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INTRODUCTION
EXECUTIVE SUMMARY

The Americans With Disability Act (ADA) is a comprehensive national civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a “clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities.” The United States Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living and economic self-sufficiency for people with disabilities.

This ADA Self-Evaluation and Transition Plan was prepared in partial fulfillment of the requirements set forth in Title II of the Americans with Disabilities Act (ADA). The ADA states that a public entity must reasonably modify its policies, practices or procedures to avoid discrimination against people with disabilities. This report assists the City of McKinney, its City Council and staff in identifying policy, programmatic and physical barriers to accessibility and in developing barrier removal solutions that facilitate the opportunity of access to all individuals.

This report describes the process by which policies, programs and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring compliance. This section provides an overview of the requirements for developing the Transition Plan and outlines the plan development process itself. Subsequent sections describe and evaluate policies and programs and establish the relationship between physical and programmatic barriers to accessibility.

LEGALISLATIVE MANDATE

The development of a Transition Plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which requires that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known as the “civil rights act” of persons with disabilities, states that:

No otherwise qualified handicapped individual in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504 of the Rehabilitation law of 1973, a national law)

Subsequent to the enactment of the Rehabilitation Act of 1973, Congress passed the Americans with Disabilities Act (ADA) in 1990. It was signed into Federal law on July 26, 1990 and on July 26, 1991, the Department of Justice issued rules implementing Title II, which are codified at 28 CFR part 35. Title II of the ADA covers programs, activities and services of public entities. The Department of Justice’s Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.
Specifically, the City may not, either directly or through contractual arrangements, do any of the following:

- Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions,
- Deny persons with disabilities the opportunity to participate in programs, activities or services that are not separate or different from those offered others, even if the City offers permissibly separate or different activities, or
- When determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA provides that public entities with more than 50 employees must identify and evaluate all programs, activities and services and review all policies, practices and procedures that govern administration of the entity’s programs, activities and services. This report, and certain documents incorporated by reference, establishes the City’s ADA Self-Evaluation and Transition Plan.

SELF-EVALUATION / TRANSITION PLAN DEVELOPMENT REQUIREMENTS AND PROCESS

The self-evaluation is the City’s assessment of its current policies, practices, procedures. The self-evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the self-evaluation, the City:

- Identified all programs, activities and services
- Reviewed all of the policies, practices and procedures that govern the administration of the City’s programs, activities and services

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

- A list of the physical barriers in the City’s facilities that limit the accessibility of its programs, activities or services to individuals with disabilities
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible
- A schedule for taking the steps necessary to achieve compliance with Title II requirements of the ADA
- The name of the individual responsible for the plan’s implementation

DISCRIMINATION AND ACCESSIBILITY

There are two kinds of accessibility: program accessibility and physical accessibility.
Absence of discrimination requires that both types of accessibility be provided. Programmatic accessibility includes physical accessibility, but also entails all of the policies, practices and procedures that permit people with disabilities to participate in programs and to access important information. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs, activities and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries and provision of services at alternate sites.

Programs offered by the City to the public must be accessible to the maximum extent possible. Accessibility includes advertisement, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies and communication.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility
- Acquisition or redesign of equipment
- Assignment of aides
- Providing services at alternate accessible sites

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity, but does not guarantee equality of results.

**UNDUE BURDEN**

The City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition or would represent an undue financial and administrative burden.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. If a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

**SELF-EVALUATION OF DEPARTMENTS CITYWIDE**

The City of McKinney utilizes an ADA Coordinator “system” to better serve the needs of citizens with disabilities and employees. This system places an ADA Liaison representative, or designee, within each department who reports to the City’s ADA Coordinator regarding the needs of the department and the programs the department manages.
With an added and concerted effort beginning in 2011, the City of McKinney conducted a self-evaluation of the accessibility of all city programs. The City distributed a questionnaire to each department liaison:

- Airport
- Building Inspections
- City Secretary’s Office
- Code Compliance
- Communications and Marketing
- Engineering
- Financial Services
- Fire
- Housing and Community Development
- Human Resources
- Information Technology
- McKinney Main Street and Performing Arts Center (MPAC)
- Municipal Court System
- Office of Emergency Management
- Parks and Recreation
- Planning
- Police Services
- Public Library System
- Public Works
- Purchasing
- Utility Billing / Revenue Collections

Findings from each program provider’s responses can be found in the Self-Evaluation Findings and Recommendations section. The survey questionnaire can be found in Appendix A.
SELF-EVALUATION OF FACILITIES

Beginning in 2011, the City of McKinney conducted a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- City owned parks
- City owned buildings
- City owned parking lots
- City owned curb ramps
- City programs housed in leased facilities

Findings from these surveys can be found in Self-Evaluation Findings and Recommendations section. Individual survey reports can be found in Appendix F.

PUBLIC OUTREACH

Public meetings were held in May and September of 2013. The meetings were held in an accessible location during evening hours. City of McKinney staff and consultant staff facilitated the meetings. Public participation included persons with disabilities, parents of children with disabilities, representatives from advocacy groups, senior citizens, other interested citizens and employees from other local cities.

The format and content of the Self-Evaluation and Transition Plan were discussed. Questions and comments were received regarding specific facilities, public parks, City programs, traffic calming, accessible transportation issues, City maintenance issues, staff training, communication between utility companies and City departments, closed captioning of City television, educating the public regarding the differences between service animals and comfort animals or pets, confidentiality concerns, audible crosswalk signals and a desire to design parking lots without using wheel stops. Meeting minutes for each meeting can be found in Appendix B.
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DEFINITIONS
The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

**Disability**
The term disability means, with respect to an individual:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such impairment.

**Qualified Individual with a Disability**
A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

**Physical or Mental Impairments**
Physical or mental impairments may include, but are not limited to: vision, speech and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

**Substantial Limitation of Major Life Activities**
An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

Major life activities are functions such as walking, seeing, hearing, speaking, breathing, learning, performing manual tasks or caring for oneself.

In determining whether physical or mental impairment substantially limits the condition, manner or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long-term impact (or expected impact) of or resulting from the impairment.

**Having a Record of Impairment**
An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

**Regarded as Having a Disability**
An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

**Discrimination on the Basis of Disability**
Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations;
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

**Complaint**
A complaint is a claimed violation of the ADA. See Sample ADA Policy and Complaint Procedure section.
Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

Reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;

- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and

- That enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities. Modification applies to:

- All decisions and to the application or registration process;

- All services provided in connection with the program or activity; and

- Known disabilities only.

Modification is not required if:

- It changes the essential nature of a program or activity of the person with a disability;

- It creates a hazardous situation;

- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or

- It poses an undue burden on the City.

Undue Burden

The City of McKinney need not provide an accommodation that imposes an undue burden on the operation of the City's business.

Undue burden means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty. Undue burden refers to any modification that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of operation of the business of the City.
Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the City of McKinney, the City shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the City must consider whether funding for the modification is available from an outside source. If no such funding is available, the City must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

The following factors shall be considered in determining whether a program modification would create an undue burden:

- The nature and cost of the modification; the financial resources of the City available to make the modification;
- The impact the expense of the accommodation will have on the affected City operation; and
- The permanence of the alterations affecting the site.

**HIV**
The infectious agent known as Human Immune Virus, Human Immunodeficiency Virus, HTLV-III, LAV or AIDS Virus.

**HIV Condition**
AIDS, ARC or HIV Infection

**Auxiliary Aids and Services**
The term auxiliary aids and services include:

- Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts or other effective methods of making visually delivered materials available to individuals with visual impairments;
- Acquisition of modification or modification of equipment or devices; and other similar services and actions.
SELF-EVALUATION FINDINGS AND RECOMMENDATIONS
INTRODUCTION

Programs, activities and services offered by the City of McKinney to the public must be accessible. Accessibility applies to all aspects of a program, activity or service, including advertisement, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies and communication.

The City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition for other people or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator or designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

The determination that an undue burden would result must be based on an evaluation of all resources available for use. If a barrier removal action is judged unduly burdensome, the City must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City endeavors to give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity, but does not guarantee equality of results.

CITYWIDE PROGRAMS, ACTIVITIES AND SERVICES

The self-evaluation is the City's assessment of its current policies, practices and procedures in regards to its programs, activities and services. The self-evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements.

CUSTOMER SERVICE

Self-Evaluation Findings:

- In-person interaction with the public is one of the primary functions of any City department. The City as a whole and almost all departments do not have widely-understood and established procedures for determining reasonable modifications to achieve program accessibility.
- No department charges an additional fee to persons with disabilities for modifying programs.

- Some departments do not notify the public of their right to participate in programs and meetings or of how to request auxiliary aids in accessible formats such as assistive listening devices or documents.

- City departments can readily utilize some form of communication modification, such as paper and pencil, but not all have received training regarding the Relay Texas System, or 711. The 911 Call Center and the Police Department have access to and receive regular training for using relay services and TTY / TDD devices.

**Recommended Actions:**

- Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service at City transaction counters.

- Provide accessible facilities such as van parking, path of travel, entry doors, and transaction counters at customer service locations.

- Provide standard equipment at each site where programs are administered to facilitate basic communications access. Equipment may include paper and pencil or a copy machine to enlarge print.

- Identify and provide training for staff for using a relay service that can be used for telephone communications and / or use an alternative method of communication such as email.

- Allow the use of service animals to assist persons in accessing City programs and facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal.

- Assign a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons with disabilities who may require assistance.

- For departments that use outside contracted employees to provide services to the public, a procedure should be developed to ensure their work is in compliance with Title II of the ADA.

- Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities and provision of services at alternative accessible sites. The following is a suggested approach:
  - Requests for reasonable modification in programs, activities or services should be made to the department responsible for the program or service.
- The department offering the program or service should meet with the individual with a disability to identify which aspects of the program that limit participation and what modifications can be made.

- The department offering the program or service should consult with the affected program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City’s ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.

- The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator’s office.

- If individuals with a disability are not satisfied with the results of this process, they should be directed to the City’s disability complaint procedure.

- Upon receipt of a proposed modification to enhance accessibility and / or participation by individuals with disabilities in City programs, activities or services, the City undertakes an evaluation of the following factors:
  - The potential benefit that can be accomplished by the requested modification;
  - The immediate and future costs of the requested modification;
  - Alternative modifications which provides reasonable access;
  - Whether the proposed modification would impose an undue financial or administrative burden;
  - Whether the requested modification would require a fundamental alteration in the nature of the program or service at issue;
  - The impact of the requested modification on other City programs, activities or services;
  - Whether the proposed modification can or should become a regular part of a program or service.

OUTREACH AND PRINTED INFORMATION

Notice Requirements

ADA regulations require the City to inform the public of the rights and protections provided by the ADA.
Self-Evaluation Findings:

- Public notification regarding events and registration often does not include non-discrimination language. In addition, public notification does not always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Many departments include this language in their meeting agendas.

Recommended Actions:

- Increase outreach to persons with disabilities. The City should endeavor to inform the public of the possible modifications it is required to and can provide to make its programs, activities and services accessible.

- Include the following non-discrimination notice regarding the City’s commitment to providing accessible services in all City publications that provide general information about or registration information for City services, programs, or activities:

  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

  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

- Consider including the same non-discrimination notice on all out-going emails.

This non-discrimination notice has been placed in all City departments in locations that maximize public exposure.

Printed Information

In order to meet the ADA’s communication standards, City departments must be able to provide information in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape or computer disk.

Self-Evaluation Findings:

- Most City departments and offices produce printed information that is available to the public.
Some registration forms, permits and waivers are only available in written form. However, a growing number of forms and permits are available in an accessible format on the City’s website Form Center: [http://www.mckinneytexas.org/FormCenter](http://www.mckinneytexas.org/FormCenter)

**Recommended Actions:**

- Provide information to each department on how to produce or provide printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.
- Publicize the City’s commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.
- Ensure the uniformity of charges for a publication for all formats of that publication.
- Include the following notice on all materials produced by the City that are made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacommpliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.*

- Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.
- Handle all requests for other alternative formats or lengthy documents on an individual basis.
- Maintain a list of resources to be used to accommodate requests for these services.
- Provide program, facility, permits and reservation information in a variety of formats upon request. (For example, provide in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities.)
- Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
- Provide an accessible permit, reservation or registration system in a variety of formats.

**General Publicity and Advertising**

**Self-Evaluation Findings:**

- Public notification regarding meetings and other events generally does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the
services and facilities already available and possible modifications the City is required to and can provide to make its programs, activities and services accessible.

**Recommended Actions:**

- Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs, activities and services.

- Publicize efforts to increase participation by persons with disabilities which might include activities such as distributing program brochures to members of the disability community.

- Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
  - The notice of non-discrimination;
  - Information regarding site accessibility for the program, facility, or event;
  - Email address and phone number of the person who can provide assistance in meeting special needs; and
  - A notice that information is available in alternative formats with at least 48 hours' notice.

**Televised Audiovisual Public Information**

*Self-Evaluation Findings:*

- The City airs meetings and other programs on Cable television. City Council and Planning and Zoning Commission meetings are closed captioned, but other programming is not.

*Recommended Action:*

- Research and explore the feasibility of using closed captioning or other alternatives to audio presentations for televised programs and for audiovisual presentations produced by the City (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations.

**City of McKinney Website**

As persons turn to the Internet as their primary source of information regarding services, products, programs and facilities, the City’s website ([http://www.mckinneytexas.org](http://www.mckinneytexas.org)) takes on increased importance as a communications tool.

Providing public access to City publications on-line is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered
by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

The City's Policy on Non-Discrimination on the Basis of Disability and Grievance Procedure is posted in the Accessibility area of the website.

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada). The City's Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

The City also provides an Intranet for all City employees. A list of accommodation resources is available on the Intranet’s ADA Compliance page. From this page, any City employee may access a list of resources for required accommodations such as sign language interpretation and Brailling services. It also has a listing of optional accommodations should anyone need assistance with various personal items: wheelchairs, hearing aids, oxygen, etc.

**Self-Evaluation Findings:**

- As of August 2012, the City of McKinney’s website met most Section 508 requirements. The website is maintained by one Web Coordinator and numerous department contributors.

- All five of the City's websites offer accessibility information from the Home page. Behind that link is a page of accessibility information and easy access to contact information for the ADA Coordinator and the Webmaster. Information regarding accommodation requests is also included on this page.

- The webmaster periodically enlists disability groups to test pages for ease of use. This information is used to increase accessibility.

- Communications and Marketing is researching options to make PDF documents accessible.

**Recommended Actions:**

- Research and implement options to make the PDF’s posted on the website accessible.

- Continue maintaining the current level of accessibility on the website.

- Continue soliciting feedback from those with disabilities in the community.

- Provide information regarding programs, facilities, permits and reservations on the City's website in an accessible format. This information should be easy to find by new web users.

- Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
- Continue monitoring the website and industry trends:
  - Check the HTML of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions, as needed.
  - If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions for each.
  - When online forms and tables are used, make those elements accessible.
  - When posting documents on the website, always provide them in HTML or a text-based format or in accessible PDF (even if they are provided in another format, such as Portable Document Format (PDF)).
  - Develop a plan for making the existing web content more accessible.
  - Describe the Department’s plan on an accessible web page.
  - Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular web pages a priority.
  - Ensure that in-house staff and consultants responsible for web page and content development are properly trained.
  - Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. Disability-related Internet resources include:
    - [http://www.hisoft.com](http://www.hisoft.com)
    - [http://www.webaim.org](http://www.webaim.org)
    - [http://www.w3.org](http://www.w3.org)

**TRAINING AND STAFFING**

*Self-Evaluation Findings:*
- In general, City staff members are unaware of the everyday accessibility problems encountered by persons with disabilities. They have some limited experience working with individuals with disabilities. Many staff members may not be aware of the different types of reasonable modifications that would make their services accessible. A few programs have made adaptations to their programs regarding accessibility.
City departments have expressed a need for more and improved training regarding accessibility. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Standard citywide accessibility guidelines, procedures and trainings have not yet been developed for areas such as:

- Standardized, appropriate language for outreach and written material;
- How to acquire or use assistive devices;
- A list of potential “accommodations” or program modifications that might apply; and
- General evacuation procedures for buildings.

**Recommended Actions:**

- Provide training to City staff members who have contact with the public in regards to providing modifications and using assistive devices to make their programs accessible. Ensure that customer service training provided to City employees includes training with respect to communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices and modifications in each department’s accessibility policy manual.

- Develop a comprehensive disability access training program. Educate all City staff in their responsibilities under the ADA. The City’s ADA Coordinator should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

- Develop standard guidelines for outreach and written materials. These guidelines should include standard language that appropriately describes the City’s policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.

- Provide all City staff members with on-going awareness and sensitivity training. Resources such as the City of San Antonio’s website, Disability Etiquette Handbook: (http://www.sanantonio.gov/Portals/0/Files/DAO/DisabilityEtiquetteHandbook.pdf) may be helpful. Include persons with disabilities as trainers.

- Widely disseminate information regarding using Texas Relay Service, 711.

- Train maintenance staff with respect to accessibility compliance and building codes to achieve accessibility.

- Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, visual, mobility and learning disabilities in an emergency.
PUBLIC MEETINGS

Many City departments are responsible for holding public meetings.

Self-Evaluation Findings:
- Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most City departments indicated that they need training on how to respond to requests for other modifications. Assistive listening systems are not routinely available at meetings.

Recommended Actions:
- Schedule public meetings in accessible locations whenever possible. An accessible location includes, but is not limited to, the following: accessible restrooms, wheelchair access, accessible parking, an accessible route, temperature control and the ability to provide access to fresh air for persons with chemical sensitivities. Identifying a service animal relief area is also important for those who come to meetings with their service animals.
- When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
- Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services and other assistive technologies like “real-time captioning.”
- Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas in alternative formats when requested.
- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings when requested.
- Provide the following notice in all meeting announcements and publications:

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-ada@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

- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments. (List available on the Intranet).
- Develop a checklist for creating accessible meetings and selecting accessible meeting spaces and make the list available to all City departments and programs.
- Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and / or the relocation of meetings upon request.

PUBLIC TELEPHONES AND COMMUNICATION DEVICES

Self-Evaluation Findings:
- The City does not have a main TTY / TDD number, but operators at the main switchboard are trained in the use of Relay Texas Service, 711. The 911 Call Center has text telephone (TTY / TDD) as required by ADA law. Although telephones are not offered for public use at the Public Safety building, which houses Administration for the Fire and Police Departments, personnel have access to text telephones and are trained in the use of Relay Texas Service, 711. The City has a few courtesy telephones in various city facilities.

Recommended Actions:
- Courtesy telephones should be replaced with telephones that provide hearing aid compatibility, amplification and / or text screen capabilities for individuals with hearing impairments.
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

PURCHASING ACCESSIBLE / ADAPTIVE EQUIPMENT

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, activities and services offered by the City. The City’s ADA Coordinator’s office provides adaptive equipment.

Self-Evaluation Findings
- Many City departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to persons with disabilities.
Recommended Actions:

- Collaborate with community organizations such as The American Foundation for the Blind, The Dallas Lighthouse for the Blind, Deaf Action Center, or REACH Independent Living Center and Vision Loss to develop a resource list of assistive technology equipment and sources for acquiring them. See the Program Accessibility Guidelines, Standards & Resources section.

- Establish a “Resources Toolkit” of adaptive aids and human resources that should be available for use by individuals participating in City programs.

- Include information about the availability of specific equipment and / or individuals who are available to provide special services in public information materials such as brochures and the City’s website.

- Evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities.

- Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings and office systems.

- Include accessibility as a criterion for selecting items. Purchasing accessible equipment is a complex task and the Purchasing Department is encouraged to consult appropriate experts when making large purchases.

Emergency Evacuation Procedures

Self-Evaluation Findings:

- Most City departments have not established emergency evacuation procedures to safely evacuate persons with disabilities. However, the City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Recommended Actions:

- Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department should use these guidelines to create their own emergency evacuation plans. These plans should:
  - Address what to do when an alarm is triggered;
  - Establish meeting places for assistance;
  - Provide direction on what to do if assistance is not available; and
  - Establish floor wardens.
Specific suggestions for evacuation plans and procedures can be found through the Department of Justice (http://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the U.S. Fire Administration.

- Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.

- Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.

- Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.

- Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.

- Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw.

**MAINTENANCE OF ACCESSIBLE PROGRAMS AND ON-GOING ACCESSIBILITY IMPROVEMENTS**

**Self-Evaluation Findings:**

- Many of the City’s public programs are accessible to persons with disabilities. The Housing and Community Development Department works with outside organizations that assist persons with disabilities.

- Opportunities for the further improvement of City services and facilities will continue to arise as advances are made in technology and the provision of programs for persons with disabilities. As the City acquires new facilities and develops new programs, the City will review each of them for access compliance.

**Recommended Actions:**

- Keep programs accessible through increased community involvement and partnerships with organizations that offer services to persons with disabilities.

- Ensure that individuals with disabilities are not excluded from City programs or are required to accept inferior services or benefits unnecessarily. Involve individuals with disabilities in City programs to the maximum extent possible.

- Maintain in working order equipment and accessibility features of facilities that are required to provide program access to individuals with disabilities.
• Modify policies, practices or procedures to provide program access unless the modification would fundamentally alter the nature of the program or create a hazardous situation.

• Ensure that if specific program requirements may limit the participation of persons with disabilities but are nonetheless necessary for the safe operation of a program, accessible alternatives will be provided to the extent possible.

• Evaluate each request for accessibility modification on an individual basis and, when possible, the individual and the City department will determine an appropriate accessibility modification for the individual.

SERVICES PROVIDED BY CONTRACTED SERVICES

Self-Evaluation Findings:
• Some departments use outside contracted employees to provide services to the public.

Action Step:
• Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

TOURS AND TRIPS

Self-Evaluation Findings:
• Some departments offer tours or trips as part of their programs, activities and services.

Action Steps:
• Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.

• Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

• If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternate accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced to the maximum extent possible.

• Provide information to participants in advance of a tour or trip regarding the destination, transportation and other characteristics of the event so that informed requests for accommodations can be made.

• Printed information and information posted on the City website should include the following notice:
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

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

TRANSPORTATION

Self-Evaluation Findings:
- Few departments provide transportation as part of their programs, activities and services.

Action Step:
- Ensure that when transportation is provided for City programs, accessible vehicles are available when requested at least 48 hours in advance.

SPECIAL EVENTS ON CITY PROPERTY

Self-Evaluation Findings:
- The City provides an opportunity for private organizations to utilize City facilities for special events.

Action Steps:
- Inform private organizations of their responsibility to maintain and comply with applicable ADA requirements while utilizing City facilities.
- Create a checklist of requirements and expectations that becomes part of the signed contract or application process.

DEPARTMENT SPECIFIC PROGRAMS, ACTIVITIES AND SERVICES

PROGRAM EVALUATION SURVEY

The City of McKinney has set up an ADA Coordinator “system” to better meet the needs of employees and citizens with disabilities. This system created an ADA Liaison representative, or designee, within each department who reports to the City’s ADA Coordinator regarding the needs of their department and the programs that department manages.
The self-evaluation of the City’s programs, activities and services required and involved participation of every department ADA Liaison, the City’s ADA Coordinator and the City’s ADA consultant. The survey included a review of the following information:

- List of any programs or services offered by the department to the public.
- Description of whether or not programs offered would be accessible to someone with a physical, sensory or cognitive challenge.
- Description of how programs are the same or different for those with disabilities.
- Description of how programs are offered in the most integrated way possible or if there are separate programs. Note if participants can choose their level of integration.
- List of any additional costs required for someone with a disability to participate.
- Description of any reasonable modifications necessary to provide programs, activities or services.
- List of any licensing or certification offered to citizens. Provide details of any requirements, such as testing, to obtain the license or certification.
- List of any elements or features offered to the public that do not work or break down frequently.
- Provide information regarding whether the building where the program or service is offered is owned or leased by the City. If leased, provide leasing information.
- Provide detailed information regarding whether any auxiliary aids are available or offered to those with disabilities so that they may participate in the offered program or service. (Include all disabilities: hearing, visual, mobility, cognitive or any other impairment.)
- Description of all policies and procedures in place for each program.
- Provide the name of department’s ADA liaison, how long they’ve been performing this function and whether or not they understand their responsibilities as it pertains to their department.
- Description of how an ADA complaint would be resolved.

Program summary reports for specific City departments and divisions are included in this document. Each Department-specific report includes a description of programs and services, a contact person, the location(s) of operations, practices that facilitate the participation of persons with disabilities in programs and activities and action steps.

The following departments completed the ADA Program Accessibility Questionnaire:
• Airport
• Building Inspections
• City Secretary’s Office
• Code Compliance
• Communications and Marketing
• Engineering
• Financial Services
• Fire
• Housing and Community Development
• Human Resources
• Information Technology
• McKinney Performing Arts Center (MPAC) and Main Street
• Municipal Court
• Office of Emergency Management
• Parks and Recreation
• Planning
• Police
• Public Library System
• Public Works
• Purchasing
• Utility Billing

**Recommended Action:**

- The ADA Coordinator, or designee, will follow-up with each department to coordinate the implementation of the plan. In those situations where a policy, program or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner.
AIRPORT

The mission of the Airport Department is to develop a premier general aviation reliever airport in the D/FW Metroplex with first class aeronautical services while considering the possibility of attracting future commercial air service.

Description of Programs, Activities and Services
The Airport provides services and amenities to business and general aviation customers, such as:

- Hangar rentals or build to suit
- Complete Fixed Base Operator Services by McKinney Air Center
- Jet-A and 100LL Aviation Fuel
- Maintenance / Avionics
- Charter Service
- Flight Planning and WSI
- Concierge (catering, hotel, rental cars, dining, etc.)
- Wi-Fi
- U.S. Customs Service (for international flights)
- Aircraft Rescue and Fire Fighting
- Security – Perimeter Management and Control
- Professional Management
- Air Traffic Control
- Environmentally friendly

<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
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<tbody>
<tr>
<td>McKinney Airport Development Corporation</td>
<td>Dowdy Board Room</td>
</tr>
<tr>
<td></td>
<td>5900 S. Lake Forest Dr.</td>
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<tr>
<td></td>
<td>McKinney, TX 75070</td>
</tr>
</tbody>
</table>

Contact Information
Main Phone Number: 972-562-4214
Customer Service
The Airport has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Airport programs.

**Action Steps:**
- The Airport will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours' notice.

- The Airport should work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Airport does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Airport has not established a process for responding to requests for modification.

**Action Step:**
- The Airport should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**
The Airport provides a notice of non-discrimination based on disability on all agendas published by the department:

> Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.
Action Steps:

- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

  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

  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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information

The Airport can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
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<tbody>
<tr>
<td>Website</td>
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<tr>
<td>Brochures</td>
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<td>X</td>
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<tr>
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X indicates auxiliary aids or services currently available.

Action Step:

- When requested, the Airport will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours’ notice.

The Airport has staff available to assist individuals in reading documents.

The Airport provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Airport forms do not contain a notice that the department does not discriminate against people with disabilities.
Action Step:

- Include the following notice on all materials produced by the City that are made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

**Televised and Audiovisual Public Information**
The Airport does not televe meetings or other programming.

**Website**
Airport staff has been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada). The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
The Airport does not have public telephones or public communication devices.

Action Step:

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**
Airport Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:

- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Airport staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Airport staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.
Airport staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in Airport programs would be restricted or excluded.

Public Meetings
Public meetings held by the Airport are required to be held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews and conferences with at least 48 hours’ advance notice.

Airport staff is available to assist individuals with filling out forms as necessary.

Tours and Trips
The Airport provides tours and trips.

Action Steps:
- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.

- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

- Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

- Printed information and information posted on the City website should include the following notice:

  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-ada@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

Transportation Services
The Airport Department provides transportation services.

Action Step:
- Ensure that when transportation is provided, accessible vehicles are available when requested at least 48 hours in advance.

Use of Consultants
Consultants and outside contractors are utilized, but rarely have interactions with the public.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The Airport has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Airport staff.

The Airport has an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Airport hosts special events.

Ticket sales have not been used by the airport. Other organizations utilizing the airport’s facilities may sell tickets from their locations.

Access to public exhibits, etc. is accessible to wheel chair users, etc.

Action Steps:
- Inform private organizations of their responsibility to maintain and comply with applicable ADA requirements while utilizing City facilities.
- Create a checklist of requirements and expectations that becomes part of the signed contract or application.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Airport works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.
Automated Electronic Equipment
The Airport does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours' advance notice.
BUILDING INSPECTIONS

The mission of the Building Inspections Department is to ensure safe, high quality development and construction in McKinney through permit and inspection procedures while offering exceptional customer service.

Description of Programs, Activities and Services

Plan Review
Plan Review examines building, electrical, mechanical and plumbing plans and specifications to ensure proper adherence to applicable zoning codes, building codes and other regulations for the approval of construction.

Inspections
Inspectors work to ensure compliance of the City and State Building Codes. They are responsible for inspecting and certifying new, existing and altered buildings and structures.

Permits
Permit Technicians are responsible for the input and issuance of permits. They handle the monetary transactions, data entry and record tracking. They are responsible for assisting customers on the phone and over the counter.

<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
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<tbody>
<tr>
<td>Zoning Board of Adjustment</td>
<td>City Council Chambers</td>
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<td></td>
<td>City Hall</td>
</tr>
<tr>
<td></td>
<td>222 N. Tennessee St.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75069</td>
</tr>
</tbody>
</table>

Contact Information

Main Phone Number: 972-547-7400

Physical Address
221 N. Tennessee St.
McKinney, TX 75069

Customer Service

The Building Inspections Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to submit plans and written forms in order to apply for permits.

Action Steps:

- The Building Inspections Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
Building Inspections should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Building Inspections Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Building Inspections Department has not established a process for responding to requests for modification.

**Action Step:**
- The Building Inspections Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**
Building Inspections provides a notice of non-discrimination based on disability in agendas published by the department:

> Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.

**Action Steps:**
- Notice of non-discrimination based on disability language should be expanded for increased clarity:

> 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
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

- Consider including additional language on all public meeting agendas information regarding the accessibility of meeting locations and procedures for filing a disability discrimination complaint.

Printed Information
The Building Inspections Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Builders Packet</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forms / Application</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, Building Inspections Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.

The Building Inspections Department has staff available to assist individuals in reading documents.

The Building Inspections Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Building Inspections Department forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

   This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.

Televised and Audiovisual Public Information
The Building Inspections Department does not televise meetings.
Website
Building Inspections staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Building Inspections Department does not have public telephones or public communication devices.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Building Inspections staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Building Inspections Department staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in Building Inspections Department programs would be restricted or excluded.

