

City of Anna
Americans with Disabilities Act
Self-Evaluation of Programs, Services, and Activities

Introduction

The Americans with Disabilities Act (ADA) prohibits discrimination against, and provides civil rights to, people with disabilities. Title II of the ADA, which applies to state and local governments, states that no qualified person with a disability may be excluded from participating in, or denied the benefits of, the programs, services, and activities provided by state and local governments because of a disability. To proactively review all services and programs, city staff have been working with the designated ADA Coordinator (see below) to develop this self-evaluation in an effort to assist departments in identify any programs or services, which may inadvertently limit access to any individuals regardless of a disability.

Accessibility is not just physical access, such as adding a ramp where steps exist. Under Title II of the Americans with Disabilities Act, Anna has a legal obligation and strong desire to provide access by ensuring the programs, services, and activities it offers are equally available to people with disabilities, and communicating effectively with people who have hearing, vision, or speech disabilities.

Title II of the ADA provides that public entities 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 constitutes the City of Anna's ADA Self-Evaluation. This self-evaluation is an assessment of the implementation of Title II's administrative requirements, as well of the services, programs, and activities offered to the public by the City of Anna. This assessment also identifies services, programs, and activities provided in Anna that specifically serve people with disabilities, and determines remaining actions necessary to ensure equal opportunity for persons with disabilities.

A. Administrative Requirements

1. Designation of Responsible Employee

Title II of the ADA makes clear that a public entity must designate a responsible employee to coordinate its efforts to comply with the ADA.

There are many benefits to having a knowledgeable ADA coordinator in the City of Anna. For members of the public, having an ADA Coordinator makes it easy to identify someone to help them with questions and concerns about disability discrimination. For example, the ADA Coordinator is often the main contact when someone wishes to request an auxiliary aid or service for effective communication, such as a sign language interpreter or documents in Braille. A knowledgeable ADA Coordinator will be able to efficiently assist people with disabilities with their questions. They will also be responsible for investigating complaints. Having an ADA Coordinator also benefits Anna employees by providing a specific contact person with knowledge and information about

the ADA so that questions by staff can be answered efficiently and consistently. In addition, she or he coordinates compliance measures and can be instrumental in ensuring that compliance plans move forward.

The City of Anna has met its obligation to designate a responsible employee by appointing Cole Meredith to the position of ADA Coordinator. The ADA Coordinator will assist in developing and providing staff training, addressing residents' and visitors' requests for auxiliary aids and services, developed a resource list of area providers of real-time captioning, and sign language interpretation, investigated allegations of non-compliance with accessibility standards, and provided guidance to city officials on such matters as the provision of services to day campers with disabilities and the appropriate language to use in marketing materials and upcoming street repair notices, as well as how best to recruit and accommodate employees with disabilities.

2. Grievance Procedure

Title II of the ADA requires a public entity to adopt an adequate grievance process to address disability concerns.

The City of Anna is in compliance with its obligations regarding an ADA grievance procedure, which includes the following:

- A description of how and where a complaint under Title II may be filed with the government entity.
- If a written complaint is required, a statement notifying potential complainants that alternative means of filing will be available to people with disabilities who require such an alternative.
- A description of the time frames and processes to be followed by the complainant and the government entity.
- Information on how to appeal an adverse decision.
- A statement of how long complaint files will be retained. (See Appendix A)

3. Notice

Title II of the ADA requires that public entities notify participants of its non-discrimination policies.

The City of Anna is in compliance with its obligations regarding notification of its disability non-discrimination policies to its employees and the public. (See Appendix B)

B. Departmental Self-Evaluation

1. Capital Projects and Engineering

The Capital Projects Division is responsible for planning, preparing, and administering bond programs and providing project management for capital improvement projects.

The Engineering Division provides safe and efficient public infrastructure for the neighbors of Anna through the application of best practices in the design and construction of roadways, traffic control, street lighting, drainage, water, and wastewater facilities. Engineering staff provides full project management services for the planning, design, and construction of all City-funded projects and provides review services for all private development projects. Engineering staff also coordinates with the Texas Department of Transportation and other agencies regarding facilities and projects under their jurisdiction. The department tracks all the existing infrastructure with an integrated GIS system.

