



City of Grapevine ADA Transition Plan

AUGUST 2023

KATIE MISCH, ADA COORDINATOR

TABLE OF CONTENTS

- 1.0 EXECUTIVE SUMMARY 1
 - 1.1 Introduction 1
 - 1.2 Federal Accessibility Requirements..... 1
 - 1.3 State of Texas Accessibility Standards 2
 - 1.4 Declarations 2
 - 1.5 ADA Service Request Procedure..... 3
 - 1.6 ADA Grievance Procedure 4
- 2.0 COMPLIANCE WITH ADA TITLE II REQUIREMENTS 6
 - 2.1 Self-Evaluation and Transition Plan..... 6
 - 2.2 Notification..... 6
 - 2.3 Designation of a Responsible Employee 6
 - 2.4 Establishment of an ADA Service Request Procedure..... 6
 - 2.5 Establishment of a Grievance Procedure 6
 - 2.6 Accessibility of Facilities Constructed or Altered After January 26, 1992..... 6
 - 2.7 Ensuring Effective Communication..... 7
 - 2.8 Access to 9-1-1 Services..... 7
 - 2.9 Provision of Information..... 7
 - 2.10 Provision of Signage 7
 - 2.11 Emergency Management 7
- 3.0 SELF-EVALUATION, TRANSITION PLAN & STEPS TAKEN 8
 - 3.1 Self-Evaluation..... 8
 - 3.2 ADA Transition Plan..... 10
 - 3.3 Action Steps Taken to Improve Accessibility..... 10
 - 3.4 Map of Park Trails.....10
- 4.0 SIDEWALKS & CURB RAMPS TRANSITION PLAN..... 12
- 5.0 CONCLUSION..... 13
- Appendix A- Service Request and Grievance Form 14
- Appendix B- Existing Barriers..... 14
- Appendix C- Action Steps Taken to Improve Accessibility..... 18
- Appendix D- Sidewalks and Curb Ramps.....19
- Appendix E- Departmental Questionnaires.....19
- Appendix F-Departmental Updates.....32

1.0 EXECUTIVE SUMMARY

1.1 Introduction

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunities for individuals with disabilities. The ADA prohibits discrimination against such individuals and requires equal access to jobs, public accommodations, government services, public transportation and telecommunications. The City of Grapevine is aware of its responsibilities to the disabled community. As part of these responsibilities the City of Grapevine has begun the process of evaluating the needs of the disabled community within Grapevine and are evaluating the barriers to City services and facilities. This evaluation is an ongoing process. The City of Grapevine is working to maximize the removal of barriers to the largest portion of the community, as possible, with the available resources. The City of Grapevine has initiated a comprehensive self-evaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to City services, activities and facilities.

This document will guide the planning and implementation of necessary program and facility modifications over the next several years. The ADA Transition Plan is significant in that it establishes the City's priorities in the development and maintenance of policies, programs and facilities that include all of its citizenry. The City will strive to review new regulations, laws and guidelines to provide the most inclusive management practices as standards change.

1.2 Federal Accessibility Requirements

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 to persons with disabilities. The Act, which has become known as the "civil rights act" of persons with disabilities, states,

No otherwise qualified individual with a disability in the United States shall, solely by reason of his or her disability, 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)

Subsequent to the enactment of the Rehabilitation Act of 1973, Congress passed the Americans with Disabilities Act on July 26, 1990. 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. This legislative mandate, therefore, prohibits the City from, either directly or indirectly through contractual arrangements:

- Denying persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the City offers permissibly separate or different activities.
- Selecting facility locations that have the effect of excluding or discriminating against persons with disabilities.

The City of Grapevine is obligated to observe all requirements of Title I in its employment practices; Title II in its policies, programs and services; any parts of Titles IV and V that apply to the City and its programs, services or facilities; and all requirements specified in the Americans with Disabilities Act Access Guidelines of 2004 (ADAAG) that apply to facilities and other physical holdings. Included in Title II are administrative requirements for all government entities employing more than fifty (50) people. These administrative requirements are:

- Designation of a person who is responsible for overseeing Title II compliance;
- Development of an ADA grievance procedure;
- Completion of a self-evaluation; and
- Development of a Transition Plan if the self-evaluation identifies any structural modifications necessary for compliance. The Transition Plan must be retained for three years.

1.3 State of Texas Accessibility Standards

In addition to complying with ADA requirements, the City will also comply with the Texas Accessibility Standards, Elimination of Architectural Barriers as contained in Texas Government Code, Chapter 469.

1.4 Declarations

Notice under the Americans with Disabilities Act

In accordance with the requirements of Title II of the ADA, the City of Grapevine will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment

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

Effective Communication

The City of Grapevine will generally, upon request utilizing an ADA service request form, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they may participate equally in the City's programs, services, and activities, including but not limited to, qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures

The City of Grapevine will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Grapevine, should contact:

Katie Misch
ADA Coordinator
200 South Main Street
Grapevine, TX 76051
(817) 410-3114

To ensure accommodations, please make contact as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Grapevine to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Decisions on the nature of this alteration will be made by the City ADA Coordinator on a case by case basis.

Concerns that a program, service, or activity of the City of Grapevine is not accessible to persons with disabilities should be directed to:

Katie Misch
ADA Coordinator
200 South Main Street
Grapevine, TX 76051
(817) 410-3114

The City of Grapevine will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services to accommodate participation in programs or services.

1.5 ADA Service Request Procedure

An ADA service request procedure has been established to meet the requirements of the ADA and may be used by anyone who wishes to identify an access need and submit a request on the basis of disability in the provision of services, activities, or programs by the City of Grapevine. The City of Grapevine's ADA Employment Policy governs employment-related complaints of disability discrimination.