Public Meetings
Public meetings held by the Building Inspections Department are required to be held in accessible locations.
Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours’ advance notice.

Building Inspections staff are available to assist individuals with filling out forms as necessary.

**Tours and Trips**
The Building Inspections Department does not provide tours and trips.

**Transportation Services**
The Building Inspections Department does not provide transportation services.

**Use of Consultants**
No consultants are used in Building Inspections Department.

**Emergency Evacuation Procedures**
The Building Inspections Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Building Inspections staff.

The Building Inspections Department does not have an established emergency evacuation procedure.

**Action Step:**
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

**Special Events and Private Events on Public Properties**
The Building Inspections Department does not host special events.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**
The Building Inspections Department works through the city’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

**Automated Electronic Equipment**
The Building Inspections Department does not provide electronic equipment for public use.

**Auxiliary Aids**
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
CITY SECRETARY’S OFFICE

The mission of the City Secretary’s Office is to maintain the safekeeping and retrieval of official documents, administer City elections, and provide support services equally and impartially to all customers with professionalism and efficiency. The City Secretary’s Office is responsible for keeping, recording and preserving the history of the City of McKinney and is the custodian of all the papers and records of the council proceedings. The City Secretary’s Office strives to exceed customer expectations through open and genuine interaction.

Description of Programs, Activities and Services

Public Information Request
The City Secretary’s Office acts as custodian of all official records of the City, which gives the public the right to request access to government information.

Alcohol and Gaming Permits
The City Secretary’s Office administers the permits for alcohol and gaming permits in accordance with the City ordinances.

City Council Meeting
The City Secretary’s Office administers the City council meetings, and posting and compiling the meeting agenda notices.

City Election
The City Secretary’s Office administers the City Council election in collaboration with the Collin County Election Office.

Boards and Commissions
The City Secretary’s Office administers the recruitment for, applications for and appointments to the 19 City Boards and Commissions.

<table>
<thead>
<tr>
<th>City of McKinney Council, Boards and Commissions</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKinney City Council</td>
<td>City Hall Council Chambers 222 N. Tennessee St. McKinney, TX 75069</td>
</tr>
<tr>
<td>Animal Service Facility Advisory Committee</td>
<td>Annex B 314 S. Chestnut St. McKinney, TX 75069</td>
</tr>
<tr>
<td>Board of Adjustments</td>
<td>City Hall Council Chambers 222 N. Tennessee St. McKinney, TX 75069</td>
</tr>
<tr>
<td>Building and Standards Commission</td>
<td>City Hall Council Chambers 222 N. Tennessee St. McKinney, TX 75069</td>
</tr>
<tr>
<td>Advisory Board</td>
<td>Address</td>
</tr>
<tr>
<td>----------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Community Grants Advisory Commission              | Annex B  
314 S. Chestnut St.  
McKinney, TX  75069                                                    |
| Historic Preservation Advisory Board               | City Hall Council Chambers  
222 N. Tennessee St.  
McKinney, TX  75069                                                    |
| Library Advisory Board                             | Roy and Helen Hall Memorial Library  
101 E. Hunt St.  
McKinney, TX  75069                                                    |
| McKinney Airport Development Corporation (MADC)    | Dowdy Board Room  
5900 S. Lake Forest Dr., Suite 110  
McKinney, TX  75070                                                    |
| McKinney Armed Services Memorial Board             | Parks Administration Conference Room  
1611 N. Stonebridge Dr.  
McKinney, TX  75071                                                    |
| McKinney Arts Commission                           | City Hall Council Chambers  
222 N. Tennessee St.  
McKinney, TX  75069                                                    |
| McKinney Community Development Corporation (MCDC)  | Dowdy Board Room  
5900 S. Lake Forest Dr., Suite 110  
McKinney, TX  75070                                                    |
| McKinney Convention and Visitors Bureau            | McKinney Convention and Visitors Bureau Office  
200 W. Virginia St.  
McKinney, TX  75069                                                    |
| McKinney Economic Development Corporation (MEDC)   | Dowdy Board Room  
5900 S. Lake Forest Dr., Suite 110  
McKinney, TX  75070                                                    |
| McKinney Housing Authority                         | Housing Authority Office  
1200 N. Tennessee St.  
McKinney, TX  75069                                                    |
| McKinney Housing Finance Corporation               | Annex B  
314 S. Chestnut St.  
McKinney, TX  75069                                                    |
### McKinney Main Street Board
McKinney Performing Arts Center (MPAC)
111 N. Tennessee St.
McKinney, TX 75069

### Parks, Recreation and Open Space (PROS) Advisory Board
Parks Administration Conference Room
1611 N. Stonebridge Dr.
McKinney, TX 75071

### Planning and Zoning Commission
City Hall Council Chambers
222 N. Tennessee St.
McKinney, TX 75069

### Tax Increment Reinvestment Zone #1 (Town Center) Board
City Hall Council Chambers
222 N. Tennessee St.
McKinney, TX 75069

### Tax Increment Reinvestment Zone #2 (Airport) Board
City Hall Council Chambers
222 N. Tennessee St.
McKinney, TX 75069

### North Texas Municipal Water District (NTMWD) Board
NTMWD Office
505 E. Brown St.
Wylie, TX 75098

### North Texas Municipal Water District (NTMWD) Board
Twenty-three member board from 13 cities.
McKinney has two members.

### Contact Information
Main Phone Number: 972-547-7505

Physical Address
222 N. Tennessee Street
McKinney, Texas 75069

### Customer Service
The City Secretary’s Office provides services to the public. The office administers Public Information Request to the citizens and other government entities, administers City Council meeting agendas and minutes, administers Boards and Commission applications to present to the Council, and processes City alcohol and gaming permits.


### Action Step:
- The City Secretary’s Office will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
The City Secretary’s Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

The City Secretary’s Office does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The City Secretary’s Office has not established a process for responding to requests for modification.

**Action Step:**
- The City Secretary’s Office should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on the other program participants.

**Notice Requirements**
The City Secretary’s Office produces documents such as posting City Council Agendas, quorum notice, election information and other upcoming meetings.

The City Secretary’s Office includes the following notice on posted agendas:

> Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.

**Action Steps:**
- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

> 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
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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Should persons contact the City offices for accommodation requests, or their agent contact the offices, they are directed to the ADA Coordinator or the City Clerk, who will work to resolve the barriers faced by the individual with a disability for their public participation. Transportation to and from a meeting is not one of the services offered by the City.

**Action Steps:**
- Advise the public that City departments are prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities. The ADA Coordinator and the City Clerk, with respect to disseminating public information in support of agenda items considered by the City Council, including both physical access and access to information, serve as spokespersons on assisting the disabled.

**Printed Information**
The City Secretary’s Office has printed materials such a City Council Meeting Speaker Request Form, hard copy form for Public Information Request, gaming and alcohol permit applications, election documents, and Boards and Commissions applications.

The City Secretary’s Office can provide documents and publications in alternative media or accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agendas</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting packets</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Council reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

**Action Step:**
- When requested, the City Secretary’s Office will provide alternative methods of providing written forms for people with disabilities. Some alternative methods may require at least 48 hours’ notice.

City Secretary’s Office forms do not contain a notice that the department does not discriminate against people with disabilities.
Action Step:

- Include the following notice on all materials produced by the City made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adaconduct@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

The City Secretary’s Office has staff available to assist individuals in reading documents.

Documents and publications are not always provided in simple, easy to understand language for individuals with learning disabilities. City staff is prepared to produce reports in simple language (to the extent possible) when requested.

The City Secretary’s Office provides the Open Meetings Act training in closed captioned videos (provided by the State of Texas) to accommodate ADA requirements.

**Televised and Audiovisual Public Information**

City Council meetings are televised through the Communications and Marketing Department to the public. City Council and Planning and Zoning Commission meetings are closed captioned. Meeting minutes are published on the City’s website.

**Action Step:**

Communications & Marketing Department to further research closed captioning systems for other televised meetings and programming.

**Website**

City Secretary’s Office staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada).

The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**

The City Secretary’s Office does not have public telephones or public communication devices.

**Action Step:**

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.
Training and Staff
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:
- Develop citywide training for all departments regarding appropriate modifications for people with disabilities.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in interaction with the City Secretary’s Office would be restricted or excluded.

Public Meetings
The City Secretary’s Office holds public meetings that should be held in accessible locations and may require auxiliary aids. Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences if requested at least 48 hours in advance.

Action Step:
- The City Secretary’s Office should hold meetings in accessible locations. When an accessible location is not available, every effort should be made to make the selected location accessible to the maximum extent possible.

City Secretary’s Office staff are available to assist individuals with filling out forms as necessary.

Tours and Trips
The City Secretary’s Office does not provide tours and trips.

Transportation Services
The City Secretary’s Office does not provide transportation services.

Use of Consultants
The City Secretary’s Office does not hire outside consultants.

Emergency Evacuation Procedures
All visitors or City Council meeting attendees would be chaperoned by an employee to the designated safe area. The City Secretary’s Office adheres to the Building Operation evacuation procedures.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.
Special Events
The City Secretary’s Office does not host any special events at this time.

Maintenance of Accessible Programs and ongoing Accessibility Improvements
The City Secretary’s Office works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The City Secretary’s Office does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
CODE COMPLIANCE

The mission of the Code Compliance Department is to ensure and preserve the integrity of neighborhood and commercial developments by consistent and proactive code enforcement procedures, encompassing food safety, animal control, zoning, signage and nuisance abatement while providing a high level of customer service.

Description of Programs, Activities and Services

Animal Control
Animal Control works to help protect people and their property along with acting as a humane organization that protects animals.

Code Compliance
Code Compliance works to ensure our community is safe and comfortable for all residents through the enforcement of various codes dealing with property maintenance, zoning, nuisance abatement and public health and safety.

Health Compliance
Health Compliance manages the food service industry and public health issues, including public swimming pools.

<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Service Facilities Advisory Committee</td>
<td>Annex B 314 S. Chestnut St, Suite 103</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75069</td>
</tr>
<tr>
<td>Building and Standards Commission</td>
<td>City Council Chambers City Hall</td>
</tr>
<tr>
<td></td>
<td>222 N. Tennessee St. McKinney, TX 75069</td>
</tr>
</tbody>
</table>

Contact Information
Main Phone Number: 972-547-7440
Physical Address
314 S. Chestnut Street, Suite 103
McKinney, Texas 75069

Customer Service
The Code Compliance Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Code Compliance programs.

Action Steps:
- The Code Compliance Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent
them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- Code Compliance should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Code Compliance Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Code Compliance Department has not established a process for responding to requests for modification.

**Action Step:**
- The Code Compliance Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**

Code Compliance provides a notice of non-discrimination based on disability on all agendas published by the department:

*Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-ada@mckinneytexas.org with questions or for accommodations.*

**Action Steps:**
- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

*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

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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information
The Code Compliance Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
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<th>Large Print</th>
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<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Control</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<td></td>
</tr>
<tr>
<td>Code</td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Health</td>
<td>X</td>
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</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, Code Compliance Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.

The Code Compliance Department has staff available to assist individuals in reading documents.

The Code Compliance Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Code Compliance Department forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.
Televised and Audiovisual Public Information
The Code Compliance Department does not televise meetings.

Website
Code Compliance staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Code Compliance Department does not have public telephones or public communication devices.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Code Compliance staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Code Compliance Department staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.

Code Compliance Department staff have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.
Program Eligibility Requirements and Admission
The Code Compliance Department is aware of no circumstances in which the participation of a person with a disability in Code Compliance Department programs would be restricted or excluded.

Public Meetings
Public meetings held by the Code Compliance Department are required to be held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews and conferences with at least 48 hours’ advance notice.

Code Compliance staff are available to assist individuals with filling out forms as necessary.

Tours and Trips
The Code Compliance Department does not provide tours and trips.

Transportation Services
The Code Compliance Department does not provide transportation services.

Use of Consultants
Consultants and outside contractors are utilized to provide maintenance and nuisance abatement services to the Code Compliance Department. They rarely interact with the public.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The Code Compliance Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Code Compliance staff.

The Code Compliance Department does not have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
- The Code Compliance Department does not host special events.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Code Compliance Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.
Automated Electronic Equipment
The Code Compliance Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
COMMUNICATIONS AND MARKETING

The mission of the Communications and Marketing (C&M) Department is to manage, develop and deliver first-class communications and marketing strategies and professional deliverables that tell the McKinney story in easy-to-understand, compelling and effective ways illustrating the substance behind our brand promise and compelling audiences to action.

Description of Programs, Activities and Services

Communications
C&M provides various types of internal and external communications. They include Council-citizen, City Manager, citizen, crisis / Public Safety, department and City services, employee, social media, enewsletters, annual report and other printed publications, community presentations and speeches.

Media Relations
C&M's media relations activities include various activities involving television, radio, newspaper, magazine, trade publications, interviews and press conferences. Other activities include media tours, crisis and Public Safety communications.

Web / Internet
McKinney’s C&M Department maintains five websites – McKinneyTexas.org (main website), flytki.com (Airport), McKinneyEDC.com (Economic Development), VisitMcKinney.com (Convention & Visitors Bureau) and TheCityInsider.org (intranet). C&M manages the content and backend vendor, department admin training, social media presence and employee communications.

Video
McKinneyVision, C&M’s video production department, produces recurring shows and special features and tapes City Council and Planning & Zoning meetings. The videos are viewable by the public on cable, Uverse, YouTube and via online streaming.

Brand Management
McKinney has a well-established brand. The C&M Department monitors and protects the brand and coordinates its use among City partners: MEDC, MCDC, MCVB, McKinney National Airport (MNA) and Main Street.

Marketing
The C&M Department creates and distributes various printed pieces including a Parks & Recreation Activities Guide, an Annual Report and various posters, flyers and brochures that promote events in the City. In addition to printed pieces, the C&M department uses outdoor / billboard advertising, radio / television, Web and other outlets.

Contact Information
Main Phone Number: 972-547-7513
Customer Service
C&M has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

C&M determines on a case-by-case basis whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

C&M does not present programs for the public.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on the other program participants.

Notice Requirements
A notice of non-discrimination based on disability is provided on the City's main website, managed by the C&M Department. The same material is available to employees via a link to the same information on the intranet.


Printed Information
The C&M Department provides brochures, flyers, posters, activity guides and other materials. Some are created on behalf of other departments, such as event posters and flyers; some come directly from the C&M Department.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacommpliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

C&M provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Televised and Audiovisual Public Information
The C&M Department provides video programming through its video production department. Programming is offered on the City’s website, through YouTube and via cable. Closed captioning is currently available for City Council and Planning and Zoning meetings.

Action Step:
- C&M to further research closed captioning systems.
Website
The C&M Department manages and maintains the City’s five websites. The C&M Department manages some content directly, but most departments update the content for their own sections, with approval from the Web Coordinator.

Users are trained to update the website before given access, and at that time they are given information about the importance of ADA compliance and instruction in maintaining Section 508 standards by using header styles appropriately and adding alt tags for hyperlinks and images.

All five of the City’s websites offer accessibility information from the Home page. Behind that link is a page of accessibility information and easy access to the ADA Coordinator and Webmaster contact information.

The City contracts with a vendor to provide the design, development and maintenance of the website backend. The vendor adheres to Section 508 standards.

The website offers html content along with some content in PDF format. PDFs are not accessible.

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Action step:
• Research and create a plan to make the PDFs posted on the website accessible.

Public Telephones and Communication Devices
The C&M Department does not have public telephones or public communication devices.

Action Step:
• City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

Action Step:
• Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in interaction with C&M would be restricted or excluded.
Public Meetings
The C&M Department does not hold public meetings.

Tours and Trips
The C&M Department does not provide tours and trips.

Transportation Services
The C&M Department does not provide transportation services.

Use of Consultants
The C&M Department generally does not hire outside consultants.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The C&M Department has means of alerting people with hearing impairments of an activated alarm. All visitors are chaperoned by an employee. C&M employees are located in two buildings.

The C&M Department does not have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The C&M Department does not host special events.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The C&M Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The C&M Department does not provide public access to automated electronic equipment.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
ENGINEERING

The mission of the Engineering Department is to provide consistent, effective, accurate, respectful and prompt technical, administrative and financial information to assist citizens, City Council, City administration and staff, appointed commissions, developers, engineers, contractors and others. Professionally oversee the planning, design and construction of public improvements that will be safe, efficient and economical to maintain. Deliver exemplary service and retain a high level of staff expertise in order to provide essential utility services for daily living, manage traffic flow and the transportation network, support economic expansion and serve as a community information and resource center with respect to all infrastructure-related issues.

Description of Programs, Activities and Services

Capital Improvement Program (CIP) Engineering
CIP Engineering prioritizes, plans, determines appropriate funding for, and implements capital infrastructure projects including roads, water, sewer and drainage based on the needs of the community.

Traffic Engineering
Traffic Engineering provides safe and efficient mobility for people, goods and services through planning, design and implementation of transportation improvements in a proficient and courteous manner.

Development Engineering
Development Engineering reviews the civil engineering plans for each new construction project (residential and commercial) to see that all public improvements are designed to meet current City specifications. Civil engineering plans are prepared by engineers hired by land developers.

Environmental Management
Environmental Management provides citizens, the development community and other City departments, guidance in navigating environmental issues such as floodplain, tree preservation, stormwater management, erosion control and other forms of public and environmental protection.

Contact Information
Main Phone Number: 972-547-7420

Physical Address
221 N. Tennessee St.
McKinney, TX 75069

Customer Service
The Engineering Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Engineering Department programs.
Action Steps:
- The Engineering Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- Engineering should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Engineering Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Action Step:
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Engineering Department has not established a process for responding to requests for modification.

Action Step:
- The Engineering Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements
The Engineering Department does not conduct public meetings that require public notice.

The Engineering Department occasionally holds informal meetings that the public is invited to attend (ground breakings, grand openings, neighborhood meetings, and etc.)

Action Steps:
- Notice of non-discrimination based on disability language should be expanded on all posted agendas or public notices for increased clarity:

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
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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information
The Engineering Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development Review</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Environmental Management</td>
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<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks Development</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
When requested, the Engineering Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours’ notice.

The Engineering Department has staff available to assist individuals in reading documents.

The Engineering Department works with very complex technical documents and publications that cannot always be written in simple, easy-to-understand language for individuals with learning disabilities.

Staff is available to help explain complex documents and publications when requested, to the maximum extent possible.

Engineering Department forms do not contain a notice that the department does not discriminate against people with disabilities.
Action Step:

- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

Televised and Audiovisual Public Information
The Engineering Department does not televise meetings.

Website
Engineering staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Engineering Department does not have public telephones or public communication devices.

Action Step:

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:

- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Engineering staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Engineering Department staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.
Engineering Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in the Engineering Department programs would be restricted or excluded.

**Public Meetings**
Public meetings held by the Engineering Department are not required to be held in accessible locations, but almost always are. The Engineering Department is prepared to make appropriate modifications for persons with disabilities when requested.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours’ advance notice.

Engineering staff are available to assist individuals with filling out forms as necessary.

**Tours and Trips**
The Engineering Department does not provide tours and trips.

**Transportation Services**
The Engineering Department does not provide transportation services.

**Use of Consultants**
Consultants and outside contractors are utilized.

*Action Step:*
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

**Emergency Evacuation Procedures**
The Engineering Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by staff.

The Engineering Department does not have an established emergency evacuation procedure.

*Action Step:*
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

**Special Events and Private Events on Public Properties**
The Engineering Department occasionally hosts special events. Although these events are open to the public, invitations are sent to specific audiences (Federal, State, and local officials, stakeholders, and etc.) In the past, when locations have not been accessible, the Engineering Department has worked with the Parks and Recreation Department to utilize golf carts for transportation.
Action Step:
- The Engineering Department should include the following notice on invitations or advertisements:

  This information can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

Maintenance of Accessible Programs and Ongoing Accessibility
The Engineering Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Engineering Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
**FINANCIAL SERVICES**

The mission of the Financial Services Department is to maintain the financial integrity of the City and to provide financial management and policies, administration, audit and support services to City departments and other customers so that they can accomplish their goals and objectives.

**Description of Programs, Activities and Services**

Financial Services provides internal services in the areas of budgeting, investment and treasury management, accounting, financial reporting, debt issuance, audit, accounts payable, fixed assets, contract compliance, financial analysis and internal audit.

**Contact Information**

Main Phone Number: 972-547-7500

Physical Address
City Hall
222 North Tennessee Street
McKinney, TX 75069

**Customer Service**

The Financial Services Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Vendors wishing to receive electronic payments from the City are required to complete written direct deposit forms.

**Action Steps:**

- The Financial Services Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- The Financial Services Department should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Financial Services Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**

- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Financial Services Department has not established a process for responding to requests for modification.
Action Step:

- The Financial Services Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements

The Financial Services Department does not hold public meetings that require legal notice.

The Financial Services Department does not hold informal meetings that are advertised to the public.

Printed Information

The Financial Services Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Annual Financial Reports</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Annual Budgets</td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>Check Registers</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Issuance Notices</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:

- When requested, the Financial Services Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.

The Financial Services Department has earned awards from the Government Finance Officers Association (GFOA) and the State Comptroller regarding presentation, clarity, comprehensibility and transparency of their documents.

When requested, the Financial Services Department has staff available to help individuals better understand Financial Services documents.
Financial Services Department forms do not contain a notice that the department does not discriminate against people with disabilities.

**Action Step:**
- Include the following notice on all materials produced by the City that are made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adaconpliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.*

**Televised and Audiovisual Public Information**
The Financial Services Department does not televise meetings or other programming.

**Website**
Financial Services staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada).

The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
The Financial Services Department does not have public telephones or public communication devices.

**Action Step:**
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**
Financial Services Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Financial Services staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.
Financial Services Department staff members do not receive formal public service training that emphasizes treating people with disabilities with dignity and courtesy.

Financial Services Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

**Program Eligibility Requirements and Admission**

There are no circumstances in which the participation of a person with a disability in Financial Services Department programs would be restricted or excluded.

**Public Meetings**

The Financial Services Department does not hold public meetings.

**Tours and Trips**

The Financial Services Department does not provide tours and trips.

**Transportation Services**

The Financial Services Department does not provide transportation services.

**Use of Consultants**

Consultants and outside contractors are utilized, but do not provide services for or interact with the public.

**Action Step:**

- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

**Emergency Evacuation Procedures**

The Financial Services Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Financial Services staff.

The Financial Services Department does not have an established emergency evacuation procedure.

**Action Step:**

- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

**Special Events and Private Events on Public Properties**

The Financial Services Department does not host special events.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**

The Financial Services Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.
Automated Electronic Equipment
The Financial Services Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
FIRE

The mission of the McKinney Fire Department (FD) is to promote and protect the health and safety of the community through dynamic programs, professional services and continuous quality improvement.

Description of Programs, Activities and Services

Administration

The Administration Division of the McKinney Fire Department combines command staff expertise and leadership with departmental support services, overseeing day-to-day operational requirements. Administration determines the most responsible management of taxpayer dollars. Additionally, Administration oversees the employment process, employee benefits management, compensation and timekeeping for all McKinney FD employees.

Administration interacts with the public on a daily basis. They offer phone reports, walk in reports, referral information, resources and are a liaison with outside agencies.

Logistics

The Logistics Section of Administration provides support to staff and field personnel through the management of eight fire stations. Management includes facilities, equipment, apparatus, and maintenance and priority repairs. These functions are managed by one individual at the rank of Captain.

Operations Division

The McKinney Fire Department is committed to creating safer communities and neighborhoods through prevention, preparedness and effective emergency response. The Operations Division is the largest area of responsibility in the McKinney Fire Department, encompassing emergency and non-emergency fire and EMS response, special rescue services, training, information technology, and communications.

Emergency Medical Services (EMS)

The EMS section of the Operations Division is responsible for the health and well-being of the community through emergency and non-emergency medical response. EMS response is accomplished with six (6) paramedic engine companies, two (2) paramedic truck companies and five (5) frontline mobile intensive care units (MICUs.)

Community Healthcare Program

The Fire Department offers a community healthcare program (CHP.) The CHP is designed to improve quality of life for McKinney citizens and to more efficiently and effectively utilize resources. Adopting the philosophies of Vision 20/20 increases the visibility of fire and accident prevention activities.

Fire Suppression

The Suppression Section of the McKinney FD responds to fires, medical calls, hazardous materials incidents, rescues and other emergencies, while also providing significant contributions to the department’s Fire Prevention and Community Outreach efforts.
Communications
The communications (radio) system of the McKinney Fire Department is a lifeline for employees and citizens. As the primary means of communicating, the radio system links the public and fire department; firefighters on the scene with the rest of the organization; and, the fire department with other agencies and facilities. Communications equipment must be rapid, rugged, responsive and reliable, requiring ongoing testing, maintenance and repair. Inconsistency or failure in any of these areas could create a critical problem resulting in catastrophic loss of life and/or property. A radio is the firefighter’s only means to call for help in a dangerous situation.

Medical Priority Dispatch
The Medical Priority Dispatch System (MPDS) is a medically approved, unified system used to dispatch appropriate aid to medical emergencies. MPDS starts with a dispatcher asking the 911 caller key questions which allow categorization of the call by chief complaint and set a determinant level ranging from A (Minor) to E (Immediately life threatening.) Calls may be further categorized by nature, such as cardiac or respiratory arrest. MPDS codes allow determination of appropriate response mode (i.e. “lights and sirens”) and resources assigned to event, such as ambulance, chief officer(s), fire apparatus, etc. MPDS creates a more patient-centered, cost-effective response by maximizing use of resources and maintaining standard of cover. In addition, MPDS lowers the likelihood of enroute vehicle accidents.

Training Section
The Training Section provides training to enhance personnel safety in all environments, maintain up-to-date skills, and information on best practices. Training ensures compliance with all State and Federal standards, as well as best practices, ensuring the highest level of customer service.

Post-incident Analysis (PIA) - A PIA is required for all major incidents. The PIA is conducted by all responding personnel, assisted by the training section.

Special Operations Training - This section oversees training for hazardous materials response, vertical rescue, swift water rescue, confined space rescue and trench rescue.

Officer Development - Quarterly training provided to all company officers to enhance leadership and management skills.

ISO training - Each firefighter / paramedic must participate in continuous training to meet ISO requirements.

Employment Process - All candidates for employment as a Firefighter undergo an extensive pre-employment process. During this reporting period, the MFD amended eligibility requirements to allow individuals yet to complete a Fire Academy to apply.

Upon successfully completing the exam, eligible candidates are invited to participate in a physical ability test which includes activities such as pulling a 165 lb. mannequin, climbing a 100 foot aerial ladder, and ascending and descending a three-story tower while dressed in bunker gear and wearing self-contained breathing apparatus. Once these processes are successfully completed, the applicant completes an in-depth personal history document and investigation.
As a final step in the employment process, the applicant undergoes a rigorous interview process. Newly hired non-firefighter certified recruits attend the Fire Academy to receive certification as a basic firefighter through the Texas Commission on Fire Protection. Previously certified recruits may proceed immediately to a three-week McKinney FD orientation focused on core competencies. All recruits must complete this orientation prior to shift assignment.

Once assigned to a fire station, each recruit firefighter must successfully complete a 12-month probationary period. The recruit is monitored and mentored by an assigned station officer. A Probationary Firefighter Task Book is provided to ensure skills meet standards of McKinney FD. Recruit firefighters are tested on materials in the Task Book monthly, with progress documented and reported to the appropriate chief officer. Failure to successfully complete the probationary period is cause for termination.

Prevention Division
The Fire Prevention Division, also referred to as the Fire Marshal's Office (FMO), identifies and eliminates potential fire hazards and reduces the frequency and effects of fire through education, code administration, enforcement, plan review and fire investigations. Our goal is to assist customers in understanding our submission, plan review, inspection process and policies as they pertain to new and existing construction; and, to partner with developers, owners and contractors for success in new construction endeavors and existing building modifications.

Services Provided by Fire Marshal's Office (FMO)
Fire Inspections - Inspections are performed daily by FMO personnel. They strive to respond to all inspections requests within 24 hours. Inspectors work diligently to educate contractors and business owners to minimize down time and expense due to code violations.

Fire Investigations - The FMO provides fire investigators to determine origin and cause. An investigator is on-call 24-hours a day, 7-days a week.

Plans Review - The Fire Marshal's Office completes all plan reviews in the shortest possible time, with over 90% completed within five (5) days.

Professional Standards and Internal Affairs - The responsibilities of the Fire Marshal have expanded to include professional standards, background verification for firefighter applicants and internal affairs investigations.

Enforcement - The FMO is tasked with enforcing City of McKinney ordinances and the requirements of the International Fire Code.

Near-miss Analysis - Prevention investigates any near miss accident / incident occurring on an emergency scene.

Office of Emergency Management
The Office of Emergency Management (OEM) is responsible for enhancing local capabilities to mitigate, prepare for, respond to and recover from major emergencies and disasters. OEM does this by building and enhancing strategic partnerships with local, regional, state and federal entities both public and private.
McKinney CERT Responds
The City of McKinney Community Emergency Response Team (CERT) is a volunteer program that trains citizens on how they can be better prepared to help themselves, their family and their community during an emergency situation. McKinney CERT, along with several other teams, utilized their training when they responded to the City of Lancaster after storms caused heavy damage on April 3, 2012. CERT went door to door in the damaged neighborhoods securing property waivers, conducting debris removal, and disseminating information about the Disaster Assistance Center.

Public Information and Education
The Public Information and Education office is responsible for the development, preparation, coordination and presentation of educational programs for schools, businesses and citizens. In addition, this section fulfills the role of Public Information Officer for the McKinney Fire Department acting as primary point of contact for all media, managing the Fire Department website; coordinating recruitment efforts for entry level firefighter applicants and assimilating and analyzing department data as required by the Fire Chief.

Major Education Programs
Juvenile Fire setter Intervention Counseling
Juvenile fire setting is a nationwide problem. Over the past 24 months, a total of 25 juveniles have been referred to the McKinney Fire Department Juvenile Fire setter Intervention Program. Most cases are referred through the McKinney Police Department. However, the McKinney program is recognized throughout the Metroplex, and referrals have been received from surrounding communities, as well as the Collin County Juvenile Probation Department. The program to date has a zero recidivism rate.

Citizens Fire Academy
May 2013 saw the successful conclusion of the 17th Annual Citizens Fire Academy (CFA.) The CFA is one of the most popular community outreach programs of the McKinney Fire Department.

Occurring March – May annually, participants are provided an in-depth view of the operations of a professional fire department. Topics include budget and finance, employee education and employment requirements, station and apparatus design, life safety education and outreach programs, emergency management and homeland security planning and preparation, emergency scene operations and communications, construction, plans review, inspections and life safety code requirements and enforcement.

