO 65803  
(417) 829-6536  
[Angela.Nelson@greenecountymo.gov](mailto:Angela.Nelson@greenecountymo.gov)**

- (b) Complaint procedure: A public entity that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part.

Greene County's grievance procedure is attached to this plan as Appendix C

## e. Public Notice about ADA Requirements

Per 28 CFR 35.106 Greene County is required to do the following:

- (a) 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.

# Americans with Disabilities Act – Transition Plan

## Greene County Highway Department

The finalized ADA transition plan document will be publicly available. See Appendix A for a public notice regarding Greene County's procedures for ensuring ADA compliance within highway ROW.

### Section II: Self-Evaluation

#### a. Past ADA Compliance Efforts

The Highway Department has taken a proactive approach to address ADA deficiencies by establishing an on-call contract with a specialized sidewalk contractor. This contract ensures swift and efficient repairs and improvements to sidewalk and ramp infrastructure when issues are identified, making them compliant with ADA standards. ADA issues are generally identified when infrastructure alterations requiring corrective actions take place or when Greene County residents notify the Highway Department of locations requiring modifications via email or phone.

Additionally, the Highway Department specifies that sidewalk construction must comply with the ADA in Chapter 25.2 of their "Design Standards for Public Road Improvements" document. Standard details in the design standards also provide information to ensure contractors construct the sidewalk infrastructure to ADA standards.

#### b. Highway ROW Pedestrian Infrastructure

The Highway Department procured surveying services from Surveying & Mapping, LLC (SAM) to develop a geographic information systems (GIS) database inventory of all Greene County highway ROW sidewalk infrastructure. The GIS data includes line features for each continuous length of sidewalk, point features for issue locations, and ramp point features for all curb ramps.

Photographs were also included for each issue point and ramp point.

To best analyze the data, the sidewalk infrastructure was broken into several locales. The Highway Department developed GIS polygon features which outline transportation "zones" to separate study areas of the County by geographic location. The County is divided into **68 transportation zones**.

The GIS data was then used to calculate the number of non-compliant ramps and sidewalk compliance issue points, by type, for each respective transportation zone. The issue point types were defined as follows:

- Vertical deflection – sidewalk panels with a vertical deflection greater than 0.25"
- Vertical clearance – locations with obstructions resulting in less than 80" of vertical clearance as measured from the sidewalk surface
  - These issues are generally due to overhanging tree limbs
- Cross slope issues – locations with cross slopes >4%
  - These issue point features were defined by SAM for general areas and not for each specific sidewalk panel
- Width issues – locations with widths less than 4'
  - These issue point features were defined by SAM for general areas and not for each specific length of sidewalk
- Non-compliant ramps – These points refer to locations with either non-compliant or absent ramps

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

Summarized results of the inventory and assessment are highlighted below:

**1) Sidewalks** – The survey indicated the County owns and maintains approximately 196 miles of sidewalk and 2,915 curb ramps. The results of the assessment are included as Appendix E. There are:

- 1,769 instances of vertical deflections over 0.25 inches,
- 309 instances of vertical clearance less than 80",
- 1,080 feet of sidewalk recommended for complete replacement due to cross slopes >2.1%,
- 3,870 passing zones required to meet ADA requirements,
- and 1,204 ramps that are out of compliance.

**2) Traffic Signals & Pedestrian Crossings** – The County's pedestrian signal and cross walk inventory was not included in the SAM survey. The management of pedestrian signals and crosswalks and the resolution of issues or complaints raised by the public will be addressed on a case-by-case basis, placing a high priority on issues identified by the public.

**c. Design Standards**

The Highway Department utilizes a construction standards document to ensure infrastructure is built to ADA and other requirements. However, the language and detailing regarding ADA compliance included in the standards is generally vague. The lack of specific information in the text and details could contribute to inadequate construction of pedestrian facilities.

**d. Staff Training**

The Highway Department demonstrates its strong commitment to ADA compliance and inclusivity by proactively sending its employees to ADA training classes whenever such opportunities become available. Generally, these trainings occur in collaboration with the City of Springfield. This approach ensures that the County's workforce remains well informed about the latest ADA regulations and accessibility practices.

By staying current with ADA training, the Highway Department empowers its employees to meet the needs of all community members, fostering a workplace culture that prioritizes equal access, inclusion, and respect for individuals with disabilities. This commitment not only helps the County meet its legal obligations, but also creates a more accessible and welcoming environment for all residents.

**e. Funding Sources**

The Highway Department utilizes a budgeted amount of funds from the "New Road Construction" account of the general revenue fund each year for sidewalk construction and reconstruction. This is the source that will be utilized for implementation of the transition plan. Additional funding from grants or other sources may also be incorporated as applicable.

**f. Self-Evaluation Public Involvement**

The County has addressed the public involvement requirement of the self-evaluation process by soliciting input from county residents and organizations representing disabled individuals. The public involvement for self-evaluation occurred simultaneously with the solicitation of public comments on the draft transition plan. See Section III for more details.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Section III: Transition Plan

### a. Transportation Zone ADA Retrofit Prioritization and Cost Estimation

Using data from the self-evaluation process, transition plan priority ratings were developed for each transportation zone. This was done to determine areas of highest issue density with the intent of scheduling these locations first for corrective action. The priority rating was calculated using the following formula:

$$\text{Priority Rating} = [(\# \text{ of vertical deflection issues} + \# \text{ of vertical clearance issues} + \# \text{ of non-compliant ramps}) / \text{total sidewalk length}] * 100$$

This method was chosen to best represent compliance issue density based on the data collection method and granularity provided by SAM. A higher priority rating denotes a transportation zone with a higher density of ADA compliance issues.