Request shall be submitted in writing to the office of the ADA Coordinator. The written documentation shall be on the request form and include:

1. The name, address and telephone number of the requestor;
2. Type and nature of the disability (i.e. hearing, sight, mobility)
3. A narrative and/or statement, in sufficient written detail to identify and fully define the problem in relation to ADA regulations;
4. A narrative and/or statement, in sufficient written detail, identifying proposed recommendations, from the requestor's viewpoint, to adequately resolve the issue; and
5. Any other written information or documentation to more fully explain or identify the issue.

Alternative means of submitting requests, such as personal interviews or a tape recording of the

request will be made available for persons with disabilities upon request.

To ensure prompt action, the request should be submitted as soon as possible to:

Katie Misch
ADA Coordinator
200 South Main Street, Grapevine, Texas 76051
(817) 410-3114

A form that may be used for the purpose of submitting a request is available on the City's Accessibility web page ([ADA Compliance | Grapevine, TX - Official Website \(grapevinetexas.gov\)](http://grapevinetexas.gov)). This form is attached to the Plan as Appendix A. Within 15 calendar days after receipt of a request the ADA Coordinator may, at his or her discretion, meet with the requestor to discuss the request and possible resolutions.

Within 30 calendar days after receipt of a request, the ADA Coordinator will respond in writing or, if requested, in an alternative format accessible to the requestor, such as large print or audio tape. The response will explain the position of the City of Grapevine and offer options for substantive resolution of the request.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may file a grievance within 15 calendar days after receipt of the response. The grievance should be in writing and addressed to:

Assistant City Manager
200 South Main Street, Grapevine, Texas 76051
(817) 410-3106

1.6 ADA Grievance Procedure

A grievance procedure has been established to meet the requirements of the ADA and may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, or programs by the City of Grapevine. The City of Grapevine's ADA Employment Policy governs employment-related complaints of disability discrimination.

Complaints shall be submitted in writing to the office of the ADA Coordinator. The written documentation shall be on the grievance form and include:

1. The name, address and telephone number of the complainant;
2. Type and nature of the disability (i.e. hearing, sight, mobility)
3. A narrative and/or statement, in sufficient written detail including date and time of the incident to fully define and explain an alleged violation of the ADA regulations;
4. A narrative and/or statement, in sufficient written detail, identifying proposed recommendations, from the complainant's viewpoint, to adequately resolve an alleged violation; and
5. Any other written information or documentation to more fully explain or identify an alleged violation.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible but no later than 15 calendar days after the response to an access request:

Katie Misch
ADA Coordinator
200 South Main Street Grapevine, TX 76051
(817) 410-3114

A form that may be used for the purpose of submitting a grievance is available on the City's Accessibility web page (<http://www.grapevintexas.gov/index.aspx?nid=1168>). This form is attached to the Plan as Appendix A. Within 15 calendar days after receipt of a complaint, the ADA Coordinator will acknowledge receipt of the complaint and may, at his or her discretion, meet with the complainant to discuss an alleged violation and possible resolutions.

Within 30 calendar days after receipt of a complaint, the ADA Coordinator will respond in writing or, if requested, in an alternative format accessible to the complainant, such as large print or audio tape. The response will explain the position of the City of Grapevine and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may file an appeal within 15 calendar days after receipt of the response. The appeal should be in writing and addressed to:

Assistant City Manager
200 South Main Street
Grapevine, TX 76051
(817) 410-3106

Within 15 calendar days after receipt of the appeal, the Assistant City Manager or designee, will acknowledge receipt of the appeal and may, at his or her discretion, meet with the complainant to discuss the complaint and possible resolutions.

Within 30 calendar days after receipt of the appeal, the Assistant City Manager or designee will respond in writing, or if requested, in an alternative format accessible to the complainant, with a final resolution of the complaint.

Complaints related to facility accessibility issues will be elevated to a higher priority status for resolution.

All written complaints received by the ADA Coordinator, appeals to the Assistant City Manager, and responses from these offices will be retained by the City of Grapevine for a period of at least three years from the date of final resolution.

2.0 COMPLIANCE WITH ADA TITLE II REQUIREMENTS

2.1 Self-Evaluation and Transition Plan

Title II of the ADA requires that the City conduct a self-evaluation of its services, policies, and practices and make modifications as necessary to comply with 28 C.F.R §35.105. A self-evaluation is an assessment of the City's current policies and practices and identifies and corrects those policies and practices that are inconsistent with Title II's requirements. The ADA Transition Plan includes assessments of buildings, public rights-of-way, communication needs, etc. and identifies any physical or programmatic barriers to accessibility that might be present. The ADA Transition Plan provides a schedule that indicates a projected time for resolution and the department responsible for implementation. The City completed a self-evaluation process through an internal assessment and solicited public comment. The resulting ADA Transition Plan is a living document that is updated periodically.

2.2 Notification

Applicants, participants, beneficiaries, and other interested persons have been notified of their rights and the City's obligations under Title II of the ADA and as required by 28 C.F.R. §35.106. This notification is thru the City's Internet home page (<http://www.grapevintexas.gov>) and postings in conspicuous locations in public buildings. Public meeting notices and agendas also include this notification.

2.3 Designation of a Responsible Employee

The City has designated a responsible employee to coordinate its efforts to comply with and carry out the City's ADA responsibilities in accordance with 28 C.F.R. §35.107(a). The ADA Coordinator has been designated to oversee compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. §12101 et seq.), which prohibits discrimination on the basis of disability by public agencies. The ADA Coordinator can be contacted at (817) 410-3114, or kmisch@grapevintexas.gov.

2.4 Establishment of an ADA Service Request Procedure

The City has established a service request procedure for resolving access issues. The form for submitting a service request is available at <http://www.grapevintexas.gov/index.aspx?nid=1168>

2.5 Establishment of a Grievance Procedure

The City has established a grievance procedure for resolving complaints of violations in accordance with 28 C.F.R. §35.107(b). The form for submitting a grievance is available at <http://www.grapevintexas.gov/index.aspx?nid=1168>

2.6 Accessibility of Facilities Constructed or Altered After January 26, 1992

The City's self-evaluation has identified facilities that require modification in order to be accessible and usable by people with disabilities. This document includes a listing of facilities that have

already been improved for accessibility as well as the facilities that will be modified in the future. The ADA Transition Plan will be updated periodically to communicate progress made towards completion of any project listed. All new construction is reviewed for accessibility.