McTown Klownz
2013 marks the McTown Klownz 20th year of sharing life safety messages with the children of McKinney and the surrounding communities. Each year the Klownz design a safety show that is educational and entertaining and visit McKinney ISD elementary schools, as well as Frisco, Prosper, and Allen elementary schools located in McKinney city limits. As scheduling permits they also visit private schools and offer performances for home school groups.
Focusing on four to five key messages developed from identifying injury trends in elementary age children, as well as the National Fire Protection Association’s (NFPA) Annual Fire Safety Week theme, the Klownz reach more than 10,000 children annually.

Risk Watch®
The McKinney Fire Department works with all elementary schools in MISD to instruct the NFPA injury prevention curriculum, Risk Watch®. The curriculum focuses on the eight topics posing the highest risk of injury and death to elementary children, including car seat safety, fire and burns, choking, accidental poison, falls, firearms, bicycles and water hazards. Risk Watch ® is taught through the physical education curriculum.

Learn Not to Burn®
The McKinney Fire Department visits day care centers, preschools, home daycare providers, mother’s day out groups and other groups of pre-school age children as requested to teach fire and burn safety in an age-appropriate manner.

Public Information Office
The MFD Public Information Office maintains contact with media during both emergency and non-emergency situations. During an emergency, the PIO provides periodic updates to media, acts as a liaison between the scene and the City’s office of Communications and Marketing and the Emergency Operations Center.

The PIO routinely provides information via press release relating to events, programs, and safety messages.

Entry Level Firefighter Recruiting
The McKinney Fire Department is committed to recruiting individuals representative of the demographic composition of our community.

Contact Information
Main Phone Number: 972-547-2860

Physical Address
2200 Taylor-Burk Dr.
McKinney, TX 75071

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Facility Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Administration</td>
<td>Public Safety Building</td>
</tr>
<tr>
<td></td>
<td>2200 Taylor-Burk Dr.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75071</td>
</tr>
<tr>
<td>Wysong-Central Fire Station</td>
<td>301 N. McDonald St.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75069</td>
</tr>
<tr>
<td>Fire Station No. 2</td>
<td>2001 Community Ave.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75071</td>
</tr>
<tr>
<td>Fire Station No. 3</td>
<td>4269 Eldorado Pkwy.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75070</td>
</tr>
<tr>
<td>Fire Station No. 4</td>
<td>1401 Industrial Blvd.</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX 75069</td>
</tr>
</tbody>
</table>
Customer Service
The FD has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities from programs or services.

The FD presents programs for the public.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

The FD has forms that are required to be filled out when registering for classes.

Action Steps:
- The FD will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
- The FD should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

Notice Requirements
The FD does not hold public meetings that require legal notice. The FD holds informal meetings that are advertised to the public. Notifications for all FD meetings with the public are coordinated through the City and / or Human Resources.

Action Steps:
- Notice of non-discrimination based on disability language should be included on all meeting notices:

  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
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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

A notice of non-discrimination based on disability is provided on the City’s main website. From each page of the website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

Printed Information

The FD can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFA brochures</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>CERT brochures</td>
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<td>X</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting invitations</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Misc. flyers</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
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</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, the Fire Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours’ notice.

The FD provides some third party handouts and publications that are not written in simple, easy-to-understand language for individuals with learning disabilities.

The FD has staff available to assist individuals in reading documents.

FD forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:
Televised and Audiovisual Public Information
No FD programs or meetings are currently televised.

Website
FD staff has been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The FD has a public telephone at the Wysong-Central Museum. Hours of museum operation varies depending on the availability of volunteer staff and / or on-duty staff to assist visitors. Visitors can pick up the phone to request assistance in the museum. The phone dials into the FD only and does not provide outgoing service.

Action Steps:
- Replace current phone with a phone that provides hearing aid compatibility, amplification and / or text screen capabilities for individuals with hearing impairments to request museum assistance. Provide information that sign language interpretation requests may require at least 48 hours’ advance notice.
- Provide a brailled placard or sign with instructions to call for museum assistance adjacent to the phone for individuals with visual impairments.
- Provide information that other accommodations can be provided, but may require at least 48 hours advance notice.
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

Staff members have received training regarding the provision of appropriate modifications for people with disabilities.
Action Step:
- Continue training for all personnel regarding appropriate modification for people with disabilities.

FD staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in interaction with FD would be restricted or excluded. The FD programs do require certain physical activities, such as search and rescue; therefore all team members are assessed as to their abilities to perform the task.

Action Step:
- Staff members will determine any specific needs of a person with a disability on a case-by-case basis at interviews.

Public Meetings
The FD holds public meetings for plans that need public input.

The FD holds meetings in areas that are ADA accessible, such as the John and Judy Gay Library and the Central Training Station for various classes.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours advance notice.

FD staff is available to assist individuals with filling out forms as necessary.

Tours and Trips
The FD occasionally gives tours of the individual fire stations and Public Safety Building. These are by request only and are not advertised.

Action Steps:
- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.

- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced to the maximum extent possible.

- When a request for a tour is made, provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.
When made available, printed information and information posted on the City website should include the following notice:

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

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

Transportation Services
The FD provides emergency transportation services.

Action Step:
- Ensure policies and procedures are in place regarding the needs of those with disabilities.

Use of Consultants
The FD periodically hires outside consultants for technical expertise and/or planning initiatives.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The FD has means of alerting people with hearing impairments of an activated alarm. All visitors to the Public Safety Building are chaperoned by staff.

The Office of Emergency Management is developing citywide emergency evacuations plans. This plan will include providing a means of alerting all people of an activated alarm.

Special Events and Private Events on Public Properties
The FD does not host special events, but assists the City and other departments.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The FD works through the city’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The FD does not provide electronic equipment for public use.
Auxiliary Aids

Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.

Additionally, the following auxiliary aids are available at the Public Safety Building:

- Wheelchair accessible writing and reception area
- Accessible parking, building, offices and restroom facilities
- Writing instruments and paper
- TTY / TDD access thru Public Safety Communications
- Access to Relay Texas thru Public Safety Communications
HOUSING AND COMMUNITY DEVELOPMENT

The mission of the Housing and Community Development (HCD) Department is to utilize federal, state and local public funds to enhance the quality of life for McKinney residents by providing for social services, affordable housing and economic development.

Description of Programs, Activities and Services

The HCD Department has two divisions:

Community Services Division
The Community Services Division oversees quality of life investment programs including administering the city’s Community Development Block Grant (CDBG) program, Community Support Grants, Public Awareness and Community Public Education programs, Equal Accessibility and Fair Housing, and Economic Development for HCD.

Housing Services Division
The Housing Services Division oversees the development of quality, accessible, affordable housing for the residents of McKinney. The Division utilizes HOME grant funds through the Texas Department of Housing and Community Affairs to accomplish this goal. The Housing Services Division provides down payment and closing cost assistance, tenant based rental assistance, housing rehabilitation and the reconstruction of existing housing.

In addition, the departmental services and programs include support for the McKinney Arts Commission and Information Resources for Neighborhoods.

Funding Sources
The City of McKinney’s programs and services under this department include local, state and federal resources. City funding is leveraged by federal funds under the Community Development Block Grant (CDBG), which is allocated by the U.S. Department of Housing and Urban Development (HUD) support Public Service Grants, Economic Development, Public Facilities and Infrastructure, Public Education, and portions of the Housing Rehabilitation Program. The amount of funding received for CDBG is based on varied characteristics including community need, population, housing affordability, extent of low to moderate income levels, housing overcrowding, age of housing, and population growth lag in relation to other metropolitan areas.

State funds leveraging city resources for the department are under the Texas Department of Housing and Community Affairs support the down payment and closing cost assistance, tenant based rental assistance and reconstruction of existing housing under the housing rehabilitation program.

Requirements
The City of McKinney is a CDBG grantee under the U.S. Department of Housing and Urban Development and a pass-through sub-recipient of the State of Texas Department of Housing and Community Affairs (TDHDA).
As both a federal and state grantee, the City of McKinney certifies annually it will meet federal requirements for non-housing and housing programs and activities receiving federal assistance, as well as applicability - even if no federal assistance is given. This includes obligation to comply with applicable requirements including but not limited to, the Americans With Disabilities Act of 1990; Section 504 of the Rehabilitation Act of 1973, as amended (24 CFR Part 8) and the Fair Housing Act, which prohibits discrimination, based on disability and establishes requirements for program accessibility and physical accessibility in connection with housing programs.

The City is required to provide equal opportunities in the areas of:

- Housing programs and projects
- Contracts for services and construction
- Provision of public services, public facilities and local improvements
- CDBG-related employment

Regulations regarding physical accessibility for persons with disabilities (Section 504 and ADA) and hiring low-income persons and businesses (Section 3) require specific actions when triggered by certain programs and projects. Certain minimum requirements apply in each area.

Every five years, the City of McKinney completes an Analysis of Impediments to Fair Housing Choice, required by the U.S. Department of Housing and Urban Development (HUD). The analysis reviews multiple areas impacted by the Transition Plan including:

- Demographic and economic overview of McKinney;
- Community input about fair housing issues;
- Zoning ordinances and impediments (actual and implied);
- Legal cases and actions within communities near and in McKinney related to fair housing;
- City policies and procedures related to affordable housing development and land use.

The City of McKinney also completes a consolidated plan in order to receive housing and community development funding. The purpose of the plan serves to:

- Identify the City’s housing and community development needs (including neighborhood and economic development), priorities, goals and strategies; and
- Stipulate how federal funds will be allocated to housing and community development activities.
The department will work with the ADA Coordinator and other departments and divisions, including Development Services, Emergency Management and Parks and Recreation during this process to obtain information and to provide details required for the process. This process will work in concert with the City’s Transition Plan.

Fair Housing

The City of McKinney is a recipient of federal funds from HUD and as such must create policies ensuring that affirmatively furthering fair housing occurs. Local governments and state and local Public Housing Authorities fall in this category. The City is required to complete a CDBG Model Self-Evaluation for Section 504 / ADA Compliance and an Analysis of Impediments. The Section 504 / ADA Compliance monitoring reviews the City of McKinney’s public services and programs, policies related to housing.

The City’s ADA Coordinator is also the City’s Section 504 Coordinator. Each year, the City is required to publish its support for fair housing and to list the City’s ADA / Section 504 Coordinator in a local publication. HCD staff will work with the City’s ADA Coordinator to ensure that the City’s Section 504 Plan is complete.

The City, contractors, sub recipients, and consultants (direct or indirect recipients of any federal funds) are required to comply with the following regulations and laws:

- Title VIII of the Civil Rights Act of 1968 (The Fair Housing Act as amended)
- Title II of the American with Disabilities Act of 1990•Executive Order 11063, Non-Discrimination (1962)
- Executive Order 12892, Equal Opportunity in Housing (1994)
- Title VI of the Civil Rights Act of 1964
- The Architectural Barriers Act of 1968
- Section 504 of the Rehabilitation Act of 1973
- Section 109 of the Community Development Act of 1974
- The Age Discrimination Act of 1975
- Executive Order 12898, Environmental Justice (1994)

As the City of McKinney updated its ADA Transition Plan, the HCD Department served on that preparation team and will report to HUD as required through submission of the city’s Annual Action Plan, Consolidated Plan, Analysis of Impediments and the Consolidated Annual Evaluation Report.

The Department will work with ADA Coordinator, city departments and the public in the City’s updates to the Consolidated Plan and Analysis of Impediments. Scope of work will be
conducted from January, 2015 to July, 2015. These documents will be submitted as required for approval to HUD in August, 2015.

Future Preparation
Specifically as the City prepares for its updates to its Analysis of Impediments, HCD staff and consultants will include, but not be limited to the following items for research:

- The City’s Master Comprehensive Plan
- The Transition Plan
- Land Use Plans
- Development Service Updates
- Zoning laws
- Infill for Affordable Housing
- Review Analysis of the housing market and affordability for special needs populations, including persons with disabilities
- Transportation and Parking Plans
- Economic Development Plans
- Health and Management Plans
- Hazard Mitigation Plans;
- Parks and Recreation Plans
- Additional data from City of McKinney’s Planning Department; North Central Texas Council of Governments (NCTCOG), Texas State Data Bureau, U.S. Census Bureau, HUD / CPD, Texas Workforce Development, Claritas, and other sources;
- Hold interviews with City staff, residents, nonprofits, business and community stakeholders;
- Hold community meetings with stakeholders and residents citywide where housing and community needs are discussed; and
- Review demographic and fair housing changes that have occurred since 2010.
<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Grants Advisory Commission&lt;br&gt; McKinney Housing Finance Corporation</td>
<td>Housing and Community Development Department – Community Services Conference Room&lt;br&gt; 314 South Chestnut Street&lt;br&gt; McKinney, TX 75069</td>
</tr>
<tr>
<td>Misc. Public Hearings</td>
<td>Held at Old Settlers Recreation Center&lt;br&gt; 1212 Louisiana&lt;br&gt; McKinney, TX 75069&lt;br&gt; City Hall, Council Chambers&lt;br&gt; 222 N. Tennessee Street&lt;br&gt; McKinney, TX 75069&lt;br&gt; McKinney Public Libraries</td>
</tr>
<tr>
<td>McKinney Arts Commission</td>
<td>City Hall, Council Chambers&lt;br&gt; 222 N. Tennessee Street&lt;br&gt; McKinney, TX 75069</td>
</tr>
</tbody>
</table>

**Contact Information**

Main Phone Number: 972-547-7572  
Fax Number: 972-547-2681  
Physical Address  
314 South Chestnut Street, Suite 101  
McKinney, Texas 75069

**Customer Service**

The HCD Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities. If persons have a concern, the City’s Grievance Policy is provided on the City’s main website.  

Participants of funded organizations and City programs are required to make application for determination in receiving support based on program requirements. There are no program qualifications, eligibility, admission requirements or licensing standards that an individual must meet that might negatively affect individuals with disabilities or disapprove participation because of a disability or other covered area.

**Action Steps:**

- HCD will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
- HCD should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.
The HCD Department has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. The City will review policies again and update accordingly for its next Analysis of Impediments, Transition Plan and Section 504 Plan.

**Notice Requirements**

The HCD Department indicates on its required public notices and meeting agendas that reasonable accommodations are made for those who need assistance. This can also include accommodations for Limited English Proficiency (i.e. Spanish or other languages, or persons who need other assistance.)

In the past, notices did not include community meetings, such as P.R.I.D.E. meetings at this time. The notices for these types of meetings will be improved as part of the preparation within the Transition plan.

**Action Steps:**

- Notice of non-discrimination based on disability language should be added to all posted agenda documents and expanded for increased clarity:

  *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  

  *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](http://www.mckinneytexas.org/ada)*

- Consider including information regarding the accessibility of meeting locations and procedures for filing a disability discrimination complaint in all public meeting agendas.

Public Notices for the City’s Housing and Consolidated Plan, proposed CDBG use of funding (Annual Action Plan), the City’s Analysis of Impediments (Affirmative Furthering Fair Housing), Public Hearings for funding requests under the Community Development Block Grant and Community Support Grants; and the Consolidated Annual Performance Evaluation Report (year-end accomplishment report for CDBG) are presented to the public under public notice. Activities supported by federal funds are published in the local newspaper and the City’s website for public notice.
Public Awareness - The City of McKinney’s HCD Department is responsible for educating sub-recipients and housing partners on their responsibilities as housing providers under Community Development Block Grant (CDBG). The State of Texas is responsible for educating and training the City of McKinney as a Home Investment Partnership Program (HOME) grant recipient.

The HCD Department does include notice within its website section to inform the public on how to file disability discrimination complaints applicable to Fair Housing.

The City of McKinney Accessibility tab is visible from each page of the City website. The City’s Grievance procedure is available under the Accessibility tab.

Printed Information
The HCD Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
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<td>Housing and Community Development</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, HCD will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours’ notice.

HCD forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

The HCD Department has a partnership with the Code Compliance Department to be available to assist individuals in reading documents (i.e. language).
The HCD Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities and has the means to consult with community partners for assistance as needed.

The HCD Department provides programs that reach persons with disabilities, including removal of barriers. The Department continues to seek additional funding resources under state or federal funding to assist persons with disabilities.

**Televised and Audiovisual Public Information**
The HCD Department participates in City Council meetings, which are televised on the local access station. The McKinney Housing Finance Corporation Board, the McKinney Arts Commission and the Community Grants Advisory Commission do not televise meetings.

The department does make available language interpretation equipment for public hearings and public meetings with reasonable accommodation notice.

*Action Step:*
- Communications and Marketing Department to research closed caption systems.

**Website**
HCD staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

The HCD Department provides information to the public on its rights through Fair Housing.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada).

The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
HCD has a courtesy telephone in the public reception area.

The HCD Department does not have access to TTY / TDDs and staff members are not trained in the use of TTY / TDD equipment or other means of communicating over the telephone with a person with hearing disabilities. However, staff members have the means to contact other resources to assist persons in this area.

Staff will work within the means of the Transition Plan for needs, resources, etc.
Action Steps:

- Courtesy telephone should be replaced with a telephone that provides hearing aid compatibility, amplification and or text screen capabilities for individuals with hearing impairments to request museum assistance.

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing

Staff members are aware it may be necessary to modify department policies or practices to enable people with disabilities to participate in and benefit from a program. The department does so through interviews with persons, ongoing evaluation of programs and it has developed a network of community partnerships when possible to advise and assist in meeting those needs.

Staff members have not received formal training regarding the City’s full obligations and policies that enable people with disabilities to participate in programs and activities. However, staff works with Community organizations who advise to help the City improve this area for housing and community development programs. The department also investigates public concerns in the area of fair housing and Section 504 needs (persons with disabilities) as it pertains to grant funding and monitoring requirements. The City department investigated and resolved one case in 2012 with a sub-recipient.

Staff members work with aging and disability organizations to help provide public awareness training and accessibility regarding the provision of appropriate modifications for people with disabilities to the general public and appropriate organizations.

HCD Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission

There are no circumstances to the department’s knowledge in which the participation of a person with a disability in HCD programs would be restricted or excluded based on that disability. Program eligibility to participate is based on income eligibility and program requirements under grant programs issued by federal or state resources.

Homeowners, sub-recipients and clients are required to complete written forms or applications in order to participate in activities.

Action Step:

- When requested, HCD will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours’ notice.
HCD Department forms do not contain a notice stating the department does not discriminate against people with disabilities; however it will be incorporated as a part of the adjustments under the Analysis.

**Public Meetings**
Meetings and other public events sponsored by the HCD Department are required to be held in accessible locations; as the City of McKinney is the grantee. As the City reviews and updates its Transition Plan, areas where meetings are held are under review for updates in ADA compliance.

Auxiliary aids and services (examples: sign language interpreters and assistive listening devices) are available at public meetings, interviews and conferences / forums) when requested at least 48 hours in advance of the meeting.

HCD staff are available to assist individuals with filling out forms as necessary.

**Tours and Trips**
The HCD Department does not provide tours and trips.

**Transportation Services**
The HCD Department does not provide transportation services. Some agencies funded with CDBG or other grant as a sub recipient of the City of McKinney may provide Transportation Services and will be required to be compliant with the City’s Transition Plan under this area, if awarded.

**Use of Consultants**
Consultants and outside contractors providing HCD Department programs and services to the public are notified and monitored of their responsibilities for providing such services in a non-discriminatory manner within grant requirements.

**Action Step:**
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

**Emergency Evacuation Procedures**
HCD has means of alerting people with hearing impairments of an activated alarm. All visitors are chaperoned by an employee.

The HCD Department has not established emergency evacuation procedures for individuals with visual disabilities.

**Action Step:**
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.
Special Events and Private Events on Public Properties
HCD is present at or serves as a facilitator at other events, but these events are not always held in the City of McKinney.

Action Step:
- HCD staff should be prepared to provide information in alternative formats.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The HCD Department has ongoing partnerships with Independent Living Resources, and organizations who assist people with disabilities, including Collin County Committee on Aging, Texas Department of Aging and Disability Services (DADS), Collin County Social Services Association; Collin County Homeless Coalition, LifePath Systems and Reach of Plano (serving Collin County).

The HCD Department consults and works with community based organizations that assist people with disabilities. These agencies are consulted to participate and provide counsel for the City’s Analysis of Impediments and Consolidated Plan and Annual Action Plan and at times, request funding to assist persons with disabilities predominately or within their services scope.

Automated Electronic Equipment
The HCD Department does not provide electronic equipment for the public to use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
HUMAN RESOURCES

The mission of the Human Resources (HR) Department is to recruit, retain and develop a highly effective City workforce that surpasses the expectations of our citizens. We will accomplish this by partnering with our employees and managers in efforts to continuously improve and present innovative programs related to: employee recruitment and staffing, benefits and compensation, payroll, risk, wellness, training and professional development, labor relations and organizational analysis / development.

Description of Programs, Activities and Services

Benefits and Wellness
Benefits and Wellness works to ensure that employees stay up to date with the current health and wellness programs and assist employees with day to day issues arising with those programs.

Employee Recruitment and Staffing
Employee Recruitment and Staffing works to post vacant job notifications in areas ensured to capture the attention of the most qualified candidates and assist in the process of hiring from application to start date of the employee.

Training
Training strives to bring both established and new, innovative programs to employees to educate and enhance their job performances.

Risk
Through education and loss prevention, Risk seeks to mitigate damages. Upon notice of a claim or injury, Risk will process the claim and oversee the claim to its conclusion.

Employee Relations
Employee Relations works with employee and Supervisor to resolve employee relation issues.

Contact Information
Main phone number: 972-547-7560

Physical Address
314 S Chestnut St, Suite 1012
McKinney, TX 75069

Customer Service
The HR Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are not required to complete written forms in order to participate in HR Department programs, until after the written offer.

The HR Department will continue to assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
The HR Department determines if all job descriptions are ADA compliant.

**Action Step:**
- HR will audit job descriptions to determine if they are ADA compliant and make necessary changes.

The HR Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

**Action Step:**
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The HR Department has established a process for responding to requests for modification. Reasonable accommodation requests are noted on the City’s website. [http://mckinneytexas.org/index.aspx?NID=1087](http://mckinneytexas.org/index.aspx?NID=1087)

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**

Notice that all persons have a right to participate in the job application process regardless of disability is accomplished through posting and distributing the job announcements, which also includes information regarding the availability of modifications provided for persons with disabilities. [http://mckinneytexas.org/index.aspx?NID=1067](http://mckinneytexas.org/index.aspx?NID=1067)

The public is advised that the HR Department is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities. [http://mckinneytexas.org/index.aspx?NID=1087](http://mckinneytexas.org/index.aspx?NID=1087)

The HR Department does not publicize information about the right of people with disabilities to participate in resolving a complaint or violation.

**Action Step:**

**Printed Information**
The HR Department can provide documents and publications in alternative media or an accessible format as follows:
<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Applications</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Descriptions</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, the HR Department will provide documents and publications such as its job applications and job lists in alternative media (such as large print, Braille, audiotape, computer disk, pictorial signage, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours’ notice.

HR staff is available to assist individuals in reading documents.

HR staff is available to assist individuals in filling out job applications.

HR provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

HR forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City that are made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adaecompliance@mckinneytexas.org. Please allow at least 48 hours for your request to be processed.

Television and Audiovisual Public Information
The HR Department does not televise meetings.

Website
HR staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada.
The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The HR Department is aware of relay services for communicating by telephone with individuals with hearing disabilities.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify HR Department policies or practices to enable people with disabilities to participate in and benefit from a program.

Staff members have received training regarding the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Staff members are trained regarding the HR Department’s obligation and policies that enable people with disabilities to participate in programs and activities.

Program Eligibility Requirements and Admission
There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the HR Department. These exclusions or restrictions are necessary to the operation of the programs and to public health and safety and are determined on a case-by-case basis.

Job applications contain a notice that the HR Department does not discriminate against people with disabilities.

Public Meetings
The HR Department does not hold public meetings.

Tours and Trips
The HR Department does not provide tours or trips.

Transportation Services
The HR Department does not provide transportation services.

Use of Consultants
The HR Department does employ some outside consultants who would interact directly with employees outside of the HR Department.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.
Emergency Evacuation Procedures
The HR Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by HR staff.

The HR Department has not established emergency evacuation procedures for individuals with disabilities.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
HR does not host Special Events for the general public. HR hosts employee events throughout the year. Employees are allowed to invite family to attend and participate in events such as Wellness Fairs and the annual Christmas Luncheon.

Action Step:
- The HR Department will take into account the need for ADA compliance when choosing future location venues.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The HR Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Accessible / Adaptive Equipment
The HR Department allows the public to use a computer for purposes of completing an on-line employment application. HR staff members are available to assist with completion of the on-line employment application or to provide accommodation as necessary.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.

The following auxiliary aids and services are available at the HR Department:
- Wheelchair-accessible table
- Writing instruments and paper
- Adjustable work surfaces

Action Step:
- HR Department to research options for providing movable lighting.
INFORMATION TECHNOLOGY

The mission of the Information Technology (IT) Department is to be a customer driven department trusted to provide technology services that are reliable, accurate, and easy to use which will directly improve the lives of McKinney citizen; for both current and future generations.

Description of Programs, Activities and Services
Application and Infrastructure
These teams work with internal City departments to provide support and other services. Although they do not work with the public, their work enhances the programs, services and activities other departments provide to the public.

Geographic Information Systems (GIS)
The GIS team generally does not work with the public. Instead, they provide services and information to other departments that are then delivered to the public. On occasion, a developer or citizen may contact them directly for record drawings or mapping services.

<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>GIS Services</td>
<td>115-B Industrial Blvd. McKinney, TX 75070</td>
</tr>
</tbody>
</table>

Contact Information
Main Phone Number: 972-547-7599

Physical Address
155-B Industrial Blvd.
McKinney, TX 75070

Customer Service
The IT Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.


Action Step:
- The IT Department will assist with or provide alternative methods of completing forms, as developed citywide, for individuals with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

The IT Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.
Action Step:

- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The IT Department has not established a process for responding to requests for modification.

Action Step:

- The IT Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements

Printed Information

IT does not hold public meetings.

IT does not provide printed information to the public.

Televisioned and Audiovisual Public Information

The IT Department does not televise meetings.

Public Telephones and Communication Devices

The IT Department does not have public telephones or public communication devices.

Action Step:

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing

Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:

- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

IT staff is customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

IT Department staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.
IT Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in IT Department programs would be restricted or excluded.

**Public Meetings**
The IT Department does not hold public meetings.

**Tours and Trips**
The IT Department does not provide tours and trips.

**Transportation Services**
The IT Department does not provide transportation services.

**Use of Consultants**
Consultants and outside contractors are utilized to provide planning, hardware and software installations and maintenance upgrades to services for the IT Department. They rarely interact with the public.

*Action Step:*
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

**Emergency Evacuation Procedures**
The IT Department has means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by IT staff.

The IT Department does not have an established emergency evacuation procedure.

*Action Step:*
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

**Special Events and Private Events on Public Properties**
The IT Department does not host special events.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**
The IT Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

**Automated Electronic Equipment**
The IT Department does not provide electronic equipment for public use.
Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
**MCKINNEY MAIN STREET AND PERFORMING ARTS CENTER**

**Main Street**
McKinney Main Street’s mission is to maintain and enhance a vibrant downtown area through promotion, organization, design and economic redevelopment, as part of the National Main Street Center’s Four Points™ of Main Street (Promotion, Organization, Design and Economic Redevelopment).

McKinney Performing Arts Center (MPAC)
MPAC’s mission is to provide the community a unique and professional venue in which cultural, artistic and educational opportunities may be nurtured in a supportive environment.

**Description of Programs, Activities and Services**

**MAIN STREET**

**Krewe of Barkus Dog Parade**
Sunday before Mardi Gras
Patterned after the legendary Mystic Krewe of Barkus in New Orleans which was established to help abused and abandoned canines. Historic Downtown McKinney calls in all dogs and dog lovers for a dog parade, costume contest and vendor expo.

**Arts in Bloom**
Second Saturday in April
Local and regional artists will come out to play in downtown McKinney. Experience art in all forms as creative forte’s blossom throughout the Historic District. This all-day event includes shopping, art, music and food.

**Bike the Bricks**
Memorial Day weekend (Friday)
Bike the Bricks is a closed course bike race. Event includes nail-biting interval races, live entertainment, food and drink. This event draws racers from across the country as cyclists chase a purse totaling more than $20,000.

**McKinney Oktoberfest**
Last weekend in September (Friday and Saturday)
McKinney Meets Bavaria for Oktoberfest! Drawing on the colorful tradition that began in Munich, Germany, McKinney’s Oktoberfest will represent many things to many people. Celebrate our diversity with a cultural event that reflects contributions of our German immigrants. Enjoy a fun, family-friendly event that offers authentic German music, food and drink, traditional costumes, dancing, children’s activities, and much more.

**Wish 100**
October (one Saturday)
The Make-A-Wish Foundation® of North Texas in partnership with the City of McKinney, McKinney Velo and Matrix Cycling is proud to announce the 5th annual Wish 100. This 60-mile ride through McKinney and surrounding communities once again brings cycling enthusiasts from
North Texas together to raise funds to help make wishes come true for children battling life-threatening medical conditions.

Scare on the Square
Halloween Evening
This annual event has grown to hundreds of trick-or-treaters enjoying hayrides, treats and a safe, secure family fun Halloween activity. Historic Downtown McKinney closes streets for trick-or-treaters to safely shop for goodies.

Home for the Holidays, A McKinney Christmas
Thanksgiving Weekend (Friday and Saturday)
Downtown McKinney's premier Christmas festival. An old-fashioned Christmas atmosphere with traveling carolers, visits with Santa Claus, a Christmas tree lighting ceremony and activities for all ages. Finish holiday shopping with 130 boutiques, art galleries, bookstores, apparel, gifts and antiques.

McKinney Performing Arts Center (MPAC)
McKinney Performing Arts Center is a public facility that provides the community with access to public restrooms 365 days per year.

MPAC's services include (primary line of business):

- Promotional and professional support for community arts organizations
- Event rental
- Theater rental
- Ticket Office support
- MPAC-Presented series
- Downtown resource center and public facility
- Venue for arts and enrichment classes
- Partnerships to provide events that benefit the community

Promotional and Professional Support for Arts Organizations
Of the programs occurring in the Courtroom Theater, 86% are produced and performed by clients renting the theater. Many of these groups receive funding from the McKinney Arts Commission. MPAC does not dictate the quality or select the type of programming for clients renting the theater. MPAC does not set the ticket price and MPAC does not have a budget to market their productions in a comprehensive manner.

