

# CITY OF MCKINNEY



# ADA

## SELF EVALUATION AND TRANSITION PLAN



2015 - 2016  
Update

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Three days of training were provided to the City's ADA Department Liaisons in August and October 2015. Training topics included ADA Liaison Responsibilities, Customer Service, Title I information for Managers and Supervisors, Emergency Personnel / First Responder Training and an Open Question and Answer session. The training was open to as many people in each department as staffing levels and schedules would allow. Once the training concluded, department Liaisons were responsible for sharing that information with their departments.

## AIRPORT

### Action Item Addressed

1. Key personnel from the Airport attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Airport staff continues to demonstrate good customer service toward all customers, including those with disabilities. All are treated with dignity and courtesy.
3. Airport staff are prepared to assist people with disabilities and provide alternative methods of completing forms when requested.
4. Airport staff are prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
5. Airport's posted agendas include updated accommodation language.
6. Airport staff are prepared to conduct tours and make reasonable accommodations for persons with disabilities when requested.
7. Airport staff continues to work with Communications and Marketing to determine if any forms need revision or if any can be added to the website.

### Other

1. The airport no longer has a board (McKinney Airport Development Corporation).

## BUILDING INSPECTIONS

### Action Items Addressed

1. Key personnel from Building Inspections attend various training opportunities that include ADA requirements for construction.
2. Building Inspections staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Building Inspections' posted agendas include updated accommodation language.
4. Building Inspections is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
5. Building Inspections continues to inspect newly constructed private facilities for accessibility compliance.

## CITY SECRETARY'S OFFICE

### Action Items

1. The City Secretary's Office is prepared to assist with or provide alternative methods of completing forms for people with disabilities when requested.
2. The City Secretary's Office has updated all agenda templates and forms from their office to reflect updated accommodation language.

3. The City Secretary's Office strives to make sure all meetings are held in accessible locations. The office is prepared to make accommodations as needed.
4. The City Secretary's Office is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
5. City Council and Planning and Zoning meetings are now closed captioned.

#### Updates

1. The City Secretary's Office is no longer responsible for Open Records Requests or Public Information Requests. This responsibility has been transferred to Information Technology (IT).
2. Animal Service Facility Advisory Committee now meets at 222 N. Tennessee St., McKinney, TX 75069.
3. Community Grants Advisory Commission now meets at 222 N. Tennessee St., McKinney, TX 75069.
4. McKinney Community Development Corporation (MCDC) now meets at 222 N. Tennessee St., McKinney, TX 75069.
5. McKinney Economic Development Corporation (MEDC) now meets at 222 N. Tennessee St., McKinney, TX 75069.
6. McKinney Housing Finance Corporation now meets at 222 N. Tennessee St., McKinney, TX 75069.
7. The McKinney Airport Development Corporation no longer exists.

## CODE COMPLIANCE

#### Action Item Addressed

1. Key personnel from Code Compliance attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Code Compliance's posted agendas include updated accommodation language.
3. Code Compliance is prepared to assist with or provide alternative methods of completing forms when requested.
4. Code Compliance is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

#### Accommodation Requests / Complaints Received

1. Animal Control
  - a. Received complaints that a goat serving as an emotional support animal to a qualified individual with a disability was creating a sanitary / health issue in a neighborhood. Animal Control Officer met with resident to discuss what is required for maintenance of property to meet current code requirements. Resident understands that in order for the emotional support animal to remain on on-site, code requirements must be met at all times.

## COMMUNICATIONS AND MARKETING

### Action Item Addressed

1. Closed captioning is now provided for City Council, Planning and Zoning, Community Development Corporation, Economic Development and Tax Investments Zones #1 and #2 meetings.
2. Key personnel from Communications and Marketing (C&M) attended all or part of a three-day training opportunity provided by a local accessibility consultant.
3. C&M continues to train departmental Web Coordinators on the importance of ADA compliance and continues to provide instruction in maintaining Section 508 standards by using header styles appropriately, adding alt tags for hyperlinks and images and not offering information solely with color or an image.