Services that Capital Projects and Engineering provides to people with disabilities include:

- Capital Projects provides safe and accessible routes for neighbors utilizing capital projects.
- Engineering provides safe and accessible routes for neighbors with disabilities to be able to navigate the city's sidewalks and trail systems.
- Engineering ensures that neighbors have an accessible route from parking areas and sidewalks to the entrance of commercial buildings.
- Additionally, Engineering verifies that loading zones are included within all ADA parking.

Action Items identified by the Self-Evaluation:

- Capital Projects and Engineering will work with various departments to complete a sidewalk survey to better identify and prioritize sidewalk repairs to improve accessibility.
- Engineering will evaluate the addition of audible crosswalk and traffic signals for the hearing-impaired.
- Capital Projects and Engineering staff will be provided with training regarding how to interact with people who have disabilities.

2. Community Enhancement and Compliance

The Community Enhancement and Compliance (CEC) Division engages our neighbors and other stakeholders as equal partners in creating safe, attractive, and stable neighborhoods. Currently, the division houses the Code Compliance office and programs such as Keep Anna Beautiful, Volunteering, and Community Engagement.

Services that the CEC provides to people with disabilities include:

- Enhancement staff maintains a list of local service groups and non-profit organizations for residents in need.
- CEC staff facilitates volunteering to support code abatement and provides the Community Built Here trailer to help property owners who cannot properly

maintain their property due to age, finance or disability with volunteer groups who wish to provide assistance.

- Code officers address right-of-way obstructions to allow for a clear path of travel.
- CEC staff provide accommodations for volunteers in our volunteer program if requested.

Action Items identified by the Self-Evaluation:

- Community Enhancement and Compliance staff will be provided with training regarding how to interact with people who have disabilities.

3. City Manager's Office

The City Manager serves as the Chief Executive Officer of the City. The primary responsibilities of the City Manager's Office include providing administrative and professional support to the City Council, implementing the policies and ordinances adopted by the City Council, managing the day-to-day operations of the City government including overseeing an annual budget, and communicating the City's vision and mission to all employees.

Services that the City Manager's Office provides to people with disabilities include:

- The City Manager's Office houses the Anna SeeClickFix program and application, which allows residents to submit non-emergency service requests online, via telephone, or with the SeeClickFixAnna mobile app. This application has options related to sidewalk accessibility.

Action Items identified by the Self-Evaluation:

- City Manager's Office staff will evaluate whether an ADA submission category should be included within the SeeClickFix system.
- City Manager's Office staff will be provided with training regarding how to interact with people who have disabilities.

4. City Secretary's Office

The City Secretary's Office is responsible for promoting open and responsive government through proper recording and preservation of the City's legislative history and official documents, providing responsive customer service to our diverse customer base, and conducting fair and impartial City elections.

Services that the City Secretary's Office provides to people with disabilities include:

- The City Secretary's Office provides accommodations for individuals to be able to access public meetings, such as City Council and board meetings.

Action Items identified by the Self-Evaluation:

- City Secretary's Office staff will work with Public Affairs to develop guidelines for public meeting presentation accessibility.
- City Secretary's Office staff will be provided with training regarding how to interact with people who have disabilities.

5. Development Services (Planning and Building Divisions)

The Planning Division of the Department of Development Services performs a variety of services intended to protect, maintain, and develop an attractive, safe, and healthy environment. Primary functions address property development and land use activities occurring in the City. The Planning Division is also responsible for the orderly development of the City and the administration of various land use regulations, including the Zoning Ordinance, Subdivision Ordinance, and Design Review Ordinance. The division also provides technical assistance and staff support to the Planning and Zoning Commission.

The Building Division is responsible for inspecting all commercial and residential construction to assure that it complies with the approved construction documents and the mandatory building codes.

Services that Development Services provides to people with disabilities include:

- Regularly update and maintain building codes and the City's Code of Ordinances to ensure compliance with the latest State and Federal guidelines and requirements for the design of accessible structures and public spaces.
- Planning staff provides accommodations for individuals to be able to access Planning and Zoning Commission meetings.
- Planning staff enforce the accessibility requirements for sidewalks and parking during review processes, as defined in the City's Subdivision Regulations and Zoning Regulations in the Code of Ordinances for all new development projects, including in the review of Site Plan submittals, development agreements, and zoning regulations within planned developments.
- Building staff enforce ADA requirements in new buildings and review site plans for accessibility.