Many of the groups utilizing the Courtroom Theater are young in their development or new to this community, and MPAC serves as a resource to help these groups.
MPAC assists arts organizations through:

- Identification of preferred performances dates and times
- Recommendation about event set-up and management
- Advice about event promotion
- Exposure on MPAC’s website
- Inclusion in MPAC’s e-newsletter reaching 8,500 subscribers

Event Rental
Most of McKinney Performing Arts Center is divided into spaces available for hourly rental. While arts organizations do rent the rooms for rehearsals and auditions, the greatest revenue potential comes from renting the space to private clients.

Currently, event rental is heaviest after 5pm on weekdays and during the weekends. Event rental includes private parties, meetings, wedding ceremonies, wedding receptions, worship services, professional development, memorial services, fundraisers, and any gathering for a small or mid-size group.

Since MPAC rooms only accommodate small to mid-size functions, the rooms need to be rented repetitively in a short period of time for smaller intervals. This requires more staff to turn rooms over, set-up and tear down, and clean the space.

Theater Rental
MPAC's premium rental space is the Courtroom Theater. Theater rental preference is provided to performing arts organizations – although, the Theater is also rented for private functions (such as wedding ceremonies), worship services, and business presentations.

Twice a year, the stage and drapes are removed to accommodate Night Court. Night Court is organized by Collin County and prohibits theater rentals for a period of two to three days. No rental fees are assessed for Collin County’s use of the Theater for Night Court. Night Court allows the community to experience the original configuration and environment of the Courtroom Theater.

Community arts groups comprise the majority of theater rental clients. Depending on the mission of the arts groups, the rental may be for one performance only or for a series of performances spanning one to two weekends. Rental fees for the theater are only assessed when arts groups actually use the space, and in the case of theatrical productions with extended runs, a set may remain on stage for a period of two weeks. During the time that a theatrical set is on stage, MPAC ensures that any additional Theater rentals are aware and respectful of the set. It is expected that any stage set will allow for other uses of Theater.

For performances open to the public, the Theater is rented for a fixed period of time to incorporate additional demands of performance situations. Prior to performance start time, the facility must be prepped to accommodate the general public. Lighting and sound levels must be
adjusted for the performance. Performers need time to prepare. Ticket Office services are implemented. Following the performance, the theater must be cleaned. The staging must be restored to a neutral setting. The standard time set aside for performances open to the public is six hours.

Ticket Office Support
Shortly after opening, McKinney Performing Arts Center secured funding from Emerson Regulator Technologies, Inc. to establish a full service Ticket Office. Emerson's generous donation helped MPAC and its client arts groups provide greater accessibility and convenience for patrons to purchase tickets. As well, the Ticket Office has assisted with technology-based and innovative solutions to increase attendance.

MPAC Presents Series
During the development of McKinney Performing Arts Center, community input supported the concept of presenting professional artists and productions. MPAC was created to support the needs of local arts groups, but the community also expressed a strong desire to experience higher profile artists and professional programs at MPAC too. Although the initial budget did not include funding to present artists, it was an underlying principle that the facility would eventually establish a series of presented performances.

Downtown Resource Center and Public Facility
When MPAC was initially conceived, part of its purpose was to offer public restrooms for the downtown. On a daily basis, visitors to McKinney stop at MPAC to ask for directions, inquire about activities in the area and use the facilities.

The public restrooms have also served visitors for events organized by McKinney's Main Street. Although portable toilets are delivered to help accommodate the demand of these large public festivals, MPAC's indoor restrooms are highly utilized for these events.

Venue for Arts and Enrichment Classes
Since opening, MPAC has always served as a venue for arts agencies to conduct classes. These agencies were assessed an educational / rehearsal hourly rate for their classes. Many times, instructors were resistant to scheduling classes at MPAC under this rental assessment system.

In Spring 2010, MPAC changed its class structure to follow the format used by Parks and Recreation. This format does not charge instructors room rental fees, but takes a percentage of the final class enrollment.

As established with the earlier class structure, MPAC does not define class curriculum, registration fee, or number of students necessary for class.

MPAP helps promote classes through its website, email newsletter, banners and print publications.
<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>McKinney Main Street Board</td>
<td>McKinney Performing Arts Center</td>
</tr>
<tr>
<td></td>
<td>111 N. Tennessee St</td>
</tr>
<tr>
<td></td>
<td>McKinney, TX  75069</td>
</tr>
<tr>
<td>Individuals and groups may rent portions</td>
<td>McKinney Performing Arts Center</td>
</tr>
<tr>
<td>of the building to use for various</td>
<td>111 N. Tennessee St</td>
</tr>
<tr>
<td>activities and programs.</td>
<td>McKinney, TX  75069</td>
</tr>
</tbody>
</table>

**Contact Information**

Main Phone Number Main Street:  972-547-2660  
Main Phone Number MPAC:  972-547-2650  

Physical Address  
111 N. Tennessee St.  
McKinney, TX  75069  

**Customer Service**  
Main Street and MPAC have no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are not required to complete written forms in order to participate in some Department programs.

Main Street and MPAC have processes for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Main Street and MPAC have established a process for responding to requests for modification.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**  
Main Street and MPAC provide notice of non-discrimination based on disability on all agendas published by the department:

> **Accommodations and modification for people with disabilities are available upon request.**  
Request should be made as far in advance as possible, but no less than 48 hours prior. Call 97-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.

**Action Steps:**

- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

> **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

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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information
MPAC and Main Street can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPAC Events</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Street administrative functions</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Steps:
- When requested, MPAC and Main Street will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours’ notice.

- Include the following notice on all materials produced by the City made available to the public:

This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

Main Street and MPAC have staff available to assist individuals in reading documents.

Main Street and MPAC provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
Televised and Audiovisual Public Information
Main Street and MPAC do not televise meetings or other programming.

Website
Main Street and MPAC staff members have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada.

The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
Main Street and MPAC do not have public telephones or public communication devices.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Main Street and MPAC staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Main Street and MPAC staff members are customer service oriented. All staff members understand the City’s obligations and policies that enable people with disabilities to participate in programs and activities.

Main Street and MPAC staff members receive public service training that emphasizes treating people with disabilities with dignity and courtesy.

Main Street and MPAC staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in Main Street and MPAC Department programs would be restricted or excluded.
Public Meetings
Public meetings held by Main Street and MPAC are required to be held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours’ advance notice.

Main Street and MPAC staff members are available to assist individuals with filling out forms as necessary.

Tours and Trips
Main Street and MPAC do provide tours of the facility and may provide tours of downtown. The courthouse building has an elevator that services all floors and generally meets current ADA accessibility standards.

Action Steps:
- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.
- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced to the maximum extent possible.
- Provide information to participants in advance of a tour or trip regarding the destination, transportation and other characteristics of the event so that informed requests for accommodations can be made.
- Printed information and information posted on the City website should include the following notice:

  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-ada@mckinneytexas.org

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

Transportation Services
Main Street and MPAC do not currently provide transportation services.
Use of Consultants
MPAC allows instructors (contractors) and others to rent space in the building to conduct performances, classes, trainings and a wide variety of other activities.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
Main Street and MPAC have means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Main Street and MPAC staff.

Main Street and MPAC do have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
Main Street and MPAC do host special events.

Tickets are available to the general public by (1) phone, (2) online sales, (3) in-person purchases. MPAC staff may directly assist customers with assignment of accessible seats for phone and in-person transactions. For online transactions, accessible seats are identified on a seat chart jpg on MPAC website; however, online ticketing program may not offer customer as easily identified accessible seating options.

Action Step:
- Ensure online ticketing program offers customer easily identified accessible seating options.

Purchasing multiple tickets: ADA Requirements involving Ticket Sales states venue must offer three additional seats on the same row and contiguous with accessible seat. MPAC’s Courtroom Theater configuration does not meet this requirement. MPAC is a historical facility protected by strict preservation guidelines. The accessible seats were added in 2006, and the configuration does not allow for three additional same row contiguous seats.

MPAC adheres to current ADA requirements involving ticket prices and hold / release of tickets for accessible seating.

Action Step:
- In addition to following historic preservation guidelines, continue adherence to latest ADA requirements regarding ticket sales for accessible seating to the maximum extent possible.
MPAC cannot accommodate public exhibits with display cases. MPAC displays its public art collection in various public access areas of the building. As a protected historical facility, MPAC has limited hanging options available. Artwork and information about artwork is not always able to be displayed at ADA required heights. MPAC allows client users to bring temporary panels to hang art. MPAC staff assists with set-up to ensure the space is able to be maneuvered by a wheelchair.

**Action Steps:**

- Investigate additional ways to offer information about MPAC’s public art collection.

- A procedure should be developed to ensure that vendors, artists, etc. present or display their work and information in compliance with Title II of the ADA and within the limitations of preservation guidelines.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**

Main Street and MPAC Department work through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

**Automated Electronic Equipment**

Main Street and MPAC Department do not provide electronic equipment for public use.

**Auxiliary Aids**

Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
MUNICIPAL COURT SYSTEM

The mission of the Municipal Court System is to provide timely, impartial, and accurate processing of complaints and violations filed with the City of McKinney Municipal Court; courteously respond to requests for information from the public; and perform responsible collection of assessed fines and fees and efficient docketing of cases for adjudication.

Description of Programs, Activities and Services

Process Citations and Complaints
The municipal court processes citations and complaints regarding violations of state laws and City ordinances.

Court Proceedings
The municipal court provides a fair and impartial format for individuals to answer charges filed against them and resolve disputes. The court holds preliminary hearings, jury trials, and bench trials.

Customer Service
The municipal court provides customer service via customer service windows, telephones, and email for individuals who have charges filed against them and/or are parties to cases filed in this court.

Collections
The municipal court is responsible for collecting court ordered fines, fees, and court 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 aggressive follow-up for delinquent payments.

Compliance Enforcement
The municipal court is responsible for enforcing compliance with court orders. This includes issuing warrants of arrest and search for individuals who fail to appear and/or fail to comply with court orders. Warrant officers (assigned to the court but managed by the police department) are responsible for serving the warrants issued out of the municipal court.

Court Security
The warrant officers and contracted security guards are responsible for providing security to staff and citizens during business hours. These activities include providing a bailiff for court proceedings and screening all individuals who enter the municipal court building.

Contact Information
Main Phone Number: 972-547-7676 (Automated Phone System)

Physical Address
130 S. Chestnut St.
McKinney, TX 75069
Customer Service

The Municipal Court System has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Municipal Courts programs.

Action Steps:
- The Municipal Court System will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- The Municipal Court System should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Municipal Court System has not established a process for responding to requests for modification.

Action Step:
- The Municipal Court System should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

In compliance with current ADA requirements:
- The Municipal Court System has a lowered customer service window that is ADA compliant
- The entrance to the municipal court building includes a wheelchair ramp
- The courtrooms and restrooms are ADA compliant

Individuals with disabilities who request special services (aides and / or interpreters) to conduct business with the municipal court (customer service and / or court proceedings) will be accommodated. Requests must be made at least 48 hours in advance of event.

Notice Requirements

The Municipal Court System is required to post dockets for the public; this information is provided in electronic format on the City’s website.

Action Steps:
- Notice of non-discrimination based on disability language should be provided on all posted documents:
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

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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information
The Municipal Court System can provide documents and publications in alternative media or accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subpoenas</td>
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</tr>
<tr>
<td>Court Orders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, the Municipal Court System will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours’ notice.

Municipal Court staff are available to assist individuals in reading documents.

Municipal Court forms do not contain a notice that the department does not discriminate against people with disabilities.
**Action Step:**

- Include the following notice on all materials produced by the City made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-ada compliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

**Televised and Audiovisual Public Information**

The Municipal Court System does not televise proceedings or other programming.

**Website**

General information regarding municipal court operations is in electronic format on the City’s website.

Municipal Court staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada).

The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**

The Municipal Court System does not have public telephones or public communication devices.

**Action Step:**

- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**

Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.
Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in interaction with the Municipal Court System would be restricted or excluded.

Public Meetings
The Municipal Court System does not hold public meetings.

The Municipal Court System conducts trials that are open to the public.

Action Step:
- The Municipal Court System should be prepared to make accommodations as requested for individuals to participate in or observe court activities.

Tours and Trips
The Municipal Court System does not provide tours and trips.

Transportation Services
The Municipal Court System warrant officers do transport prisoners; however, the vehicles that are in current operation do not include the ability to accommodate individuals with certain disabilities (wheelchair lifts, etc.)

Action Step:
- The City should acquire or have available for use accessible transportation at all times.

Use of Consultants
The Municipal Court System generally does not hire outside consultants.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The Municipal Court System has staff available in each area of the court that the public comes into contact with; therefore, staff would alert an individual with a hearing and/or visual impairment in the event of an emergency evacuation.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Municipal Court System does not host special events.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**
The Municipal Court System works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

**Automated Electronic Equipment**
The Municipal Court System does not provide public access to automated electronic equipment.

**Auxiliary Aids**
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
OFFICE OF EMERGENCY MANAGEMENT

The Office of Emergency Management is a division of the McKinney Fire Department.

The mission of the Fire Department is to promote and protect the health and safety of the community through dynamic programs, professional services and continuous quality improvement.

The strategy of the Office of Emergency Management is to cultivate resilience that can significantly reduce community, economic and environmental losses from hazards through formed mitigation strategies, effective Emergency Operations Center management, interagency coordination and community preparedness.

Description of Programs, Activities and Services

Office of Emergency Management

Disasters can strike at any time, have no warning, and come in many different forms. McKinney's Office of Emergency Management (OEM) is responsible for enhancing local capabilities to mitigate, prepare for, respond to and recover from major emergencies and disasters. OEM does this by building and enhancing strategic partnerships with local, regional, state and federal entities both public and private.

The successful response to any disaster begins well in advance through key initiatives such as planning, training, exercising and public education. Citizen involvement and personal accountability is critical to the initial response and effective recovery of our community following a disaster.

Grant Administration

OEM successfully secures, manages and assists City departments with administering grants through the Homeland Security Grant Program (HSGP) which include the State Homeland Security Program and the Urban Area Security Initiative.

Planning

OEM is mandated by State statute and City Ordinance to develop and maintain an all-hazard Emergency Management Plan for the City of McKinney. The Plan describes our emergency response organization and assigns responsibilities for various emergency tasks. It provides general guidance for emergency management activities and an overview of expected actions. Other planning initiatives include the Hazard Mitigation Plan and the Debris Management Plan. The Hazard Mitigation Plan helps to identify risks and vulnerability associated with natural disasters and develop long-term strategies for protecting people and property in future hazard events. The Debris Management Plan better prepares our community to restore public services and ensure the public health and safety in the aftermath of a disaster.

Emergency Management Operations:

Outdoor Warning System

McKinney's Outdoor Warning System (OWS) is designed to notify residents and visitors of potential hazards, weather and other emergencies. The system is maintained by the McKinney
Office of Emergency Management and comprises 25 sirens strategically located throughout the City to sound alerts.

McKinney Emergency Operations Center
OEM maintains the City's Emergency Operations Center (EOC) in a state of readiness and conducts weekly checks to support immediate activation.

Community Initiatives and Outreach:
An involved community is a prepared community. OEM works diligently to strengthen community preparedness through the McKinney Citizen Corps and the KnoWhat2Do disaster education program. Our community's safety and capabilities are greatly enhanced if we all, KnoWhat2Do.

McKinney Citizen Corps
McKinney Citizen Corps is comprised of multiple volunteer programs including Community Emergency Response Team (CERT), Fire Corps, Volunteers in Police Services (VIPS), and Neighborhood Watch (NW) that work together to make our community safer.

The McKinney Community Emergency Response Team (CERT) is a training program that prepares citizen volunteers to respond to emergency situations that may affect our community. CERT members are trained to be self-sufficient for up to 72 hours following a major emergency incident and can provide critical support to professional first responders. They provide immediate assistance to victims and organize spontaneous volunteers at a disaster site.

Outreach Initiatives
Community resilience is greatly enhanced through public education and outreach efforts. OEM uses the KnoWhat2Do disaster education program to educate citizens and enhance their knowledge of actions to take before, during and after a disaster. OEM distributes KnoWhat2Do Guides and DVDs in both English and Spanish along with a multitude of other educational materials at special events, senior communities, and faith-based workshops. Auxiliary aids are available with advance notice.

Contact information
Karen E. Adkins: 972-547-2868
Randall Gurney: 972-547-2866
Meredith Nurge: 972-547-2878

Physical Address
McKinney Fire Department
2200 Taylor-Burk Dr.
McKinney, TX  75071

Customer Service
The OEM has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

The OEM presents programs for the public.
There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on the other program participants.

OEM has forms that are required to be filled out when registering for classes.

**Action Steps:**
- OEM will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
- OEM should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

**Notice Requirements**
OEM does not hold public meetings that require legal notice. OEM holds informal meetings that are advertised to the public (CERT).

**Action Step:**
- Include the following notice on all printed materials made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

A notice of non-discrimination can also be accessed from the City’s main web page. http://www.mckinneytexas.org

**Printed Information**
The OEM can provide documents and publications in alternative media or accessible format as follows

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>CERT brochures</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Informational flyers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicated auxiliary aids or services currently available.

**Action Step:**
- When requested, OEM will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.
OEM forms do not contain a notice that the department does not discriminate against people with disabilities.

**Action Step:**
- Include the following notice on all materials produced by the City made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

**Televised and Audiovisual Public Information**
No OEM programs or meetings are currently televised.

**Website**
OEM staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada). The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
The OEM does not have public telephones or public communication devices.

**Action Step:**
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**
Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

Staff members have not received training regarding the provision of appropriate modifications for people with disabilities.

**Action Step:**
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in interaction with OEM would be restricted or excluded. The CERT program requires certain physical
activities, such as search and rescue; therefore all team members are assessed as to their abilities to perform the task.

**Action Step:**
- Staff members will determine any specific needs of a person with a disability on a case-by-case basis at interviews.

**Public Meetings**
The OEM holds public meetings for plans that need public input such as the recent Hazard Mitigation Plan.

The OEM holds meetings in facilities that are ADA accessible, such as the John and Judy Gay Library and the Central Training Station for CERT classes.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours’ advance notice.

OEM staff are available to assist individuals with filling out forms as necessary.

**Tours and Trips**
The OEM occasionally gives tours of the Emergency Operations Center. These are by request only and are not advertised.

**Action Steps:**
- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.
- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.
- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.
- When a request is made, provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.
- When provided, printed information and information posted on the City website should include the following notice:

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

Transportation Services
The OEM does not provide transportation services.

Use of Consultants
The OEM periodically hires outside consultants for technical expertise and/or planning initiatives.

Action Step:
- Citywide policies and procedures should be developed to ensure their work is consistent with City accessibility policies and standards, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The OEM has means of alerting people with hearing impairments of an activated alarm. All visitors to the Public Safety Building are chaperoned by staff.

OEM is developing a citywide evacuation procedure.

Special Events and Private Events on Public Properties
The OEM does not host special events, but assists the City and other departments.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The OEM works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The OEM does not provide public access to automated electronic equipment.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
PARKS AND RECREATION

Description of Programs, Activities and Services
The mission of the Parks and Recreation Department is to enrich the quality of lives for all McKinney Citizens by providing diverse social, educational and recreational opportunities through responsible individual attention at an affordable price for users of all ages and abilities in a safe and appealing environment.

Adult Sports
To conduct an adult softball program for adults 18 and older.

Youth Open Rec
The Youth Open program is conducted at the Old Settler’s Recreation Center and includes basketball, volleyball, floor hockey, and other fitness and team building activities. Participants can also play pool, table tennis, foosball, and air hockey.

Aquatic Program
The City of McKinney’s Aquatic Department operates three aquatic facilities: The Juanita Maxfield Aquatic Center, the Senior Pool and the Old Settler’s Aquatic Center. They offer a wide array of swim classes to the general public including something for everyone (swim lessons for all ages, lap swim, recreational swim, water exercise classes and Lifeguard instruction).

Summer Camps
The City of McKinney’s Parks and Recreation Department operates weekly summer camps for children ages 7-14. Camp activities include trips to baseball games, amusement parks, waterparks, movie theaters, the rodeo and outdoor adventures.

Senior Programs
The senior center is multi-service center that provides social / recreational, educational and wellness classes. They also provide a wide variety of services by collaborating with other agencies.

Special Events
The McKinney Parks and Recreation Department provides special event opportunities and activities to the public and persons with disabilities of all ages.

Parks Development
Parks Development works to plan and implement parks-related capital and open space projects to maximize the public use and enjoyment of recreational facilities.

<table>
<thead>
<tr>
<th>Advisory Board</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks, Recreation and Open Space (PROS) Advisory Board</td>
<td>Parks Administration 1611 N. Stonebridge Dr. McKinney, TX 75071</td>
</tr>
</tbody>
</table>
### Contact Information

**Administration**
- Main phone number: 972-547-7480
- Email: [Contact-Parks@mckinneytexas.org](mailto:Contact-Parks@mckinneytexas.org)

**Physical address**
- 1611 N. Stonebridge Dr.
- McKinney, TX 75071

**Athletic Department**
- Telephone number: 972-547-2687
- Fax number: 972-547-7487

**Aquatic Department**
- Telephone number: 972-547-7497
- Fax number: 972-547-7487

**Community Center**
- Telephone number: 972-547-2690
- Fax number: 972-547-7487

**Old Settler’s Recreation Center**
- Telephone number: 972-542-5014
- Fax number: 72-547-7487

**Senior Recreation Center**
- Telephone number: 972-547-7491
- Fax number: 972-547-7487

**The Courts – Tennis Facility**
- Telephone number: 972-547-2012
- [http://www.mckinneytennis.org](http://www.mckinneytennis.org)

**Oak Hollow Golf Course**
- Telephone number: 972-562-0670
- [http://www.oakhollowgolf.com](http://www.oakhollowgolf.com)

<table>
<thead>
<tr>
<th>Departments</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aquatic Facilities</td>
<td>Juanita Maxfield Aquatic Center</td>
</tr>
<tr>
<td></td>
<td>1701 N. McDonald</td>
</tr>
<tr>
<td></td>
<td>Old Settler’s Aquatic Center</td>
</tr>
<tr>
<td></td>
<td>1101 E. Louisiana St.</td>
</tr>
<tr>
<td></td>
<td>The Senior Pool</td>
</tr>
<tr>
<td></td>
<td>1400 S. College St.</td>
</tr>
</tbody>
</table>
## Customer Service

The Parks and Recreation Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities. Some activities and program have requirements that are inherent to the activities and programs themselves; however every effort is made to accommodate for special needs to the maximum extent possible.

Applicants / members of the public may be required to complete written forms in order to participate in the Parks and Recreation Department services and programs.

Parks and Recreation offers online registration to applicants wishing to participate in the various programs offered by the Parks and Recreation Department. Online registration is available on a third party website: Vermont Systems. Vermont Systems (http://www.vermontsystems.com/) has provided the City with information regarding their compliance with Section 508 internet accessibility standards.

**Action Steps:**
- The Parks and Recreation Department will assist with or provide alternative methods of completing forms for people with disabilities who are unable to fill out or sign written forms. Some alternative methods may require 48 hours’ notice.
- The Parks and Recreation Department should also work with the Communications and Marketing Department to determine if any other forms would be suitable for adding to the Form Center on the City website.

The Parks and Recreation Department does not have a formal process for determining whether a policy or practice modification would fundamentally alter the nature of the program.
Action Step:
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants. Caregivers may be required to pay any additional costs associated with the program such as admission fees, meals etc.

Notice Requirements
The Parks and Recreation Department provides a notice of non-discrimination based on disability on all agendas published by the department:

Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.

Action Steps:
- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

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

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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

Printed Information
The Parks and Recreation Department can provide documents and publications in alternative media or an accessible format as follows:
<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Web</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Activity Guide</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Senior Calendar</td>
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<tr>
<td>Special Event Flyers</td>
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<tr>
<td>Program Flyers</td>
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<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

**Action Step:**
- When requested, the Parks and Recreation Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.

The Parks and Recreation Department has staff available to assist individuals in reading documents.

The Parks and Recreation Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

The Parks and Recreation Department forms do not contain a notice that the department does not discriminate against people with disabilities.

**Action Step:**
- Include the following notice on all materials produced by the City that are made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

**Televised and Audiovisual Public Information**

The Parks and Recreation Department does not televise meetings or provide audiovisual information to the public.

**Website**

Parks and Recreation Department staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.
From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada.

The City's Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Parks and Recreation Department does not have public telephones or public communication devices.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
The Parks and Recreation Department is aware that it may be necessary to modify policies or practices to enable people with disabilities to participate in and benefit from a program, activity, camp or special event.

Parks and Recreation Department staff members are advised at staff meetings that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Parks and Recreation Department staff members have experience working with people with disabilities.

Parks and Recreation Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in interaction with the Parks and Recreation Department would be restricted or excluded. Some programs or activities do require certain physical activities; therefore all participants are assessed as to their abilities to perform the task.

Action Step:
- Staff members will determine any specific needs of a person with a disability on a case-by-case basis at interviews.

Public Meetings
The Parks and Recreation Department requires that public meetings and special events be held in accessible locations. However some public meetings and special events may have
requirements that are inherent to the activities and programs themselves. Every effort is made to accommodate for special needs to the maximum extent possible.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours advance notice.

Parks and Recreation Department staff are available to assist individuals with filling out forms as necessary.

**Tours and Trips**
The Parks and Recreation Department will modify tours and trips to accommodate people with special needs. However, some tours and trips have requirements that are inherent to them. Every effort is made to accommodate for special needs to the maximum extent possible.

**Action Steps:**
- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to the maximum extent possible.
- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.
- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced to the maximum extent possible.
- Provide information to participants in advance of a tour or trip regarding the destination, transportation and other characteristics of the event so that informed requests for accommodations can be made.
- Printed information and information posted on the City website should include the following notice:

> 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

Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.
Transportation Services
When transportation is provided, the Parks and Recreation Department has one accessible vehicle available to participants with mobility disabilities that require them to use wheelchairs.

Action Step:
- When necessary, the Parks and Recreation Department will acquire accessible vehicles for program use or contract with a provider of this service.

Use of Consultants
The Parks and Recreation Department utilizes consultants and contractors.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The Parks and Recreation Department has informal means of alerting people with hearing impairments of an activated alarm when inside.

The Parks and Recreation Department does not have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Parks and Recreation Department hosts a variety of special events. Some are held in locations that are not compliant with current ADA standards.

Action Step:
- The Parks and Recreation Department should be prepared to make accommodations or hold special events in alternative locations unless doing so fundamentally alters the nature of the program or service being offered or creates a hazardous situation. Accommodation requests must be received as far in advance as possible, but no less than 48 hours prior to the event.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Parks and Recreation Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Parks and Recreation Department does not generally provide electronic equipment for public use.
The Senior Center has eight laptop computers and four desk top computers available for public use. One of the four desk top computers has a large monitor, a reader, and a large keyboard with enlarged yellow text on the keys. The computer also has ZoomText software that includes magnification and other features to enhance screen reading for those with visual impairments.

**Auxiliary Aids**

Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.

The following are available at the Senior Center:

- Water wheelchair
- Zero entry pool
PLANNING

The mission of the Planning Department is to assist in the safe, balanced, efficient, visually appealing and economically sustainable physical development within McKinney’s ultimate planning area. The Planning Department seeks to promote the stability and convenience of residents, aid in providing reasonable economic return for the client while simultaneously protecting the larger public interest, and ensure high quality, balanced, aesthetically pleasing and safe development of the City of McKinney.

Description of Programs, Activities and Services

Development Review (Current) Planning
The Development Review Planning Section is generally responsible for the technical review and processing of development applications.

Comprehensive (Long Range) Planning
The Comprehensive Planning Section is generally responsible for providing long range planning efforts which generally include, but are not limited to the drafting and updating of the City’s Comprehensive Plan, specific sector studies, and other long range policy documents.

Downtown Development Planning
The Downtown Development Planning Section is generally responsible for facilitating historic preservation and downtown development / redevelopment.

<table>
<thead>
<tr>
<th>Program / Activity</th>
<th>Facility Name and Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and Zoning Commission Meetings</td>
<td>City Council Chambers (City Hall)</td>
</tr>
<tr>
<td>Historic Preservation Advisory Board Meetings</td>
<td>222 N. Tennessee Street</td>
</tr>
<tr>
<td>Misc. Public Meetings</td>
<td>McKinney, Texas  75069</td>
</tr>
</tbody>
</table>

Contact Information
Main Phone Number: 972-547-7475

Physical Address:
221 N. Tennessee Street
McKinney, Texas  75069

Customer Service
The Planning Department does not have any policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to initiate the review and processing of Planning Department development applications.
Action Steps

- The Planning Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- The Planning Department should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Planning Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Action Step:

- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The Planning Department has not established a process for responding to requests for modification.

Action Step:

- The Planning Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements

The Planning Department provides a notice of non-discrimination based on disability in all meeting agendas and public notices published by the department:

Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-ada@mckinneytexas.org with questions or for accommodations.

Action Steps:

- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

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.
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](http://www.mckinneytexas.org/ada)

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

**Printed Information**

The Planning Department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
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<th>Computer Disk</th>
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<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or services currently available.

**Action Step:**

- When requested, the Planning Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours' notice.

The Planning Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

The Planning Department has staff available to assist individuals in reading documents.

Planning Department forms do not contain a notice that the department does not discriminate against people with disabilities.

**Action Step:**

- Include the following notice on all materials produced by the City made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email [contact-adacompliance@mckinneytexas.org](mailto:contact-adacompliance@mckinneytexas.org) Please allow at least 48 hours for your request to be processed.*
Televised and Audiovisual Public Information
Planning and Zoning Commission meetings are televised on the local access station. Historic Preservation Advisory Board meetings are not televised on the local access station.

Action Step:
- Communications and Marketing Department to research closed captioning systems.

Website
Planning Department staff have been trained by the City's Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Planning Department does not have public telephones or public communication devices.

Action Step:
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

Planning Department staff members do not receive formal public service training that emphasizes treating people with disabilities with dignity and courtesy.

Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Planning Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission
There are no circumstances in which the participation of a person with a disability in Planning Department programs would be restricted or excluded.
Public Meetings
Meetings and other public events sponsored by the Planning Department are not required to be held in accessible locations, but almost always are.

*Action Step:*
- Meetings should be held in substantially accessible locations. If an accessible meeting place is not available, reasonable measures should be taken to improve accessibility.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews and conferences with at least 48 hours’ notice.

Assistive listening devices are available for Planning Department meetings with at least 48 hours’ notice.

Planning Department staff are available to assist individuals with filling out forms as necessary.

Tours and Trips
The Planning Department does not provide tours and trips.

Transportation Services
The Planning Department does not provide transportation services.

