

**ADA (Americans with Disabilities Act) Self-Evaluation Report of Outdoor
Recreational Facilities
Middleborough Massachusetts 2010 -2011**

People involved in the assessment of sites:

**Commission on Disability – Judy Bigelow-Costa, Alan Edwards, Eileen Gates,
Carolyn Gravelin, Laura O’Connor, and Melissa Oddi-Morrison.
Open Space & Recreation Plan Committee – Judy Bigelow-Costa, Tom Dexter,
Allin Frawley, David E. Thompson, Judy Thompson, Richard Tinkham**

Program Accessibility

Objective

ADA requirements seek to create or adapt sites, buildings and facilities so that they can be approached, entered, and used by persons with disabilities. This includes recreational facilities. The Massachusetts Architectural Access Board oversees the implementation of ADA requirements in Massachusetts and has adopted regulation that specifically describes how to provide access.

The ADA requirements for recreational facilities in Massachusetts are set forth at 521 CMR 19.00 RECREATIONAL FACILITIES.

19.1 GENERAL

Recreational facilities shall comply with 521 CMR, except as specified or modified in 521 CMR 19.00. Recreational facilities shall include but not be limited to courts, rinks, swimming pools, gymnasiums, stadiums, health and sports clubs, radio control facilities, whirlpools, Jacuzzis, gyms, weightlifting areas, playgrounds, zoos, fairgrounds, beaches, piers, docks, bandstands, gazebos, parks, bowling alleys, picnic areas, video arcades and campsites. All areas open and used by the public, including but not limited to locker rooms, shower facilities, saunas, steam rooms, sun-tanning rooms, weight rooms, aerobic and dance rooms, tennis.

The Division of Conservation Service’s Open Space and Recreation Plan Workbook provide additional guidance to communities regarding ADA access for recreational facilities. The Workbook emphasizes that the objective is to provide an accessible system of recreational facilities rather than to have every individual facility be accessible.

I. Facility Inventory

a. Overview

Through 2010 and 2011, the Commission on Disability and the Open Space & Recreation Committee conducted site assessments of outdoor recreational facilities throughout the Town. This assessment covered ---- playgrounds, ---- ball fields, ---- tennis courts, ----- basketball courts.

b. Table of Results / Physical Obstacles Identified

I. Bowling Alleys: Not Applicable

ii. Picnic Areas: Several sites offer picnic areas, such as Oliver Mill Park, Pratt Farm, Field of Dreams, Soule Homestead, West Side Playground, Pierce Playground,

iii. Playgrounds: Several sites offer playground areas such as; Pierce Playground, West Side Playground, Mary K. Goode Elementary School, Henry B. Burkland School, Early Childhood Center and School Street School.

iv. Water Facilities: Pierce Playground Complex has an outdoor Olympic size swimming pool; there is access to the Nemasket River at Oliver Mill Park. There are also canoe access points along the Nemasket River in several areas such as off Plymouth Street near River's Edge Drive, Wareham Street Herring Run, Murdock Street, and Vaughan Street.

v. Locker Rooms: There is a locker room associated with the outdoor pool at the Pierce Playground Complex

vi. Campsites: There are no publically designated campsites but one can request a group use to camp at the Pratt Farm and the Stuart Morgan Properties managed by the local Conservation Commission.

vii. Public Bathroom and Shower Facilities at Recreational Facilities: These are associated with the outdoor locker rooms associated with the outdoor pool.

viii. Marine facilities and ramps: There is a public boat ramp off Eldon Street and/or Faye Avenue??? For use at Tispaquin Pond.

ix. Spectator Access: Many of the ball fields lacked accessible routes to the prime viewing areas and ADA parking spaces near the field. Consideration should be given to developing accessible routes to spectator areas and designating ADA parking locations. This could be done either individually or as a system-wide project at the following fields:

- Pierce Playground Complex
- Field of Dreams
- John F. Healy Soccer Fields
- Nichols Middle School
- Middleborough High School
- West Side Playground Fields

c. List of Properties by alphabetical order

Bradford Land (Off Purchase Street) (Map 67, Lot 3775):

This is a landlocked parcel that only has access through the Gas & Electric Easement

Caparrotta Land (Off Miller Street) (Map 106, Lots 2835 & 1837):

According to Disability Commission member Alan C. Edwards the area is a hay field that is inaccessible by wheelchair and is now being used actively for agriculture. This area is actually part of the Parks Property in which the town co-holds a conservation restriction on. The Caparrotta property is next to this field and has a clearing with a path into the woods. The pathway is good size but would not be accessible to a wheelchair or someone with a walker.