Action Items identified by the Self-Evaluation:

- Planning staff will include more information on universal design principles in the next update to the City's Comprehensive Plan.
- Development Services staff will be provided with training regarding how to interact with people who have disabilities.

6. Graphic Information Systems (GIS)

The GIS Division offers several web apps, maps, and downloadable datasets to the public through the Open Data GIS page (<https://open-data-anna-gis.hub.arcgis.com/>). Information conveyed includes zoning, comprehensive plan data, road centerline and address data, and more.

Services that GIS provides to people with disabilities include:

- The software used to create city maps available online provides a list of colorblind-friendly color palettes that are used when designing symbology for map layers.
- ESRI offers a suite of “Instant Apps” that are designed with accessibility in mind, tested with assistive technology, and undergo ongoing accessibility improvements. These “Instant Apps” serve as the template for some of the city’s publicly available web maps.

Action Items identified by the Self-Evaluation:

- Certain layers within city maps with predefined colors for symbology (such as zoning and future land use) may not be colorblind friendly and may need to be revisited to optimize accessibility.
- Web maps have the ability to be configured with alt text for the visually impaired. As of today, this configuration has not been implemented in the city’s web maps. When implemented, this will further improve accessibility to the publicly available web maps.
- GIS staff will be provided with training regarding how to interact with people who have disabilities.

7. Human Resources

The Human Resources (HR) Department provides support to existing employees as well as assists applicants through the application process. HR is responsible for recruitment and employment, compensation and classification administration, benefits and retirement administration, employee wellness programming, employee training and development, risk management and safety, worker’s compensation, labor Relations and compliance, employee rewards and recognition, and personnel policy development and guidance.

Services that Human Resources provides to people with disabilities include:

- Human Resources provides accommodations for employees with disabilities.
- HR’s website includes notices that are in line with ADA requirements: a nondiscrimination statement, an offer of accommodations for those whose disabilities require them while filling out applications or taking tests, and a statement about qualified applicants being able to perform essential job functions with or without accommodations.

Action Items identified by the Self-Evaluation:

- Human Resources staff will be provided with training regarding how to interact with people who have disabilities.

8. Information Technology

The Information Technology (IT) department manages and maintains the city's technological infrastructure and systems. The IT department's main responsibility is to ensure that the organization's technology resources are used securely, efficiently, and in line with city policies.

Services that Information Technology provides to people with disabilities include:

- Information Technology is responsible for the sound system at City Council and board meetings.

Action Items identified by the Self-Evaluation:

- Information Technology staff will evaluate employee accessibility related to technology, such as assistive listening device access and visual technologies.
- Information Technology staff will be provided with training regarding how to interact with people who have disabilities.

9. Economic Development

Economic Development staff manage two economic development corporations, the Anna Economic Development Corporation (Type A) and the Anna Community Development Corporation (Type B). Type A corporations are typically created to fund industrial development projects such as business infrastructure, manufacturing and research and development. Type B corporations fund all the same projects eligible for Type A, as well as parks, museums, sports facilities, and affordable housing. They were created to enable quality of life improvements.

Services that Economic Development provides to people with disabilities include:

- Economic Development staff provides accommodations for individuals to be able to access Economic Development Corporation and Community Development Corporation board meetings.

Action Items identified by the Self-Evaluation:

- Economic Development staff will evaluate their website, which is separate from the city's, for accessibility.
- Economic Development staff will be provided with training regarding how to interact with people who have disabilities.

10. Facilities

The Facilities Division of Public Works maintains all public facilities which are owned and operated by the City, including the maintenance, repair and replacement of building systems/materials, and custodial efforts to maintain a clean and safe environment.

Services that Facilities provides to people with disabilities include:

- Schedule and conduct biannual accessibility building reviews with Texas Municipal League staff.
- Maintenance of parking lot signage, striping, and pavement for accessible parking and accessible pathways.
- Maintenance of accessible entryways, ramps, and internal corridors for all City facilities.
- Cleaning of debris, liquid, and other hazards in public spaces which could cause safety concerns.

Action Items identified by the Self-Evaluation:

- Add accessible door push-buttons to all public entries which do not have the system in place.
- Replace existing restroom doors and door hardware with accessible options where needed.
- Facilities staff will be provided with training regarding how to interact with people who have disabilities.