Construction costs were then estimated to determine the financial impacts of retrofitting each transportation zone to correct the identified ADA compliance issues. The following assumptions were made:

- Each non-compliant ramp will be replaced completely.
- Each vertical deflection issue requires 40 feet of sidewalk replacement. This value was developed to account for the likelihood of replacing additional adjacent panels having cross slopes greater than 2.1% or vertical deflection issues that were not separately identified. Non-compliant cross slopes are often found in conjunction with vertical deflection issues.
- Each vertical clearance issue warrants a tree trimming cost.
- Subdivisions and or geographic areas with sidewalk widths between three and five feet will require passing zones of five feet width every 200'. Nearly all the County's sidewalk infrastructure falls in this category with a sidewalk width of four feet. It was assumed that 75% of the County's sidewalk length will require passing zones.
  - The 75% value was used because approximately 75% of the County's sidewalk segments are >200' in length. Any segment with a shorter length may not require a passing zone.
  - As a note, driveways within ROW with compliant cross slopes may negate the need for passing zones. However, many driveways exceed the cross slope maximum, so this was ignored.
- Sections of sidewalk identified having cross slopes >4% will require complete replacement.

Unit prices for sidewalk replacement, passing zones construction, curb ramp replacement/construction, and tree trimming were developed based on historic bid prices. Additional costs regarding the possible need for ROW acquisition, driveway reconstruction, retaining wall construction, utility relocation, etc. are not included in the cost estimate.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## b. Project Implementation Schedule

The goal of the County is to remove all identified barriers for accessibility to the extent feasible. This includes replacing curb ramps, correcting vertical deflection and clearance issues, adding passing lanes where necessary, correcting sidewalk with non-compliant cross slopes and widths, and other necessary improvements as identified by the public. To aid in this effort, a project implementation schedule by transportation zone was created.

The project schedule is attached as Appendix G. It was developed based upon the County's current yearly budget for sidewalk improvements, the transportation zone cost estimation results, and the transportation zone priority rankings. It was assumed that the County's budget for sidewalk improvements will increase at the same pace as the construction cost inflation for the improvements. Therefore, no inflation adjustments were made for scheduling considerations.

The schedule serves only as guidance and may not be strictly followed. ADA improvements triggered by adjacent roadway projects, combining of adjacent transportation zones to reduce mobilization costs, addressing issues identified by County residents and organizations, and grants/one-time funding may result in modification of the schedule order.

Occasionally, the required improvements to bring an area into ADA compliance may result in undue financial or administrative burden. These locations may qualify for exemption as defined by 28 CFR 35.150.a.3. To meet the requirements of the regulation, the head of the public entity must make the determination if an improvement presents undue financial or administrative burden and accompany this determination with a written statement of reasons. Improvements resulting in undue financial or administrative burden may also result in changes to the projected schedule.

## c. Public Involvement

Public involvement is required as part of both the self-evaluation and transition plan creation process. The intent of involving the public for self-evaluation is to identify specific issues and locations that are prohibiting accessibility. The result is a self-evaluation that is more thorough and may identify and prioritize locations or practices that otherwise may have been missed.

During the transition plan creation process, public involvement is also necessary to gather feedback on the proposed transition plan approach. The goal is to have a transition plan document that fits the needs of the community and meets regulatory requirements to the greatest extent feasible. The most appropriate way to accomplish this is through collaboration with the people and organizations that this plan serves.

Self-evaluation and the transition plan creation are closely related processes. As such, the public involvement for self-evaluation and transition plan creation occurred simultaneously during the development of this plan. To meet the need for public involvement, the Highway Department has:

- Posted a copy of this draft transition plan document on the County website. An online comment form was provided that could be filled out and submitted. The comment form asked for:
  - known locations or accessibility issues within the Greene County highway ROW and/or known issues with Highway Department accessibility practices.
  - comments regarding the draft transition plan document.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

The draft plan and comment form was posted online for a minimum of 30 days. The Highway Departments web address for the form is as follows:

- <https://greenecountymo.gov/highway/ada.php>
- Held a public meeting to allow interested persons and local organizations to voice concerns about known accessibility issues and practices within Greene County highway ROW and comment on the draft transition plan. Comment forms were available at the meeting.
- Held a meeting with Empower Abilities, which is an organization representing disabled individuals, to gather comments on both the plan and accessibility issues within the county.

To increase awareness of the public involvement effort, the draft plan and public meetings were advertised on the County's website, in the local newspaper, and on flyers in the county courthouse and local convenience stores/truck stops.

Meeting notes and comments were compiled into a document and will be kept on file for a minimum of three years. This document is available to the public by request. Following the public involvement process, the transition plan has been revised as necessary. The finalized version will be provided to the County commission for formal adoption.

## d. Other Measures

The Highway Department intends to update their construction standards to increase specificity regarding the requirements for compliance with the ADA. This may include both text updates and detailed drawing updates. These updates will add information to aid contractors and field inspectors during sidewalk projects with the goal of building 100% compliant infrastructure. PROWAG and other ADA regulatory references will be utilized during this update process.