Early Childhood Center (North Main Street) (Map 50L, Lot 4792):

Although this building and outdoor parking was recently renovated the parking has some issues. They have a total of 27 parking spaces in the rear of the gym with two spaces available to the disabled. One of the spaces says it is for a van. The lines need to be repainted and the signs are not in front of the spaces as they should be.

On a positive note the spaces are accessible to the entrance to the building and do not require the use of stairs. However there is no 5 ft access aisle for spaces. Also the signs at the spaces are more than the acceptable maximum of 8 ft. high.

The curb cuts to the pathway are wrong because of the spaces and are not painted with yellow lines. There are two curb cuts.

There is also a tot lot available to the public during non-school hours that is fairly new but is lacking equipment for a disabled child.

Field of Dreams (Route 28 – East Grove Street) (Map 58K, Lots 4671 & 4681 and possibly Map 58D, Lot 828 and 58D, Lot 1638):

This facility was found to not have any marked handicap parking; however has a gravel parking area where a wheelchair could be pushed. There is no turn area (textured for the blind). The fence has a bar in the way of sight to watch a game if someone is in a wheelchair. There is no special place for the disabled to sit. We were not sure if there were bathrooms at the concession stand and if there were would they be accessible? There are stone picnic tables but one would not be able to get a wheelchair under and the area in-between the two ball fields are not accessible. The area has two ball fields and one soccer field. The soccer field is not accessible from the parking lot.

Henry B. Burkland School (Mayflower Avenue) (Map 58K, Lot 3739):

The Burkland School has a large outdoor playground area that does not have accessible paths leading into the playground. One would not be able to get a wheelchair to the playground. There is no swing for the disabled (only three with 3 empty spots). The ground is not level and one section of the older playground is pressure treated wood with

broken monkey bars. They also have an indoor pool which was not evaluated at this time. The outdoor paved area is usually used for the outdoor classroom.

High School (Route 28 – 71 East Grove Street) (Map 64, Lot 819):

The High School has six tennis courts however the walkway to them from the parking lot needs improvement. There is also a lip at the gate entrance to the courts so it would be inaccessible. The benches are not accessible and there is some grass coming through on the courts but overall they are in good shape. All the courts have nets and the water bubbler is not accessible and only work a little bit.

There is a running track with a football field in the center. People with prosthetics could access but a wheelchair would not be able to access. These things may be an issue if the Special Olympics were to be held here.

There are four Baseball fields that are all inaccessible.

There is one basketball court with lots of grass growing through the pavement. One could access from the parking lot but the grass is an issue. There are two spots for handicap parking but the signs at the parking spaces are not tall enough to see and are covered in vegetation. There are two other spaces for the handicap that are closer to the building.

There is an Athletic Honor Walkway that is not accessible with two benches done in 2005 – they should have come before the Disability Commission.

Lincoln D. Lynch School (Union Street) (Map 50P, Lot 6148):

This is still owned by the town however now Massasoit Community College is using the building for classes. This was recently upgraded and has passed ADA inspections.

Mary K. Goode School (Mayflower Avenue) (Map 58F, Lot 2868):

The Mary K. Goode School (Formerly the Mayflower School) has two playground areas and an outdoor classroom area. Playgrounds are fairly new. The first playground on the side of the school has a ramp to enter and looks like it would be wide enough for a child's wheelchair but not for an adults. There is no special swing for a disabled child and the mulch around the equipment would be a problem for access.

There are benches outside of this first playground area that do not have a walkway so there is no accessibility and no where for the disabled to sit.

There is one ball field that is not accessible since it is too hilly to get to.

The second playground behind the school is not for a handicap child, although it has a ramp to enter like the first one.

There is an outdoor classroom that is accessible on the pavement area but not on the enclosed mulched area.

Morgan Conservation Property (Marion Road and Long Point Road) (Map 98, Lot 6389):

Per Alan C. Edwards of the Disability Commission this property is accessible by motor vehicle or foot only. There are two entries, one on Long Point Road the other on Marion Road. On the property there is a large cement slab once used as a modular home foundation that is in good condition and would be an ideal place for picnic tables. It is currently inaccessible by wheelchair but could be accessible if the road was paved or a boardwalk constructed.