11. Finance, Municipal Court, and Utility Billing

The City of Anna Finance Department partners with all other City departments to ensure that taxpayer dollars are being used effectively providing the most value possible for our neighbors. The primary responsibilities of our department include City accounting, managing City investments, bank reconciliations, accounts payable, purchasing, payroll, grant management, PID and TIRZ management, and conducting the annual city audit.

The Utility Billing Division activates and deactivates water, sewer, and trash services for the City and collects payment for the water, sewer, and trash bills. We offer payment extensions, process delinquent accounts, and handle communications with the city's trash provider, CARDS. The UB Department processes billing for over 11,000 neighbors split between 2 billing cycles and offers customer service regarding billing.

The City of Anna Municipal Court interprets and adjudicates applicable state laws and supports the local community by providing efficient and effective services through the promotion of justice. The City of Anna Municipal Court is responsible for the disposition of Class C misdemeanors and other state and city ordinance violations which are punishable by fine only.

Services that Finance, Municipal Court, and Utility Billing provides to people with disabilities include:

- If someone cannot physically enter the Utility Billing and Municipal Court Office, staff will assist them or make accommodations to meet them outside to complete their utility files or transactions.

Action Items identified by the Self-Evaluation:

- Utility Billing and Municipal Court staff will be provided with training regarding how to interact with people who have disabilities.

12. Fire and Emergency Management

The Fire Department is comprised of four divisions: Fire Prevention, Fire Operations, EMS/Training, and Emergency Management.

Services that Fire and Emergency Management provides to people with disabilities include:

- All programs and services within the Fire Department are offered to all people regardless of ability.
- All Fire facilities are ADA compliant.
- Fire Department staff provide information on emergency services for deaf neighbors.

Action Items identified by the Self-Evaluation:

- Fire Department staff will evaluate when to add an all-terrain vehicle into operations to better access patients in all environments.
- Fire Department staff plan to provide more individualized public outreach on fire safety.
- Fire Department staff plan to coordinate with Collin County Dispatch related to the individualized critical care needs of residents.
- Fire and Emergency Management staff will be provided with training regarding how to interact with people who have disabilities.

13. Parks and Recreation

The Parks and Recreation Department offers indoor and outdoor recreation opportunities to residents year-round. The department presents events, festivals, and activities and is responsible for the maintenance of city parks.

Services that Parks and Recreation provides to people with disabilities include:

- Parks Maintenance staff ensure that trails are properly maintained, level, and free of obstacles so that individuals with mobility aids like wheelchairs or walkers can navigate them easily. This may involve repairing damaged pathways, removing debris, and ensuring proper signage.
- Parks Maintenance staff maintain designated accessible parking spaces close to park entrances and amenities, ensuring they are clearly marked and kept free from obstruction.
- Parks Maintenance staff ensure that playground equipment meets ADA guidelines for accessibility, including providing wheelchair-accessible ramps and ground-level activities. Regular inspections and maintenance of playground surfaces to ensure safety and accessibility are also performed by maintenance staff.
- Parks Maintenance staff maintain ramps and pathways to provide accessible routes to various park amenities such as picnic areas, viewpoints, and restrooms.
- Parks Maintenance staff ensure that restrooms are accessible to people with disabilities, including installing grab bars, ramps, and widening doorways where necessary. Regular maintenance to keep these facilities clean and in working order is essential.
- Parks Maintenance staff provide accessible picnic tables and seating areas with adequate space for wheelchairs. Maintenance staff may also ensure that pathways to these areas are clear and level.
- Maintenance staff conduct regular inspections of park facilities and amenities to identify any accessibility barriers or maintenance issues and addressing them promptly. By consistently performing these tasks, park maintenance staff contribute to creating inclusive and welcoming outdoor spaces for people of all abilities to enjoy.
- Park Design and Development staff have designed an all-inclusive playground within the city.
- Recreation staff evaluate event site plans for accessibility.
- Recreation staff own and maintain an Access Trax wheelchair pathway (mobile track system) that is utilized for ADA access for our recreational archery program.
- Recreation staff provides an adaptive egg hunt during our egg hunt Easter festivities annually.

Action Items identified by the Self-Evaluation:

- Parks and Recreation staff will be provided with training regarding how to interact with people who have disabilities.

14. Police

The Police Department is a full-service municipal law enforcement agency providing residents with police protection 24 hours a day, 7 days a week. Law enforcement services are delivered throughout Patrol and Criminal Investigation divisions which are supported by our records division and administration team.