2.7 Ensuring Effective Communication

In accordance with 28 C.F.R. §35.160, the City will ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. When necessary, the City will provide auxiliary aids and services to assist with communications.

2.8 Access to 9-1-1 Services

The City provides direct access via TTY (text telephone) or computer-to-telephone emergency services, including 9-1-1 services for persons who use TTY's and personal computers.

2.9 Provision of Information

The City provides information as to the existence and location of accessible services, activities, and facilities to interested persons, including persons with impaired vision or hearing. This information appears on the City's Internet home page <http://grapevintexas.gov/89/Agendas-Minutes> and is also stated in meeting notices, agendas, and City publications.

2.10 Provision of Signage

The City provides signage at inaccessible entrances to each of its facilities, directing users to an accessible entrance or to information about accessible facilities. The City's self-evaluation has identified locations that require modification. This document includes a listing of location that will be modified in the future. The ADA Transition Plan will be updated periodically to communicate progress made towards completion of any location listed.

2.11 Emergency Management

The City of Grapevine Office of Emergency Management develops, maintains, and facilitates an all-hazard Emergency Operations Plan as required by Local, State and Federal statutes and laws. During all phases of emergency management, (Mitigation, Preparedness, Response, Recovery) the City is committed to be in compliance with the ADA requirements as outlined in Chapter 7 Under Title II of the ADA. The Office of Emergency Management ensures that all parties with responsibilities under the Grapevine Emergency Operations Plan (EOP) are aware of ADA requirements and that all programs, documentations, and third party agreements are also in compliance with ADA. The Office of Emergency Management utilizes Federal, State, Regional, County, and Local resources to educate, provide emergency warning and notifications, and to notify and keep informed those persons with disabilities within the City. These systems were developed and continue to be modified after numerous disasters throughout the country and the lessons learned. Grapevine relies on both voluntary registration and multi prong methods as listed:

- (EAS) Emergency Alert System (Federal)
- (WEA) Wireless Emergency Alerts (Federal)

- (STEAR) State of Texas Emergency Assistance Registry (State)
- CodeRED – Telephone, Text, Email, TDD Transmission (Local)
- Outdoor Warning Sirens (Local)
- Facebook: Ready Grapevine (Local)
- KnowWhat2Do preparedness campaign (Local)

3.0 SELF-EVALUATION, TRANSITION PLAN & STEPS TAKEN

3.1 Self-Evaluation

From 2017-2022, the ADA Committee consisted of representatives from Fiscal Services, Public Works Engineering and Facilities, and Parks. The ADA Committee conducted an evaluation review of physical barriers in its buildings and facilities. The elements and their related features to be addressed include: Parking Area, Passenger Loading Zone Curb Ramp, Sidewalk Exterior Ramp, Exterior Stairway, Swimming Pools, Game and Sports Area Play Equipment, Area Viewing, Area Drinking Fountains, Elevators, Interior Ramp, Multiple User Restrooms, Single User Restrooms, Bathing Facility, Eating or Dining Area.

In 2022, the City began a re-evaluation of its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities. Under the leadership of the ADA Coordinator, departmental liaisons were brought together for the purpose of conducting the self-evaluation. The ADA Committee included representatives from Public Works, Facility Services, Parks, Golf Course, Information Technology, City Secretary’s Office, City Manager’s Office, Development Services, Police, Fire, Convention and Visitors Bureau and Library. An external registered accessibility specialist has been and will continue to be utilized to provide assistance to the ADA Committee and perform accessibility reviews of City facilities.

Recognizing that the City has limited funds and cannot immediately make all buildings and facilities fully accessible, City staff will utilize the following general criteria as the basis for prioritizing the removal of physical barriers:

- Quantity and frequency of public use
- Uniqueness of the facility
- Age or condition of the facility
- Geographic distribution
- Critical nature of the programs offered at the facility
- Public feedback obtained through the service request and grievance process
- Location of disability services
- Planning of future construction activity

There are two types of accessibility: physical accessibility and program accessibility. Absence of

discrimination requires that both types of accessibility be provided. The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities. Design guidelines to achieve accessibility have been developed and are maintained by the U.S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) cover a wide variety of facilities (including buildings, outdoor recreation areas and curb ramps) and establish minimum accessibility requirements for new construction and alterations to existing facilities. The City may achieve physical accessibility by ensuring that a facility is barrier-free and meets ADAAG technical requirements and State of Texas standards. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility.

As new City facilities have been constructed or existing buildings remodeled, the City has complied with State of Texas design requirements through review by the Texas Department of Licensing and Regulation (TDLR) or one of their Registered Accessibility Specialists.

Programmatic accessibility includes physical accessibility, but also entails all policies, practices and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. The City may achieve program accessibility by a number of methods including:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and/or
- 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.

As a result of the City's ongoing self-evaluation, existing programmatic and physical barriers to access have been and will continue to be identified in Appendix B reflects barriers identified to date.

The City is not required to take any action that it can demonstrate would result in (i) a fundamental alteration in the nature of a program or activity, (ii) would create a hazardous condition for other people, or (iii) would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator and City Manager, and must be accompanied by a statement citing the reasons for reaching that conclusion. The determination that an undue financial burden would result must be based on an evaluation of all resources available for use in a program. For example, 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.

3.2 ADA Transition Plan

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

- A list of the current physical barriers at City facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities (see Appendix “B”);
- A detailed outline of the methods to be used to remove these barriers and meet the current standards and accessibility regulations (see Appendix “B”);
- The name of the department that is responsible for the plan’s implementation (See Appendix “B”).