Nichols Middle School (Off Wood Street) (Map 59, Lot 4665):

There is a parking lot near the Ball fields and the basketball court. The parking lot curb is blocking access to the ball fields. There are two baseball fields and one soccer field. There is no ramp to the soccer field and there is a steep slope here. The gate to the baseball field is narrow.

The basketball court is in good shape and wheelchairs could use since there is a smooth surface. The court is accessible from the parking lot and the opening is wide enough to the court. There is some grass coming through the pavement and need blind turn pads at the curb entrance.

Ocean Spray Conservation Area (Bridge Street) (Map 64, Lot 4393):

Per Alan C. Edwards of the Disability Commission this property is good for fishing and a canoe launch spot. It is only accessible from the Lakeville side on Old Bridge Street. The bridge is still intact and is an excellent place for fishing. The road is blocked to vehicular traffic by a guard rail thus making wheelchair accessibility impossible. This could be corrected by putting a 4 foot wide cut in the guard rail. The bridge has no railings on either side and is a hazard to children and adults who can't swim. The canoeing area is dirt and stones but could be accessible to a wheelchair with some difficulty.

Oliver Mill Park (Off Route 44, Spring and Nemasket Streets) (Map 41J, Lots 3686, 3674, 4443):

There are picnic facilities here but they are in disrepair. There are eight tables and benches and none of them qualify as being ADA compliant – they are standard tables with attached benches. There are six grills but these are also not in good condition and are only 12 – 15 inches off the ground. There are trash cans throughout the property. The paths to the picnic area are not good and are mostly grassed or uneven packed sand. There are no picnic shelters. We recommend two ADA tables.

There are trails throughout the park but they are grass, dirt or wooden bridges. The paths are not wide enough and there are only railings on the bridges. The paths need to be paved.

There are fishing facilities but there are no handrails, arm rests unless you could the railings on the bridges. There are no bait shelves, or fish cleaning tables.

This area has the potential to have programming such as guided hikes and interpretive programs since it is a historically significant area.

The parking has about 51-75 spaces and need at least 4 spaces marked for the disabled. There are no spaces marked for the disabled or handicapped.

There are no ramps on the property. There are no restrooms on the property.

Other things observed were that there is still a broken bridge near Route 44 on the grass and lots of people come here to walk dogs.

Peirce Playground (Jackson Street) (Map 50Q, Lot 5649):

The parking at the playground has eight marked handicapped spaces but only five meet the legal requirements. There are not enough spaces for vans. There are no ramps from the parking area.

The path of travel is paved but there is no accessible path of travel from the passenger disembarking area and parking area to accessible entrance. The path of travel does not require the use of stairs and is stable, firm and slip resistant. There are no curb cuts at parking and drop-offs. Entrances are not accessible to a person using a wheelchair and there is not a level space extending 5 ft. from the door, interior and exterior of entrance doors. The door does have a minimum 32" clear width opening (i.e. 36" door with standard hinge) and is at least 18" clear floor area on latch, pull side of door. The door hand is only 3 ft. 8" and there are no signs showing where an accessible entrance is.

There are drinking fountains at the playground that are not accessible from the main path. The spouts are no higher than 36" from floor to outlet and the controls are hand operated. The spouts located near the front with stream of water are parallel to the front. There is also a clear space underneath to allow a parallel approach.

There are no signs for the disabled. The playground ground level is not accessible from the path to the equipment – there is mulch in the play areas.

The picnicking area has four tables that are not accessible because there is no space for a wheelchair. The four benches in the playground are not accessible because they are off the main path.

The tennis courts have two entrances – the one near the school is too high of a slope to enter.

The fields are some of the best in the state.

The skate park has thirteen spaces but no handicap space. There are two entrances with the one at the side parking lot being accessible and the one near the parking is not accessible.

The road to the pool is very steep and there is no sign about a handicap entrance. The signs say employee parking only, no parking and this street is a two zone.

The area where the annual weenie roast is not accessible (near the pool) the pool house has a gate opening and the bathrooms were accessible but the pool is not accessible. The pool does have a lift for the disabled to enter the pool.