During the meeting with Empower Abilities, additional ideas were mentioned that could help the Highway Department with accessibility. These are outlined below:

- Public events often have poor accessibility. For example, vendors may set up in grass areas, limiting wheelchair access. Tent tie-down cables are often placed in locations of travel, causing a tripping hazard for the visually impaired. The Highway Department does not often hold large public events, but the Highway department will attempt to make any of their future events more accessible.
- More frequent surveys of the public to gather input on accessibility was recommended. The Highway Department will incorporate online social media surveys and provide comment forms at public gatherings on a routine basis to help increase public involvement.
- Empower Abilities discussed their intent to hold quarterly meetings to discuss accessibility issues. These meetings are intended to involve local cities and other organizations. The Highway Department will plan to attend these quarterly meetings once organized. In this way, Empower Abilities will be an advisory group and provide continual information and feedback to be incorporated into the execution of this transition plan.
- Trail connectivity and public information involving the Ozark Greenways trails were discussed. The Highway Department currently attends regular meetings with the Ozark Greenways trails and will continue to do so to collaborate on accessibility opportunities for

# Americans with Disabilities Act – Transition Plan

## Greene County Highway Department

improvement. The Highway Department will also provide a copy of the Greenways trail map on their website or provide a link to the Ozark Greenways Trails website map.

### e. Monitoring & Reporting

As retrofit and improvement projects are completed, the Highway Department plans to update their GIS sidewalk inventory database for accuracy. The updates will consist of adding GIS features to denote completion of work for locations that are improved. The original data provided by SAM will not be modified but will be left unchanged for reference. The addition of construction data to the GIS inventory will be continual as necessary.

The Highway Department's Transition Plan is a living document. Each year, the Highway Department will internally determine improvements to be made. Every five years, or earlier if necessary, a more complete update to the transition plan will occur. The sidewalk infrastructure database will be updated to remove issue points and non-compliant ramps to reflect the condition at that time. Changes to cost estimation, priority rankings, and projected schedule will occur based on experience, public input, and changes to the schedule that were made during the previous five years.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix A

### Public Notice

#### **PUBLIC NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

In accordance with the requirements of the Title II of the Americans with Disabilities Act of 1990 (“ADA”), the Greene County Highway Department will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** Greene County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication / Modifications to Policies and Procedures:** The Greene County Highway Department will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to utilize and enjoy the pedestrian facilities located within the Greene County highway right-of-way.

Anyone who requires a modification of policies or procedures to utilize the pedestrian facilities located within the Greene County highway right-of-way should contact the Greene County Highway Department ADA Coordinator at (417) 829-6536.

The ADA does not require the Greene County Highway Department to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden. Complaints that a program, service, or activity of Greene County Highway Department is not accessible to persons with disabilities should be directed to the Greene County Highway Department ADA Coordinator at (417) 829-6536.

Greene County Highway Department will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing accessibility as outlined in the ADA within the Greene County highway right-of-way or reasonable modifications of policy.

A copy of the proposed ADA Transition Plan will be available at the Greene County Highway department or online at <https://greenecountymo.gov/highway/ada.php>. Comments may be submitted in writing through February 16, 2024, emailed to [Angela.Nelson@Greenecountymo.gov](mailto:Angela.Nelson@Greenecountymo.gov) or made in person at the public meeting. Public meeting will be held at the Springfield Library Station, 2535 N. Kansas Expressway Springfield, MO 65803, on February 15, 2024 from 4:00pm to 5:00pm in the Santa Fe Community Room

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix B Public Participation

### Highway Right-of-Way ADA Transition Plan Comment Form

Comments will be accepted through February 16, 2023

This form is to submit comments regarding the Greene County Highway Department's ADA Transition Plan and/or to identify an accessibility practice, policy, or highway ROW infrastructure concern.

Transition Plan Comments \_\_\_\_\_

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Highway ROW ADA issue or practice/policy concern \_\_\_\_\_

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Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Please return your completed comment form via mail, email, or in person to:

Attn: ADA Coordinator  
Greene County Highway Department  
2065 N Clifton Ave,  
Springfield, MO 65803  
(417) 829-6536  
Angela.Nelson@greenecountymo.gov

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix C

### Greene County Grievance Procedure

The 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 grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Highway Department. The outlined procedure may also be used to notify the County of locations where non-compliant infrastructure or practices exist without officially filing a grievance.

The Grievance Procedure will provide citizens the ability to file a grievance to the Greene County Highway Department for alleged ADA discrimination. If you are not satisfied with the outcome of the grievance procedure, you can contact the Missouri Department of Transportation, Federal Highway Administration, and/or the Department of Justice.

Everyone, without exception, has a human right to live, work, study, recreate, express themselves, and pursue their goals with equal opportunity, respect, and dignity in safe, welcoming, accessible, and inclusive environments, free from unlawful bias, discrimination, harassment, and obstacles.