Services that Police provides to people with disabilities include:

- If someone cannot physically enter the Police Department lobby, staff will assist them or make accommodations to meet them outside to complete their business.
- Police offer a translation service for police services in the event of a hearing-impaired resident needing them to access such services.
- Police staff undergo crisis intervention training to better support residents with a variety of disabilities.
- Police staff undergo training on calls with autistic children.
- Police staff undergo training on dealing with hearing impaired and deaf motorists.
- The Police Department offers a Take Me Home Program which residents can register for which will bring vulnerable family members home if lost.

Action Items identified by the Self-Evaluation:

- Police Department seeks to improve outreach on the Take Me Home Program.
- Police Department staff will be provided with training regarding how to interact with people who have disabilities.

15. Public Affairs

The Public Affairs Division is responsible for engaging residents through the city's website, social media and weekly e-newsletter, sharing information with the community about upcoming City events and programming, maintaining relationships between the City and press, and crisis communications.

Services that Public Affairs provides to people with disabilities include:

- Public Affairs provides closed captioning for videos on social media.
- Public Affairs contracts with Swagit to provide captioning for all streamed videos on the city's website.
- Public Affairs maintains the accessibility of the city's website through review of all text, tags, and pdfs being screen-reader friendly. Public Affairs also trains other staff members with website access on website guidelines which support accessibility.

Action Items identified by the Self-Evaluation:

- Public Affairs staff aims to provide descriptive text for photos on social media platforms.
- As the city streams more content, Public Affairs staff aims to ensure captioning for all available content.
- Public Affairs staff expects to utilize translator services for live press conferences in the future. A contract is in place.
- Public Affairs staff will be provided with training regarding how to interact with people who have disabilities.

16. Public Works

The Public Works department includes Solid Waste/Recycling, Streets, Water and Sewer Utilities.

Services that Public Works provides to people with disabilities include:

- Public Works manages the city's solid waste contract with CARDS Recycling & Waste Management. Per the contract, waste management staff are required to pick up trash from house if a resident cannot get their trash to the collection point due to a disability.
- When residents notify the city of receiving dialysis treatment, the City contacts them when there are chlorine concentration changes in the water system.
- Public Works maintains the accessible infrastructure that Capital Projects and Engineering plan and build.
- Public Works participates in a partnership program with the Texas Workforce Commission and Anna High School to provide individuals with disabilities life skills and jobshadowing experience.

Action Items identified by the Self-Evaluation:

- Public Works staff need to identify and map all ADA points around the city including ramps, entrances, slopes, and crosswalks. This map would specifically need to note responsibility on map (TxDOT, Collin County, or City of Anna). Once completed, the map should be uploaded to software to track condition and maintenance. Staff will be able to use this information to prioritize new projects and repairs.
- Public Works staff will be provided with training regarding how to interact with people who have disabilities.
- Public Works staff will plan to add pedestrian crosswalk signals near high traffic areas and schools.
- Public Works staff will plan to add more sidewalk accessibility to the downtown area as public improvements come online.
- When a section of sidewalk is removed during construction it should be replaced in a timely manner and Public Works staff would like to more strictly enforce this. Signage and detour routes are required for sidewalks per TMUTCD. If no detour is possible, "SIDEWALK CLOSED" signs in accordance with TMUTCD should be in place.
- Increase the number of accessible parking spaces and loading zones at the Public Works building.

**City of Anna, Texas
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Anna, Texas.

The complaint should be submitted, in writing, and should contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Cole Meredith, ADA Coordinator

(214) 425-5552

3223 N. Powell

Parkway Anna,

Texas 75409

cmeredith@annatexas.gov

Complaints may also be submitted online using the City's Americans with Disabilities Act Action Form.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will make contact with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days from the discussion of the complaint, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the official response to Mark Marchand, City Manager, or his designee.

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

All written complaints received by the ADA Coordinator or their designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Anna, Texas for at least three years.

**City of Anna
Notice Under the Americans with Disabilities Act**

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Anna, Texas, will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Anna 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 Americans with Disabilities Act (ADA).

Effective Communication: The City of Anna will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City programs, services, and activities. Aids and services include 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 Anna will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the office of the ADA Coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to:

Cole Meredith, ADA Coordinator (214)
424-5552
3223 N. Powell
Parkway Anna,
Texas 75409
cmeredith@annatexas.gov

The City 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

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or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.