The City’s ADA Transition Plan was drafted in 2017 and Melanie Hill was the designated ADA Coordinator from 2017-2022. In December 2022, the ADA Coordinator transitioned to Katie Misch, the new Risk Manager for the City of Grapevine. In first quarter 2023, the City conducted a self-evaluation of all City programs. The City distributed questionnaires to departmental ADA liaisons to acquire direct information regarding access related issues within each City departments. The following departments and entities participated in this survey which represents all City departments.

- City Secretary
- Convention and Visitors Bureau (CVB)
- Fire Department
- Golf
- Human Resources
- Library
- Municipal Court
- Parks and Recreation
- Planning
- Public Works

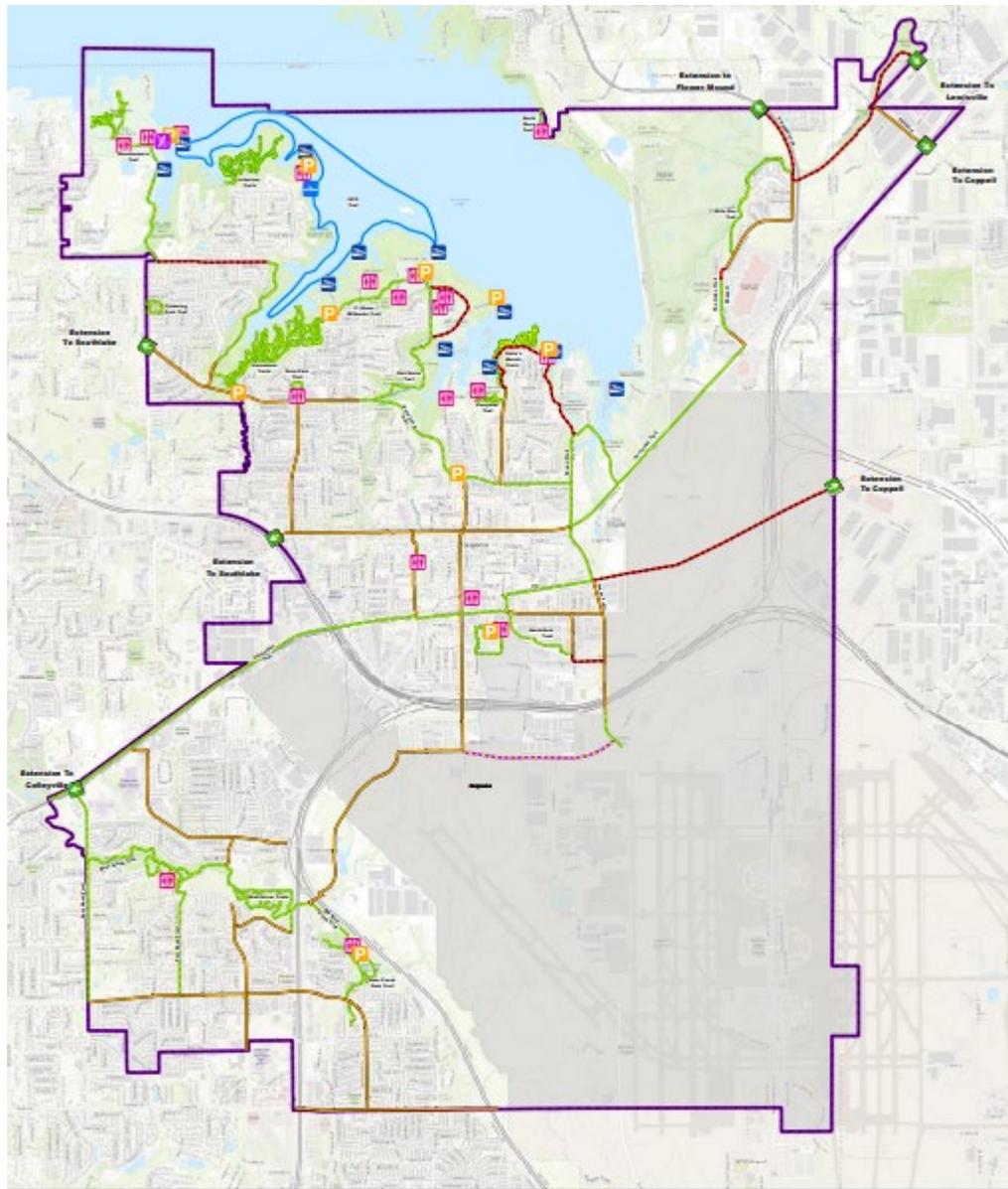
The plan will be posted in its initial phase and will be updated annually on its website. Interested persons, including individuals with disabilities or organizations representing individuals with disabilities, are encouraged to participate in the self-evaluation process by submitting comments. A public hearing was held on June 22 and July 11, 2023. The plan will be adopted after City Council approval.

3.3 Action Steps Taken to Improve Accessibility

The City of Grapevine has been intentional about enhancing physical and programmatic accessibility. Appendix C includes action steps taken to improve accessibility.

3.4 Map of Park Trails

The City of Grapevine has many concrete trails which are ADA compliant.



City of Grapevine
Master Plan Trails Map
 March 2021



-  Boat Ramps
-  Non-Motorized Boat Ramp
-  Paddlesport Rental
-  Parking
-  Park Restrooms
-  Future Trails
-  Future Sidewalks
-  Existing Sidewalks
-  Existing Trails
-  H2O Trails
-  Grapevine City Limits



4.0 SIDEWALKS & CURB RAMPS TRANSITION PLAN

The Transition Plan for Sidewalks and Curb Ramps combines the findings of the review of policies, procedures and design standards regarding sidewalks and curb ramps with the City's ongoing curb ramp inventory. To date the City has enhanced pedestrian access via street-related capital improvement projects and will continue these improvements to meet its overall accessibility goals.