The softball fields at the lower level are not accessible.

The field house has offices and has meetings and bathrooms. The bathrooms are not accessible because they have steps to them. The two handicap parking spots have signs that are too low and they should have a third spot for a van with a sign that says van. There is also no curb cut off the side walk to the field house. There is no ramp to the field house from the street.

There is a second tot lot near the concession stand that is not accessible.

We recommend that there be a stair lift or outdoor elevator to get to the lower field where the pool, concession stand, basketball court and small tot lot are located.

Pratt Farm (East Main Street) (Map 51, Lots 3995, 5575, 6249, 3635, 2035, 4743, 2063):

There are picnic facilities with a table and benches that is located adjacent to accessible paths and has access to open spaces. There are no back or arm rests and there is not an adequate number of picnic tables and benches. There are no grills, trash cans or picnic shelters. There are two areas for a wheelchair to pull up to the table with enough clearance for knee space. The area under the table is stable, firm, slip resistant and evenly graded.

There are numerous trails at Pratt Farm. There are dirt and mostly hard packed with some being sandy and anywhere from a couple feet wide to ten feet wide. There are no signs for the visually impaired or rails. The main trail in the center needs some grading – especially the area after the small bridge in the beginning.

There are fishing facilities at Stony Brook Pond but the path to get there is not very accessible and would need to be re-graded.

The Pratt Farm is available to programming such as guided hikes and interpretive programs. Most of the main path in the center of the property would be accessible as well as the field area near the parking lot. A group could inquire about having an interpreter for meetings or events.

The parking area has up to 25 spaces but needs two spaces with signs near the picnic area. This area would be accessible to the closest entrance. There are no signs right now to mark these spaces as handicapped. The parking lot needs to be graded as it is currently graveled and dirt with lots of ruts. There are no ramps but one might be helpful for one to access the bowl area field off the main path near the main gate.

The entrance to the site is accessible but could be improved. The surface is not evenly paved or hard-packed. There are areas that pond with water and need to be graded. The path of travel does not require the use of stairs; it is stable, firm and slip resistant and meets the minimum requirement of being 3 ft wide. There are no curbs at the drop-off area. There are objects protruding onto the pathway that would be detected by a person with a visual disability using a cane.

Rock Village School (63 Miller Street) (Map 87, Lot 923):

This is currently a small abandoned school house. The building is not accessible. The parking lot is not lined to divide spaces, there are no symbols and there are no ramps to the building. There are objects protruding in the path of travel, high grass and other debris. There are no signs to indicate an accessible entrance. There are no lights. There are no curb cuts for the drop-off area.

This is a property that is not open to the public. The buildings stability is in question and the yard is littered with debris.

There is no picnicking or any other facility at this location.

School Street School (School Street) (Map 50P, Lot 5391):

This property is owned by the town but READS Academy has been leasing the space for their programs for kids with special needs.

The tot lot is open to the public when the academy is not in session. The tot lot however is not accessible because there is a lip from the pavement and the playground is not level.

There is a basketball net but the pavement around it is uneven with grass growing.

There is a ramp to the building on the left side with an elevator inside.

There is no marked handicapped parking on site.

John F. Healey Soccer Fields (Purchase Street) (Map 68, Lot 2321):

There are approximately seven soccer fields at this complex. The fields are not located near accessible paths from the parking lot. There are trash cans but they are not located near accessible paths.

The parking area does not have handicapped parking marked with signs or symbols. A wheelchair could get across the green and dirt drive but there is no entrance path. There are at least 50 parking spaces but it is unpaved and not marked with any lines. There is an accessible space near the closest accessible entrance but it is not marked. There are no spaces for vans. Some areas in the parking lot are hard packed but there are some ruts that need to be graded. There are no ramps from the parking area.

There are really no clear pathways but there is no requirement to use stairs.

There is a concession stand with two bathrooms. Both bathrooms were locked at the time of the site inspection. One bathroom entrance is on one side of the building and the entrance to the other bathroom is on the other side of the building. Both entrances were way above ground level and there are no ramps to assist in getting in or out of the bathrooms.

The concession stand is available during games, however there is a wooden platform that is several inches above ground level with no ramp so someone physically disabled may not be able to get up to the stand window to make an order. Typically people bring their own chairs to sit and watch the games and eat so there are no picnicking areas. There are no seats for someone who is disabled.

