



Disability Organization Interviews Summary Report

ADA Self-Evaluation & Transition Plan



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1.0 Introduction

Per the American's with Disabilities Act (ADA) Title II Regulations, a public entity must evaluate its current programs and services to ensure they are accessible to persons with disabilities. Any barriers identified as part of this evaluation should be documented in the agency's ADA Transition Plan. This document should include timelines for removing the barriers.

The Consultant conducted telephone interviews with eight (8) disability rights organizations across the area. The organizations are in Memphis, Nashville, and Knoxville but service clients across a wide spectrum of the state. (See **Appendix** for the list of these organizations). The following questions were asked of each agency:

- 1) Does your agency have multiple offices around the state?
- 2) If so, what are the locations of other offices?
- 3) Does your agency have a membership base?
- 4) Are members all over the state of Tennessee or regionally located?
- 5) How many members do you have?
- 6) If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information?
- 7) How do you generally communicate to your groups?
- 8) Do you have a newsletter, blog post or website where members/constituents can get updated information?
- 9) If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants?
- 10) Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)?
- 11) Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities?
- 12) What is the number one complaint you hear about transportation related issues from your constituents?
- 13) Do you have any suggestions you would like to see TDOT implement?
- 14) Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee?

2.0 Summary of Responses

A total of 10 agencies were contacted; however, only eight (8) agencies provided responses. Two agencies had offices across the state and three did not. One organization had more than one office, another had a coalition of offices under one location, and one had one office location but had several employees who worked across the state from their homes. The locations served by these organizations included, Jackson, Memphis, Nashville, Limestone, Knoxville, Chattanooga, Johnson City, and Murfreesboro. Three organizations were membership based, two were client based, and others took referrals on an individual basis.

Half of these organizations serve members (clients and individuals) all over the state of Tennessee, one (1) serves the Memphis/Jackson area, one (1) serves Knoxville, and two (2) serve the Middle or South Tennessee region. The numbers of members served by these organizations ranged from hundreds (250-600) to thousands (2,000-3,000) with one serving at least 200,000 members. Most of the organizations contacted indicated that they would be happy to share articles from TDOT about job fairs or other TDOT activities with their members. The forms of communication included the following:

- Newsletter (6 out of 8)
- Social Media (7 out of 8)
- Website (8 out of 8)
- E-mail (5 out of 8)
- Other methods included, US Mail, support groups, Department of Health, phone calls, board meetings, blogs, events, and info booth.

All organizations contacted indicated they would like to have a link on TDOT's website for people seeking information about people with disabilities in Tennessee and all organizations agreed to disseminate information to their members regarding opportunities to participate in public meetings or advisory boards. In addition, they also agreed to send an individual survey to each of their members with a list of similar questions.

The provided member responses fall under the responsibility of TDOT and some that TDOT would have no authority over. All member responses have been separated out by responsibility.

The following is a list of services that agency members utilize:

- ACCESS rides under Metro Transit Authority
- Buses / MATA / Greyhound
- Local metro-transit.

- Public Transportation / Bus Service / Pedestrian
- Transportation
- Regional Transportation
- Paratransit
- Public transportation
- Access Ride

Other Agency Responsibilities

Below is a summary list of the most prevalent complaints the organizations have received from members:

Memphis Area Transit Authority (MATA)

- The William Hudson Transit Center (Downtown Memphis) is very crowded and difficult for people with canes, wheelchairs, or visually impaired to navigate around. Service at the HUB is okay. However, it would be great to have people on-site to provide some assistance to people with disabilities.
- MATA shuttle drivers do not notify (e.g., ring a bell) visually impaired passengers when they arrive at their destination.
- MATA shuttle drivers have been known to drop off individuals at non-specific locations because the address is unknown. Some individuals have waited eight hours at doctor offices or have lost jobs because the MATA driver was not on schedule.
- Complaints are made to MATA, but it appears they are never addressed. Complainants do not receive any communication from MATA regarding the status of their complaint or the proposed response.
- Common complaints are excessive wait times, limited seating, limited number of transportation vehicles, currently no service on Sundays, and lack of access for rural areas.