### Updates

1. C&M launched a sixth website, Community Development Corporation ([www.mckinneycdc.org](http://www.mckinneycdc.org)) with the same level of accessibility as the other five.
2. The web link to the Notice of Non-Discrimination based on disability was changed to <http://www.mckinneytexas.org/1120/ADA-Compliance> (main website) and <http://www.mckinneytexas.org/1087/Job-Opportunities> (Human Resources)

## ENGINEERING (CIP AND TRAFFIC)

### Action Item Addressed

1. Key personnel from Engineering attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Engineering staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Engineering will continue working with Communications and Marketing to determine if any forms are suitable for adding to the Form Center on the City website.
4. Engineering's public notices and other invitations include updated accommodation language.
5. Engineering is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

### Public Rights of Way Accessibility Addressed

1. Curb ramp installed
  - a. Virginia and College
  - b. Virginia and Bradley
  - c. Virginia and Waddill
  - d. Virginia and Graves
  - e. Louisiana and College
  - f. Louisiana and Bradley
  - g. Louisiana and Waddill
  - h. Louisiana and Graves
  - i. Wilmeth and Community
  - j. Custer and Fountain View
  - k. Custer and Stonebridge (southeast corner)

- l. Lake Forest and Collin McKinney (northwest corner)
  - m. Lake Forest and SH 121 (northeast and northwest corner)
  - n. Lake Forest and McKinney Ranch Parkway
2. Audible Pedestrian Signals installed
    - a. US 380 and Lake Forest
    - b. Eldorado and Hillsdale
    - c. Custer and Fountain View

All newly constructed facilities in the Public Rights of Way continue to be inspected for compliance before Final Acceptance by the City.

Newly installed and replacement curb ramps continue to be added to the City's database to track compliance with current standards.

## FACILITIES

### Action Item Addressed

1. Facilities Construction Manager attended all or part of a three-day training opportunity provided by a local accessibility consultant.

### Structural Accessibility Improvements Addressed

1. City sold the nine-acre site where Annex B housing Human Resources, Code Compliance and Community Services were located. These departments are in the process of moving to new locations. The sale of this site (building and parking lots) transferred the obligation to improve ADA compliance to the new owner.
2. Plans for restrooms and building improvements for City Hall are underway.
3. Plans for improvements to Downtown Numbered Parking Lot 1 and a parking lot leased from the First United Methodist Church are underway.
4. All newly constructed facilities are in full compliance with current ADA requirements.

## FINANCIAL SERVICES

### Action Item Addressed

1. Key personnel from Financial Services attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Financial Services staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Financial Services is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

## FIRE

### Action Item Addressed

1. Key personnel from Fire attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Most FD staff are prepared to assist with or provide alternative methods of completing forms when requested. Training is ongoing for remaining staff.

3. FD continues to work with Communications and Marketing to determine which forms are suitable for adding to the Form Center on the City website.
4. FD meeting notices have been updated to include notice of non-discrimination based on disability.
5. FD is prepared to provide documents and publications in alternative media formats when requested at least 48 hours' in advance.
6. FD continues to train staff regarding the provision of appropriate modifications for people with disabilities.
7. The FD is prepared to provide reasonable accommodations on tours and trips of their facilities when requested.
8. FD continues to determine on a case-by-case basis the specific needs of any individual with a disabilities who wishes to participate in activities requiring certain physical abilities such as search and rescue.
9. FD policy updates related to transportation services and use of consultants are in progress.

#### Accommodation Requests / Complaints Received

1. The Office of Emergency Management (OEM) received a request for information on how to receive weather alerts in their home as they could not hear City's Emergency Warning Sirens. OEM provided requestor with a NOAA Weather Radio which allows volume control.

#### Updates

1. EMS response is accomplished with five (5) paramedic engine companies, three (3) paramedic truck companies and five (5) frontline mobile intensive care units (MICUs).<sup>†</sup>
2. May 2016 saw the successful conclusion of the 20<sup>th</sup> annual Citizens Fire Academy (CFA).
3. 2016 marks the McTown Klownz 23<sup>rd</sup> year of sharing life safety messages with the children of McKinney and surrounding communities.

#### Correction

1. The telephone at the entrance to the fire museum located at the Wysong-Central fire station is only able to make 9-1-1 calls and calls to request assistance at the museum. Currently, the hours of operation vary depending on the availability of volunteer staff and / or the availability of on-duty staff.

## HOUSING AND COMMUNITY DEVELOPMENT (HCD)

#### Action Items Addressed

1. Key personnel from HCD attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. HCD staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. HCD continues to work with the Communications and Marketing Department to determine if any forms are suitable for adding to the Form Center on the City website.
4. HCD's posted agendas include updated accommodation language.
5. HCD is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

6. HCD is in the process of updating accommodation language on all forms that are produced by the City and available to the public.

#### Accommodation Requests / Complaints Received

1. A contractor wishing to attend Housing and Community Development's (HCD) annual contractor meeting, requested a sign language interpreter. HCD made the appropriate arrangements and expected the interpreter to arrive at the 10 a.m. meeting as the provider had called and confirmed. At 8:30 the night prior to the meeting, HCD received a cancellation email from the interpreter provider. HCD made some last minute efforts the following morning, but were unable to secure a substitute at the last minute. The contractor was able to participate in the meeting by lip reading and typing in his questions on HCD's laptop. His questions were read aloud to the group and the answers given in the same manner. Contractor indicated he was satisfied with the outcome.