The ADA Coordinator with assistance from the Director of Public Works, have established a plan for correcting such issues based upon a priority system. Accessibility issues with existing streets and sidewalks have been and will be prioritized based on a ranking system that places higher priority on areas that are near schools, parks, and major thoroughfares. Points were assigned to each curb ramp based on location as follows:

LOCATION	POINTS
Other Construction in the area	10
Serves a Critical City Facility/ Service	9
Within 800' of a Park or School	8
Downtown/ Tourist Area	7
Valid Access Request	6
Along a Major Thoroughfare Road	5
Along a Collector Road	4
Commercial/Retail/Restaurant	3
Industrial Area	2
Residential areas previously in code	1
Residential areas w/ no curb/walks	-2
No Available Right of way	-3

The points are added together if more than one location category applies. For example, a ramp on a major thoroughfare near a school would have a value of 13 points. This priority system will be used to determine when sidewalks and curb ramps are installed or made compliant. As streets and sidewalks are constructed or reconstructed, ADA standards are followed. The plan will be integrated into the City's capital improvement plan with a timeline for implementation. The Director of Public Works and the ADA Coordinator will be responsible for overseeing the work. The City may at times advance or delay a scheduled project based on a modification that may affect the original plan.

Appendix D provides information regarding the City's transition plan for sidewalks and curb ramps.

5.0 CONCLUSION

Services and programs offered by the City to the public must be accessible for all citizens through reasonable accommodations for those with disabilities. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids and transportation. The process of making City facilities and programs accessible to all individuals will be ongoing and the City will continue to review accessibility issues through resolution of access requests and by making reasonable modifications to programs.

The City has made progress towards improving accessibility as seen by the following actions:

- Designation of an ADA Coordinator
- Implementation of an ADA access request procedure
- Conducting a self-assessment to identify issues needing to be resolved
- Initiating a curb ramp inventory database to provide a systematic approach for using resources to mitigate existing non-compliant ramps going forward
- Complying with federal and state requirements as facilities are modified or constructed
- Planning future improvements through the capital improvement plan

The City will also periodically evaluate the success of improving access to programs by the practices and procedures developed during the self-evaluation process.

It is imperative that the City interact with the disabled community to work together to identify and resolve accessibility issues. In addition to the existing access request process, feedback will be obtained from the community by publishing this document on the City's website and requesting comments. In addition, the City Council will solicit comments at a public hearing. Upon receiving public input, City staff will update the Transition Plan and make it available to the public.

Appendix A

ADA Reasonable Accommodation Request Form

Date: _____

Employee's Name: _____

Phone: _____

Email: _____

Job title: _____

Department: _____

Supervisor's name: _____

Describe the nature, extent and duration of your disability:

Describe the accommodations you believe are needed to enable you to perform the essential functions of this job:

Provide the name, address, telephone and fax numbers of your health care provider. The provider may receive a request from us for information regarding your impairment/disability and recommendations for accommodations.

I authorize the release of information regarding my disability to City of Grapevine management as deemed necessary by human resources to facilitate this request for accommodation.

Employee signature: _____ **Date:** _____

Appendix A

AMERICANS WITH DISABILITIES ACT (ADA) GRIEVANCE FORM

TITLE II of the Americans with Disability Act Section 504 of the Rehabilitation Act of 1973

Name of Complainant: _____

Name of Agent/Representative: _____

Address of Complainant: _____

Telephone of Complainant: (_____) _____ Email of Complainant: _____

Nature of Complainants Disability Hearing Sight Mobility Other: _____

DESCRIPTION OF GRIEVANCE

This grievance relates to a City of Grapevine service____, activity_____, program_____, benefit_____, practice_____, or policy.

Provide the date(s) the incident occurred: _____

Which City of Grapevine Department, if any, is alleged by you to have failed compliance to the ADA law?

City Department: _____

Address: _____

Telephone: _____

Identify the names of all City of Grapevine agents, representatives or employees, if any, whom you contend were involved. (Use additional paper if necessary): _____

Appendix B-Existing Barriers

See Attached Spreadsheet-(Please contact the ADA Coordinator for this appendix.)

Appendix “C” Action Steps Taken to Improve Accessibility

Citywide

- Projects that have been completed since 1993 have addressed ADA concerns in the area to meet relevant code. The City has compiled a list of those projects that removed barriers which is provided in appendix F.
- All employees who interface with the public have been made aware that auxiliary hearing devices are available through the ADA Coordinator to assist with enabling persons to fully participate in City programs and services. Other services and aids such as Braille, large print, qualified readers or interpreters are available upon request through the uniform process to request access barrier removal or auxiliary aids. Documentation of employee training related to interfacing with the public is kept on file.

City Website (www.grapevintexas.gov)

- A public announcement related to accessibility has been added to the City’s website
- The City’s website provides a direct link to ADA Service Request Form, ADA Grievance form and Grievance procedures under the ADA.
- Website assistance for impaired vision or hearing is available at <http://grapevintexas.gov/accessibility.aspx>
- The City’s website has a page for Website Accessibility. It is available at <http://grapevintexas.gov/accessibility>
- The City website meets WGAC 2.0 AA Standard for Accessibility.
- ADA Statement Generator. This software assists the visually impaired which includes scanning the website code for any accessibility errors in the code. The software then fixes the code error. It also assists those who are color blind by converting the entire site to colors they can see.
<https://monsido.com/tools/accessibility-statement-generator>

Appendix “D” Sidewalks and Curb Ramps

See Attached spreadsheet-(Please contact the ADA Coordinator for this appendix.)

Appendix E- Departmental Questionnaires

Fire

- Is the City ADA Coordinator involved in response planning or is there a committee of citizens with disabilities established?

No

- If not, who makes decisions about handling citizens with disabilities?

It is handled on a case by case basis by staff

- Is there an evacuation plan to ensure people with disabilities are allowed to have the equipment and/or service animals they need?

This has not been created but the Emergency Management Coordinator is working on it

- Are the Captains and staff trained to communicate with people who have disabilities? (hearing impaired, cognitive impairments)?

This training through EMS CEs

- Is there recurrent training for all citizen contact personnel that includes the proper handling of citizens with varying abilities?

No

- Are the stations fully accessible for tours or community events?