Access Ride

- Common complaints are limited transportation for people with disabilities, inadequate schedules, rides are not timely, drop off locations are not accessible, and more dependable drives are needed.

TDOT Responsibilities

Below is a summary list of the most prevalent complaints the organizations have received from members:

- The transit stop in front of TDOT headquarters is not accessible.
- When road closures are in place, the deaf and blind cannot turn to a traffic radio station. It has been suggested to install a light with colors defining the accessible areas of the construction.
- TDOT needs to monitor and advise sub-recipients on maintaining accessible paths. This includes locating transit stop pavilions on an inaccessible route.
- TDOT needs to communicate better with sub-recipients.

Sub-recipient Responsibilities

Below is a summary list of the most prevalent complaints the organizations have received from members:

- Municipalities and other agencies need to communicate better with each other.
- Common issues within municipalities are inaccessible sidewalks, bushes or vegetation protruding into paths along sidewalk routes, response time regarding complaints, and impassable surfaces.

3.0 Conclusions and Recommendations

Below is a list of recommended improvements that can be implemented by TDOT:

- TDOT needs to meet with sub-recipients and the public transportation entities regarding their ADA obligations and the survey results. The main topics of discussion should be:
 - Transportation Entities
 - Required ADA Obligations under the ADA
 - Employee Training
 - Re-evaluate Public Transportation entities based on survey comments
 - Route schedules
 - Employee conduct
 - Limited vehicle options
 - Driver training
 - Grant options
 - On call Services
 - Paratransit
 - Rail Service
 - Provide maintenance guidance for all ADA accessible features. This includes debris and/or snow and ice removal at transit facilities and maintenance of lifts / ramps, etc.
 - All other Sub-Recipients
 - Required ADA Obligations under the ADA
 - Employee Training
 - Provide maintenance guidance for all ADA accessible features. This includes debris and/or snow and ice removal from sidewalk, crosswalks and curb ramps.
 - Establishing responsibilities when it applies to maintenance of ADA accessible features.
- All TDOT employees across the entire state need to attend re-occurring ADA training. The training shall include maintenance guidance all accessible features. This includes:
 - ADA Title I, Title II, Section 504 and Section 508.
 - ADAAG and PROWAG

- Maintenance guidance for all ADA accessible features. This includes debris and/or snow and ice removal from sidewalk, crosswalks and curb ramps.
- Establish a sufficient Sub-Recipient guidance program.
- Establishing responsibilities when it applies to maintenance of ADA accessible features.
- Exploring grant options
- TDOT is encouraged to create and/or revise policies and procedures to include various information based on this survey. This may include employee training; debris and/or snow and ice removal from sidewalk, crosswalks and curb ramps; Sub-Recipient Monitoring; and Maintenance and installation of Accessible Features.
- Ensure that the concerns listed regarding TDOT facilities, including PROW, are in the transition plan and the priority is moved up due to a public request.
 - The TDOT headquarters building must have accessible restrooms.
 - Address specific comments listed in the above sections.

4.0 Appendix

Disability Organizations Contacted

Interview Responses

Disability Organizations Contacted

Below is the list of Tennessee Disability Organizations contacted:

Agency	Name	Address	Phone	Email
Autism Society of the Mid-South	Tara Mohundro	PO Box 34101 (does not use street address as she moved office to her house) Memphis, TN 38184	901-271-5556	taramohundro@gmail.com
Brain Injury Association of Tennessee	Angela R. Pearson	955 Woodland Street Nashville, TN 37206	615-248-2541 x 8802	apearson@braininjury.org
Bridges (For the Hearing Impaired)	Sallie Hussey	935 Edgehill Avenue Nashville TN 37203	615-248-8828	sh@bridgesfordeafandhh.org
disAbility Resource Center	Lillian Burch	900 E. Hill Ave Suite 205 Knoxville, TN. 37915	865-637-3666	lburch@drctn.org
Tennessee Disability Pathfinder of Vanderbilt Kennedy Center	Megan Hart – Program Director	1211 12 th Ave. S. Su. 539 Nashville, TN 37212	615-875-5082	Megan.hart@Vanderbilt.edu
The ARC of Tennessee	Carrie Hobbs Guiden, Executive Director	545 Main Street Drive Suite 100 Nashville, TN 37228	615-248-5878	cguiden@thearcctn.org
Tennessee Disability Coalition	Donna DeStefano	955 Woodland Street Nashville, TN 37209	615-383-9442 x 8615	Donna_d@tndisability.org
Center for Independent Living of Middle Tennessee (Empower Tennessee)	Heidi Oechsel, also on the call were: Nichole Nora and Ashley Mosely	955 Woodland Street Nashville, TN	615-292-5803	heidio@empowertn.org
Paralyzed Veterans of America Mid-South Chapter	Sharon Mount	1030 Jefferson Avenue, Room 2D100 Memphis, TN 38104	901-527-3018	mspva@aol.com
Tennessee Council of the Blind	Linda Allisson President	6010 Lilywood Lane Knoxville, TN 37921	865-766-0477	Lrallison126@aol.com

Below is the list of Tennessee Disability Organizations that did not respond:

Agency	Name	Address	Phone	Email
Paralyzed Veterans of American Mid-South Chapter	Sharon Mount	1030 Jefferson Avenue, Room 2D100 Memphis, TN 38104	901-527-3018	mspva@aol.com
Tennessee Council of the Blind	Linda Allisson President	6010 Lilywood Lane Knoxville, TN 37921	865-766-0477	Lrallison126@aol.com

Interview Responses

Below are the responses from each disability organization interviewed.

Each organization that responded was also sent a link to an online survey they can forward to their members. Results from members of these organizations are compiled in a separate document.

1. Autism Resources of the Mid-South (Formerly Autism Society of Mid-South)

NAME OF AGENCY	Autism Resources of the Mid-South (Formerly Autism Society of Mid-South)
STREET ADDRESS	PO Box 34101 (does not use street address as she moved office to her house)
CITY, ZIP CODE	Memphis, TN 38184
DISABILITY GROUPS SERVED	Autism/Downs/ Clover leaf for the Blin/ ARC Mid-South / Several agencies
CONTACT PERSON NAME	Tara Mohundro
CONTACT PERSON PHONE	901-271-5556
CONTACT PERSON EMAIL ADDRESS	taramohundro@gmail.com
1.	Does your agency have multiple offices around the state? Yes
2.	If so, what are the locations of other offices? Memphis / Jackson
3.	Does your agency have a membership base? Yes
4.	Are members all over the state of Tennessee or regionally located? Regionally
5.	How many members do you have? 2000
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Yes
7.	How do you generally communicate to your groups? Newsletter and social media
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Newsletter and website autismresourcesmidsouth.org
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Happy to do it with social media shares only
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Buses / Mata/ Greyhound
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? None with facilities and website pretty good

12.	<p>What is the number one complaint you hear about transportation related issues from your constituents? Mata – shuttle drivers regarding visually impaired the driver doesn't ring the bell when he arrives and the visually impaired cannot see they are there. A mom told her- a driver dropped off her son 5 blocks from his home in a bad area because he did not know the address. Others have waited 8 hours at doctor offices or have lost jobs because driver was not on schedule. "Complaints go nowhere." Wants us to speak with her friend who is visually impaired and can give more detail.</p>
13.	<p>Do you have any suggestions you would like to see TDOT implement? Pick people up on time and have accountability to fulfill commitments such as showing up on time.</p>
14.	<p>Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? SURE!</p>