Use of Consultants
Consultants and outside contractors providing Planning Department programs and services to the public are notified of their responsibilities for providing such services in a non-discriminatory manner and provide accommodations when requested.

Consultants and outside contractors providing Planning Department programs and services to the public are not monitored to ensure that they fulfill this obligation.

*Action Step:*
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The Planning Department has means of alerting people with hearing impairments of an activated alarm. All visitors are chaperoned by Planning Department Staff.

The Planning Department has not established emergency evacuation procedures for individuals with visual disabilities.

*Action Step:*
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.
Special Events and Private Events on Public Properties
The Planning Department sometimes hosts public events in public. These events are almost always held in ADA accessible buildings.

Action Step:
- The Planning Department should clearly publicize that accommodations are available when requested at least 48 hours’ in advance of the event.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Planning Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Planning Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
POLICE

The mission of the Police Department is to make the City of McKinney a safe place to live, work and visit.

Description of Programs, Activities and Services

Administration

The Administrative Division oversees the strategic and operational direction of the department. Internal affairs is a unit in this division that is responsible for inquiries, internal affairs investigations, citizen complaints, use of force reviews, equipment / property damage, motor vehicle crash review and personal injury documentation.

Patrol (Division of Field Operations)

The primary function of the Patrol Division is to provide twenty-four hour core police services to the community. The Patrol Division encompasses a number of specialized units to include traffic, special operations, mounted, public safety officers, quartermaster and bicycles.

Public Safety Communications Center (Division of Field Operations)

The Public Safety Communications Center provides twenty-four hour, 911, emergency phone, non-emergency phone, police, Fire and EMS dispatch services to the citizens of McKinney. This City of McKinney radio system is operated and maintained in this division as the Radio Unit.

Professional Standards (Division of Support Services)

The Professional Standards Division is responsible for recruiting, hiring and training within the McKinney Police Department.

Investigations (Division of Support Services)

The Criminal Investigations Division investigates cases. The division is comprised of several units that specialize in the investigation of specific crimes. The Crime Scene Unit and Property and Evidence Unit are also part of the Investigations Division.

Contact Information

Administration
Telephone number: 972-547-2754
Fax number: 972-547-2701

Patrol
Telephone number: 972-547-2709
Fax number: 972-547-2753

Public Safety Communications Center
Non-Emergency Telephone number: 972-547-2700
Emergency Telephone number 911
Fax number: 972-547-2801
Professional Standards
Telephone number: 972-547-2816
Fax number: 972-547-2798

Investigations
Telephone number: 972-547-2710
Fax number: 972-547-2732

Physical address
Public Safety Building
2200 Taylor-Burk Dr.
McKinney, TX 75071

Customer Service
The Police department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some programs.

Action Steps:
- The Police Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
- The Police Department should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Police Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.

Action Step:
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

The McKinney Police Department has not established a process for responding to requests for modification.

Action Step:
- The Police Department should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
Notice Requirements

The Police Department does not hold public meetings that require legal notice. The Police Department holds informal meetings that are advertised to the public (Public Safety Building Open House, Coffee with the Cops.)

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-ada@plano.gov Please allow at least 48 hours for your request to be processed.

A notice of non-discrimination can also be accessed from the City’s main web page. http://www.mckinneytexas.org/ada.

Printed Information

The Police department can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Administration</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>Communication Center</td>
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<td>Professional Standards</td>
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<tr>
<td>Investigations</td>
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</table>

X indicates auxiliary aids or services currently available.

Action Step:
- When requested, the Police Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Alternative media will be the same as that used citywide and may require at least 48 hours’ notice.

Police Department forms do not contain a notice that the department does not discriminate against people with disabilities.
Action Step:

- Include the following notice on all materials produced by the City made available to the public:

  *This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.*

The Police Department provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

Police Department staff are available to assist individuals in reading documents if needed.

**Televised and Audiovisual Public Information**

The Police Department does not have programming on the local access channel.

**Website**

Police Department staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

Extra Patrol request forms and Vacation House Watch Forms are available on the City’s Form Center page. [http://www.mckinneytexas.org/FormCenter](http://www.mckinneytexas.org/FormCenter)

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)

The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada). The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**

The McKinney Police Department does not provide public telephone or communication devices. The Police Department has access to and is aware of relay services and other means for communicating by telephone with individuals with hearing disabilities.

**Action Item:**

- Police Department should further develop policy to support relay service and other means of communicating by telephone.

**Training and Staffing**

MPD Action Item in Progress:

The McKinney Police Department is developing and actively pursuing scheduled training that will be compliant with CALEA Law Enforcement and Communications accreditation standards.
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

**Action Step:**
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

The McKinney Public Safety Communications Center provides quarterly training in the use of TTY / TDD. McKinney Public Safety Communications Center meets or exceeds all training mandates established by the North Central Texas Council of Governments for TTY / TDD training and operation.

Police Department staff members do receive public service training that emphasizes treating people with disabilities with dignity and courtesy.

Police Department staff members currently do not receive training regarding physical modifications for people with disabilities.

**Action Step:**
- This training will be addressed and provided during the CALEA accreditation process.

Police Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in Police Department programs would be restricted or excluded. The Citizens Police Academy program requires certain physical activities, such as search and rescue; therefore all team members are assessed as to their abilities to perform the task.

**Action Step:**
- Staff members will continue determining any specific needs of a person with a disability on a case-by-case basis at interviews.

**Public Meetings**
The McKinney Police Department will conduct meetings and programs in accessible locations. The City of McKinney will provide notice of non-discrimination on all publications.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with at least 48 hours advance notice.

**Tours and Trips**
The Police Department does not provide trips, but does conduct tours of the Public Safety Building when requested and during the annual Public Safety Building Open House.
Action Steps:

- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.

- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

- Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

- Printed information and information posted on the City website should include the following notice:

  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

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

Transportation Services

The Police Department does not provide general transportation services. However, officers occasionally provide transportation in cases like a stranded motorist. If the need for accessible transportation arises, the officer may request other accessible transportation through the Parks and Recreation Department or Public Works Department. They may also contact the local paratransit service (TAPS). The same procedure is followed in arrest cases. The City of McKinney does not have jail facilities, but transports arrested persons to the Collin County jail facilities. There are currently no special procedures to make transportation to the county jail facilities accessible to persons with visual, hearing, or learning disabilities.

Action Step:

- The Police Department is developing accommodation policies that will be included as part of CALEA accreditation.

Use of Consultants

The Police Department does not use outside consultants.
Emergency Evacuation Procedures
The Police Department has a means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Police Department staff.

The Police Department does not have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Police Department does not host Special Events, but officers are present at City sponsored Special Events and some private events.

Action Steps:
- Citywide policies should be developed to ensure that sponsors and vendors understand and comply with applicable ADA requirements.
- The City should develop an informative checklist to be used by sponsors and vendors.

Accessible Programs and Ongoing Accessibility Improvement
The Police Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Police Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.

Additionally, the following auxiliary aids are available at the Public Safety Building:
- Wheelchair accessible writing and reception area
- Accessible parking, building, offices and restroom facilities
- Writing instruments and paper
- TTY / TDD access thru Public Safety Communications
- Access to Relay Texas thru Public Safety Communications
PUBLIC LIBRARY SYSTEM

The McKinney Public Library System (MPLS) enriches the lives of people in the community by providing open access to a wide variety of materials, services and information in a responsive and friendly environment that promotes lifelong learning.

Description of Programs, Activities and Services

Hall Memorial Library
Opened in 2002, the Hall Memorial Library building is located in historic downtown McKinney and houses the Administration and Tech Services functions for the library system. The Hall Library also houses two unique collections: Genealogy and Local History and Spanish language materials. Regularly scheduled public programs include story times, school age and teen programs, a book club for adults, computer classes and English-as-a-Second Language tutoring.

John and Judy Gay Library
Opened in 2009, the John and Judy Gay Library is located in Gabe Nesbitt Community Park and offers a wide range of educational, informational and recreational resources for all ages. Regularly scheduled public programs include story times, school age and teen programs and a book club for adults.

Online resources include the library catalog which features online registration and account management, reference databases, interlibrary loan services, down-loadable audio and ebooks, and public access computers in both libraries.

Patron account notifications are made via email and automated telephone messaging.

Contact Information
Main Phone Number: 972-547-7323

Physical Addresses
Hall Memorial Library
101 E. Hunt Street
McKinney, TX 75069

John and Judy Gay Library
6861 W. Eldorado Parkway
McKinney, TX 75070

Customer Service
The MPLS has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Customers are required to complete written or online forms in order to register for a library card.

MPLS staff are available to assist individuals with filling out forms as necessary.
Action Steps:

- MPLS will continue to assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- MPLS should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The MPLS determines on a case-by-case basis whether a policy or program modification would fundamentally alter the nature of a program or service being offered.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements

The Library Advisory Board agenda includes the following notice on printed and online agendas regarding the accessibility of meeting locations and the availability of modifications provided for people with disabilities:

*Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.*

Action Steps:

- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

  *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

  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*

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.
Printed Information
The MPLS can provide documents and publications in alternative media or an accessible format as follows:

<table>
<thead>
<tr>
<th>Type of Information</th>
<th>Accessible PDF File</th>
<th>Audio Tape</th>
<th>Computer Disk</th>
<th>Braille</th>
<th>Large Print</th>
<th>Pictorial Signage</th>
<th>Readers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brochures, flyers</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Posters</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Maps</td>
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<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calendars</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

X indicates auxiliary aids or service currently available.

**Action Step:**
- When requested, MPLS will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours’ notice.

The MPLS provides documents and publications in simple, easy-to-understand language for individuals with learning disabilities.

All library staff members are available to assist individuals in reading documents.

MPLS forms do not contain a notice that the department does not discriminate against people with disabilities.

**Action Step:**
- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-ada@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

**Televised and Audiovisual Public Information**
No MPLS programs or meetings are currently televised.

**Website**
The MPLS website [http://www.mckinneypubliclibrary.org](http://www.mckinneypubliclibrary.org) is hosted on the City of McKinney website, [http://www.mckinneytexas.org](http://www.mckinneytexas.org) MPLS staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.
From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Hall Library and the John and Judy Gay Library have public courtesy telephones available for patron use without a charge. Staff assist patrons with dialing as necessary.

Action Step:
- Replace current courtesy telephones with telephones that provide hearing aid compatibility, amplification and / or text screen capabilities for individuals with hearing impairments.
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify MPLS policies or practices to enable people with disabilities to participate in and benefit from a program.

Action Step:
- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Staff members seek guidance when it might be necessary to modify program policies or practices to enable people with disabilities to participate in, and benefit from, programs or services.

MPLS staff members have received training regarding the City's obligations and policies that enable people with disabilities to participate in programs and activities.

MPLS staff members receive customer service training that emphasizes treating people with disabilities with dignity and courtesy.

Program Eligibility Requirements and Admission
There are few circumstances in which the participation of a person with a disability in MPLS programs would be restricted or excluded. A person posing a threat to themselves or others is grounds for removal. Otherwise, Library Staff generally monitor public areas of the library. Accommodations are made as requested and on a case-by-case basis.
Action Step:

- Library Staff supervisors should develop guidelines to accommodate patrons with disabilities. These guidelines should be applied on a case-by-case basis. Periodic training should be conducted to ensure all staff members follow policy.

Public Meetings

Meetings and other public events sponsored by the MPLS are required to be held in accessible locations.

Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews and conferences when requested at least 48 hours in advance.

Tours and Trips

The MPLS staff lead tours by request when staffing is available. All public library areas are accessible and an elevator is provided at the Hall Memorial Library, which is a two story facility. Accommodations will be made with advance notice of need.

Action Steps:

- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.

- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

- Provide information to participants in advance of a tour or trip regarding the destination, transportation and other characteristics of the event so that informed requests for accommodations can be made.

- Printed information and information posted on the City website should include the following notice:

  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

  Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.
Transportation Services
The MPLS does not provide transportation services.

Use of Consultants
The MPLS rarely uses consultants, but when retained to engage with the public they will be notified of their responsibilities for providing such services in a non-discriminatory manner.

Action Step:
- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
The MPLS has a means of alerting people with hearing or visual impairments of an activated alarm. All visitors are approached by library staff as necessary and given assistance in evacuating the libraries.

The MPLS does not have an established emergency evacuation procedure.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The MPLS rents rooms at both library locations to community groups hosting events. Both library locations are accessible to people with disabilities.

Action Step:
- Library Staff will inform groups or persons renting the rooms of the requirement to maintain existing ADA accessibility while utilizing the rooms.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The MPLS works through the City of McKinney ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The MPLS provides public access to internet computers, computers that allow access to the library catalog and reference databases, self-checkout machines, copiers and micro film readers / printers.

Action Step:
- The City of McKinney will research various types of readers and auxiliary equipment to have available for customers who need it.
Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
PUBLIC WORKS

The mission of the Public Works Department is to provide timely and effective maintenance and construction of the streets, traffic signals, street lighting, signs and drainage systems to ensure safe travel and flood control for the public.

Description of Programs, Activities and Services

The Public Works Department maintains, repairs and/or replaces the City of McKinney’s infrastructure:

- Existing traffic signals and facilitates installation of new traffic signals
- Roadway lines and legends and cross walks and curb paint and signs
- Street lights
- Fleet vehicles and equipment
- Streets including resurfacing and seal coating, crack seal, and potholes
- Storm drainage facilities including creeks, channels, ditches, and piped storm drainage
- Sanitary sewers, structures, and pump station
- Sewer levy
- Curbs, gutters, and sidewalks
- Parks, street trees and medians, open space, parkway, and three landscape maintenance districts
- City of McKinney owned buildings
- Storm Water Program
- Lighting and Landscape Districts

The Public Works Department crews also

- Sweep streets twice a month
- Remove graffiti
- Provide custodial services for City of McKinney facilities

Contact Information
Main phone number: 972-547-7350
Customer Service
The Public Works Department does not have any policies or practices that could have a direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Public Works Department programs.

Action Steps:
- The Public Works Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.
- The Public Works Department should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

The Public Works Department does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Action Step:
- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.

Public Works has a process for responding to requests for modification.

If someone contacts Public Works regarding a raised sidewalk impeding wheelchair travel, a Public Works crew will investigate. If warranted, ramp the offset with asphalt or grind down the concrete.

If someone contacts Public Works inquiring about curb ramps, building access or handicap parking, the call is forwarded to the ADA Coordinator.

If an individual with a visual impairment contacts Public Works and requests an audible pedestrian signal (chirping sound), the request is forwarded to the Signal group to investigate and determine if it can and should be accommodated.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

Notice Requirements
Public Works does not hold public meetings.
Printed Information
Public Works provides notifications via door hangers for street closures to affected citizens. Door hangers are published in English and Spanish.

Public Works Department forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
• Include the following notice on all materials produced by the City made available to the public:

   This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

Televised and Audiovisual Public Information
Public Works does not televise meetings or prepare audiovisual information.

Website
Public Works staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible.
http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

Public Telephones and Communication Devices
The Public Works Department does not have public telephones or public communication devices.

Action Step:
• City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

Training and Staffing
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.
Action Step:

- Develop citywide training for all departments regarding appropriate modification for people with disabilities.

Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

The Public Works Department staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page.

Program Eligibility Requirements and Admission

There are no circumstances in which the participation of a person with a disability in Public Works programs would be restricted or excluded.

Public Meetings

The Public Works Department does not hold public meetings.

Tours and Trips

Tours of the Traffic Control Center are occasionally given to City staff members, City Council members and Chamber of Commerce personnel.

Action Steps:

- Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to participate to maximum extent possible.

- Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

- If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

- Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

Transportation Services

The Public Works Department does not provide transportation services.

Use of Consultants

The Public Works Department utilizes a consultant for the Pavement Management Program.

Action Step:

- Develop written policies and procedures that ensure the services contractors provide are consistent with City accessibility policies and procedures, including contract language and a monitoring procedure.
Emergency Evacuation Procedures
The Public Works Department has a means of alerting people with hearing impairments of an activated alarm. All visitors are escorted by Public Works staff.

Public Works has not established emergency evacuation procedures for individuals with visual disabilities.

Action Step:
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Public Works Department does not host special events.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Public Works Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Public Works Department does not provide public access to automated electronic equipment.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City's intranet. Some requests for accommodations may require at least 48 hours' advance notice.
PURCHASING

The mission of the City of McKinney Purchasing Department is to ensure compliance with local, state and federal laws applying to city purchasing; provide all vendors, including Historically Underutilized Businesses (HUBS), equal access to the competitive process for the acquisition of goods and services by City; provide an ongoing supply of quality goods and services to all City offices; and protect the interests of City of McKinney taxpayers without regard to any undue influence or political pressures.

Description of Programs, Activities and Services

The Purchasing Department holds public pre-bid and bid opening meetings for various bid opportunities.

The Purchasing Department provides customer services such as communications with our supplier community.

Contact Information

Main Phone Number: 972-547-7580

Physical Address
1550 South College, Bldg. D
McKinney, TX 75069

Customer Service

Purchasing has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Purchasing programs.

Action Step:

- The Purchasing Department will assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours' notice.

- Purchasing should also work with the Communications and Marketing Department to determine if any forms would be suitable for adding to the Form Center on the City website.

Purchasing does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Action Step:

- Citywide policies for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered should be developed. These policies should be applied on a case-by-case basis.
Purchasing has not established a process for responding to requests for modification.

**Action Step:**
- Purchasing should develop processes or procedures in conjunction with citywide protocol for responding to requests for modification that would allow people with disabilities to participate in programs or services.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**
The Purchasing Department produces documents such as legal notice postings of bid opportunities in the local newspaper and via the City’s cable channel.

The Purchasing Department includes the following language on posted notices:

> Accommodations and modification for people with disabilities are available upon request. Request should be made as far in advance as possible, but no less than 48 hours prior to the meeting. Call 972-547-2694 or email contact-adacompliance@mckinneytexas.org with questions or for accommodations.

**Action Steps:**
- Notice of non-discrimination based on disability language should be expanded on all posted agendas for increased clarity:

> 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

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

- Consider including additional information on all public meeting agendas regarding the accessibility of meeting locations.

**Printed Information**
The Purchasing Department can provide documents and publications in alternative media or an accessible format as follows:
Action Step:
- When requested, the Purchasing Department will provide documents and publications in alternative media (such as large print, computer disk, etc.) for individuals with disabilities. Some alternative methods may require at least 48 hours' notice.

Purchasing Department forms do not contain a notice that the department does not discriminate against people with disabilities.

Action Step:
- Include the following notice on all materials produced by the City made available to the public:

  This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape or computer disk. Requests can be made by calling 972-547-2694 (Voice) or email contact-adacompliance@mckinneytexas.org Please allow at least 48 hours for your request to be processed.

Televisioned and Audiovisual Public Information
The Purchasing Department provides Bid Number, Bid Name, and Bid Open Date to the public on public access channel. Also included is the statement, “The Request for Qualifications (“RFQ”) document for this project is currently available and may be obtained from the City’s electronic procurement system at https://mckinney.ionwave.net/login.aspx”

Action Step:
- The Purchasing Department should work with Communications and Marketing to study the feasibility of providing voice over for the written screen information.

Website
The Purchasing Department posts vendor relations information such as how to do business with the City along with vendor registration on our City website.

Purchasing staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. http://www.mckinneytexas.org

The City has a web page dedicated to providing ADA information http://www.mckinneytexas.org/ada. The City’s Notice Under the Americans with Disabilities Act
and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
The Purchasing Department does not have public telephones or public communication devices.

*Action Step:*
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**
Staff members are aware that it may be necessary to modify City policies and practices to enable people with disabilities to participate in and benefit from a program. However, staff has not received formal training regarding the provision of appropriate modifications for people with disabilities.

*Action Step:*
- Develop citywide training for all departments regarding appropriate modifications for people with disabilities.

Staff members receive public service training that emphasizes treating all customers with dignity and courtesy.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in interaction with Purchasing would be restricted or excluded.

**Public Meetings**
The Purchasing Department holds public pre-bid and bid opening meetings for various bid opportunities.

*Action Step:*
- The Purchasing Department will provide notice regarding the ability to provide accommodations for individuals with disabilities on all public meeting notices.

**Tours and Trips**
The Purchasing Department does not provide tours and trips.

**Transportation Services**
The Purchasing Department does not provide transportation services.

**Use of Consultants**
The Purchasing Department does not hire outside consultants.

**Emergency Evacuation Procedures**
The Purchasing Department has means of alerting people with hearing impairments of an activated alarm. All visitors are chaperoned by a Purchasing Department employee.
The Purchasing Department does not have an established emergency evacuation procedure.

**Action Step:**
- The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

**Special Events and Private Events on Public Properties**
The Purchasing Department does not host special events.

**Maintenance of Accessible Programs and Ongoing Accessibility Improvement**
The Purchasing Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

**Automated Electronic Equipment**
The Purchasing Department does not provide public access to automated electronic equipment.

**Auxiliary Aids**
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
UTILITY BILLING / REVENUE COLLECTIONS

The mission of Utility Billing is to collect remittances from the monthly invoices generated for City utility services (water, sewer, and sanitation).

Description of Programs, Activities and Services

Utility Billing services citizens, commercial businesses, and internal City employees by giving account balances, accepting payments, processing forms and other services. Using general knowledge of meters and consumption, Customer Service agents are also able to offer suggestions when high consumption is detected by the customer.

Citizens can complete forms in person or online for leak adjustments, set up bank draft, transfer and cancel services.

Multiple payment options are available: on-line credit card, phone-in credit card, check mail-in or drop off, bank ACH, and cash payments at a walk-up window (parking and Customer Service counter are substantially compliant).

Hearing impaired customers can email account questions to CXSupport.

Visually impaired customers can access the IVR phone system for payment and account information.

Contact Information

Main Phone Number: 972-547-7550

Physical Address
222 N. Tennessee St.
McKinney, TX 75069

Customer Service

Utility Billing has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Applicants are required to complete written forms in order to participate in some Utility Billing programs.

The following forms are available online in an accessible format:

- Adjustment Request
- Cancel Service
- Request for New Commercial Services
- Transfer Service
- Bank Draft Form
• Confidentiality Request

• Request for New Residential Service

**Action Steps:**

- Utility Billing will continue to assist with or provide alternative methods of completing forms, as developed citywide, for people with disabilities that prevent them from filling out or signing forms. Some alternative methods may require 48 hours’ notice.

- Utility Billing should continue working with the Communications and Marketing Department to ensure as many forms as possible are available in the City’s online Form Center: [http://www.mckinneytexas.org/FormCenter](http://www.mckinneytexas.org/FormCenter)

Utility Billing has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. Determinations are made on a case-by-case basis by management.

Utility Billing has established a process for responding to requests for modifications.

There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

**Notice Requirements**

Utility Billing does not hold public meetings.

**Printed Information**

Utility invoices are printed by a third party with a preset template.

A staff person is available to assist individuals in reading documents.

Utility Billing does not produce documents, but occasionally other departments provide printed materials “stuffers” that are additional information included with the regular billing invoice.

**Action Step:**

- If requested, Utility Billing will provide utility bill in an alternative format.

**Television and Audiovisual Information**

Utility Billing does not have televised programming.

**Website**

Utility Billing staff have been trained by the City’s Web Coordinator in maintaining Section 508 compliance by using header styles appropriately and adding alt tags for hyperlinks and images.

From each page of the City website, the City of McKinney Accessibility tab is visible. [http://www.mckinneytexas.org](http://www.mckinneytexas.org)
The City has a web page dedicated to providing ADA information [http://www.mckinneytexas.org/ada](http://www.mckinneytexas.org/ada). The City’s Notice Under the Americans with Disabilities Act and Grievance Procedure Under the Americans with Disabilities Act can be accessed on this page or by clicking on the Accessibility link on the home page.

**Public Telephones and Communication Devices**
The Utility Billing Department does not have public telephones or public communication devices.

*Action Step:*
- City staff should be trained in the use of the Relay Texas Service, 711, for calls on staff phones.

**Training and Staffing**
Customer Service agents are trained to treat all customers with dignity and courtesy. When a customer cites a disability, a variety of options for assistance is given. The customer’s account is noted for future use.

*Action Step:*
- City to provide training to all departments regarding appropriate modification for people with disabilities.

**Program Eligibility Requirements and Admission**
There are no circumstances in which the participation of a person with a disability in Utility Billing Department programs would be restricted or excluded.

**Public Meetings**
Utility Billing does not hold public meetings.

**Tours and Trips**
Utility Billing does not provide tours and trips.

**Transportation Services**
Utility Billing does not provide transportation services.

**Use of Consultants**
Utility Billing does not hire consultants.

**Emergency Evacuation Procedures**
The Utility Billing Department has means of alerting people with hearing impairments of an activated alarm. For security reasons, the public is not allowed in the Utility Billing office. However, any visitors at the service counter would be alerted by staff and escorted out of the building.

The Utility Billing Department does not have an established emergency evacuation procedure.

*Action Step:*
• The City’s Office of Emergency Management is currently updating citywide emergency evacuation procedures to safely evacuate all persons including those with disabilities who may need special assistance in an emergency.

Special Events and Private Events on Public Properties
The Utility Billing Department does not host special events.

Maintenance of Accessible Programs and Ongoing Accessibility Improvement
The Utility Billing Department works through the City’s ADA Coordinator to consult with outside organizations regarding accessibility improvement.

Automated Electronic Equipment
The Utility Billing Department does not provide electronic equipment for public use.

Auxiliary Aids
Auxiliary aids are available through the ADA Coordinator to assist persons with disabilities upon notification if needed. Information regarding numerous resources is available to employees on the City’s intranet. Some requests for accommodations may require at least 48 hours’ advance notice.
The Transition Plan combines the findings of the facility surveys, policy assessments, program evaluations, and community review. The specific architectural modifications required to make programs accessible are listed in the Facility Reports (please see Appendix F). Each facility report contains a list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

In compliance with the requirements of the ADA, the City will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

City staff have set priorities for renovating facilities to bring them into compliance with ADA guidelines. All facilities providing programs, activities and services by the City are listed and ranked based on the following criteria:

Program Uniqueness / Program Number
The numbers of programs and programs unique to a facility give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur at another facility.

Level of Use by the Public
The level of actual use by the public varies between facilities. Facilities that receive a high level of use by the public are given a higher rating.

Geographic Distribution
It is important that facilities are distributed throughout the City in order to ensure maximum access for all City residents.

The decision-making process for assigning priorities involves several steps. All City facilities are listed and sorted according to the criteria listed above by the staff responsible for the programs that use the facilities. During this process, it is the intent of the City to identify not only locations that represent all of the programs offered by the City, but also to prioritize the best of those programs and locations for access improvements.

**PRIORITIES FOR BARRIER REMOVAL WITHIN FACILITIES**

City staff identifies priorities for barrier removal within each facility and assigns levels of priority using the following criteria:

- **Priority One:** The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place. Examples:
  - Parking and passenger loading
  - Accessible route to and within the facility
Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas. Examples:

- Public restrooms
- Transaction counters
- Conference and meeting rooms
- Public offices and spaces

Priority Three: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas. Examples:

- Drinking fountains
- Public telephones
- Vending machines

Priority Four: A fourth level of priority identifies areas or features not required to be modified for accessibility because there are no public programs located in this space, or because there are similar features located nearby that reasonably provide programmatic access.

SURVEYS OF EXISTING FACILITIES

The Transition Plan for the removal of architectural barriers to program access must contain the following information:

- Identification of the barriers to program access
- Identification of the specific barrier removal actions
- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

In order to identify existing barriers, all City facilities have been surveyed for accessibility. The facility reports appended to this document provide the identification of barriers and the barrier removal actions. The City will accomplish barrier removals based on two strategies: contracting for major projects and barrier removal by City staff.

The responsibility for ensuring barrier removal will reside with the City of McKinney Facilities Construction Manager.

PHASING SCHEDULE FOR FACILITIES

Because the City of McKinney has a large number of facilities, it is impossible to immediately remove all barriers to program access. Barriers in facilities will be removed systematically,
citywide, to ensure equality among City programs. It is the intent of the City to address barriers to accessibility in public buildings and parks within a time frame of 20 years, depending on the immediate necessity, degree of complexity and overall cost.

The City of McKinney reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following table describes the priorities for barrier removal in public facilities. As budget funds become available, it is anticipated that High Priority facilities will be remediated in years 1-10, Medium Priority facilities in years 7-15 and Low Priority Facilities in years 16-20.