The ADA Coordinator is responsible for ensuring that all services, activities, programs, or benefits provided by Greene County are accessible to everyone regardless of disability. At the time of adoption of this procedure, the ADA Coordinator for the Greene County Highway Department is:

**Angela Nelson, EI  
Project Manager  
Greene County Highway Department  
2065 N Clifton Ave,  
Springfield, MO 65803  
Phone: (417) 829-6536  
Email: [Angela.Nelson@greencountymo.gov](mailto:Angela.Nelson@greencountymo.gov)**

### How to File a Grievance

1. The grievance shall be submitted in writing and contain the name, address, and phone number of the complainant. The grievance should contain the location, date, description of the problem or action alleged to be discriminatory, and the remedy or relief sought. It may also include information as to where an ADA accommodation is requested and a description of why the accommodation is needed. 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. A copy of the Greene County Highway Department's ADA Grievance Form is available in this Appendix as well as on their website.
  - a. If the intent is to notify the County of non-compliant infrastructure or practices without filing an official grievance, calling, emailing, or discussing in person with the ADA Coordinator is an acceptable alternative to submitting a grievance in writing.
2. The grievance should be submitted to the ADA Coordinator or their designee at the address cited above as soon as possible, but no later than sixty (60) calendar days after the complainant becomes aware of the

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

- alleged discriminatory action.
3. Within fifteen (15) calendar days after receipt of the grievance, the ADA Coordinator or their designee will respond to the complainant to clarify the facts of the incident and discuss possible resolutions.
  4. The ADA Coordinator or their designee will conduct an investigation of the grievance to determine its validity. The investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit the evidence relevant to the grievance.
  5. Within thirty (30) calendar days after receipt of the grievance, the ADA Coordinator or their designee will respond in writing to the grievance. The response will explain the position of the County and offer options for substantive resolution of the grievance.
  6. If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant may appeal the decision by filing an appeal in writing to the Greene County Highway Administrator (Administrator) or their designee with fifteen (15) days of receiving the ADA Coordinator's decision.
  7. Within fifteen (15) calendar days after receipt of the appeal, the Administrator or their designee will respond to the complainant to discuss possible resolutions.
  8. Within thirty (30) calendar days after receipt of the appeal, the Administrator or their designee will respond in writing to the complainant with a final resolution of the appeal.
  9. All grievances received by the ADA Coordinator, appeals to the Administrator, and responses from these offices will be retained by the County for a period of three (3) years.
  10. The availability and use of this grievance procedure does not preclude a person from filing a complaint of discrimination on the basis of disability to another entity.
  11. If the grievance is based on the disability, the County will make appropriate arrangements to assure that persons with disabilities can participate in or make use of this grievance procedure on the same basis as persons who do not have disabilities. Such arrangements may include, but not be limited to, the provisions of interpreters for deaf, providing audio recordings for the blind, or assuring a barrier-free location for the proceedings. The ADA Coordinator or their designee will be responsible for providing such arrangements.
  12. The Americans with Disabilities Act does not require the County to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.
  13. Confidentiality: The ADA Coordinator or their designee is required to keep the following information confidential to the maximum extent possible, consistent with applicable law and fair determination of the discrimination grievance.
    - a) The fact that the discrimination grievance has been filed
    - b) The identity of the complainant(s)
    - c) The identity of individual respondents to the allegations
    - d) The identity of any person(s) who furnished information relative to, or assisting in, a grievance investigation
  14. Record keeping: The ADA Coordinator shall maintain a log of grievance filed that alleged discrimination. The log must include:
    - a) The name and address of the complainant
    - b) Basis of discrimination grievance
    - c) Description of grievance
    - d) Date filed
    - e) Disposition and date
    - f) Any other pertinent information

All records regarding discrimination grievances and actions taken on discrimination grievances must be maintained for a period of not less than three (3) years from the final date of resolution of the grievance.

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Greene County Highway Department ADA Grievance Form

To submit an ADA accessibility concern to the Greene County Highway Department, please complete, print, sign, and mail or email this form to:

Greene County Highway Department

2065 N Clifton Ave,

Springfield, MO 65803

(417) 829-6536

[Angela.Nelson@greenecountymo.gov](mailto:Angela.Nelson@greenecountymo.gov)

### SECTION I

Complainant Name (or Third Party):

Address:

City/State/Zip:

Phone Number:

Email Address:

### SECTION II

When did the discrimination incident occur? Date(s):

Where did the discrimination occur? (Please include roadway name, intersection, facility name, or any other description of the location.)

Please describe, in detail, the nature of the grievance (include all parties that were involved. Use additional pages, if required, and attach any documents you believe support your grievance.)

If yes, please provide details below:

Has this complaint been filed with another private, federal, state, or local agency or other legal entity?  
Yes      No

If yes, please provide details:

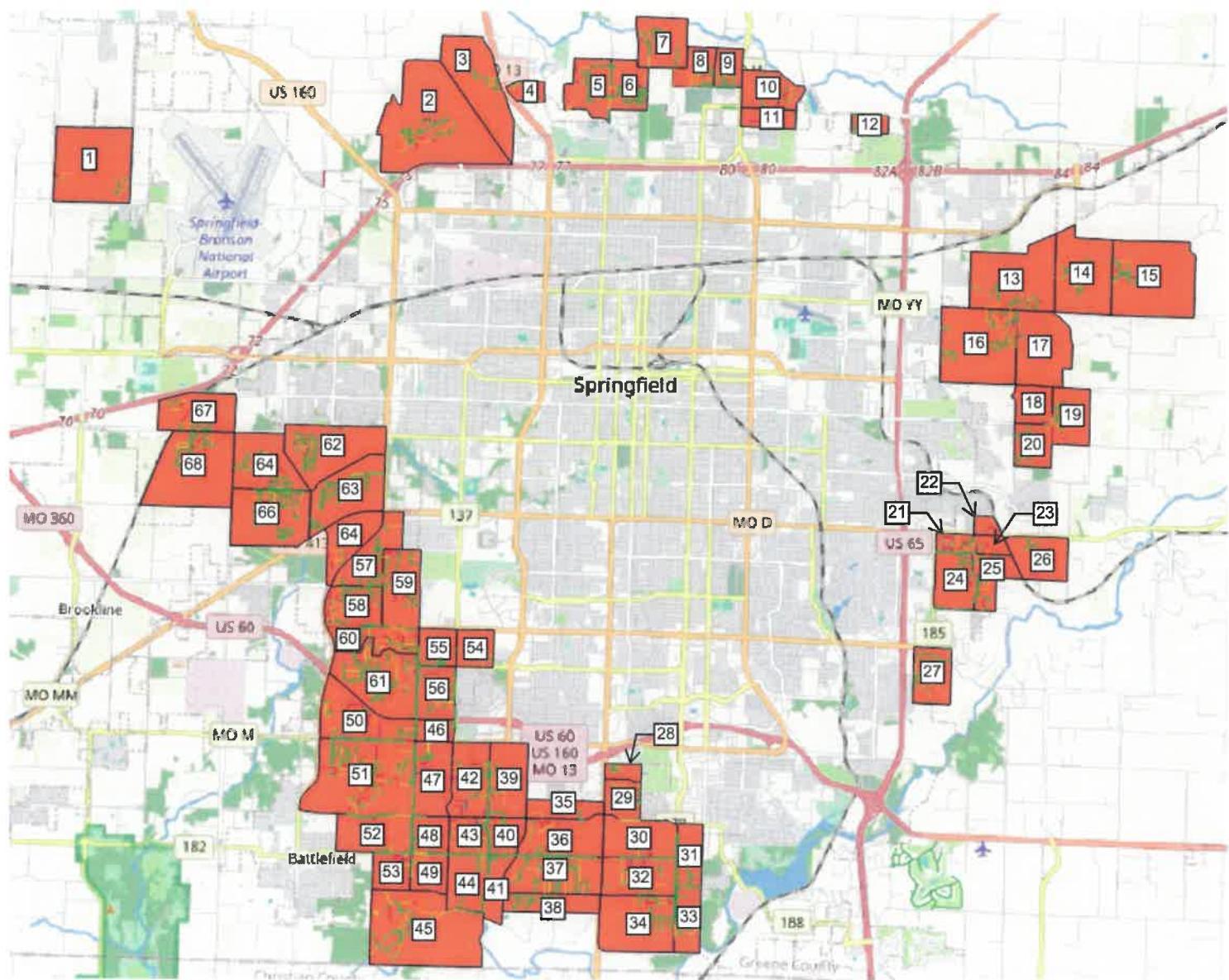
Complainant's Signature \_\_\_\_\_ Date: \_\_\_\_\_

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix D

GIS Map



# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix E

### GIS Data

Transportation Zone Number	Non-compliant Ramps	Vertical Deflection Issues	Vertical Clearance Issues	Feet of Total Sidewalk Replacement	Passing Zones Required	Total Sidewalk Length (ft)	Priority Rating	Priority Ranking
1	12	23	0		21	5481	0.64	6
2	15	31	0		76	20186	0.23	50
3	0	3	0		21	5532	0.05	66
4	0	17	3	30	22	5953	0.34	31
5	10	29	4		57	15220	0.28	38
6	19	30	2		77	20564	0.25	47
7	18	12	0		42	11157	0.27	40
8	12	20	0		38	10090	0.32	34
9	15	6	0		27	7281	0.29	37
10	4	26	1		36	9654	0.32	33
11	0	7	0		2	568	1.23	1
12	5	3	1		14	3617	0.25	45
13	3	17	0		45	11908	0.17	60
14	7	21	0		36	9708	0.29	36
15	4	14	0		34	9096	0.20	55
16	36	34	1		80	21432	0.33	32
17	0	5	0		5	1275	0.39	25
18	3	8	2		7	1893	0.69	3
19	22	31	2		46	12259	0.45	15
20	0	13	0		23	6156	0.21	53
21	3	9	1		7	1913	0.68	4
22	17	34	4		39	10307	0.53	10
23	11	19	1		14	3786	0.82	2
24	18	19	1		22	5991	0.63	7
25	31	24	2		62	16663	0.34	27
26	20	27	0		52	13874	0.34	30
27	20	13	2		53	14031	0.25	44
28	0	6	1		10	2796	0.25	43
29	12	33	1		49	12993	0.35	26
30	3	14	1		37	9785	0.18	58
31	2	1	0		28	7540	0.04	67
32	14	57	4		83	22058	0.34	28
33	23	13	1		69	18466	0.20	54
34	18	22	4		55	14563	0.30	35
35	8	15	8		22	5737	0.54	8
36	39	35	1		70	18756	0.40	22
37	55	30	2		140	37407	0.23	49
38	9	0	0		26	6991	0.13	63
39	23	37	5		58	15423	0.42	20
40	26	26	8		53	14070	0.43	19
41	3	7	0		28	7598	0.13	62
42	30	78	11		83	22076	0.54	9
43	19	54	13		75	19924	0.43	16
44	12	11	1		40	10582	0.23	51
45	56	33	8		134	35735	0.27	39
46	2	7	0		17	4613	0.20	57
47	21	42	3	400	58	15441	0.43	18
48	19	20	3		46	12366	0.34	29
49	16	25	9		40	10714	0.47	14
50	40	90	10		109	29024	0.48	13
51	35	123	27		264	70302	0.26	41
52	2	12	1		47	12578	0.12	64
53	3	21	7		29	7656	0.40	21
54	0	11	9		29	7614	0.26	42
55	0	0	1		25	6575	0.02	68
56	5	15	18		73	19447	0.20	56
57	21	21	7		74	19721	0.25	46