2. Brain Injury Association of Tennessee

NAME OF AGENCY	Brain Injury Association of Tennessee
STREET ADDRESS	955 Woodland Street
CITY, ZIP CODE	Nashville, TN 37206
DISABILITY GROUPS SERVED	Brain Inured – including survivors: Family and Friends
CONTACT PERSON NAME	Angela R. Pearson
CONTACT PERSON PHONE	615-248-2541 x8802
CONTACT PERSON EMAIL ADDRESS	apearson@braininjury.org
1.	Does your agency have multiple offices around the state? Yes, but under different names
2.	If so, what are the locations of other offices? Nashville – Memphis – Jackson- Limestone – Knoxville- Chattanooga - (8 coordinators such as Hospitals not known under same name)
3.	Does your agency have a membership base? Case Management based referrals from schools/website/brochures/
4.	Are members all over the state of Tennessee or regionally located? Regional to their location
5.	How many clients do you have? 350 approx.
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Sure
7.	How do you generally communicate to your groups? Support groups, website, social media, word of mouth, State Department of Health meetings
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Website and Social Media only
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? ACCESS rides under Metro Transit Authority
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? City Busses – location in Nashville very large HUB and very crowded – difficult for people with canes, wheelchairs, or visually impaired to navigate around – service is okay but maybe have people there to offer them some help
12.	What is the number one complaint you hear about transportation related issues from your constituents? Wait Times/ Not enough seating/ Wheelchairs have things they need to place on bus. ONE TIME CONCERNS. Visual disabled have wait times at bus stops.
13.	Do you have any suggestions you would like to see TDOT implement? ACCESS rides need to be cross county – need more places they will take people considering they have doctors and other needs outside the typical routes / Cross County Transportation
14.	Would your organization like to have a link on TDOT’s website for people seeking information for people with disabilities in Tennessee? YES

3. Bridges

NAME OF AGENCY	Bridges
STREET ADDRESS	935 Edgehill Avenue
CITY, ZIP CODE	Nashville TN 37203
DISABILITY GROUPS SERVED	Deaf, Hard of Hearing, Deaf/blind
CONTACT PERSON NAME	Sallie Hussey
CONTACT PERSON PHONE	615.248.8828
CONTACT PERSON EMAIL ADDRESS	sh@bridgesfordeafandhh.org
1.	Does your agency have multiple offices around the state? No, just one.
2.	If so, what are the locations of other offices?
3.	Does your agency have a membership base? (no pay) health and human service not for profit
4.	Are members all over the state of Tennessee or regionally located? Regional-middle TN Davidson County and surrounding counties
5.	How many members do you have? 200,000 hard of hearing in the area, 12,000 deaf.
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? yes
7.	How do you generally communicate to your groups? Email or website, hardcopy newsletter.
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Primarily vlogs, since the younger generation is so tech savvy. Also blog posts and website.
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes – have a newsfeed
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Local metro-transit. Office is by a bus stop.
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? Not aware, off the top of her head. –open forum
12.	What is the number one complaint you hear about transportation related issues from your constituents? Local metro –too few buses and length of time it takes.
13.	Do you have any suggestions you would like to see TDOT implement? Clearly a struggle. It is encouraging to see them working on it. Please keep working on it.
14.	Would your organization like to have a link on TDOT’s website for people seeking information for people with disabilities in Tennessee? wonderful

4. Disability Resource Center

NAME OF AGENCY	Disability Resource Center
STREET ADDRESS	900 E. Hill Ave SU. 205
CITY, ZIP CODE	Knoxville, TN. 37915
DISABILITY GROUPS SERVED	Cross disabilities
CONTACT PERSON NAME	Lillian Burch
CONTACT PERSON PHONE	865-637-3666
CONTACT PERSON EMAIL ADDRESS	lburch@drctn.org
1.	Does your agency have multiple offices around the state? 1 other
2.	If so, what are the locations of other offices? Johnson City
3.	Does your agency have a membership base? No- they serve CLIENTS
4.	Are clients all over the state of Tennessee or regionally located? Mostly local but can call from anywhere and get info referred
5.	How many clients do you have? 250
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Yes
7.	How do you generally communicate to your groups? Newsletter quarterly
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Newsletter/ Website/ Facebook
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes, on Facebook maybe website, she will see
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Public Transportation/ Bus Service/ Pedestrian
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? Not facilities, mostly they have issues with city sidewalks
12.	What is the number one complaint you hear about transportation related issues from your constituents? Sunday travel – but they may have reactivated it
13.	Do you have any suggestions you would like to see TDOT implement? Public transportation needs to be offered cross county, routes stop w/in city routes. Systems not timely ETHRO (Eastern TN Human Resource Org) and CAC
14.	Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? YES!