All stations are ADA compliant except Station 5, all are accessible for tours but 5's may have issues with door widths, no stations have community rooms.

- What improvements have been done in your department over the last 5 years?

Of the 5 fire stations were either rebuilt or renovated and brought up to current code

Public Works

- Have the local design standards been reviewed for compliance?
Standard construction details were updated to include the latest ADA/ PROWAG standards. ADA reviews are done on all Capital improvement projects.
- Have the Public Works employees been trained in access requirements, enough so they can spot problems?
No, we have looked at training for the service center personnel responsible for construction of some of the facilities. Additional training is required.
- Is there a maintenance program that reviews sidewalks and routes for hazards?
We have a maintenance program. If Hazards are found, they are removed. As mentioned above additional training is needed to spot hazards.
- Is there a line item on the budget for ADA Improvements?
No. ADA is accomplished with each project, however is not a separate line item.
- Has a citywide parking study been done?
Several parking studies have been done for the downtown area. The existing lots have been evaluated by a TAS (Texas Accessibility Specialist)
- Are truncated domes incorporated into the curb ramp design?
Truncated Domes is in the current details. As ramps are replaced truncated domes are installed.
- Are all customer transaction counters lowered for compliance?
No. One of the counters has a lower portion that would allow a place for a disabled customer to conduct needed services.
- What improvements have been done in your department over the last 5 years?
Every new CIP and development project has been constructed meeting the requirements of the TAS/ADA/ or PROWAG.

Golf

- Are communications offered in alternate formats? (Braille, large print, audio)
Not as of now
- Are all public meetings announcements provided in several different formats? (Braille, large print, audio)

Not as of now

- Are all public meetings announcements provided in several different formats? (Braille, large print, audio)
Not as of now
- Are arrangements made for assistive listening systems in all public meetings? If not, do you know where to get them?
Not as of now. If needed I would reach out for assistance or search online.
- Are public meetings always held in accessible locations? Who makes sure?
Yes. All meetings held in meeting room at Persimmons.
- Do you know where to get a sign language interpreter for a meeting?
No. If needed I would reach out for help or search online.
- Is it someone's job to keep up with technology requirements? Do they ensure the website complies?
Not to my knowledge. We currently don't have website access on the restaurant side. Golf side has access and it is compliant.
- What programs or services are run through the golf department? Tournaments, lessons, etc.?
Tournaments
Lessons
Pro Shop services-repairs & sales
- What improvements have been done in your department over the last 5 years?
New building 3 years ago

Golf Restaurant Persimmons

- What has been done for menus? (Braille, large print, etc.)
We currently don't have braille or large print menus. Still finalizing core menu. I can look into converting our menu into braille asap. Same for large print.
- What is available for accessibility?
We have ADA compliant seating at our bar and in our dining room. Parking and access into building is also ADA compliant. Patio area is accessible and ADA compliant.

City Secretary & Building Services

- Are communications offered in alternate formats? (Braille, large print, audio)
They are not.
- Are all public meetings announcements provided in several different formats? (Braille, large print, audio)

Not as a standard practice, however the Texas Open Meeting Act states:

Under the Americans with Disabilities Act, an individual with a disability must have equal

opportunity for effective communication and participation in public meetings. Upon request, agencies must provide auxiliary aids and services, such as interpreters for the deaf and hearing impaired, readers, large print or Braille documents. In determining the type of auxiliary aid or services, agencies must give primary consideration to the individual's request. Those requesting auxiliary aids or services should notify the contact person listed on the meeting several days before the meeting by mail, telephone, or RELAY Texas. TTY: 7-1-1.

Therefore, all posted agendas contain the following statement:

If you plan to attend this public meeting and you have a disability that requires special arrangements at the meeting, please contact the <<Insert Board Contact Name>> at <<<Insert board contact number>> at least 24 hours in advance of the meeting. Reasonable accommodations will be made to assist your needs.

Although, it may be advantageous to relay this to staff as a reminder.

- Are arrangements made for assistive listening systems in all public meetings? If not, do you know where to get them?

The City Secretary's Office does have assisted living devices for meetings held in the Council Chambers (City Council, Planning and Zoning Commission, Building Board of Appeals, Board of Zoning Adjustment and Historic Preservation Commission.)

I am not sure how meetings in other locations handle this issue, but I will research it.

- Are public meetings always held in accessible locations? Who makes sure?

Yes, public meetings are held in City facilities that are ADA compliant.

- Do you know where to get a sign language interpreter for a meeting?

We have never had to do this, but I was always told to contact the school district. I need to update this information.

- Is it someone's job to keep up with technology requirements? Do they ensure the website complies?

- What improvements have been done in your department over the last 5 years?

City Council

- Is the council chambers accessible both for visitors and for council members?

Yes, the Chambers is accessible by elevator. I have spoken to Chad Hester about have signs placed on the first floor of City Hall directing citizens to the elevators.

- Do all notifications about all meetings have information for special arrangements for people with disabilities?

Yes, all agendas contain the following statement:

If you plan to attend this public meeting and you have a disability that requires special

arrangements at the meeting, please contact the City Secretary's Office at 817.410.3182 at least 24 hours in advance of the meeting. Reasonable accommodations will be made to assist your needs.

- Are assistive listening systems available in the chamber?
Yes, we do have a hearing aid device for anyone who needs it. IT is also currently having closed captioning installed for the meeting videos and display screens in the Chambers. They should go live for the January 17, 2023 meeting.
- Are any printed materials available in alternate formats?
No
- Do those setting up meetings know where to find sign language interpreters, Braille print or other accommodations?
We need to create a list of these contacts that can be used for all of the boards.

Elections

- Are all elections held in fully accessible locations?
Yes, this is required per the Texas Election Code. Tarrant County has an ADA study done for all polling locations.
- Are those setting up elections aware of the requirements for proper voting for a person with little or no vision?
Tarrant County manages all voting and ensures compliance.
- Are election volunteers trained to answer questions or assist people who have sensory impairments?
Tarrant County manages all voting and ensures compliance.
- Are all election locations prepared to communicate with someone without hearing or speech?
Tarrant County manages all voting and ensures compliance.
- Is someone in charge of voting aware of the new voting requirements for people with disabilities?
Tarrant County manages all voting and ensures compliance.