58	44	53	14		105	27874	0.40	24
59	67	49	5		87	23215	0.52	11
60	54	62	27		109	29191	0.49	12
61	71	131	22	200	211	56183	0.40	23
62	8	28	10	250	76	20297	0.23	52
63	20	11	3		95	25318	0.13	61
64	13	13	7		18	4862	0.68	5
65	4	10	5		77	20520	0.09	65
66	39	13	2		116	31016	0.17	59
67	47	27	13	100	76	20311	0.43	17
68	16	18	10	100	71	18867	0.23	48
Total	1204	1769	309	1080	3870	1031800		

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix F Cost Estimation

**Cost Estimate**

Type of Issue	Bad Ramps	Vertical Deflection	Vertical Clearance	Passing Zone	Ft of Sidewalk	Total
Unit Price	\$ 1,875.00	\$ 1,400.00	\$ 400.00	\$ 315.00	\$ 35.00	
1	\$ 22,500.00	\$ 32,200.00	\$ -	\$ 6,615.00	\$ -	\$ 61,315.00
2	\$ 28,125.00	\$ 43,400.00	\$ -	\$ 23,940.00	\$ -	\$ 95,465.00
3	\$ -	\$ 4,200.00	\$ -	\$ 6,615.00	\$ -	\$ 10,815.00
4	\$ -	\$ 23,800.00	\$ 1,200.00	\$ 6,930.00	\$ 1,050.00	\$ 32,980.00
5	\$ 18,750.00	\$ 40,600.00	\$ 1,600.00	\$ 17,955.00	\$ -	\$ 78,905.00
6	\$ 35,625.00	\$ 42,000.00	\$ 800.00	\$ 24,255.00	\$ -	\$ 102,680.00
7	\$ 33,750.00	\$ 16,800.00	\$ -	\$ 13,230.00	\$ -	\$ 63,780.00
8	\$ 22,500.00	\$ 28,000.00	\$ -	\$ 11,970.00	\$ -	\$ 62,470.00
9	\$ 28,125.00	\$ 8,400.00	\$ -	\$ 8,505.00	\$ -	\$ 45,030.00
10	\$ 7,500.00	\$ 36,400.00	\$ 400.00	\$ 11,340.00	\$ -	\$ 55,640.00
11	\$ -	\$ 9,800.00	\$ -	\$ 630.00	\$ -	\$ 10,430.00
12	\$ 9,375.00	\$ 4,200.00	\$ 400.00	\$ 4,410.00	\$ -	\$ 18,385.00
13	\$ 5,625.00	\$ 23,800.00	\$ -	\$ 14,175.00	\$ -	\$ 43,600.00
14	\$ 13,125.00	\$ 29,400.00	\$ -	\$ 11,340.00	\$ -	\$ 53,865.00
15	\$ 7,500.00	\$ 19,600.00	\$ -	\$ 10,710.00	\$ -	\$ 37,810.00
16	\$ 67,500.00	\$ 47,600.00	\$ 400.00	\$ 25,200.00	\$ -	\$ 140,700.00
17	\$ -	\$ 7,000.00	\$ -	\$ 1,575.00	\$ -	\$ 8,575.00
18	\$ 5,625.00	\$ 11,200.00	\$ 800.00	\$ 2,205.00	\$ -	\$ 19,830.00
19	\$ 41,250.00	\$ 43,400.00	\$ 800.00	\$ 14,490.00	\$ -	\$ 99,940.00
20	\$ -	\$ 18,200.00	\$ -	\$ 7,245.00	\$ -	\$ 25,445.00
21	\$ 5,625.00	\$ 12,600.00	\$ 400.00	\$ 2,205.00	\$ -	\$ 20,830.00
22	\$ 31,875.00	\$ 47,600.00	\$ 1,600.00	\$ 12,285.00	\$ -	\$ 93,360.00
23	\$ 20,625.00	\$ 26,600.00	\$ 400.00	\$ 4,410.00	\$ -	\$ 52,035.00
24	\$ 33,750.00	\$ 26,600.00	\$ 400.00	\$ 6,930.00	\$ -	\$ 67,680.00
25	\$ 58,125.00	\$ 33,600.00	\$ 800.00	\$ 19,530.00	\$ -	\$ 112,055.00
26	\$ 37,500.00	\$ 37,800.00	\$ -	\$ 16,380.00	\$ -	\$ 91,680.00
27	\$ 37,500.00	\$ 18,200.00	\$ 800.00	\$ 16,695.00	\$ -	\$ 73,195.00
28	\$ -	\$ 8,400.00	\$ 400.00	\$ 3,150.00	\$ -	\$ 11,950.00
29	\$ 22,500.00	\$ 46,200.00	\$ 400.00	\$ 15,435.00	\$ -	\$ 84,535.00
30	\$ 5,625.00	\$ 19,600.00	\$ 400.00	\$ 11,655.00	\$ -	\$ 37,280.00
31	\$ 3,750.00	\$ 1,400.00	\$ -	\$ 8,820.00	\$ -	\$ 13,970.00
32	\$ 26,250.00	\$ 79,800.00	\$ 1,600.00	\$ 26,145.00	\$ -	\$ 133,795.00
33	\$ 43,125.00	\$ 18,200.00	\$ 400.00	\$ 21,735.00	\$ -	\$ 83,460.00
34	\$ 33,750.00	\$ 30,800.00	\$ 1,600.00	\$ 17,325.00	\$ -	\$ 83,475.00
35	\$ 15,000.00	\$ 21,000.00	\$ 3,200.00	\$ 6,930.00	\$ -	\$ 46,130.00
36	\$ 73,125.00	\$ 49,000.00	\$ 400.00	\$ 22,050.00	\$ -	\$ 144,575.00
37	\$ 103,125.00	\$ 42,000.00	\$ 800.00	\$ 44,100.00	\$ -	\$ 190,025.00
38	\$ 16,875.00	\$ -	\$ -	\$ 8,190.00	\$ -	\$ 25,065.00
39	\$ 43,125.00	\$ 51,800.00	\$ 2,000.00	\$ 18,270.00	\$ -	\$ 115,195.00
40	\$ 48,750.00	\$ 36,400.00	\$ 3,200.00	\$ 16,695.00	\$ -	\$ 105,045.00
41	\$ 5,625.00	\$ 9,800.00	\$ -	\$ 8,820.00	\$ -	\$ 24,245.00
42	\$ 56,250.00	\$ 109,200.00	\$ 4,400.00	\$ 26,145.00	\$ -	\$ 195,995.00
43	\$ 35,625.00	\$ 75,600.00	\$ 5,200.00	\$ 23,625.00	\$ -	\$ 140,050.00
44	\$ 22,500.00	\$ 15,400.00	\$ 400.00	\$ 12,600.00	\$ -	\$ 50,900.00
45	\$ 105,000.00	\$ 46,200.00	\$ 3,200.00	\$ 42,210.00	\$ -	\$ 196,610.00
46	\$ 3,750.00	\$ 9,800.00	\$ -	\$ 5,355.00	\$ -	\$ 18,905.00