## HUMAN RESOURCES

#### Action Item Addressed

1. Key personnel from Human Resources attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Human Resources continuously audits job descriptions to ensure ADA compliance. Due to the volume and frequency, this is an ongoing effort.
3. The City's Grievance Procedure is currently published online.
4. Human Resources is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
5. Human Resources continues to keep ADA compliance in mind when choosing location for the various events they host.

## INFORMATION TECHNOLOGY

#### Action Item Addressed

1. Key personnel from Information Technology attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Information Technology staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Information Technology is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

## MCKINNEY MAIN STREET AND PERFORMING ARTS CENTER

#### Action Item Addressed

1. Key personnel from McKinney Main Street and the Performing Arts Center attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. MPAC and Main Street's posted agendas include updated accommodation language.
3. MPAC and Main Street staff are prepared to assist with or provide alternative methods of completing forms when requested.



4. MPAC and Main Street are prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
5. Some MPAC and Main Street policies have been developed to ensure the services contractors provide are consistent with City accessibility policies and procedures. These policies are addressed at an annual tenant / instructor meeting held each August. Written contracts will need review by the City's legal team.
6. The online ticketing program continues to offer customers easily identifiable accessible seating options.
7. MPAC has increased the number of accessible seats and companion seats available to the public.

## MUNICIPAL COURT SYSTEM

### Action Item Addressed

1. Key personnel from Municipal Court attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Municipal Court staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. When requested, Municipal Court is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
4. Municipal Court staff continue to work with Communications and Marketing to determine when it is appropriate to add new fillable forms to the City website.

### Accommodation Requests / Complaints Received

1. Two requests for sign language interpretation were received and fulfilled.
2. One request for all speakers to speak into a microphone to amplify sound was received and fulfilled.
3. Complaint regarding confusing directional signage near Municipal Courts building was received. The street signage from a vacant lot that was misdirecting people was removed. Building signage is being researched and designed by Traffic Division of Engineering.

### Corrections

#### 1. Collections

The municipal court is responsible for collecting court ordered fines, fees and courts costs for the City and state. The court is mandated to operate an in-house collections improvement program which has strict requirements regarding payment plans: including but not limited to payment interviews and follow-up for delinquent payments.

#### 2. Compliance Enforcement

The municipal court is responsible for enforcing compliance with court orders. This includes issuing warrants for arrest and search for individuals who fail to appear and / or fail to comply with court orders. Warrant officers are responsible for serving the warrants issued out of the municipal court.

## PARKS AND RECREATION

### Action Item Addressed

1. Key personnel from Parks attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Parks staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Parks continues to work with Communications and Marketing to determine which forms are suitable for adding to the Form Center on the City website.
4. Parks, Recreation and Open Space Advisory Board's and the McKinney Armed Services Memorial Board's posted agendas include updated accommodation language.
5. Parks is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
6. Parks staff members continue to review the specific needs of persons with disabilities on a case-by-case basis at interviews.
7. Parks continues to provide tours in the most accessible manner possible.
8. Parks continues to provide accessible vehicles when requested.
9. Parks continues to plan ahead when organizing special events to make them as accessible as possible without fundamentally changing the program.
10. All Parks Department pools have a pool lift. Each body of water is now accessible via chair lift.

### Structural Accessibility Improvements Addressed

1. Replaced artificial turf at play structure at Al Ruschhaupt Park.
2. Replaced 25 foot trail from parking lot to pavilion at Mary Will Craig Park.
3. Completed upgrade to restrooms in main area, upgraded accessible parking and route to building at McKinney Community Center.
4. Repaired hike and bike trail near drainage culvert at the softball complex at Towne Lake Recreation Center.
5. Retaining wall completed at Valley Creek Park.
6. Completed the pedestrian bridge and replaced mulch with engineered wood fiber at Ash Woods Park.
7. Where engineered wood fiber is utilized in City parks, it is replaced on a rotating basis.

## PLANNING

### Action Item Addressed

1. Key personnel from Planning attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Planning Department staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Planning's posted agendas include updated accommodation language.
4. Planning continues to provide tours in the most accessible manner possible.
5. Closed captioning is available on all Planning and Zoning meetings.

6. Public meetings facilitated by Planning are held in substantially accessible locations. Planning clearly publicizes that accommodations for individuals with disabilities are available when requested at least 48 hours' in advance of the event.