5. Tennessee Disability Pathfinder of Vanderbilt Kennedy Center

NAME OF AGENCY	Tennessee Disability Pathfinder of Vanderbilt Kennedy Center
STREET ADDRESS	1211 12 th Ave. S. Suite 539
CITY, ZIP CODE	Nashville, TN 37212
DISABILITY GROUPS SERVED	All types, all ages, all nationalities
CONTACT PERSON NAME	Megan Hart – Program Director
CONTACT PERSON PHONE	615-875-5082
CONTACT PERSON EMAIL ADDRESS	Megan.hart@Vanderbilt.edu
1.	Does your agency have multiple offices around the state? No
2.	If so, what are the locations of other offices? None
3.	Does your agency have a membership base? Clients but no members – whoever contacts them on a few are repeats
4.	Are members all over the state of Tennessee or regionally located? They serve all of TN
5.	How many members do you have? They serve approx. 2000 people annually
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Yes
7.	How do you generally communicate to your groups? Phone/E-mail/Social media
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Newsletter/Website Social Media: FB/Twitter/Pinterest
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes- if disability related
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? They track the needs of their callers on a regular basis and transportation is one of the top needs they express
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? None that she is aware of
12.	What is the number one complaint you hear about transportation related issues from your constituents? Lack of availability of public transportation / Affordable accessibility / Cross County needs / EX: Rural individuals do not have access
13.	Do you have any suggestions you would like to see TDOT implement? Create better service system: Accessible buses and Vans for wheelchairs from one service to another. If a client is living in Weatherford and has Doctor's Office in Nashville – transportation is restricted. Would love to see a statewide program.
14.	Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? YES- GREAT!

6. The ARC Tennessee

NAME OF AGENCY	The ARC Tennessee
STREET ADDRESS	545 Main Street Drive SU 100
CITY, ZIP CODE	Nashville, TN 37228
DISABILITY GROUPS SERVED	Intellectual and Developmental
CONTACT PERSON NAME	Carrie Hobbs Guiden, Ex Director
CONTACT PERSON PHONE	615-248-5878
CONTACT PERSON EMAIL ADDRESS	cguiden@thearctn.org
1.	Does your agency have multiple offices around the state? No
2.	If so, what are the locations of other offices? Nashville
3.	Does your agency have a membership base? Yes
4.	Are members all over the state of Tennessee or regionally located? Statewide
5.	How many members do you have? 3000
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Absolutely
7.	How do you generally communicate to your groups? Email, Quarterly newsletter sent by US mail
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Website/ Facebook
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Post to Facebook page or send to info email address to make a request
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Regional Transportation
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? None that she is aware of
12.	What is the number one complaint you hear about transportation related issues from your constituents? Primarily Rural areas – no transportation available
13.	Do you have any suggestions you would like to see TDOT implement? Rural – cross county transportation needed – needs regional to cross counties especially in Rural areas. Public buses must be accessible – need a separate system for people with severe disabilities that cannot navigate the system. Nashville/Memphis is good. Break down the county barriers – Nashville interstate systems could be simplified
14.	Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? Sure