47	\$ 39,375.00	\$ 58,800.00	\$ 1,200.00	\$ 18,270.00	\$ 14,000.00	\$ 131,645.00
48	\$ 35,625.00	\$ 28,000.00	\$ 1,200.00	\$ 14,490.00	\$ -	\$ 79,315.00
49	\$ 30,000.00	\$ 35,000.00	\$ 3,600.00	\$ 12,600.00	\$ -	\$ 81,200.00
50	\$ 75,000.00	\$ 126,000.00	\$ 4,000.00	\$ 34,335.00	\$ -	\$ 239,335.00
51	\$ 65,625.00	\$ 172,200.00	\$ 10,800.00	\$ 83,160.00	\$ -	\$ 331,785.00
52	\$ 3,750.00	\$ 16,800.00	\$ 400.00	\$ 14,805.00	\$ -	\$ 35,755.00
53	\$ 5,625.00	\$ 29,400.00	\$ 2,800.00	\$ 9,135.00	\$ -	\$ 46,960.00
54	\$ -	\$ 15,400.00	\$ 3,600.00	\$ 9,135.00	\$ -	\$ 28,135.00
55	\$ -	\$ -	\$ 400.00	\$ 7,875.00	\$ -	\$ 8,275.00
56	\$ 9,375.00	\$ 21,000.00	\$ 7,200.00	\$ 22,995.00	\$ -	\$ 60,570.00
57	\$ 39,375.00	\$ 29,400.00	\$ 2,800.00	\$ 23,310.00	\$ -	\$ 94,885.00
58	\$ 82,500.00	\$ 74,200.00	\$ 5,600.00	\$ 33,075.00	\$ -	\$ 195,375.00
59	\$ 125,625.00	\$ 68,600.00	\$ 2,000.00	\$ 27,405.00	\$ -	\$ 223,630.00
60	\$ 101,250.00	\$ 86,800.00	\$ 10,800.00	\$ 34,335.00	\$ -	\$ 233,185.00
61	\$ 133,125.00	\$ 183,400.00	\$ 8,800.00	\$ 66,465.00	\$ 7,000.00	\$ 398,790.00
62	\$ 15,000.00	\$ 39,200.00	\$ 4,000.00	\$ 23,940.00	\$ 8,750.00	\$ 90,890.00
63	\$ 37,500.00	\$ 15,400.00	\$ 1,200.00	\$ 29,925.00	\$ -	\$ 84,025.00
64	\$ 24,375.00	\$ 18,200.00	\$ 2,800.00	\$ 5,670.00	\$ -	\$ 51,045.00
65	\$ 7,500.00	\$ 14,000.00	\$ 2,000.00	\$ 24,255.00	\$ -	\$ 47,755.00
66	\$ 73,125.00	\$ 18,200.00	\$ 800.00	\$ 36,540.00	\$ -	\$ 128,665.00
67	\$ 88,125.00	\$ 37,800.00	\$ 5,200.00	\$ 23,940.00	\$ 3,500.00	\$ 158,565.00
68	\$ 30,000.00	\$ 25,200.00	\$ 4,000.00	\$ 22,365.00	\$ 3,500.00	\$ 85,065.00
Total	\$ 2,259,375.00	\$ 2,478,000.00	\$ 124,000.00	\$ 1,219,365.00	\$ 37,835.00	\$ 6,114,550.00