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>ADA / TAS Compliant</th>
<th>Priority Level</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Al Ruschhaupt Soccer Phase 1</td>
<td>1986 Park View Ave.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Concrete trails replaced 2015; Restrooms and Concession Bldg. replacement future project; regular maintenance review</td>
</tr>
<tr>
<td>Al Ruschhaupt Soccer Phase II</td>
<td>2701 Northbrook Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Restrooms and Concession Bldg. replacement future project; regular maintenance review</td>
</tr>
<tr>
<td>Annex B (HR, Code &amp; Community Services)</td>
<td>314 S. Chestnut St.</td>
<td>Building substantially compliant; Site needs work</td>
<td>High</td>
<td>Future redevelopment</td>
</tr>
<tr>
<td>CCGC Parking Lot: Serves HR, Code and Community Services</td>
<td>210 S. McDonald St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future redevelopment</td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant Details</td>
<td>Priority Level</td>
<td>Status</td>
</tr>
<tr>
<td>---------------------------</td>
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<td>---------------------------------------------------------------------------------------------</td>
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<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Central Park</td>
<td>105 W. Hunt St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>City Hall</td>
<td>222 N. Tennessee St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>In design</td>
</tr>
<tr>
<td>Cottonwood Park</td>
<td>212 McMakin St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Development Services Building</td>
<td>221 N. Tennessee St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Partial renovation completed; remainder future project</td>
</tr>
<tr>
<td>Erwin Park</td>
<td>4300 CR 1006</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Falcon Creek Park</td>
<td>300 Peregrine Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Finch Park</td>
<td>301 W. Standifer St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Pavilion under construction 2015; Trails to be in design 2016; regular maintenance review</td>
</tr>
<tr>
<td>Mary Will Craig Park</td>
<td>2701 Bois D'Arc Pl.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>McKinney Community Center</td>
<td>2001 S. Central Expy.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Project out for bidding; regular maintenance review</td>
</tr>
<tr>
<td>McKinney Soccer Complex</td>
<td>6375 Collin McKinney Pkwy.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Municipal Courts</td>
<td>130 S. Chestnut St.</td>
<td>Building substantially compliant; Site needs work</td>
<td>High</td>
<td>Future project</td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant</td>
<td>Priority Level</td>
<td>Status</td>
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</tr>
<tr>
<td>North Park Juanita Maxfield</td>
<td>1701 N. McDonald St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Pool re-plastered 2014; remainder future project</td>
</tr>
<tr>
<td>Old Settlers Community Center</td>
<td>2101 E. Louisiana St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Old Settlers Mouzon</td>
<td>1307 E. Greenville Ave.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Parking Lot 1: serves City Hall, Dev. Services, and Library</td>
<td>300 N. Tennessee St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>In design</td>
</tr>
<tr>
<td>Parking Lot 2: serves Downtown</td>
<td>205 W. Virginia St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project</td>
</tr>
<tr>
<td>Parking Lot 3: serves Dev. Services and Library</td>
<td>219 N. Kentucky St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>In design</td>
</tr>
<tr>
<td>Parking Lot 4: serves Downtown</td>
<td>120 S. Kentucky St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project</td>
</tr>
<tr>
<td>Parking Lot 5: Near Municipal Courts</td>
<td>114 S. Chestnut St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>In design</td>
</tr>
<tr>
<td>Parking Lot 6: Near Municipal Courts</td>
<td>114 S. McDonald St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>In design</td>
</tr>
<tr>
<td>Municipal Courts Parking Lot</td>
<td>130 S. Johnson St.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project</td>
</tr>
<tr>
<td>Towne Lake Recreation Center</td>
<td>1405 Wilson Creek Pkwy.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant</td>
<td>Priority Level</td>
<td>Status</td>
</tr>
<tr>
<td>---------------------------------</td>
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<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Valley Creek Park</td>
<td>2750 Valley Creek Tr.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Playground completed 2014; Playground Trail completed 2015; Retaining wall under construction 2015; regular maintenance review</td>
</tr>
<tr>
<td>W.B. Finney Park</td>
<td>6350 Glen Oaks Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>High</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>City Inspectors Parking Lot:</td>
<td>209 E. Hunt St.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project</td>
</tr>
<tr>
<td>Near City Hall</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collin County Regional Airport</td>
<td>1510 Industrial Blvd.</td>
<td>Facilities need work</td>
<td>Medium</td>
<td>Partial renovation completed; remainder future project</td>
</tr>
<tr>
<td>(CCRA)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facility Services Bldg. D</td>
<td>1550 S. College St., Building D</td>
<td>Facility needs work</td>
<td>Medium</td>
<td>Future project</td>
</tr>
<tr>
<td>(Purchasing and Environmental)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr. Charles McKissick Park</td>
<td>2702 Taylor-Burk Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>E. A. Randles Park</td>
<td>5400 Cedar Elm Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Fitzhugh Park</td>
<td>700 Fitzhugh St.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Hill Top Park</td>
<td>1850 Winding Brook Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant</td>
<td>Priority Level</td>
<td>Status</td>
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<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Horizon Park</td>
<td>401 Flatrock Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Murphy Park</td>
<td>1601 W. Josephine St.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Old Settlers Aquatic Center</td>
<td>1101 E. Louisiana St.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Serenity Park</td>
<td>6701 Berkshire Rd.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Future project; regular maintenance review</td>
</tr>
<tr>
<td>Winniford Park</td>
<td>4900 Highlands Dr.</td>
<td>Survey completed; Facility needs work</td>
<td>Medium</td>
<td>Retaining wall completed; 2015 Remainder future project; regular maintenance review</td>
</tr>
<tr>
<td>Ash Woods Park</td>
<td>10301 John F. Kennedy Blvd.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Pedestrian bridge out for bid 8/2015; Remainder future project; Regular maintenance review</td>
</tr>
<tr>
<td>Aviator Park</td>
<td>1201 Monticello Dr.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Communications (leased facility)</td>
<td>216 N. Tennessee St.</td>
<td>Site needs work</td>
<td>Low</td>
<td>Leased owner future project</td>
</tr>
<tr>
<td>Ezra Lee (Tinker) Taylor Park</td>
<td>4301 Eldorado Pkwy.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Fire Station 1 (Wysong Central Fire Station)</td>
<td>301 N. McDonald St.</td>
<td>Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Fire Station 2</td>
<td>2001 Community Ave.</td>
<td>Building substantially compliant; Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant</td>
<td>Priority Level</td>
<td>Status</td>
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</tr>
<tr>
<td>Library – Roy &amp; Helen Hall Memorial</td>
<td>101 E. Hunt St.</td>
<td>Building substantially compliant; Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Police Store Front</td>
<td>120 S. Kentucky St.</td>
<td>Survey completed; Facility needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Carey Cox Park (Parks Admin.)</td>
<td>1611 N. Stonebridge Dr.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Facility Services Bldg. A (Streets)</td>
<td>1550 S. College St. Bldg. A</td>
<td>Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Facilities Services Bldg. B (Water)</td>
<td>1550 S. College St. Bldg. B</td>
<td>Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Facilities Services Bldg. C (Fleet)</td>
<td>1550 S. College St. Bldg. C</td>
<td>Site needs work</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Old Water Building (Auction)</td>
<td>701 Rockwall St.</td>
<td>Not a public facility</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>Maintenance and Meters Bldg.</td>
<td>131 S. Chestnut St.</td>
<td>Not a public facility</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>IT Facility Leased Property</td>
<td>115 B. Industrial Blvd.</td>
<td>Site needs work</td>
<td>Low</td>
<td>Leased owner future project</td>
</tr>
<tr>
<td>Tom Allen Jr.</td>
<td>3301 Bahnman Dr.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Towne Lake Disc Golf</td>
<td>1406 Wilson Creek Pkwy.</td>
<td>Substantially compliant</td>
<td>Low</td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Parks and Maintenance Break Room</td>
<td>1550 S. College St. (east yard)</td>
<td>Not a public facility</td>
<td>Low</td>
<td>Future project</td>
</tr>
<tr>
<td>University Pump Station</td>
<td>7560 W. University Dr.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Gerrish Pump Station</td>
<td>1001 E. Gerrish St.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>720 Pump Station</td>
<td>3520 McKinney Ranch Pkwy.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>109 Industrial Blvd.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>1802 W. University Dr.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>9251 Virginia Pkwy.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>2890 CR 943 (Wilmeth Rd.)</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>3335 Alma Rd.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Water Tower</td>
<td>10153 Westridge Blvd.</td>
<td>Not a public facility</td>
<td>No work planned</td>
<td></td>
</tr>
<tr>
<td>Facility</td>
<td>Address</td>
<td>ADA / TAS Compliant</td>
<td>Priority Level</td>
<td>Status</td>
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<td>------------------------------</td>
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</tr>
<tr>
<td>Sewer Lift Station</td>
<td>3205 Alma Rd.</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Sewer Lift Station</td>
<td>1397 Monticello Dr.</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Sewer Lift Station</td>
<td>1297 N. Custer Rd.</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Sewer Lift Station</td>
<td>2405 Avalon Creek Way</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Sewer Lift Station</td>
<td>1500 Industrial Blvd.</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Sewer Lift Station</td>
<td>1995 N. Stonebridge Dr.</td>
<td>Not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>CCRA Air Traffic Control Tower</td>
<td>1505 Industrial Blvd.</td>
<td>Substantially compliant; not a public facility</td>
<td></td>
<td>No work planned</td>
</tr>
<tr>
<td>Fire Station 3</td>
<td>4269 Eldorado Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Fire Station 4</td>
<td>1401 Industrial Blvd.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Fire Station 5</td>
<td>6600 W. Virginia Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Fire Station 6</td>
<td>1890 Market Place Dr.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Fire Station 7</td>
<td>861 S. Independence Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Fire Station 8</td>
<td>3445 Alma Rd.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Gabe Nesbitt Baseball</td>
<td>1701 W. Eldorado Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Gabe Nesbitt Softball</td>
<td>1701 W. Eldorado Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Gabe Nesbitt The Courts</td>
<td>3253 Alma Rd.</td>
<td>Substantially compliant</td>
<td></td>
<td>Regular maintenance review</td>
</tr>
<tr>
<td>Library – John &amp; Judy Gay</td>
<td>6861 W. Eldorado Pkwy.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>McKinney Performing Arts Center (MPAC)</td>
<td>111 N. Tennessee St.</td>
<td>Substantially compliant per Texas Historic Commission approval</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Police Gun Range</td>
<td>506 Interchange Way</td>
<td>Not a public facility; Outdoor only</td>
<td></td>
<td>No work needed</td>
</tr>
<tr>
<td>Public Safety Bldg.</td>
<td>2200 Taylor-Burk Dr.</td>
<td>Substantially compliant</td>
<td></td>
<td>No work needed</td>
</tr>
</tbody>
</table>
PUBLIC RIGHTS-OF-WAY BARRIER REMOVAL PRIORITIES

One of the primary functions of any city is to provide safe and inviting pedestrian paths of travel. Pedestrian traffic encourages interaction between citizens, strengthens neighborhoods and contributes to the vitality of the community at large. In this time of rising energy costs and the associated environmental impact of motorized vehicle use, safe and accessible pedestrian paths of travel become even more important. Likewise, people with disabilities depend on a safe and accessible pedestrian system to conduct their daily lives.

However, many of the elements and conditions that go unnoticed by the non-disabled public pose significant impediments to persons with disabilities. Ambulatory pedestrians can simply walk around an obstruction in the sidewalk or step off a curb face without much notice, however for individuals who use wheelchairs; these ordinary features become a major impediment. A sighted person can duck under an overhanging tree limb, but to a blind person, the presence of the limb is not readily apparent and may cause physical injury.

As compared to the general population, people with disabilities are generally more reliant on pedestrian networks. A large portion of the disabled population does not drive and depend on self-mobility or public transportation to get around. These factors, coupled with an aging population (where disabling conditions increase dramatically) highlight the importance of pedestrian systems that will serve all populations within the community, both in the present and into the future.

Title II of the ADA requires that public entities having responsibility for or authority over streets, roads, sidewalks and/or other areas meant for pedestrian use, to develop a Transition Plan. Simply put, a Transition Plan transitions inaccessible facilities onto environments that are accessible to and functional for individuals with disabilities.

For existing rights-of-way (ROW) facilities, local governments must meet the standards for Program Accessibility. Program Accessibility means that a program, activity and/or service is accessible when viewed in its entirety.

A ROW Transition Plan must include (at a minimum) an assessment of existing sidewalks and a schedule for curb ramp installations where an existing pedestrian walkway crosses a curb or other barrier.

In summary, for a city to meet the program access obligations, removing right-of-way impediments beyond simply installing curb ramps is required. This plan outlines a roadmap for the City of McKinney to follow in order to make its ROW facilities and policies accessible to individuals with disabilities.

RIGHT-OF-WAY PRIORITIZATION STANDARDS

To promote efficiency and accessibility, some cities construct curb ramps at every point where a sidewalk intersects a curb; however, under Title II of the ADA, a city is not necessarily required to do so. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternate routes to buildings that make use of existing curb ramps may be
acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the undue financial or administrative burden limitation available in Title II of the ADA may limit the number of curb ramps that the City may be required to provide. The City will prioritize pedestrian ROW projects using the following criteria:

- Complaints and concerns – incorporate feedback from individuals with disabilities
- Accessibility – if a curb ramp exists, determine level of physical accessibility (data recorded in Summer 2013 sidewalk survey)
- Proximity – distance of ramp from key areas such as government offices or facilities (data recorded in Summer 2013 sidewalk survey)

SURVEYS OF EXISTING RIGHT-OF-WAY CONDITIONS

As part of the ROW Transition Plan process, the City of McKinney completed two distinct inventories of existing conditions. The purpose of these inventories was to collect baseline data regarding accessibility to pedestrian facilities within the City. In turn, this inventory data is being used to strategize the improvement of accessibility of pedestrian facilities throughout the City. The inventories are summarized as follows:

Curb Ramp Inventory

In 2012, major portions of the City were surveyed to determine the presence or lack of pedestrian ramps and to determine the level of compliance of each ramp. These surveys were conducted by student interns, utilizing survey criteria developed by the Engineering department. The collected data has been entered into the GIS system and is being used as part of the prioritization process described in Section IV.9 of this report (Please see E – curb ramp map).

Traffic Signal Inventory

Traffic signals were also surveyed for ADA compliance along with curb ramps.

Sidewalk and Hike and Bike Trail Inventory

In 2014, the City contracted with a firm to have a sampling of sidewalks and hike and bikes trails surveyed using Ultra Light Inertial Profiler (ULIP) technology. The ULIP’s measuring equipment is housed in a box that is attached to a Segway mobility device. The equipment in the box includes:

- Displacement laser (texture /0 profile / height)
- Accelerometers (inertial profiling)
- Gyroscope (pitch, roll, yaw)
- Optical trigger (reference)
- GPS (general location)
• DMI (travel distance system)

Additionally, the technician running the Segway has a notebook computer and data acquisition card to capture all measured data. This method of data collection is far more efficient and accurate than using a level and tape measure. After the data was collected, reports were generated to identify and prioritize areas needing remediation. The City is using the guidance provided by these reports to determine future projects. (Please see Appendix F for Sidewalk and Hike and Bike Trail ULIP reports.)

Although the data collected provides useful information, there remain a number of areas of the City where surveys have not yet occurred. This is particularly true in residential neighborhoods.

For most cities, it is not cost effective to survey every block of sidewalk. The City will use all collected data in conjunction with DOJ requirements to determine which curb ramps are the highest priority for repair. As areas are identified and as funds are available, the City will survey adjacent sidewalks and make repairs at that time.

City staff is prepared to survey areas identified by the community on an as needed basis.

**TIME PERIOD FOR RIGHT-OF-WAY IMPROVEMENTS**

The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility.

**RIGHT-OF-WAY FUNDING**

The City should take full advantage of the various funding opportunities available for ROW accessibility improvements.

The City may wish to explore partnerships to fund accessibility. For example, technology companies may want to fund Accessible Pedestrian Signal (APS) locations as a way to showcase their industry.
ACCESSIBILITY IMPROVEMENT PROGRAMS

As of January 2014, the City of McKinney maintains approximately 712 miles of public streets and approximately 767 miles of sidewalks. Additionally, the City has 25.49 miles of private streets which are not maintained by the City.

McKinney currently operates a number of programs devoted to making streets and sidewalks more accessible, including annual installation, repair, and maintenance programs, a complaint / request process and pedestrian-related capital projects.

Every year, the City funds one annual Capital Improvement Program (CIP) project, to address accessibility problems in the public right-of-way. The average funding for this project is currently $250,000 per year, but is expected to increase in future budget years. This project is funded primarily from the General Fund. This project is used to bring sidewalks, curb ramps, traffic signals, and etc. into compliance with current ADA requirements.

In addition to this CIP project, other accessibility-related improvements are constructed through various other means, including the following:

- Street overlay and street reconstruction projects including repair of sidewalk and construction of ADA compliant curb ramps
- Requirement for developers to install ADA compliant driveways, sidewalks, and curb ramps through conditions of approval.

Action Step:
- The City of McKinney utilizes typical funding strategies for ROW accessibility improvements. The City is aware of its obligations to provide accessibility as part of alteration, resurfacing or new construction. Because of current and future economic forecasts, the City should aggressively explore strategies to fund or offset accessibility-related costs. These include:
  - Continue identifying funds in the General Fund and future Bond packages.
  - Continue searching for federal and state funds earmarked for accessibility improvement projects.

PEDESTRIAN RIGHT-OF-WAY POLICIES AND PRACTICES

Sidewalk Maintenance Programs
If there is a problem with the sidewalk adjacent to a property, the owner can contact the City to see if this problem can be repaired by the City as part of one of its programs. If the sidewalk problem is deemed a lower priority, and cannot be scheduled for repair in the foreseeable future, property owners have the option of repairing it themselves, or having the City repair it and charging the cost to the homeowner.
The City’s Public Works Department also has an informal and ongoing street tree maintenance program and homeowners are informed of vegetation-related and other sidewalk obstructions as crews make repairs to City infrastructure.

Cars and other vehicles parked across sidewalks are enforced by the Police Department on a complaint basis.

Action Steps:
- As part of the self-evaluation process, the City should develop and adopt a formal policy on the maintenance of accessible features (see Appendix D.)
- The City should post information on the website concerning the reasons why sidewalks need to be kept clear of obstructions. The Police Department should publicize that vehicles parked across sidewalks will be cited or towed.

Encroachment Permits
Encroachment permits are administered through the Planning Department. An encroachment permit requires entering into a formal agreement with the City including an indemnification clause. As outlined in City of McKinney Ordinance 2014-03-013, these permits are strictly limited to the McKinney Town Center Zoning area (Downtown) and by business type.

Type A and Type B Sidewalk Lease Permit applications are available on the City’s website: http://www.mckinneytexas.org/index.aspx?nid=1226.

Staff is available to provide assistance with the application process.

Action Steps:
- City staff is informed of the requirement to provide accessibility as part of encroachment positions. The permit application should be modified in order to let home and business owners know that the City is prepared to modify policies and practices to allow compliance with the ADA. For example, in some circumstances it may be necessary to locate accessibility features on public ROW.
- The sidewalk café seating permit should be updated to include a requirement that tables or chairs located on City ROW meet the standards for accessible seating and other elements provided.

STANDARD RIGHT-OF-WAY CONSTRUCTION DETAILS

The City of McKinney makes its construction plans and details available on the City website. The plans and specifications were designed using the most current guidelines from the Texas Manual on Uniform Traffic Control Devices (TMUTCD) and the Texas Department of Transportation (TxDOT).

TxDOT Specifications for ADA Elements:
- Item 682: Vehicle and Pedestrian Signal Heads
- Item 688: Pedestrian Detectors and Vehicle Loop Detectors
- Special Specification 8835: Accessible Pedestrian Signal Units

TxDOT Standards for ADA Elements (specific to the Dallas District area)
- Item 682: Vehicle and Pedestrian Signal Heads

TMUTCD:
Chapter 4E
- Pedestrian intervals and clearance times
- Accessible Pedestrian Signal location
- Accessible Pedestrian Signal messaging

**Action Step:**
- The City should verify each construction contract includes these details and specifications. Details and specifications should be updated as necessary.

**ACCESSIBILITY DURING CONSTRUCTION**

Construction Barricades
The City of McKinney informs entities involved in construction adjacent to or on the ROW that accessible routes must be provided and maintained during the course of the project. This is handled as part of the permitting process for the work. There are currently no standard details for construction barricades utilized.

**Action Step:**
- Further refine this approach by establishing guidelines, construction details and specifications and procedures for monitoring and maintenance of accessible paths of travel. Refer to existing, similar documents produced by agencies such as: the most current U.S. Access Board Revised Guidelines for Public Rights-of-Way available on the Access Board’s website.

Street or Sidewalk Closure
The City of McKinney currently provides advance warning for street closure using signage posted at the area undergoing alterations or repair. Although this approach is satisfactory for non-disabled residents, sidewalk closure creates problems for disabled pedestrians when routes change or all routes in a city are not accessible.

**Action Steps:**
- Provide advance notice of all street or sidewalk closures on informational materials and the City website.
- Notify disability organizations in advance of street or sidewalk closures.
• Provide dates of closure, specific location and alternate route information.

• Ensure that street closure signs and information conform to the TMUTCD (see Appendix C, Chapter 6D Pedestrian and Worker Safety, Sections 6D.01 and 6D.02).

ON-STREET ACCESSIBLE PARKING

The U.S. Access Board Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (July 26, 2011) contains recommendations for providing accessible on-street parking where marked on-street parking is provided. Section R215 (Passenger Loading Zones), and R214 (On-street Parking), address the scoping, location, design, and path of travel for accessible on-street parking.

Requests for on-street accessible parking are evaluated on a case-by-case basis. On-street accessible parking spaces are installed when warranted.

Action Step:
• Use PROWAG standards when on-street parking spaces are provided.

ACCESSIBLE PEDESTRIAN SIGNALS (APS)

The Texas Manual on Uniform Traffic Control Devices (TMUTCD) contains standards for pedestrian signal button height configuration. The code addresses the provision of a level and clear space centered and parallel to the pedestrian signal push button, clear ground space for wheelchairs, the maximum height of the signal push button and the maximum activating force to operate the signal push button. Additionally, many jurisdictions are installing audible or audible / tactile APS systems under the ADA Title II requirement to provide program accessibility. The Texas Manual on Uniform Traffic Control Devices (TMUTCD) outlines a process that local jurisdictions must follow to evaluate the potential installation of audible or audible / tactile systems.

Action Steps:
• Ensure that all new or replaced pedestrian signals comply with minimum requirements for button height, design and placement. As new technologies develop, evaluate these technologies in concert with the local community of persons with disabilities.

• Use the data from the pedestrian traffic signal survey to prioritize signal improvements and locations.

• Utilize TMUTCD Section 4E.09 criteria to assess potential APS installation locations.
PUBLIC OUTREACH

THE ADA ADVISORY COMMITTEE

The Transition Plan calls upon the City to establish an ADA Advisory Committee. The purpose of the committee is to discuss and prioritize accessibility related improvement projects. The role of the ADA Advisory Committee is to assist in selecting and prioritizing the following:

- Improvements to public ROW access: streets, sidewalks, and curb ramps
- Improvements to public facilities access: City Hall, other city office buildings, recreation centers, parks, hike and bike trails, and etc.
- Improvements to program access: website accessibility, registration processes, accessible hardware and software, and etc.

COMMUNITY OUTREACH

The City will continue holding community meetings to seek input from the public. Title II of the ADA allows comments by interested persons, including individuals with disabilities and organizations representing individuals with disabilities. It is important that the City and the ADA Advisory Committee reach out to as broad a community base as possible.

As part of its outreach program, the City should publicize the different programs and mechanisms available to address ROW accessibility.
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SAMPLE ADA POLICY AND COMPLAINT PROCEDURE
PURPOSE
In keeping with its efforts to provide access to all programs, activities and services offered to the public, the City of McKinney has adopted a policy of providing reasonable program modifications and auxiliary aids and services to people with disabilities, unless to do so would cause an undue burden to the City.

POLICY
It is the policy of the City of McKinney that no member of the public shall be favored or in any way discriminated against because of mental or physical disability or medical condition.

The City representative responsible for ensuring City compliance with this nondiscrimination policy is the ADA Coordinator.

All official City publications, notices, and announcements will include a statement of the City’s nondiscrimination policy. In addition, the nondiscrimination policy shall be posted in public places readily accessible to the public.

Upon request, the ADA Coordinator or his / her designee shall make available to the public a form on which to file a complaint.

ADA COMPLAINT PROCEDURE
A complaint is a claimed violation of the Americans with Disabilities Act. Qualified individuals with disabilities may file a complaint as set forth below.

A person who alleges that he or she has personally suffered unlawful discrimination, or who has learned of such unlawful discrimination in his or her official capacity should invoke the following resolution procedure:

- Meet with the City’s ADA Coordinator within 60 days of the alleged incident.

- The ADA Coordinator shall fill out an “Interview Form for Documenting Discrimination” at that meeting, or as soon thereafter as practical. The ADA Coordinator shall then investigate the alleged complaint, which may include meeting with the complainant, the party against whom the complaint is made, and witnesses.

- After the ADA Coordinator determines the appropriate resolution, he or she shall meet with the complainant to discuss the complaint in an attempt to resolve the matter.

- The ADA Coordinator shall also advise the party(s) against whom the complaint is made of his / her rights under the investigation procedures, and any possible disciplinary actions should the complaint be found valid.
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PROGRAM ACCESSIBILITY, GUIDELINES, STANDARDS AND RESOURCES
INTRODUCTION

In order to facilitate access to City programs by all citizens, the City will maintain these program accessibility guidelines, standards and resources. This information is available to all City employees. Each division will add to these guidelines when necessary to address its special needs and include information and technological devices that help staff members communicate with individuals with a variety of disabilities. The City will periodically review the components of this section as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

The City should establish a “Resources Toolkit” of adaptive aids and human resources that will be available for use by programs without the means to assemble their own. It is recommended that the City explore local sources of assistive technology. Local and National community groups are listed below.

FEDERAL AND STATE ACCESSIBILITY STANDARDS AND REGULATIONS

U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (http://www.ada.gov/).

ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

Title II Technical Assistance Manual (1993) and Yearly Supplements: A 56-page manual explains in lay terms what state and local governments must do to ensure that their programs, activities and services are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

Accessibility of State and Local Government Websites to People with Disabilities: A five page publication providing guidance on making state and local government websites accessible.
The U.S. Access Board is a federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards for the built environment, transportation, communication, medical diagnostic equipment and information technology. City employees are encouraged to access their website, http://www.access-board.gov/ to review the most up-to-date guidelines and standards.

Some of the information currently offered by the U.S. Access Board includes:

Communication and Information Technology
- Access to information and communication technology (ICT) is addressed by Board standards and guidelines under Section 508 of the Rehabilitation Act and Section 255 of the Telecommunications Act.
  - Section 508 Standards
  - Refresh of the Section 508 Standards and Telecommunications Act Guidelines
  - Telecommunications Act Accessibility Guidelines

Buildings and Sites
- Standards issued under the Americans with Disabilities Act (ADAA) address access to buildings and sites nationwide in new construction and alterations. Similar standards apply to building and sites funded by the federal government under the Architectural Barriers Act (ABA). Supplements to the ADA and ABA standards will address emergency transportable housing and classroom acoustics.
  - ADA Standards
  - ABA Standards
  - Emergency Transportable Housing
  - Classroom Acoustics

Recreation Facilities
- Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses and amusement rides is addressed in the ADA and ABA standards. New provisions will cover access to trails, picnic and camping sites, and beach access routes.
  - Recreation Facilities
  - Outdoor Developed Areas
Streets and Sidewalks

- New guidelines the Board is developing will cover access to public rights-of-way, including sidewalks, intersections, street crossings and on-street parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.
  - Public Rights-of Way
  - Shared Use Paths

Transportation

- Board guidelines issued under the ADA address access to public transportation facilities and vehicles. New guidelines for passenger vessels are in development.
  - Transportation Facilities
  - Transportation Vehicles
  - Passenger Vessels

Other Transportation / Transit Agencies

American Association of State and Highway Transportation Officials (AASHTO): AASHTO is the organization that maintains the “Green Book” for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (http://www.transportation.org/), address accessible circulations systems, including: AASHTO Guide for Planning, Design, and Operation of Pedestrian Facilities, 1st Edition and Guide for the Development of Facilities, 3rd Edition.

Federal Transit Administration (FTA): FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at 888-446-4511 and on their website (http://www.fta.dot.gov/).

State of Texas


The 2012 Texas Accessibility Standards follow or exceed current ADA laws and requirements. All construction in Texas is subject to these standards.

Other Codes and Standards

The City of McKinney Building Inspections Department enforces the ADA regulations as provided in the adopted editions of the International Building Code and ANSI standard A117.1.

RESOURCES FOR PROVIDING ACCESSIBLE PROGRAMS AND FACILITIES

Programmatic Resources

- ADA Document Portal: This website (https://adata.org/ada-document-portal) provides links to an ADA Collection consisting of more than 7,400 documents on a
wide range of topics. The ADA Document Portal is supported by the ten ADA and IT Technical Assistance Centers.

- Disability.Gov (https://www.disability.gov/): A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.


- American Association of Museums (AAM): Accessible exhibit design publications are available for purchase from AAM’s website (http://www.aam-us.org), including Everyone’s Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors.

- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775.783.8822), by email at mail@beneficialdesigns.com or website (http://www.beneficialdesigns.com/).

- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website (http://www.si.edu/Accessibility/SGAED). Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202.786.2942).

- National Center on Accessibility (NCA): The Center (http://www.ncaonline.org/) is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities.

  - NCA also publishes "What is an Accessible Trail?" which summarizes the federal guidelines for outdoor developed areas and is available for
The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.

- National Center on Health, Physical Activity, and Disability: The Center (http://www.ncpad.org/) provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.

- National Park Service (NPS): NPS has many programs that address the issue of providing accessible recreation services to people with disabilities. Director's Order #42 (http://www.nps.gov/policy/DOrders/DOrder42.html) establishes the purpose and role of the NPS Accessibility Program, lists applicable laws, standards and authorities, implementation strategies, roles and responsibilities. It also addresses National Park Service policies and provides links to additional information sources.

Technical Resources
The City should utilize the many disability-related resources available through the Internet.

- AbleData is the premier source for impartial, comprehensive information on products, solutions and resources to improve productivity and ease with life’s tasks. They provide a wealth of information to assist domestic and international customers in understanding assistive technology (AT) options and programs available. AbleData is funded by the National Institute on Disability, Independent Living and Rehabilitation Research (NIDILRR). NIDILRR is part of the U.S. Department of Health and Human Services’ Administration for Community Living. AbleData mission is to provide objective information on assistive products. They do not sell products or endorse any non-government websites, companies or applications. Up-to-date links to assistive technologies and disability-related resources are available on their website (http://www.abledata.acl.gov/).

  - Architectural elements: Products that make the built environment more accessible, including indoor and outdoor architectural elements, vertical lifts, lighting, and signs.

  - Blind and low vision: Products for people with visual disabilities, including computers, educational aids, information storage, kitchen aids, labeling, magnification, office equipment, orientation and mobility, reading, recreation, sensors, telephones, tools, travel, typing, and writing (Braille).

  - Communication: Products to help people with disabilities related to speech, writing and other methods of communication, including alternative and augmentative communication, signal systems, telephones, typing, and writing.
- Computers: Products to allow people with disabilities to use desktop and laptop computers and other kinds of information technology including software, hardware, and computer accessories.

- Controls: Products that provide people with disabilities with the ability to start, stop or adjust electric or electronic devices including environmental controls and control switches.

- Deaf and hard of hearing: Products for people with hearing disabilities, including amplification, recreational electronics, signal switches, and telephones.

- Deaf Blind: Products for people who are both deaf and blind.

- Education: Products to provide people with disabilities with access to educational materials and instruction in school and in other learning environments including classroom and instructional materials.

- Recreation: Products to assist people with disabilities with their leisure and athletic activities including crafts, electronics, gardening, music, photography, and sports.

- Seating: Products that assist people to sit comfortably and safely including seating systems and therapeutic seats.

- Transportation: Products to enable people with disabilities to drive or ride in cars, vans, trucks and buses including mass transit vehicles and facilities and vehicle accessories.

- Wheeled mobility: Products and accessories that enable people with mobility disabilities to move freely indoors and outdoors including wheelchairs (manual, sport, and powered), wheelchair alternatives (scooters), wheelchair accessories, and carts.

- Workplace: Products to aid people with disabilities at work including agricultural equipment, office equipment, tools, and work stations.

Texas Department of Assistive and Rehabilitative Services (DARS)
The Department of Assistive and Rehabilitative Services, or DARS, administers programs that ensure Texas is a state where people with disabilities, and children who have developmental delays, enjoy the same opportunities as other Texans to independent and productive lives. Their website provides links to technical resources and other contact information.