7. The Tennessee Disability Coalition

NAME OF AGENCY	The Tennessee Disability Coalition
STREET ADDRESS	955 Woodland Street
CITY, ZIP CODE	Nashville, TN 37209
DISABILITY GROUPS SERVED	Cross disability (seniors/elderly Autism/Brain injury/Development disabilities/Protection advocacy/Hearing and seeing impaired/ MS audiologists/
CONTACT PERSON NAME	Donna DeStefano
CONTACT PERSON PHONE	615-383-9442 x 8615
CONTACT PERSON EMAIL ADDRESS	Donna_d@tndisability.org
1.	Does your agency have multiple offices around the state? A coalition under one office
2.	If so, what are the locations of other offices? Nashville
3.	Does your agency have a membership base? 40 Member Agencies
4.	Are members all over the state of Tennessee or regionally located? State of TN
5.	How many members do you have? hundreds
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? Yes
7.	How do you generally communicate to your groups? Email, Social media and direct contact through board and committee meetings
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? NO newsletter but do have a blog and website
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes, would post and share
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Timeliness of buses and paratransit- this is problematic and have given input for years when will TDOT do something? Sidewalk issues in Nashville and Memphis. Huge issues! Inaccessible paths, bus stop pavilions on path routes. Need more communication with Public Works - bad impassable surfacing. Bushes in paths along sidewalk routes. Must have better communication between agencies.
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? Not to her knowledge
12.	What is the number one complaint you hear about transportation related issues from your constituents? Timeliness – on time performance and response to complaints with most agencies. People have stopped filing complaints which is a problem broader based than specific to TDOT.
13.	Do you have any suggestions you would like to see TDOT implement? Continue to reach out to disability community. Reach out to have them sever on boards. One year ago, TDOT reps talked with her board and it was helpful. The more you do the more constructive change will take place.
14.	Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? YES

8. Empower Tennessee

NAME OF AGENCY	Empower Tennessee
STREET ADDRESS	955 Woodland Street
CITY, ZIP CODE	Nashville, TN
DISABILITY GROUPS SERVED	All individuals
CONTACT PERSON NAME	Heidi Oechsel, also on the call were: Nichole Nora and Ashley Mosely
CONTACT PERSON PHONE	615.292.5803
CONTACT PERSON EMAIL ADDRESS	heidio@empowertn.org
1.	Does your agency have multiple offices around the state? One central office. Multiple employees that work from home/satellite offices
2.	If so, what are the locations of other offices? Murfreesboro, Jackson, Memphis and one in AL
3.	Does your agency have a membership base? no
4.	Are members all over the state of Tennessee or regionally located? Depends on the program. Independent Living – middle TN. Benefits to work Middle & South. Entire State-Ticket to work (Social security)
5.	How many members do you have? Consumers varies. Open to all who need independent living resource advocacy, etc. Benefits to work 500-600 a year. Ticket to work 40-50 a year. Independent Living about 300 a year.
6.	If we had an opportunity for your members to participate in public meetings or Advisory Boards, would you be willing to disseminate our information? sure
7.	How do you generally communicate to your groups? Wide population so it varies. Mass email. Social media (twitter/Facebook), website, outreach events, info booth.
8.	Do you have a newsletter, blog post or website where members/constituents can get updated information? Blog posting. Newsletter. Website. Going through a name change and brand change under a new director.
9.	If so, could we periodically post articles about job fairs or other activities we think would be interesting to your participants? Yes
10.	Where do you see the most interaction between your constituents and the Tennessee Department of Transportation (TDOT)? Public transportation. Mostly concerned for the blind. Bus stop in front of the agency. Sidewalks are scarce or difficult. They are improving.
11.	Are you aware of any concerns your constituents have about accessibility to TDOT owned or operated facilities? Yes. Access ride – transportation for those with disability. Rides are not timely. A window of 30 minutes is allowed and often after the window. Employees often will leave and extra 2 hours to be sure to arrive to work on time and keep their job. They need to expand access ride, and hire more and dependable drivers. Road closures. Need an alert system-deaf or blind cannot turn to the traffic radio station. Maybe a light with colors defining wreck or construction.
12.	What is the number one complaint you hear about transportation related issues from your constituents? Schedules. Where they reach and availability and access. There are locations where buses drop people off on the street with no room to maneuver. Need access.

13.	Do you have any suggestions you would like to see TDOT implement? A warning system as mentioned in number 11. Sidewalk issues. Need safe place to get off public transit. Some bus stops are simply a pole. No indication of a bus stop, no shelter.
14.	Would your organization like to have a link on TDOT's website for people seeking information for people with disabilities in Tennessee? yes