## POLICE

### Action Items Addressed

1. Key personnel from Police attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Text to 9-1-1 is active and available. TDD remains available as well. Both resources are practiced and tested monthly by all Communication Supervisors and Specialists employees. Texas Relay is also utilized.
3. All licensed Communications Supervisors and Specialist have completed training that includes processing calls involving persons with disabilities. New employees receive this training as part of their licensing.
4. Sworn employees receive initial and on-going training to learn about interactions individuals with disabilities. Crisis Intervention Training for interacting with persons with mental disabilities was added beginning in 2016.
5. The Police Department has earned accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA). Part of the accreditation is training specific to interacting with and providing services to persons with disabilities. The Police Department has adopted formal policies that meet the requirements of the ADA.
6. Police Department Staff are prepared to assist with or provide alternative methods of completing forms when requested.
7. The Police Departments is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

## PUBLIC LIBRARY SYSTEM

### Action Items Addressed

1. Key personnel from MPLS attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. The McKinney Public Library System (MPLS) staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. MPLS is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.
4. MPLS will continue working with Communications and Marketing to add forms as appropriate to the City's online form.
5. MPLS staff are prepared to conduct tours and make reasonable accommodations for persons with disabilities when requested.
6. MPLS staff inform individuals and groups renting rooms at the libraries of the requirements to maintain existing ADA accessibility while utilizing the rooms.
7. Public computers in both City libraries are now equipped with NVDA, a screen reading software.
8. MPLS's posted agendas include updated accommodation language.

9. Procedure manuals are available to MPLS at both library locations. ADA requirements are addressed in the manuals.

## PUBLIC WORKS

### Action Item Addressed

1. Key personnel from Public Works attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Public Works staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Public Works is prepared to provide documents in alternative media formats when requested. Some formats may require at least 48 hours' notice.

### Public Rights of Way Accessibility Addressed

1. Approximately 7350 linear feet of sidewalk and four accessible ramps replaced.

### Updates

1. Engineering has assumed responsibility for:
  - a. Existing traffic signals and facilitates installation of new traffic signals
  - b. Roadway lines and legends and cross walks and curb paint and signs
  - c. Street lights
  - d. Investigation of requests for audible pedestrian signals and determination of feasibility of installation
  - e. Tours of Traffic Control Center for City staff members, City Council member and Chamber of Commerce personnel

### Corrections

1. Parks is responsible for the following tasks:
  - a. Maintenance of parks, street trees and medians, open space, parkway and three landscape maintenance districts (with the exception of the Stonebridge development area)
  - b. Lighting and Landscape Districts
  - c. Removal of graffiti

## PURCHASING

### Action Item Addressed

1. Key personnel from Purchasing attended all or part of a three-day training opportunity provided by a local accessibility consultant.
2. Purchasing staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Purchasing has included notice on all public materials such as legal notices on how publications can be made available in alternative formats.
4. Purchasing is prepared to provide documents in alternative formats when requested. Some formats may require at least 48 hours.

## UTILITY BILLING

### Action Items Addressed

1. Key personnel from Utility Billing attended a three-day training opportunity provided by a local accessibility consultant.
2. Utility Billing staff are prepared to assist with or provide alternative methods of completing forms when requested.
3. Utility Billing is prepared to provide documents in alternative formats when requested. Some formats may require at least 48 hours.
4. Utility Billing continues to provide their department forms on the City's website via SharePoint. Updated link to their forms: <http://mckinneytexas.org/169/Water-Billing>

## OTHER

An ADA Compliance page has been created on the City's intranet for all employees. This page houses information regarding:

1. Links to Federal, State and local accessibility requirements and guidelines
2. Link to Relay Texas training videos
3. Links to contacts for Braille and sign language interpretation services
4. Links to ADA reference publications
5. Information on etiquette when interacting with individuals with disabilities

NTTA toll tag applications are no longer available at Utility Billing. Applications may be obtained by contacting NTTA Customer Service: 972-818-6882 or [www.ntta.org](http://www.ntta.org).

## CORRECTIONS

1. Curb Ramp Inventory (page 179) directs readers to "Section IV.9 of this report." It should state, "The collected data has been entered into the GIS system and is being used as part of the prioritization process described in the Right-of-Way Prioritization Standards section of this report (Please see Appendix F – Facility Reports).

In accordance with the Americans with Disabilities Act, it is the policy of the City of McKinney to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact the ADA Coordinator at least 48 hours in advance of the event.

Phone: (972) 547-2694 or email: [contact-adacompliance@mckinneytexas.org](mailto:contact-adacompliance@mckinneytexas.org)

Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.

ADA grievances may also be directed to the ADA Coordinator or filed online at

<http://www.mckinneytexas.org/ada>