Soule Homestead (46 Soule Street) (Map 26, Lot 4075) (Map 16, Lot 4075):

The Soule Homestead is owned by the town but leased to a non-profit environmental education group. The property also has an Agricultural Preservation Restriction.

There are several facilities, trails etc... on the property. The picnic area is not adjacent to accessible paths but have access to open spaces. Seven out of the nine seating areas are wheelchair accessible seating at the ends of the tables. The cooking area is not for public use and trash cans are not adjacent to accessible paths. Suggestions would be to expand the already planned paving to the picnic areas and to the accessible raised garden beds.

There are trails at the farm that are natural and made up of dirt and rocks. Hiking is available on the trails but they are usually non-guided. Services and Technical Assistance for the disabled have not been formalized.

There are plans for current construction and renovations. There will be two fully accessible single stall bathrooms and family restrooms. There will be a private shower room for staff use and there will be a fully accessible kitchen. There will be a ramp on the front of the new addition and they will be paving of the driveway to the ramp.

There are two parking areas. There is one handicap parking space in the parking lot near the existing classroom. There is a van space accessible to the classroom. There are signs at these spaces.

There are other buildings on the property. The Barn and duck/bird buildings are not accessible. The public areas of the existing classroom are partially accessible. The paths of travel to these places are natural with dirt, grass and rocks only with a varying slope. There is no vestibule at the entrances.

There is a porta-potty located outside only and it is inaccessible.

The floor in the existing classroom is ok but the floor in the barn is not level or slip-resistant. There are some signs but they don't necessarily meet the guidelines for signs.

Thompson Street – Gibbs Property (Map 24, Part of lot 4933):

This is recently purchased town property that is heavily wooded with a field and is vacant land. There are no formal facilities here and would be difficult for the physically disabled to explore in its current state. It is an agricultural property that is being lease to the Farrington's who live next door and will take care of it for the next 5 years as stewards of the land.

Town Forest (Chestnut Street) (Map 52, Lot 4743 & Map 53, Lot 4112):

This property is in-between house #40 and #58 Chestnut Street. The assessor's map does show that there is a trail that goes into the site next to #58. Currently there is no parking except to pull over on the side of the road. Currently there is no picnic area. There are no signs or other trails. There are several dead or dying trees. This property has the potential to be used as an example of how to make conservation land accessible.

Tribou Property (Black Brook Area off of Miller Street) (Map 106, Lots 2459 & 3293):

During the site inspection the path to the site was blocked with down trees and big boulders. Therefore this site is currently inaccessible.

The Wading Place (East Main Street) (Map 51, Lots 4266 & 5185):

This area is along the Nemasket River and has historical significance. There is supposedly a trail that goes along the river, however one was not observed. There is access from Route 105/East Main Street and a sidewalk but the sidewalk is in disrepair.

Fishing could be done from this location but would be inaccessible for a physically disabled person.

Wareham Street Herring Run (Wareham Street) (Map 58D, Lot 872):

This property is along the Nemasket River across from the Highway Department. There is a small parking area with seven spaces off of Wareham Street. There is one handicap space but no spaces for vans and the space is not marked for an aisle. There is a sign with the international symbol of accessibility and the sign height is correct. The surface of the parking is paved. The sloping in the parking area is ok. There are no ramps.

The entrance to the site is inaccessible from the parking lot because the slope is too steep. There entrance does not require the use of stairs. The path is not stable, firm or slip resistant. The crossing over the herring run needs a ramp on both sides because there is a lip so a wheelchair would not be able to go over.

There are three picnicking areas on site. None of the tables are accessible to someone in a wheelchair. The tables are at least 32" off the ground. The surface around the tables is not clear but has grass making it difficult to access.

There are three benches near the river. Two of the three are easier to get access to.

There is potential here to make the park accessible.

Washburn Conservation Area (Off Wood Street) (Map 70, Lots 585 & 3173) (Map 71, Lots 2763, 2564 & 334):

This is a vast protected major wetland area that is associated with Fall Brook. This area is inaccessible to everyone unless you have a canoe or kayak.

West Side Playground (West End Avenue) (Map 49Q, Lot 6445):

There is a tot lot here. The tot lot is not wheelchair accessible because there is plastic curbing around the play areas. There are no walkways and it is not geared toward a handicap child with no special swing. Even grandparents may have trouble getting around the playground. The whole playground does not follow ADA.