[http://www.hhs.texas.gov/hhs-services](http://www.hhs.texas.gov/hhs-services)

- DARS has four divisions, each with its own program:

  - Rehabilitation Services [https://hhs.texas.gov/services/](https://hhs.texas.gov/services/)
- Blind Services [https://hhs.texas.gov/services/disability/blind-visually-impaired](https://hhs.texas.gov/services/disability/blind-visually-impaired)
- Disability Determination Services [https://hhs.texas.gov/hhs-services](https://hhs.texas.gov/hhs-services)

- DARS provides programs and information on how to apply for services for:
  - Autism
  - Blind and Visually Impaired
  - Deaf and Hard of Hearing
  - Disability Determination
  - Early Childhood Intervention
  - Rehabilitation
  - Service Animals

Rehabilitation International (RI)
RI initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the R website ([http://www.riglobal.org/](http://www.riglobal.org/)).

National Center for Accessible Media (NCAM)
NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM’s website ([http://ncam.wgbh.org](http://ncam.wgbh.org)).

American Sign Language Interpreters
All City staff members have access to the City Intranet. Resources to provide requested accommodations are available on the ADA Compliance page. Contact information and contracts are available for companies and individuals offering sign language interpretation at various skill levels and certifications.
Assistive Listening Systems and Devices

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and conferences. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals. The Texas Department of Assistive and Rehabilitative Services can be contacted at 1-800-628-5115 for detailed information. (https://hhs.texas.gov/hhs-services).

Closed Caption Machine

To the extent practical, City Divisions should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

- Companies offering closed captioning on films and videotapes:
  - East Texas Captioning: http://www.productionhub.com/profiles/details/212397
  - Dallas Captioning: http://dallascaptioning.com/index.htm
  - Texas Closed Captioning: http://www.texascaption.com/

Enlarging Printed Materials

A copy machine capable of enlarging printed materials should be available for each site where programs or transaction counter services are provided to the public.

Optical Readers

Equipment that can translate printed information into an audio format should be available to Divisions.

TDI (formerly known as Telecommunications for the Deaf, Inc.)

TDI's mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources (http://www.tdiforaccess.org/) include information about telecommunications access such as TTY, pagers, telephony, VoIP, and more.

- Text Telephone (TDD) (required in 911 call center; others optional)

- To the extent necessary, City Divisions should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

- Text Telephone Technical information is available on the U.S. Access Board's website (https://www.access-board.gov/).
Transportation
Divisions who provide transportation for their programs should provide accessible transportation as needed / requested by program participants. The City should continue to maintain any accessible transportation vehicles. The City should purchase or contract lift-equipped vans or buses to transport individuals who use wheelchairs for programs conducted by the City and its Divisions. Also see Federal Accessible Transportation Guidelines above.

Guide to Disabilities and Disability Etiquette
A guide to disabilities and disability etiquette should be assembled and distributed to City staff. The guide will ensure that staff members are familiar with a variety of types of disabilities and that they are sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

The City of San Antonio’s Disability Etiquette Handbook is available online: (http://www.sanantonio.gov/Portals/0/Files/DAO/DisabilityEtiquetteHandbook.pdf)

COMMUNITY GROUPS, ORGANIZATIONS, ASSOCIATIONS AND COMMISSIONS
The Deaf Action Center is located at 3115 Crestview Drive, Dallas, Texas 75235. Phone: 214-521-0407; Videophone: 214-377-1898. Online: http://dactexas.org/

The REACH Independent Living Center serves all of North Texas and has locations in Dallas, Fort Worth, Plano and Denton. The Plano office best serves the City of McKinney. REACH was developed to provide services for people with disabilities so that they are enabled to lead self-directed lives and to educate the general public about disability related topics in order to promote a barrier free community. The Plano office is located at 720 E. Park Blvd., Suite 104, Plano, Texas 75074-8844. Phone: 972-398-1111 Online: http://www.reachcils.org/ or Email: reachplano@reachils.org

The American Foundation for the Blind (AFB) Center on Vision Loss, located in Dallas, Texas, is a unique part of AFB dedicated to helping the 25 million Americans with vision loss find resources, professional services, and workable solutions to many issues related to living independently. They offer life-changing information and have over 500 products and devices on display that can help a person with low or no vision: Read, Use a computer, Identify medications, Use the telephone, Move about their home independently and safely. They can be reached at 214-352-7222 and are located at: AFB Center on Vision Loss, 11030 Ables Lane, Dallas, Texas 75229, Online: http://www.afb.org/directory.aspx?action=profile&AccountID=71 or email: dallas@afb.net

The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country’s largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (http://www.thearc.org). Local information is available from Arc of Collin, Dallas and Rockwall Counties, 12700 Hillcrest Rd., Suite 200, Dallas, Texas 75230. Phone: 214-634-9810. Email: info@arcdallas.org or Online: http://www.arcdallas.org/
Ability Connections Texas (http://www.abilityconnection.org/) has mission to provide a full range of services for people with physical and intellectual disabilities as they strive to achieve their highest level of independence. This mission is the core value their team holds in their pursuit to deliver programs and services that will positively impact communities throughout North Texas. They have served Texas for over 59 years and help children and adults reach new levels of autonomy. The Greater Dallas office serves the McKinney area and is located at 8802 Harry Hines Blvd., Dallas, Texas 75235. Phone: 800-999-1898.

The Governor’s Committee on People with Disabilities has been in existence since 1950. GCPD works toward a State where people with disabilities have the opportunity to enjoy full and equal access to lives of independence, productivity and self-determination. They may be reached at 512-463-2000 or online at http://governor.state.tx.us/disabilities/

The Texas Department of Assistive and Rehabilitative Services (DARS) provides programs and services for Autism, Blind and Visually Impaired, Deaf and Hard of Hearing, Disability Determination, Early Childhood Intervention and Rehabilitation. They are located at 4800 N. Lamar Blvd., Austin, Texas 78756. Phone: 1-800-628-5115. Online: https://hhs.texas.gov/hhs-services

The American Council of the Blind (ACB): ACB (http://www.acb.org/) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by email at info@acb.org

American Association of People with Disabilities: The American Association of People with Disabilities (http://www.aapd.com/) is the largest nonprofit, nonpartisan, cross-disability organization in the United States.

Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity. Phone: 800-355-5438 (http://www.adaptive-environments.com/)

Disability Resources, Inc. (DRI): Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (http://www.driabilene.org/).

National Association of the Deaf (NAD): NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (http://www.nad.org/).

National Federation of the Blind (NFB): NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources (http://www.nfb.org/)
for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large-print software for computers, and sources of closed circuit TV (CCTV’s).

National Organization on Disability (NOD): The National Organization on Disability promotes the full and equal participation and contribution of America’s 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (http://www.nod.org/).

Paralyzed Veterans of America (PVA): PVA is a national advocacy organization representing veterans. PVA’s Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. Online (http://www.pva.org/sports/sportsindex.htm) provides information on useful sports publications and a list of contacts.

United Cerebral Palsy (UCP) Association: UCP’s mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP’s Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP’s website (http://ucp.org/).

World Institute on Disability (WID): WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (http://www.wid.org/resources/)

FUNDING FOR PROJECTS

The City of McKinney actively researches and pursues funding offered in programs by the federal and state governments, North Central Texas Council of Governments (NCTCOG) and other entities.
APPENDIX A: QUESTIONNAIRES

Program Accessibility Questionnaires were sent to all departments. These questionnaires provided the foundation to identifying barriers and creating solutions to remove those barriers.
PROGRAM ACCESSIBILITY QUESTIONNAIRE

City of McKinney Services or Activities Providers

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<th>Department:</th>
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<td>Contact Person:</td>
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Denial of participation
The ADA, like other civil rights statutes, prohibits the denial of services or benefits on specified discriminatory grounds. Just as a government office cannot refuse to issue food stamps or other benefits to an individual on the basis of his or her race, it cannot refuse to provide benefits solely because an individual has a disability.

Equality in participation / benefits
The ADA provides for equality of opportunity, but does not guarantee equality of results. The foundation of many of the specific requirements in the Department's regulations is the principle that individuals with disabilities must be provided an equally effective opportunity to participate in or benefit from a public entity's aid, benefits, and services.

- Are any programs or services offered to the public by your department? If yes, please list them:

- Are all programs offered by your department available to someone with a:
  - Physical challenge? (Using a wheelchair, canes, crutches, walkers or prosthetics)
  - Sensory challenge? (Visual loss or hearing loss)
  - Cognitive challenge?

- Are programs, services or activities offered by your department the same for people with disabilities or are separate or different accommodations necessary? Explain for each program listed above.

- Do any “separate” programs designed for people with disabilities end up segregating them from all others participating in the same program service or activity?

- If a “separate” program is offered, can a person choose NOT to participate in the separate program and join the mainstream program?

- Are any additional costs required for someone to participate in the programs, services or activities?
• Are reasonable modifications necessary to provide programs, services and activities?

• Does your department offer any licensing or certifications to citizens?
  • What licenses or certificates are offered?
  • What does it take to get that license? Is testing involved? Please explain.

• Are there elements or features offered through your programs, services or activities that are broken down or break down frequently?

• Is the building your programs are in owned by the City or leased?
  • If the building is leased, who is it leased from?

• What auxiliary aids are provided for people with hearing impairments to attend any public meetings hosted by your department? (that might include: qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDD’s), videotext displays, and exchange of written notes.)

• What auxiliary aids are provided for people with visual impairments to attend any public meetings hosted by your department? (That might include: qualified readers, taped texts, audio recordings, Braille materials, large-print materials, and assistance in locating items.)

• What auxiliary aids are provided for people with cognitive impairments? (That might include: TDD’s, computer terminals, speech synthesizers, and communication boards.)

• Do any of the programs offered by your department have papers, handouts or documents that are given to out to either employees or the general public?

• Do any of the programs have any audio / visual media that is offered to either employees or to the general public?

• What policies and procedures are in place for each program? (Use separate sheet if needed)

• Has your department designated an employee to act as the liaison between your department and the City ADA Coordinator? How long have they been performing this function? Do they understand what that might mean, as it pertains to your department?
• Have your facility standards been reviewed from the perspective of accessibility and updated accordingly?

• How does your department respond to an ADA complaint?
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APPENDIX B: PUBLIC MEETINGS

Public meetings were held to invite the public to participate in the development of the City’s ADA Transition Plan.
The City of McKinney

Americans With Disabilities Act (ADA)

Self-Evaluation and Transition Plan Update

John and Judy Gay Library
6861 W. Eldorado Parkway
McKinney, Texas
Thursday, May 30, 2013
6:00 p.m. to 8:00 p.m.

Minutes of the May, 2013 Public Meeting

The meeting opened with introductions of the meeting participants, including 13 public participants, 10 City of McKinney Staff members, and two Accessology Too consultants. Accessology Too consultant provided a description of the work plan.

Accessology consultant described how ADA laws came to be and how they affect municipalities such as the City of McKinney. The consultant also described the self-evaluation process the City is working through and how it will result in a Transition Plan.

QUESTION:
The City is performing the self-evaluation, including sidewalks. Who determines if they comply?

ANSWER:
The City uses the data from the field observation to determine if it meets the requirements of the ADA regulations.

QUESTIONS:
Does the City add sidewalks in the areas where sidewalk has yet to be constructed?

ANSWER:
In special circumstances, the City has constructed missing sections of sidewalk; however, ADA regulations do not require the construction of new sidewalk where there is no existing sidewalk.

QUESTION:
Where should requests or grievances be sent?

ANSWER:
Send all requests, comments and suggestions to Trish Jackson.

QUESTION:
Cable company does not provide ADA compatible service (e.g. spoken weather alerts).
ANSWER:
The cable companies are exempt from ADA requirements. This type of issue will not be included on our transition plan because the City does not regulate cable companies.

COMMENT:
The City Parks Department installed a special needs swing requested by a citizen.

COMMENT:
There are facilities that need improvement. Library needs assistive directory, public phones in City Hall and Senior Center need TTY.

COMMENT:
All vendors, contractors and subcontractors need to comply with ADA requirements.

QUESTION:
What actions has Police taken to be in compliance with ADA?

ANSWER:
Randy Roland explained the methods of communication and training used by officers during interaction with customers. He also described the services that they have on standby to address situations requiring special communication needs. He also mentioned the NCTCOG communication system. Dispatch staff also assist officers in communication.

COMMENT:
The Downtown area has accessibility challenges: Bricks are not smooth, making them hard to walk on without tripping; Curbs slant; double curbs do not have grab bars.

QUESTION:
Who will be responsible to ensure the TAPS infrastructure is accessible?

ANSWER:
TAPS will be responsible to ensure their program is in compliance with ADA.

QUESTION:
Who maintains sidewalks?

ANSWER:
The Public Works Department receives a budget to address issues associated with sidewalks.

QUESTION:
Does the City require a franchise company to upgrade all ADA issues when they disturb an intersection?

ANSWER:
No, the City does not require improvements to facilities that are not disturbed by the franchise contractor.
QUESTION:
Will the City send out a questionnaire similar to the MCDC questionnaire?

ANSWER:
We have not planned to send out a questionnaire but we will take that into consideration.

QUESTION:
Apps for CVB and Utility Billing are not accessible.

ANSWER:
These Apps will be reviewed and corrected.

COMMENT:
The permit for alarm systems includes a question to help identify anyone in the household that needs assistance.

QUESTION:
Can the City tag an address for hearing impaired?

ANSWER:
Yes, however, some people do not want different treatment (also, HIPPA compliance creates a challenge).

QUESTION:
Do the schools identify students with special needs?

ANSWER:
Yes, all schools are covered and Police SRO’s are aware of special needs.

QUESTION:
Can the City add closed captioning to the meeting broadcasts?

ANSWER:
Closed captioning is currently being discussed.

QUESTION:
Can the City EMS carry special medicine needed by non-disabled patients?

ANSWER:
Additional information regarding this request will be emailed to Samantha for follow-up.

QUESTION:
Can we include descriptive interpretation at MPAC?

ANSWER:
This is not required, but can be investigated.

QUESTION:
Can the City add closed captioning to the meeting broadcasts?
ANSWER:
Closed captioning is currently being discussed.

QUESTION:
Senior Center needs better hours and to adjust the age restrictions.

ANSWER:
Hours of operation are consistent with Parks and Recreation policies.

QUESTION:
Underpasses in Stonebridge are too steep.

ANSWER:
We are looking at the underpasses with the preparation of the transition plan.

QUESTION:
Who should be called when a flaw in new construction is identified?

ANSWER:
Contact Trish Jackson to report issues.

QUESTION:
Traffic signal issues Ridge at Eldorado and Lake Forest at US 380 were discussed.

ANSWER:
The City will address the need for accessible pedestrian signals and improve the route crossing the street (to make the islands larger).

QUESTION:
Will the transition plan include the cost for improvement?

ANSWER:
Yes, both the priority and the cost will be included for each element in the transition plan.

At the conclusion of the discussion, participants were invited to attend future public meetings and to encourage their friends and contacts to participate at any time in the project by sending information to the City’s ADA coordinator.
The City of McKinney

Americans With Disabilities Act (ADA)

Self-Evaluation and Transition Plan Update

John and Judy Gay Library
6861 W. Eldorado Parkway
McKinney, Texas
Thursday, May 30, 2013
6:00 p.m. to 8:00 p.m.

Minutes of the May, 2013 Public Meeting

The meeting opened with introductions of the meeting participants, including eight public participants, 10 City of McKinney staff members, and one participant from the team of the project’s consultant, Accessology Too, LLC. Samantha Frison served as the meeting’s facilitators and other staff members provided a description of the work plan to update the City’s ADA Transition plan. They explained that this process is divided into two main steps: a programmatic evaluation and an accessibility assessment of the City’s facilities. Descriptions and explanations of facilities surveys were also given.

After introductions, the public was given copies of the draft Transition Plan as provided by Accessology Too, LLC. The public attendees were invited to read over the copies and make comments to staff or write their comments on the draft copies.

Prior to Transition Plan review, the floor was opened for questions and comments:

Request that future facilities projects consider a drop off zone at the primary entrance to a facility.

Parking needs to be as close as possible to the primary entrance.

Visually impaired pedestrians need greater contrast to allow them to see features (depth perception).

Public comments received during small review groups:

- Public entities (HOA’s, businesses, etc.) need to coordinate with City before planting shrubbery, etc. so that sight lines are not encroached at intersections.

- Define vendors and contractors. The State of Texas does not define these and excuses itself from requiring ADA compliance with vendors, but not with contractors. Any entities doing business with or on behalf of the City should meet all ADA requirements.

- Complaint: Provide Magic and / or Zoomtext (screen enhancements) and Jaws (audio) at both libraries for those with low vision. Commenter would like to see a bulk license purchased for multiple computers.
- Require training for all new City employees in new hire orientation. Update this training for all employees annually. Require employees to sign training documentation.

- Define how assets will be kept in compliance. Will a City employee or hired contractor assess annually?

- Spell out the budget. Will funds come from the General Fund or will it be divided among the departments? Encouraged seeking out all available funds (federal monies, grants, etc.)

- Write up a Confidentiality Policy for City staff. There is concern that if a citizen discloses their disability it could be casually mentioned elsewhere. Individual expressed he thought these disclosures should be treated the same as HIPPA.

- Make sure main entryways are accessible.

- Complaint: McKinney Ranch Parkway and Ridge area needs a sidewalk.

- Complaint: Location of ticket office in MPAC makes it difficult for those with mobility impairments to buy tickets. Commenter would like some kind of accommodation that alleviates so much walking.

- Marked crosswalks provide enhanced visual cues needed to determine path to cross street. This is helpful to pedestrians with limited vision and guide dogs.

- Audible traffic signals assist visually impaired pedestrians determine route when crossing at signalized intersection.

- Wheel stops at handicapped spaces create trip hazards when there are no vehicles in the corresponding space. Consider designs that eliminate the need for wheel stops.

- Ramps in the High Ridge Addition are showing signs of deterioration.

- Dogs off leash create a safety problem for pedestrians using guide dogs.

All participants were thanked for their comments that will further shape the Transition Plan document.

The meeting closed at 8:00 p.m.
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APPENDIX C: EXCERPTS FROM TEXAS MANUAL ON UNIFORM TRAFFIC CONTROL DEVICES

This manual provides uniform standards and guidance regarding traffic control devices to promote highway safety and efficiency in the State of Texas.
Section 4E.08 Pedestrian Detectors

Option:
01 Pedestrian detectors may be pushbuttons or passive detection devices.

Support:
02 Passive detection devices register the presence of a pedestrian in a position indicative of a desire to cross, without requiring the pedestrian to push a button. Some passive detection devices are capable of tracking the progress of a pedestrian as the pedestrian crosses the roadway for the purpose of extending or shortening the duration of certain pedestrian timing intervals.

03 The provisions in this Section place pedestrian pushbuttons within easy reach of pedestrians who are intending to cross each crosswalk and make it obvious which pushbutton is associated with each crosswalk. These provisions also position pushbutton poles in optimal locations for installation of accessible pedestrian signals (see Sections 4E.09 through 4E.13). Information regarding reach ranges can be found in the "Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG)" (see Section 1A.11).

Guidance:
04 If pedestrian pushbuttons are used; they should be capable of easy activation and conveniently located near each end of the crosswalks. Except as provided in Paragraphs 5 and 6, pedestrian pushbuttons should be located to meet all of the following criteria (see Figure 4E-3):

A. Unobstructed and adjacent to a level all-weather surface to provide access from a wheelchair;

B. Where there is an all-weather surface, a wheelchair accessible route from the pushbutton to the ramp;

C. Between the edge of the crosswalk line (extended) farthest from the center of the intersection and the side of a curb ramp (if present), but not greater than 5 feet from said crosswalk line;

D. Between 1.5 and 6 feet from the edge of the curb, shoulder, or pavement;

E. With the face of the pushbutton parallel to the crosswalk to be used; and

F. At a mounting height of approximately 3.5 feet, but no more than 4 feet, above the sidewalk.
Section 4E.09 Accessible Pedestrian Signals and Detectors - General

Support:
01 Accessible pedestrian signals and detectors provide information in non-visual formats (such as audible tones, speech messages, and / or vibrating surfaces).

02 The primary technique that pedestrians who have visual disabilities use to cross streets at signalized locations is to initiate their crossing when they hear the traffic in front of them stop and the traffic alongside them begin to move, which often corresponds to the onset of the green interval. The existing environment is often not sufficient to provide the information that pedestrians who have visual disabilities need to cross a roadway at a signalized location.

Guidance:
03 If a particular signalized location presents difficulties for pedestrians who have visual disabilities to cross the roadway, an engineering study should be conducted that considers the needs of pedestrians in general, as well as the information needs of pedestrians with visual disabilities. The engineering study should consider the following factors:

A. Potential demand for accessible pedestrian signals;

B. A request for accessible pedestrian signals;

C. Traffic volumes during times when pedestrians might be present, including periods of low traffic volumes or high turn-on-red volumes;

D. The complexity of traffic signal phasing (such as split phases, protected turn phases, leading pedestrian intervals, and exclusive pedestrian phases); and

E. The complexity of intersection geometry.

Support:
04 The factors that make crossing at a signalized location difficult for pedestrians who have visual disabilities include: increasingly quiet cars, right turn on red (which mask the beginning of the through phase), continuous right-turn movements, complex signal operations, traffic circles, and wide streets. Furthermore, low traffic volumes might make it difficult for pedestrians who have visual disabilities to discern signal phase changes.

05 Local organizations, providing support services to pedestrians who have visual and / or hearing disabilities, can often act as important advisors to the traffic engineer when consideration is being given to the installation of devices to assist such pedestrians. Additionally, orientation and mobility specialists or similar staff also might be able to provide a wide range of advice. The U.S. Access Board (http://www.access-board.gov) provides technical assistance for making pedestrian signal information available to persons with visual disabilities (see Page i for the address for the U.S. Access Board).
Standard:

06 When used, accessible pedestrian signals shall be used in combination with pedestrian signal timing. The information provided by an accessible pedestrian signal shall clearly indicate which pedestrian crossing is served by each device.

07 Under stop-and-go operation, accessible pedestrian signals shall not be limited in operation by the time of day or day of week.

Option:

08 Accessible pedestrian signal detectors may be pushbuttons or passive detection devices.

09 At locations with pretimed traffic control signals or non-actuated approaches, pedestrian pushbuttons may be used to activate the accessible pedestrian signals.

Support:

10 Accessible pedestrian signals are typically integrated into the pedestrian detector (pushbutton), so the audible tones and / or messages come from the pushbutton housing. They have a pushbutton locator tone and tactile arrow, and can include audible beaconing and other special features.

Option:

11 The name of the street to be crossed may also be provided in accessible format, such as Braille or raised print. Tactile maps of crosswalks may also be provided.

Support:

12 Specifications regarding the use of Braille or raised print for traffic control devices can be found in the "Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG)" (see Section 1A.11).

Standard:

13 At accessible pedestrian signal locations where pedestrian push buttons are used, each pushbutton shall activate both the walk interval and the accessible pedestrian signals.

Section 4E.10 Accessible Pedestrian Signals and Detectors - Location

Support:

01 Accessible pedestrian signals that are located as close as possible to pedestrians waiting to cross the street provide the clearest and least ambiguous indication of which pedestrian crossing is served by a device.

Guidance:

02 Pushbuttons for accessible pedestrian signals should be located in accordance with the provisions of Section 4E.08 and should be located as close as possible to the crosswalk line furthest from the center of the intersection and as close as possible to the curb ramp.
Standard:
03 If two accessible pedestrian pushbuttons are placed less than 10 feet apart or on the same pole, each accessible pedestrian pushbutton shall be provided with the following features (see Sections 4E.11 through 4E.13):

A. A pushbutton locator tone,
B. A tactile arrow,
C. A speech walk message for the WALKING PERSON (symbolizing WALK) indication, and
D. A speech pushbutton information message.

04 If the pedestrian clearance time is sufficient only to cross from the curb or shoulder to a median of sufficient width for pedestrians to wait and accessible pedestrian detectors are used, an additional accessible pedestrian detector shall be provided in the median.

Section 4E.11 Accessible Pedestrian Signals and Detectors—Walk Indications

Support:
01 Technology that provides different sounds for each non-concurrent signal phase has frequently been found to provide ambiguous information. Research indicates that a rapid tick tone for each crossing coming from accessible pedestrian signal devices on separated poles located close to each crosswalk provides unambiguous information to pedestrians who are blind or visually impaired. Vibrotactile indications provide information to pedestrians who are blind and deaf and are also used by pedestrians who are blind or who have low vision to confirm the walk signal in noisy situations.

Standard:
02 Accessible pedestrian signals shall have both audible and vibrotactile walk indications.

03 Vibrotactile walk indications shall be provided by a tactile arrow on the pushbutton (see Section 4E.12) that vibrates during the walk interval.

04 Accessible pedestrian signals shall have an audible walk indication during the walk interval only. The audible walk indication shall be audible from the beginning of the associated crosswalk.

05 The accessible walk indication shall have the same duration as the pedestrian walk signal except when the pedestrian signal rests in walk.

Guidance:
06 If the pedestrian signal rests in walk the accessible walk indication should be limited to the first 7 seconds of the walk interval. The accessible walk indication should be recalled by a
button press during the walk interval provided that the crossing time remaining is greater than the pedestrian change interval.

**Standard:**
07 Where two accessible pedestrian signals are separated by a distance of at least 10 feet, the audible walk indication shall be a percussive tone. Where two accessible pedestrian signals on one corner are not separated by a distance of at least 10 feet, the audible walk indication shall be a speech walk message.

08 Audible tone walk indications shall repeat at eight to ten ticks per second. Audible tones used as walk indications shall consist of multiple frequencies with a dominant component at 880Hz.

**Guidance:**
09 The volume of audible walk indications and pushbutton locator tones (see Section 4E.12) should be set to be a maximum of 5 dBA louder than ambient sound, except when audible beaconing is provided in response to an extended pushbutton press.

**Standard:**
10 Automatic volume adjustment in response to ambient traffic sound level shall be provided up to a maximum volume of 100 dBA.

**Guidance:**
11 The sound level of audible walk indications and pushbutton locator tones should be adjusted to be low enough to avoid misleading pedestrians who have visual disabilities when the following conditions exist:

A. Where there is an island that allows unsignalized right turns across a crosswalk between the island and the sidewalk.

B. Where multi-leg approaches or complex signal phasing require more than two pedestrian phases, such that it might be unclear which crosswalk is served by each audible tone.

C. At intersections where a diagonal pedestrian crossing is allowed, or where one street receives a WALKING PERSON (symbolizing WALK) signal indication simultaneously with another street.

**Option:**
12 An alert tone, which is a very brief burst of high-frequency sound at the beginning of the audible walk indication that rapidly decays to the frequency of the walk tone, may be used to alert pedestrians to the beginning of the walk interval.

**Support:**
13 An alert tone can be particularly useful if the walk tone is not easily audible in some traffic conditions.
14 Speech walk messages communicate to pedestrians which street has the walk interval. Speech messages might be either directly audible or transmitted, requiring a personal receiver to hear the message. To be a useful system, the words and their meaning need to be correctly understood by all users in the context of the street environment where they are used. Because of this, tones are the preferred means of providing audible walk indications except where two accessible pedestrian signals on one corner are not separated by a distance of at least 10 feet.

15 If speech walk messages are used, pedestrians have to know the names of the streets that they are crossing in order for the speech walk messages to be unambiguous. In getting directions to travel to a new location, pedestrians with visual disabilities do not always get the name of each street to be crossed. Therefore, it is desirable to give users of accessible pedestrian signals the name of the street controlled by the pushbutton. This can be done by means of a speech pushbutton information message (see Section 4E.13) during the flashing or steady UPRAISED HAND intervals, or by raised print and Braille labels on the pushbutton housing.

16 By combining the information from the pushbutton message or Braille label, the tactile arrow aligned in the direction of travel on the relevant crosswalk, and the speech walk message, pedestrians with visual disabilities are able to correctly respond to speech walk messages even if there are two pushbuttons on the same pole.

Standard:
17 If speech walk messages are used to communicate the walk interval, they shall provide a clear message that the walk interval is in effect, as well as to which crossing it applies. Speech walk messages shall be used only at intersections where it is technically infeasible to install two accessible pedestrian signals at one corner separated by a distance of at least 10 feet.

18 Speech walk messages that are used at intersections having pedestrian phasing that is concurrent with vehicular phasing shall be patterned after the model: "Broadway. Walk sign is on to cross Broadway."

19 Speech walk messages that are used at intersections having exclusive pedestrian phasing shall be patterned after the model: "Walk sign is on for all crossings."

20 Speech walk messages shall not contain any additional information, except they shall include designations such as "Street" or "Avenue" where this information is necessary to avoid ambiguity at a particular location.

Guidance:
21 Speech walk messages should not state or imply a command to the pedestrian, such as "Cross Broadway now." Speech walk messages should not tell pedestrians that it is "safe to cross," because it is always the pedestrian's responsibility to check actual traffic conditions.
Standard:
22 A speech walk message is not required at times when the walk interval is not timing, but, if provided:
   
   A. It shall begin with the term "wait."
   B. It need not be repeated for the entire time that the walk interval is not timing.

23 If a pilot light (see Section 4E.08) is used at an accessible pedestrian signal location, each actuation shall be accompanied by the speech message "wait."

Option:
24 Accessible pedestrian signals that provide speech walk messages may provide similar messages in languages other than English, if needed, except for the terms "walk sign" and "wait."

Standard:
25 Following the audible walk indication, accessible pedestrian signals shall revert to the pushbutton locator tone (see Section 4E.12) during the pedestrian change interval.

Section 4E.12 Accessible Pedestrian Signals and Detectors - Tactile Arrows and Locator Tones

Standard:
01 To enable pedestrians who have visual disabilities to distinguish and locate the appropriate pushbutton at an accessible pedestrian signal location, push buttons shall clearly indicate by means of tactile arrows which crosswalk signal is actuated by each pushbutton. Tactile arrows shall be located on the pushbutton, have high visual contrast (light on dark or dark on light), and shall be aligned parallel to the direction of travel on the associated crosswalk.

02 An accessible pedestrian pushbutton shall incorporate a locator tone.

Support:
03 A pushbutton locator tone is a repeating sound that informs approaching pedestrians that a pushbutton to actuate pedestrian timing or receive additional information exists, and that enables pedestrians with visual disabilities to locate the pushbutton.

Standard:
04 Pushbutton locator tones shall have a duration of 0.15 seconds or less, and shall repeat at 1-second intervals.