Boards and Commissions

- How are Board and Commission members elected or appointed?
Potential board members, complete an application and submit it to the CSO. They are appointed by City Council.
- Is the application process provided in alternate formats? (i.e., large print, Braille)
No

- Are meetings always in the same place, or are they moved from month to month?
Most board meetings are held in the same location throughout the year, although there are times that meetings may be moved.
- Does someone ensure the building/room that the meetings are held in is physically accessible?
All meetings are held in City facilities that are ADA compliant.
- Is someone assigned to ensure requested accommodations are provided? (i.e., assistive listening systems, sign language interpreters, large font hand-outs)
Not at this time. This is something we need to work on.
- Where and how are meeting announcements posted?
Meeting announcements are posted on the boards at City Hall and on the City's website.
- Are instructions provided on whom to call/how to arrange special accommodations?
Yes, all agendas should have the following statement:

If you plan to attend this public meeting and you have a disability that requires special arrangements at the meeting, please contact the <<Insert Board Contact Name>> at <<<Insert board contact number>> at least 24 hours in advance of the meeting. Reasonable accommodations will be made to assist your needs.

Although, it may be advantageous to relay this to staff as a reminder.

- Are announcements available electronically?
All agendas are posted on the City's website.
- Are meetings open to the public?
With a few exceptions all meetings of any government body or board must be open to the public.

Planning

- Are communications offered in alternate formats? (Braille, large print, audio)
Only for posted public meetings and upon request – at least 24 hours in advance. The City website we believe is compliant with Title III, ADA.
- Are all public meetings announcements provided in several different formats? (Braille, large print, audio)
No, see number 1.
- Are all public meetings announcements provided in several different formats? (Braille, large print, audio)
No, see number 1.
- Are arrangements made for assistive listening systems in all public meetings? If not, do you know

where to get them?

No, see number 1.

- Are public meetings always held in accessible locations? Who makes sure?
Yes; elevator available to the 2nd floor and ramps within Council Chambers. Doorways meet ADA accessibility minimums.
- Do you know where to get a sign language interpreter for a meeting?
No. We would coordinate with the City Secretary's Office.
- Is it someone's job to keep up with technology requirements? Do they ensure the website complies?
Not Planning Services specifically, our City PIO, Mona does.
- What improvements have been done in your department over the last 5 years?
Are you asking about physical changes to the office or for assistive/ adaptive participation opportunities?

Library

- Is the library fully accessible?
Yes
- Is each type of training provided adapted so children with varying abilities can also participate?
There is a sensory story on the website to prepare children to visit. That is the only item I can think of that would fall under a training category.
- Are all of the library programs, including story times, fully accessible for students with sensory impairments?
No, there isn't a sign language interpreter at story times or any other programs, though I've considered bringing one in for certain things.
- Are all of the library programs, including story times, fully accessible for students with mobility impairments?
Yes
- Are all of the library programs fully accessible for a volunteer or staff member with a disability to facilitate?
I would say some, but not all.
- Is the library staff trained to ensure they provide good experiences for citizens with a variety of abilities?
All library staff members have been through the Kulture City training as part of our Sensory Inclusive certification process, but they have not had training on facilitating library use for those with mobility or physical disability issues.

- What improvements have been done in your department over the last 5 years?
We added sensory bags and signage for quiet zones through our partnership with Kulture City. We have offered special needs story times and sensory programs.

We work with special needs groups from: Accommodated Learning Academy, Club All Access through the REC, Champion Services, Goodwill STARS, and GCISD's high school Transitions program, so we have been active in programs for and outreach to special needs populations.

We are using more plain, easily readable fonts and backgrounds on our newsletter, flyers, and signage.

We've put more funding into audiobooks, we started circulating social stories on a wide range of topics, we've had guest speakers out to discuss many different topics regarding special needs parenting, we created sensory and autism awareness kits. We formally brought inclusion into the library's written Goals and Objectives. I would like us to bring back something like the Kurzweil machine or a magnifying station, and add to our Braille collection. That could be a possibly be supported by the Lions Club. I would also like to promote the resources available through the Texas Talking Books program that is available through the state library.

Volunteers

- Has each program or opportunity offered for volunteers been reviewed to be offered to citizens with disabilities?
No, but we plan to do so.
- Are the trainers for the volunteers trained to assist volunteers with disabilities?
No, not trained, but we have worked with volunteers with special needs before as part of the GCISD Transitions program. Based on that model, we will work on a formal, inclusive training model.
- Is the ADA Coordinator aware of how to ensure citizens with disabilities are able to fully participate in all volunteer programs?
No, but we'd like to learn to examine all of our programs through this lens and make conscious, mindful efforts at inclusion.

Animal Control Services

- Is the Shelter fully accessible? This would include all areas for employment, animal viewing, playing and adoption.
Yes, passed ADA inspection 2021
- Are counter heights no higher than 36" or have a section of the counter that is at least 36" wide at the 36" height?
Yes, passed ADA inspection 2021

- Is there access to an outdoor or indoor animal interaction area?

There are indoor and outdoor areas to interact with dogs. There are not outdoor spaces to interact with cats or other small animals—because the animals would not be secure and could get lost or struck by a vehicle. Cats and small animals have indoor interaction spaces. All areas (indoor and outdoor) are compliant per inspection for accessibility.

- Are there discriminatory policies in place? For instance, a policy that only allows "animal interaction" during certain hours but viewing during additional hours could discriminate against someone who is visually impaired.

When we are open, the public can see, request to visit with, and adopt adoptable pets.

- Does the adoption process have discriminatory language in it? (requiring a driver's license, for instance.)

The adoption process requires a government photo ID.

- Is the application available in other formats? (large print, Braille)

No, we do not have Braille or large print; most items related to animal intakes or outcomes are digitally processed.