# Americans with Disabilities Act – Transition Plan

Greene County Highway Department

## Appendix G

### Schedule

Greene County Pedestrian Infrastructure Improvement Schedule			
	Transportation Zone Number	Estimated Transportation Zone Cost for the Year	
Year 1 (2024)	11	\$	10,430.00
	23	\$	52,035.00
	18	\$	19,830.00
	21	\$	20,830.00
	64	\$	51,045.00
	1	\$	15,830.00
Year 2 (2025)	1	\$	45,485.00
	24	\$	67,680.00
	35	\$	46,130.00
	42	\$	10,705.00
Year 3 (2026)	42	\$	170,000.00
Year 4 (2027)	42	\$	15,290.00
	22	\$	93,360.00
	59	\$	61,350.00
Year 5 (2028)	59	\$	162,280.00
	60	\$	7,720.00
Year 6 (2029)	60	\$	170,000.00
Year 7 (2030)	60	\$	55,465.00
	50	\$	114,535.00
Year 8 (2031)	50	\$	124,800.00
	49	\$	45,200.00
Year 9 (2032)	49	\$	36,000.00
	19	\$	99,940.00
	43	\$	34,060.00
Year 10 (2033)	43	\$	105,990.00
	67	\$	64,010.00
Year 11 (2034)	67	\$	94,555.00
	47	\$	75,445.00

Year 12 (2035)	47	\$ 56,200.00
	40	\$ 105,045.00
	39	\$ 8,755.00
Year 13 (2036)	39	\$ 106,440.00
	53	\$ 46,960.00
	36	\$ 16,600.00
Year 14 (2037)	36	\$ 127,975.00
	61	\$ 42,025.00
	61	\$ 170,000.00
Year 15 (2038)	61	\$ 170,000.00
	61	\$ 16,765.00
	58	\$ 153,235.00
Year 16 (2039)	58	\$ 42,140.00
	17	\$ 8,575.00
	29	\$ 84,535.00
	25	\$ 34,750.00
Year 17 (2040)	25	\$ 77,305.00
	32	\$ 92,695.00
	32	\$ 41,100.00
Year 18 (2041)	48	\$ 79,315.00
	26	\$ 49,585.00
	25	\$ 77,305.00
Year 19 (2042)	32	\$ 92,695.00
	32	\$ 41,100.00
	48	\$ 79,315.00
Year 20 (2043)	26	\$ 49,585.00
	26	\$ 42,095.00
	4	\$ 32,980.00
Year 21 (2044)	16	\$ 94,925.00
	16	\$ 45,775.00
	10	\$ 55,640.00
Year 22 (2045)	8	\$ 62,470.00
	34	\$ 6,115.00
	34	\$ 77,360.00
Year 23 (2046)	14	\$ 53,865.00
	9	\$ 38,775.00
	9	\$ 6,255.00
Year 24 (2047)	5	\$ 78,905.00
	45	\$ 84,840.00

Year 25 (2048)	45	\$ 111,770.00
	7	\$ 58,230.00
Year 26 (2049)	7	\$ 5,550.00
	51	\$ 164,450.00
Year 27 (2050)	51	\$ 167,335.00
	54	\$ 2,665.00
Year 28 (2051)	54	\$ 25,470.00
	28	\$ 11,950.00
	27	\$ 73,195.00
	12	\$ 18,385.00
	57	\$ 41,000.00
Year 29 (2052)	57	\$ 53,885.00
	6	\$ 102,680.00
	68	\$ 13,435.00
Year 30 (2053)	68	\$ 71,630.00
	37	\$ 98,370.00
Year 31 (2054)	37	\$ 91,655.00
	2	\$ 78,345.00
Year 32 (2055)	2	\$ 17,120.00
	44	\$ 50,900.00
	62	\$ 90,890.00
	20	\$ 11,090.00
Year 33 (2056)	20	\$ 14,355.00
	33	\$ 83,460.00
	15	\$ 37,810.00
	56	\$ 34,375.00
Year 34 (2057)	56	\$ 26,195.00
	46	\$ 18,905.00
	30	\$ 37,280.00
	66	\$ 87,620.00
Year 35 (2058)	66	\$ 41,045.00
	13	\$ 43,600.00
	63	\$ 84,025.00
	41	\$ 1,330.00

Year 36 (2059)	41	\$ 22,915.00
	38	\$ 25,065.00
	52	\$ 35,755.00
	65	\$ 47,755.00
	3	\$ 10,815.00
	31	\$ 13,970.00
	55	\$ 8,275.00