05 Pushbutton locator tones shall be deactivated when the traffic control signal is operating in a flashing mode. This requirement shall not apply to traffic control signals or pedestrian hybrid beacons that are activated from a flashing or dark mode to a stop-and-go mode by pedestrian actuations.
06 Pushbutton locator tones shall be intensity responsive to ambient sound, and be audible 6 to 12 feet from the pushbutton, or to the building line, whichever is less.

Support:
07 Section 4E.11 contains additional provisions regarding the volume and sound level of pushbutton locator tones.

Section 4E.13 Accessible Pedestrian Signals and Detectors - Extended Pushbutton Press Features

Option:
01 Pedestrians may be provided with additional features such as increased crossing time, audible beaconing, or a speech pushbutton information message as a result of an extended pushbutton press.

Standard:
02 If an extended push button press is used to provide any additional feature(s), a pushbutton press of less than one second shall actuate only the pedestrian timing and any associated accessible walk indication, and a pushbutton press of one second or more shall actuate the pedestrian timing, any associated accessible walk indication, and any additional feature(s).

03 If additional crossing time is provided by means of an extended pushbutton press, a PUSH BUTTON FOR 2 SECONDS FOR EXTRA CROSSING TIME (R10-32P) plaque (see Figure 2B-26) shall be mounted adjacent to or integral with the pedestrian pushbutton.

Support:
04 Audible beaconing is the use of an audible signal in such a way that pedestrians with visual disabilities can home in on the signal that is located on the far end of the crosswalk as they cross the street.

05 Not all crosswalks at an intersection need audible beaconing; audible beaconing can actually cause confusion if used at all crosswalks at some intersections. Audible beaconing is not appropriate at locations with channelized turns or split phasing, because of the possibility of confusion.

Guidance:
06 Audible beaconing should only be considered following an engineering study at:
   A. Crosswalks longer than 70 feet, unless they are divided by a median that has another accessible pedestrian signal with a locator tone;
   B. Crosswalks that are skewed;
   C. Intersections with irregular geometry, such as more than four legs;
   D. Crosswalks where audible beaconing is requested by an individual with visual disabilities; or
E. Other locations where a study indicates audible beaconing would be beneficial.

Option:
07 Audible beaconing may be provided in several ways, any of which are initiated by an extended pushbutton press.

**Standard:**
08 If audible beaconing is used, the volume of the pushbutton locator tone during the pedestrian change interval of the called pedestrian phase shall be increased and operated in one of the following ways:

A. The louder audible walk indication and louder locator tone comes from the far end of the crosswalk, as pedestrians cross the street,

B. The louder locator tone comes from both ends of the crosswalk, or

C. The louder locator tone comes from an additional speaker that is aimed at the center of the crosswalk and that is mounted on a pedestrian signal head.

Option:
09 Speech pushbutton information messages may provide intersection identification, as well as information about unusual intersection signalization and geometry, such as notification regarding exclusive pedestrian phasing, leading pedestrian intervals, split phasing, diagonal crosswalks, and medians or islands.

**Standard:**
10 If speech pushbutton information messages are made available by actuating the accessible pedestrian signal detector, they shall only be actuated when the walk interval is not timing. They shall begin with the term "Wait," followed by intersection identification information modeled after: "Wait to cross Broadway at Grand." If information on intersection signalization or geometry is also given, it shall follow the intersection identification information.

**Guidance:**
11 Speech pushbutton information messages should not be used to provide landmark information or to inform pedestrians with visual disabilities about detours or temporary traffic control situations.

**Support:**
12 Additional information on the structure and wording of speech pushbutton information messages is included in ITE's "Electronic Toolbox for Making Intersections More Accessible for Pedestrians Who Are Blind or Visually Impaired," which is available at ITE's website (see Page i).
CHAPTER 6D. PEDESTRIAN AND WORKER SAFETY

Section 6D.01 Pedestrian Considerations

Support:
01 A wide range of pedestrians might be affected by TTC zones, including the young, elderly, and people with disabilities such as hearing, visual, or mobility. These pedestrians need a clearly delineated and usable travel path. Considerations for pedestrians with disabilities are addressed in Section 6D.02.

Standard:
02 The various TTC provisions for pedestrian and worker safety set forth in Part 6 shall be applied by knowledgeable (for example, trained and / or certified) persons after appropriate evaluation and engineering judgment.

03 Advance notification of sidewalk closures shall be provided by the maintaining agency.

04 If the TTC zone affects the movement of pedestrians, adequate pedestrian access and walkways shall be provided. If the TTC zone affects an accessible and detectable pedestrian facility, the accessibility and detectability shall be maintained along the alternate pedestrian route.

Option:
05 If establishing or maintaining an alternate pedestrian route is not feasible during the project, an alternate means of providing for pedestrians may be used, such as adding free bus service around the project or assigning someone the responsibility to assist pedestrians with disabilities through the project limits.

Support:
06 It must be recognized that pedestrians are reluctant to retrace their steps to a prior intersection for a crossing or to add distance or out-of-the-way travel to a destination.

Guidance:
07 The following three items should be considered when planning for pedestrians in TTC zones:

A. Pedestrians should not be led into conflicts with vehicles, equipment, and operations.

B. Pedestrians should not be led into conflicts with vehicles moving through or around the worksite.

C. Pedestrians should be provided with a convenient and accessible path that replicates as nearly as practical the most desirable characteristics of the existing sidewalk(s) or footpath(s).

08 A pedestrian route should not be severed and / or moved for non-construction activities such as parking for vehicles and equipment.
Consideration should be made to separate pedestrian movements from both worksite activity and vehicular traffic. Unless an acceptable route that does not involve crossing the roadway can be provided, pedestrians should be appropriately directed with advance signing that encourages them to cross to the opposite side of the roadway. In urban and suburban areas with high vehicular traffic volumes, these signs should be placed at intersections (rather than midblock locations) so that pedestrians are not confronted with midblock work sites that will induce them to attempt skirting the worksite or making a midblock crossing.

Support:
10 Figures 6H-28 and 6H-29 show typical TTC device usage and techniques for pedestrian movement through work zones.

Guidance:
11 To accommodate the needs of pedestrians, including those with disabilities, the following considerations should be addressed when temporary pedestrian pathways in TTC zones are designed or modified:

A. Provisions for continuity of accessible paths for pedestrians should be incorporated into the TTC plan.

B. Access to transit stops should be maintained.

C. A smooth, continuous hard surface should be provided throughout the entire length of the temporary pedestrian facility. There should be no curbs or abrupt changes in grade or terrain that could cause tripping or be a barrier to wheelchair use. The geometry and alignment of the facility should meet the applicable requirements of the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG)” (see Section 1A.11).

D. The width of the existing pedestrian facility should be provided for the temporary facility if practical. Traffic control devices and other construction materials and features should not intrude into the usable width of the sidewalk, temporary pathway, or other pedestrian facility. When it is not possible to maintain a minimum width of 60 inches throughout the entire length of the pedestrian pathway, a 60 x 60-inch passing space should be provided at least every 200 feet to allow individuals in wheelchairs to pass.

E. Blocked routes, alternate crossings, and sign and signal information should be communicated to pedestrians with visual disabilities by providing devices such as audible information devices, accessible pedestrian signals, or barriers and channelizing devices that are detectable to the pedestrians traveling with the aid of a long cane or who have low vision. Where pedestrian traffic is detoured to a TTC signal, engineering judgment should be used to determine if pedestrian signals or accessible pedestrian signals should be considered for crossings along an alternate route.

F. When channelization is used to delineate a pedestrian pathway, a continuous detectable edging should be provided throughout the length of the facility such that
pedestrians using a long cane can follow it. These detectable edgings should comply with the provisions of Section 6F.74.

G. Signs and other devices mounted lower than 7 feet above the temporary pedestrian pathway should not project more than 4 inches into accessible pedestrian facilities.

Option:
12 Whenever it is feasible, closing off the worksite from pedestrian intrusion may be preferable to channelizing pedestrian traffic along the site with TTC devices.

Guidance:
13 Fencing should not create sight distance restrictions for road users. Fences should not be constructed of materials that would be hazardous if impacted by vehicles. Wooden railing, fencing, and similar systems placed immediately adjacent to motor vehicle traffic should not be used as substitutes for crashworthy temporary traffic barriers.

14 Ballast for TTC devices should be kept to the minimum amount needed and should be mounted low to prevent penetration of the vehicle windshield.

15 Movement by work vehicles and equipment across designated pedestrian paths should be minimized and, when necessary, should be controlled by flaggers or TTC. Staging or stopping of work vehicles or equipment along the side of pedestrian paths should be avoided, since it encourages movement of workers, equipment, and materials across the pedestrian path.

16 Access to the work space by workers and equipment across pedestrian walkways should be minimized because the access often creates unacceptable changes in grade, and rough or muddy terrain, and pedestrians will tend to avoid these areas by attempting non-intersection crossings where no curb ramps are available.

Option:
17 A canopied walkway may be used to protect pedestrians from falling debris, and to provide a covered passage for pedestrians.

Guidance:
18 Covered walkways should be sturdily constructed and adequately lighted for nighttime use.

19 When pedestrian and vehicle paths are rerouted to a closer proximity to each other, consideration should be given to separating them by a temporary traffic barrier.

20 If a temporary traffic barrier is used to shield pedestrians, it should be designed to accommodate site conditions.

Support:
21 Depending on the possible vehicular speed and angle of impact, temporary traffic barriers might deflect upon impact by an errant vehicle. Guidance for locating and designing temporary traffic barriers can be found in Chapter 9 of AASHTO's "Roadside Design Guide" (see Section 1A.11).
Standard:
22 Short intermittent segments of temporary traffic barrier shall not be used because they nullify the containment and directive capabilities of the temporary traffic barrier, increase the potential for serious injury both to vehicle occupants and pedestrians, and encourage the presence of blunt, leading ends. All upstream leading ends that are present shall be appropriately flared or protected with properly installed and maintained crashworthy cushions. Adjacent temporary traffic barrier segments shall be properly connected in order to provide the overall strength required for the temporary traffic barrier to perform properly.

23 Normal vertical curbing shall not be used as a substitute for temporary traffic barriers when temporary traffic barriers are needed.

Option:
24 Temporary traffic barriers or longitudinal channelizing devices may be used to discourage pedestrians from unauthorized movements into the work space. They may also be used to inhibit conflicts with vehicular traffic by minimizing the possibility of midblock crossings.

Support:
25 A major concern for pedestrians is urban and suburban building construction encroaching onto the contiguous sidewalks, which forces pedestrians off the curb into direct conflict with moving vehicles.

Guidance:
26 If a significant potential exists for vehicle incursions into the pedestrian path, pedestrians should be rerouted or temporary traffic barriers should be installed.

Support:
27 TTC devices, jersey barriers, and wood or chain link fencing with a continuous detectable edging can satisfactorily delineate a pedestrian path.

Guidance:
28 Tape, rope, or plastic chain strung between devices are not detectable, do not comply with the design standards in the "Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG)" (see Section 1A.11), and should not be used as a control for pedestrian movements.

29 In general, pedestrian routes should be preserved in urban and commercial suburban areas. Alternative routing should be discouraged.

30 The highway agency in charge of the TTC zone should regularly inspect the activity area so that effective pedestrian TTC is maintained.

Section 6D.02 Accessibility Considerations

Support:
01 Additional information on the design and construction of accessible temporary facilities is found in publications listed in Section 1A.11 (see Publications 12, 38, 39, and 42).
Guidance:
02 The extent of pedestrian needs should be determined through engineering judgment or by the individual responsible for each TTC zone situation. Adequate provisions should be made for pedestrians with disabilities.

Standard:
03 When existing pedestrian facilities are disrupted, closed, or relocated in a TTC zone, the temporary facilities shall be detectable and include accessibility features consistent with the features present in the existing pedestrian facility. Where pedestrians with visual disabilities normally use the closed sidewalk, a barrier that is detectable by a person with a visual disability traveling with the aid of a long cane shall be placed across the full width of the closed sidewalk.

Support:
04 Maintaining a detectable, channelized pedestrian route is much more useful to pedestrians who have visual disabilities than closing a walkway and providing audible directions to an alternate route involving additional crossings and a return to the original route. Braille is not useful in conveying such information because it is difficult to find. Audible instructions might be provided, but the extra distance and additional street crossings might add complexity to a trip.

Guidance:
05 Because printed signs and surface delineation are not usable by pedestrians with visual disabilities, blocked routes, alternate crossings, and sign and signal information should be communicated to pedestrians with visual disabilities by providing audible information devices, accessible pedestrian signals, and barriers and channelizing devices that are detectable to pedestrians traveling with the aid of a long cane or who have low vision.

Support:
06 The most desirable way to provide information to pedestrians with visual disabilities that is equivalent to visual signing for notification of sidewalk closures is a speech message provided by an audible information device. Devices that provide speech messages in response to passive pedestrian actuation are the most desirable. Other devices that continuously emit a message, or that emit a message in response to use of a pushbutton, are also acceptable. Signing information can also be transmitted to personal receivers, but currently such receivers are not likely to be carried or used by pedestrians with visual disabilities in TTC zones. Audible information devices might not be needed if detectable channelizing devices make an alternate route of travel evident to pedestrians with visual disabilities.

Guidance:
07 If a pushbutton is used to provide equivalent TTC information to pedestrians with visual disabilities, the pushbutton should be equipped with a locator tone to notify pedestrians with visual disabilities that a special accommodation is available, and to help them locate the pushbutton.
Section 6G.05 Work Affecting Pedestrian and Bicycle Facilities

Support:
01 It is not uncommon, particularly in urban areas, that road work and the associated TTC will affect existing pedestrian or bicycle facilities. It is essential that the needs of all road users, including pedestrians with disabilities, are considered in TTC zones.

02 In addition to specific provisions identified in Sections 6G.06 through 6G.14, there are a number of provisions that might be applicable for all of the types of activities identified in this Chapter.

Guidance:
03 Where pedestrian or bicycle usage is high, the typical applications should be modified by giving particular attention to the provisions set forth in Chapter 6D, this Chapter, Section 6F.74, and in other Sections of Part 6 related to accessibility and delectability provisions in TTC zones.

04 Pedestrians should be separated from the worksite by appropriate devices that maintain the accessibility and delectability for pedestrians with disabilities.

05 Bicyclists and pedestrians should not be exposed to unprotected excavations, open utility access, overhanging equipment, or other such conditions.

06 Except for short duration and mobile operations, when a highway shoulder is occupied, a SHOULDER WORK (W21-5) sign should be placed in advance of the activity area. When work is performed on a paved shoulder 8 feet or more in width, channelizing devices should be placed on a taper having a length that conforms to the requirements of a shoulder taper. Signs should be placed such that they do not narrow any existing pedestrian passages to less than 48 inches.

07 Pedestrian detours should be avoided since pedestrians rarely observe them and the cost of providing accessibility and delectability might outweigh the cost of maintaining a continuous route. Whenever possible, work should be done in a manner that does not create a need to detour pedestrians from existing routes or crossings.

Standard:
08 Where pedestrian routes are closed, alternate pedestrian routes shall be provided.

09 When existing pedestrian facilities are disrupted, closed, or relocated in a TTC zone, the temporary facilities shall be detectable and shall include accessibility features consistent with the features present in the existing pedestrian facility.
Section 6G.13 Work Within the Traveled Way at an Intersection

Support:
01 Chapter 6D and Sections 6F.74 and 6G.05 contain additional information regarding the steps to follow when pedestrian or bicycle facilities are affected by the worksite.

02 The typical applications for intersections are classified according to the location of the work space with respect to the intersection area (as defined by the extension of the curb or edge lines). The three classifications are near side, far side, and in-the-intersection. Work spaces often extend into more than one portion of the intersection. For example, work in one quadrant often creates a near-side work space on one street and a far-side work space on the cross street. In such instances, an appropriate TTC plan is obtained by combining features shown in two or more of the intersection and pedestrian typical applications.

03 TTC zones in the vicinity of intersections might block movements and interfere with normal road user flows. Such conflicts frequently occur at more complex signalized intersections having such features as traffic signal heads over particular lanes, lanes allocated to specific movements, multiple signal phases, signal detectors for actuated control, and accessible pedestrian signals and detectors.

Guidance:
04 The effect of the work upon signal operation should be considered, and temporary corrective actions should be taken, if necessary, such as revising signal phasing and / or timing to provide adequate capacity, maintaining or adjusting signal detectors, and relocating signal heads to provide adequate visibility as described in Part 4.

Standard:
05 When work will occur near an intersection where operational, capacity, or pedestrian accessibility problems are anticipated, the highway agency having jurisdiction shall be contacted.

Guidance:
06 For work at an intersection, advance warning signs, devices, and markings should be used on all cross streets, as appropriate. The typical applications depict urban intersections on arterial streets. Where the posted speed limit, the off-peak 85th-percentile speed prior to the work starting, or the anticipated speed exceeds 40 mph, additional warning signs should be used in the advance warning area.

07 Pedestrian crossings near TTC sites should be separated from the worksite by appropriate barriers that maintain the accessibility and detectability for pedestrians with disabilities.

Support:
08 Near-side work spaces, as depicted in Figure 6H-21, are simply handled as a midblock lane closure. A problem that might occur with near-side lane closure is a reduction in capacity, which during certain hours of operation could result in congestion and backups.
Option:
09 When near-side work spaces are used, an exclusive turn lane may be used for through vehicular traffic.

10 Where space is restricted in advance of near-side work spaces, as with short block spacings, two warning signs may be used in the advance warning area, and a third action-type warning or a regulatory sign (such as Keep Left) may be placed within the transition area.

Support:
11 Far-side work spaces, as depicted in Figures 6H-22 through 6H-25, involve additional treatment because road users typically enter the activity area by straight-through and left- or right-turning movements.

Guidance:
12 When a lane through an intersection must be closed on the far side, it should also be closed on the near-side approach to preclude merging movements within the intersection.

Option:
13 If there are a significant number of vehicles turning from a near-side lane that is closed on the far side, the near-side lane may be converted to an exclusive turn lane.

Support:
14 Figures 6H-26 and 6H-27 provide guidance on applicable procedures for work performed within the intersection.

Option:
15 If the work is within the intersection, any of the following strategies may be used:

A. A small work space so that road users can move around it, as shown in Figure 6H-26;

B. Flaggers or uniformed law enforcement officers to direct road users, as shown in Figure 6H-27;

C. Work in stages so the work space is kept to a minimum; and

D. Road closures or upstream diversions to reduce road user volumes.

Guidance:
16 Depending on road user conditions, a flagger(s) and / or a uniformed law enforcement officer(s) should be used to control road users.
Notes for Figure 6H-28-Typical Application 28

Sidewalk Detour or Diversion

Standard:
01 When crosswalks or other pedestrian facilities are closed or relocated, temporary facilities shall be detectable and shall include accessibility features consistent with the features present in the existing pedestrian facility.

Guidance:
02 Where high speeds are anticipated, a temporary traffic barrier and, if necessary, a crash cushion should be used to separate the temporary sidewalks from vehicular traffic.

03 Audible information devices should be considered where midblock closings and changed crosswalk areas cause inadequate communication to be provided to pedestrians who have visual disabilities.

Option:
04 Street lighting may be considered.

05 Only the TTC devices related to pedestrians are shown. Other devices, such as lane closure signing or ROAD NARROWS signs, may be used to control vehicular traffic.

Deleted
06 Type C Steady-Burn or Type D 360-degree Steady-Burn warning lights may be used on channelizing devices separating the temporary sidewalks from vehicular traffic flow.

07 Signs, such as KEEP RIGHT (LEFT), may be placed along a temporary sidewalk to guide or direct pedestrians.

Notes for Figure 6H-29-Typical Application 29

Crosswalk Closures and Pedestrian Detours

Standard:
01 When crosswalks or other pedestrian facilities are closed or relocated, temporary facilities shall be detectable and shall include accessibility features consistent with the features present in the existing pedestrian facility.

02 Curb parking shall be prohibited for at least 50 feet in advance of the midblock crosswalk.

Guidance:
03 Audible information devices should be considered where midblock closings and changed crosswalk areas cause inadequate communication to be provided to pedestrians who have visual disabilities.
04 Pedestrian traffic signal displays controlling closed crosswalks should be covered or deactivated.

Option:
05 Street lighting may be considered.

06 Only the TTC devices related to pedestrians are shown. Other devices, such as lane closure signing or ROAD NARROWS signs, may be used to control vehicular traffic.

Deleted.
07 Type C Steady-Burn or Type D 360-degree Steady-Burn warning lights may be used on channelizing devices separating the work space from vehicular traffic.

08 In order to maintain the systematic use of the fluorescent yellow-green background for pedestrian, bicycle, and school warning signs in a jurisdiction, the fluorescent yellow-green background for pedestrian, bicycle, and school warning signs may be used in TTC zones.
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APPENDIX D: MAINTENANCE OF ACCESSIBLE FEATURES

It is the policy of the City to maintain City equipment and features in working order and for that equipment and those features to be promptly repaired or replaced when not in working order.
MAINTENANCE OF ACCESSIBLE FEATURES

Purpose

Title II of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, requires the City to maintain in a working order all equipment and features of facilities that are required to provide readily available access to individuals with disabilities. It is the policy of the City that such equipment and features be maintained in a working order and to be promptly repaired or replaced when not in working order.

Requirements

It is the policy of the City that all equipment and features of facilities that are required to provide access to individuals with disabilities be maintained in working order. Isolated or temporary interruptions in access due to maintenance and repair of accessible features are not prohibited. The accessible route must remain accessible and not blocked by obstacles such as furniture, filing cabinets, or potted plants. An isolated instance of placement of an object on an accessible route is not prohibited, if the object is promptly removed.

Mechanical failures in equipment or building components, such as elevators, accessible restrooms, lifts or automatic doors will occur from time to time. When these instances occur, repairs must be made promptly and notice posted at the accessible entrance as to the condition of the equipment or room. If repairs cannot be made promptly, within one working day, signs must be posted at all public entrances to the building stating the nature of the accessibility problem, the location of and directions to the nearest alternative accessible replacement, and the telephone numbers, both voice and TTY / TDD, of all departments located in the facility so alternative arrangements can be made if necessary. These signs shall remain in place until such a time, as the equipment is repaired and functioning properly.

Procedure

All equipment necessary for use by a person with a disability, such as TTY machines, assistive listening systems, elevators and lifts must be maintained in a working order. This equipment should be checked on a weekly basis to confirm it is in operable condition. If the equipment is not operable, it shall be repaired within five working days or replaced. If there is need for the equipment while it is being repaired, arrangements shall be made for the loan of any necessary components from other City departments or programs. A list of accessibility features in City departments is maintained by the Mayor’s Office on Disability.

Where an accessible route is provided, accessible entrances must remain unlocked and the route must remain open and accessible to individuals with disabilities during normal business hours or when an after-hours special event is held in the building.

When a department or program learns that a building component or equipment that is necessary for accessibility is not in working order, the person responsible for ensuring the repairs shall notify the ADA Coordinator’s office as to the status of the equipment and the anticipated date it will be back in operable order.
For more information or assistance with this policy contact:

ADA Coordinator
221 N. Tennessee St.
McKinney, TX 75069
972-547-2694 voice
972-547-2604 fax
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APPENDIX E: SPECIAL EVENT PERMIT

When various entities hold special events, they must coordinate their efforts through the City to ensure compliance with City ordinances and maintain safety for all involved.
SPECIAL EVENT PERMIT APPLICATION

Name of Event: ____________________________________________________________

Type of Event: ______________________________________________________________________

Date of Event: _________________________________________________________________

This application is for the City of McKinney Special Event Permit, hereinafter referred to as CITY, and an Event / Event Coordinator, hereinafter referred to as EVENT, for the cooperation of planning and operating a Special Event.

City reserves the right to close down or cancel any Event that is in violation of any City Ordinance or deviation from this application. The City also reserves the right to close down or cancel the Event if public safety or affected department supervisors deem the event unsafe for public participation.

Submittal Information and City Requirements – Incomplete applications will not be accepted.

Any questions regarding this application, please contact Keith Coleman @ 972-547-2796.

If your event is not being held within the Commercial Historic District in McKinney, you must submit the Special Event Permit Application at least 45 days prior to the event date.

If your event is being held within the Commercial Historic District in McKinney, you must submit the Special Event Permit Application at least 45 days prior to the event date and at least 2 weeks prior to the Main Street Board Meeting.

Event must carry property, bodily injury and municipal liability insurance of $1,000,000.00 per occurrence. The City of McKinney must be shown as an additional named insured on the insurance declaration. One (1) Original Copy of Insurance must be submitted at least thirty (30) days prior to the Event.

Does Cancellation Insurance cover the Event?   Yes   No

The Fire Code requires a Public Safety Plan for all events. The required plan must address how the organizer plans to alert both the attendees and emergency services personnel to the emergency, how they plan to move attendees to safety and provide Fire and Police access to

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Office Use Only

Date Received: _______ Received by: _______

Permit Fee: ___ Receipt #: _______

SEP #: _______
the scene. This submittal does not provide enough detailed information to determine if this Plan is required for your event. Contact Fire Prevention at (972) 547-2879 for specific guidelines and requirements (see IFC Section 403).

A fee of $25.00 (non-refundable) is required per Application. Payment to the City of McKinney is due upon receipt of Application and before the Application can be reviewed.

Please answer all information pertaining to the event as accurately as possible. After completion of items listed under General Event Information, Description of Event, Operations and City Requirements, return to the McKinney Public Safety Building 2200 Taylor Burk Dr., McKinney, TX 75071 or email kcoleman@mckinneytexas.org for processing.

In approximately 15 days, following Application submittal, all internal departments will review and respond to the McKinney Police Department, who will then set a date, 30 days prior to the event, with the departments involved to meet with the Event Coordinator.

**Applicant Information**

Contact Person #1:  
Address:  
Phone:  
Fax:  
E-Mail:  

Contact Person #2:  
Address:  
Phone:  
Fax:  
E-Mail:  

Emergency Contact:  
Daytime Phone  
After Hours Phone:  

Organization Type:  Non-Profit  For-Profit  Government  Other

**General Event Information**

Official Name of Event:  

Type of Event:
Location of Event:

Estimated # of Participants:

Estimated # of Spectators:

Will there be a charge for entry? Yes No

Dates of Event:

Beginning Time:

Ending Time

Event Set Up Time:

Event Tear Down Time:

Alternate Date:

Beginning Time:

Ending Time:

Description of Event

**All events must include a site plan and route map**

**Alcohol**

Will your event be serving / selling alcohol?

Yes No

Will you be charging a cover charge at the entrance?

Yes No

There will be No Alcohol distributed or consumed in City Parks and / or streets in accordance with City Ordinances. A special event permit for alcohol on private property in conjunction with a McKinney private club may be permitted with a T.A.B.C. license. Certain City-owned properties may be licensed through the City. Please contact the City Secretary Sandy Hart at 972-547-7505 for more information on a permit.

**Operations**

Traffic Control: Please describe the area of usage, course, street / alleys involved, requested modifications of standard usage.

Notes:

**All events that require a lane closure must submit a traffic control plan.**
All traffic laws must be adhered to. The only exception is where an approved traffic control plan is being used.

**The Event is responsible for the rental of traffic control devices needed such as barricades, cones, etc.**

The Event is responsible for acquiring any additional permits or permission required, if any portion of route or course lies outside the jurisdictional limits of McKinney.

**Additional Support Services**

Please describe needs and provisions.

Litter Control: Include number of dumpsters or containers needed, who will pick up during and after event, and how often during the event. Litter Control is Sole Responsibility of Event. **THE SERVICES PROVIDED BY THE CITY OF MCKINNEY MAY INCLUDE USE OF A DUMPSTER, IF REQUESTED PRIOR TO THE EVENT TAKING PLACE.**

**Parking**

Describe area requested including specific location, access and handicap parking spaces, how many and what type of vehicles expected and who will handle coordination.

**Signage**

General Signage: Describe sponsors, directional, parking, registration, etc.

**Information concerning signs, flags, banners, etc. may be obtained from the Building Inspections Department, 221 N. Tennessee St. or by calling Jeff Harris at 972-547-7452.**

**Food Vendors**

List any food or drink items, including promotional, give-a-ways, demonstrations, and free samples to be offered to the public, free or for sale.

Does concession require water / electricity? Yes  No

If yes, what is the voltage?  110  220

**NO FOOD OR FOOD PRODUCTS SHALL BE STORED OR PREPARED AT HOME.**

Food vendor applications and concessions information concerning Temporary Event Health Permits may be obtained from the code Services Department, 314 S. Chestnut St. or by calling Richard Milam at 972-547-7447.

**Public Information**

Public Notification: Describe how you will notify residents affected by Event either living on the route / course or nearby.

Restroom, Port-a-lets, etc.: Describe the number and where portable restrooms will be located. Securing the rental of these is the responsibility of the Event.
Parades
Parades: Assembly Location:

Number of participants:

Number of Vehicles / Floats:

The same responsibility of litter control applies at entire staging site following parade and along parade route.

Restrooms must be provided for parade participants during float preparation and staging.

**No throwing candy, confetti, releasing balloons or any other loose articles**

Public Safety
Special Events Unified Command Team: McKinney Public Safety (Police, Fire / EMS and Emergency Management) will review the public safety components of the event to determine if a Special Events Unified Command Team is deemed necessary by McKinney Public Safety. The Command Team composition will be determined by Public Safety depending on the scope of the event. The cost of the identified team will be paid by the Event Coordinator.

Police / Security: All services must be coordinated and provided by the McKinney Police Department. If Police services are deemed necessary by the Police Department the cost of services is $35 per hour (4 hour minimum) to each individual officer hired. By McKinney Police Department Policy if 4 or more off duty officers are hired a Supervisor is required in addition at the rate of $45 per hour (4 hour minimum).

Fire / Emergency Services: All services must be coordinated with the McKinney Fire Department. If Fire or EMS services are deemed necessary by the McKinney Fire Department the cost of services is $35 per hour (4 hour minimum) to each individual hired. Should a Fire or EMS Supervisor be required, the rate of pay for said individual is $45 per hour (4 hour minimum) Events requiring an EMS standby will complete an “Off Duty Paramedic Request” form and send to EMS Chief Kyle Easley in advance of the event.

I,______________________, the Event Coordinator, certify that all of the information contained in this Special Event Application is true and correct and that any deviation from this Application could result in the City closing down or canceling the Event. I understand that a Special Event Permit must be issued by the McKinney Police Department prior to the occurrence of this Event. The issuance of that permit is contingent upon the Event Coordinator’s compliance with the Special Event Application and acceptance of all listed stipulations of the Special Event Permit.

Signature:

Date:
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APPENDIX F: FACILITY REPORTS

Reports regarding the physical accessibility of all City facilities are housed in separate volumes in the ADA Coordinator’s office. Upon request, they are available to view.