There is a small picnic facility but there is no walkway to it from the parking area and the fire pit does not work.

There is parking but it is not level and the spaces are not marked. There is no marked space near an accessible entrance.

There are three baseball fields with one bench for players and no bleachers for anyone to watch and no special seating for a disabled person.

There is a basketball court that is level but it is not accessible from the parking lot. There is a rocky incline to get there.

Weston Memorial Forest (Tispaquin Street) (Map 66, Lot 4848) & (Purchase Street) (Map 67, Lots 5074, 5027 & Map 73, Lot 2121):

There are trails on both side of this property, however the trails on the Purchase Street side were recently marked and mapped by an Eagle Scout and the trails were recently cleared/forested through a Forest Stewardship Plan. The trails do not require the use of stairs.

Both trail networks are made up of dirt and vegetation and the dimension vary. There are no rails along the trails.

Both sides of the property have parking areas. There are approximately 20 spaces on the Purchase Street side and approximately 10 spaces on the Tispaquin Street side. They each need at least one handicap space that is accessible to the entrance of the trail network. None of the spaces are marked or have signs. Each parking area has signs for what the property is and the Purchase Street side has a sign with rules and a kiosk with a map and some general history and information about the property. None of the signs are for the visually impaired.

People can picnic at either side of the property but there are no picnic facilities or tables designated.

Purchase Street does not have a barrel for trash but Tispaquin Street does. Camping is allowed by permit only and no unauthorized motor vehicles are allowed.

d. Narrative of results

Unfortunately most of the facilities available to the public are not accessible to persons with a disability under the current ADA regulations. Many properties have extensive wetland areas that make them inaccessible to the average person. The Disability Commission, Building Department, Department of Public works, Conservation Commission and the Park & Recreation Departments should all work together to find funds to begin to improve access in the future as described above in this evaluation.

e. New Techniques/ Standards to consider

f. ID Physical Obstacles to Address

II. Employment Practices

a. Signed Statement that employment practices conform with ADA

**Town of Middleborough
Non-Discrimination Practices and Grievance Process**

Policy Against Discrimination Based on Disabilities: The Town of Middleborough, MA does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The Town of Middleborough, MA does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) of 1990.

ADA Coordinator: Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to the Town of Middleborough's designated ADA coordinator as follows:

Name: Robert Nunes

Title: Town Manager

Office Address: 10 Nickerson Avenue, Middleborough, MA 02346

Phone Number: (508) 947-0928

E-mail: rnunes@middleborough.com

Days/hours available: By appointment or Mondays from 9:00 am - 5:00 p.m. at Town Hall or by appointment.

Auxiliary Aids: Individuals who need auxiliary aids for effective communication in programs and services of Middleborough, MA are invited to make their needs and preferences known to the ADA coordinator.

Alternate Forms of this Notice: This notice can be made available in large print, on audio tape and in Braille, through request with the ADA coordinator.

Grievance Procedure for Town of Middleborough, MA

Grievance Procedure: The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or in the provision of services, activities, programs or benefits by the Town of Middleborough, MA

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

Town of Middleborough
Non-Discrimination Practices and Grievance Process (Continued)

Submit Complaints to: 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:

Robert Nunes, ADA Coordinator
10 Nickerson Avenue
Middleborough, MA 02346
Phone Number: (508) 947-0928
E-mail: rnunes@middleborough.com

Complaint Timeline: The following time line is to be followed for complaints that are not urgent. A shorter time line will be implemented as appropriate for time-sensitive complaints where it is critical to resolve the issue by certain date.

Within 15 calendar days after receipt of the complaint, the Town Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the Town Manager or his/her 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 of Middleborough, MA and offer options for substantive resolution of the complaint.

If the response by Town Manager or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the response in writing within 15 calendar days after receipt of the response to the Middleborough Board of Selectmen or its designee.

Within 15 calendar days after receipt of the appeal, the Chairman of the Board of Selectmen or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chairman of the Board of Selectmen or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All complaints received by the Town Manager or his/her designee, appeals to the Chairman of the Board of Selectmen or his/her designee, and responses from these two offices will be kept by the Town of Middleborough, for at least three years.