Police

- Is the City ADA Coordinator involved in response planning or is there a committee of citizens with disabilities established? If not, who makes decisions about handling citizens with disabilities?

No. Policies approved by the Chief of Police

- Is there an evacuation plan to ensure people with disabilities are allowed to have the equipment and/or service animals they need?

No formal evacuation plans. Areas open to public allow people with disabilities to have equipment or service animals they need with them. People are able to bring equipment/animals if evacuation is required.

- Are the Captains and staff trained to communicate with people who have disabilities? (hearing impaired, cognitive impairments)?

Yes, all police officers have TCOLE mandated training

- Is there recurrent training for all citizen contact personnel that includes the proper handling of citizens with varying abilities?

Yes

- Are the stations fully accessible for tours or community events?

Building is ADA compliant

- What improvements have been done in your department over the last 5 years?

Building is ADA compliant when it was opened approximately 5 years ago

Volunteers

- Has each program or opportunity offered for volunteers been reviewed to be offered to citizens with disabilities?
In order to be a part of the VIPS (Volunteer) program the candidate must graduate from one of our CPA classes. We don't have any restrictions on who applies and attends the CPA.
- Are the trainers for the volunteers trained to assist volunteers with disabilities?
We do not have anyone trained to assist volunteers with disabilities.
- Is the ADA Coordinator aware of how to ensure citizens with disabilities are able to fully participate in all volunteer programs?
Yes

Emergency Management

- Is the City ADA Coordinator on the Emergency Management team?
No
- If not, who makes decisions about handling citizens with disabilities?
Policy
- Are all planned emergency shelters fully accessible? Who has verified this?
No designated emergency shelters
- Is the 9-1-1 system usable by people who have no hearing or no voice?
Dispatch uses TTY, Text to 9-1-1
- When is the last time it was tested?
Tested every 6 months
- Is there an evacuation plan to ensure people with disabilities are allowed to have the equipment and/or service animals they need?
N/A
- Are the responders for mass gatherings trained to communicate with people who have disabilities? (hearing impaired, cognitive impairments)
Yes, we use "Helping Hands" and language lines. Dispatch also uses the "hazard" tab on the dispatch system to give Officer's notes on individual people and/or locations when people have disabilities.

- Is there recurrent training for all citizen contact personnel that includes the proper handling of citizens with varying abilities?
For dispatchers, yes
- What improvements have been done in your department over the last 5 years?
Same as Police

Human Resources

- Have employment practices been reviewed for compliance with Title II of the ADA?
Yes
- Have job descriptions been reviewed to remove all discriminatory language?
Yes, additional language was added to the job descriptions under physical demands to cover ADA.
- Are all offices for job applicants fully accessible?
Most offices are accessible, but we have not reviewed every office to confirm. This is handled case by case as needed.
- Is the online process done on an accessible website?
Yes
- Are job posting provided in accessible formats?
NeoGov is used for job postings. We are looking into their accessibility format.
- Are those responsible for hiring/firing trained to properly handle a variety of issues that may come up for employees/citizens with disabilities?
This is covered in supervisor training completed by the City Attorney. The last training took place in 2022.
- What improvements have been done in your department over the last 5 years?
Job descriptions were updated to include ADA language. Template documents were created to address ADA accommodations. Template documents are available upon request.

Parks

- What programs are run through the Parks Department?
Community Events, Aquatics, Outdoor Programs, Personal Training, Fitness & Wellness, Special Interests, Martial Arts, Youth Programs, Camps, Fine Arts, Performing Arts, Youth Sports, Adult Sports, Tennis, Golf, Club All-Access, Active Adults, and Volunteering
- Please list additional programs. Each program offered must be accessible to all citizens, regardless of abilities.
Each program is made accessible to all citizens.

- Are all programs available in ALL parks, or are they only in specific parks?
No. Specific programs are assigned to specific parks.
- The REC not only needs to be fully accessible, each program offered through this facility must also be accessible for people with varying ages.
There appears to be many such programs. Each will have to be analyzed. The REC is accessible and so is the programming.
- Are all Spray Parks accessible?
Yes.
- Does the Aquatic Center have a lift or other way for someone to get into the pool?
Yes
- Do the playgrounds have accessible play elements?
Yes
- Are the batting cages fully accessible?
Yes
- Does every park that has pavilions or picnic shelters also have accessible pavilions and picnic shelters?
No. There are a couple of neighborhood parks that are on the list to meet this standard.
- Does every park with restroom facilities have accessible restrooms?
Acorn woods does not have an ADA port-a-let.

Health & Safety

- Is each type of training provided adapted so children with varying abilities can also learn about safety?
Yes
- Does Pool Plan Review include reviewing for citizens with disabilities?
Yes
- Are changes in programs made to accommodate citizens with disabilities?
Yes

Convention and Visitor's Bureau

- Are publications offered in alternate formats?
No
- Are the offices accessible?
Yes, all CVB offices are ADA accessible
- Are planned events developed so people with mobility impairments, sensory impairments or cognitive impairments are able to fully participate?
Yes
- Is it someone's job to keep up with technology requirements? Do they ensure the website complies?
Yes, coordinate with contracted website developer
- What improvements have been done in your department over the last 5 years?
Various handicap ramps and handrails at CVB facilities including Train Depot and Nash Farms purchased devises for the hearing impaired at Palace Theater

Volunteers

- Has each program or opportunity offered for volunteers been reviewed to be offered to citizens with disabilities?
Yes
- Are the trainers for the volunteers trained to assist volunteers with disabilities?
No formal training in this area, but all volunteers are trained to assist anyone with a disability.
- Is the ADA Coordinator aware of how to ensure citizens with disabilities are able to fully participate in all volunteer programs?
We have a Volunteer Coordinator position that ensures and encourages that all citizens with disabilities can and do volunteer.

Appendix F

See attached departmental updates spreadsheet-(Please contact the ADA Coordinator for this appendix.)