

City of Greenville Greenville NC



ADA Transition Plan

April 2023

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SECTION 1 ADA POSITION STATEMENT

The City of Greenville is committed to abiding by the Americans with Disabilities Act. It is our goal to work with members of the community with disabilities to ensure there are open lines of communications and that any program, service, or activity an individual with disabilities would like to participate in is available, accessible, and modified to meet their needs to the best of our ability. We value our relationship and partnership with members of community with disabilities; therefore, we are committed to ensuring equal accessibility to our facilities, programs, services, and activities and reasonable modifications in our policies, practices, and procedures.

The City Manager, Deputy City Manager, and Assistant City Manager are formally and publicly responsible for the implementation of the City of Greenville's ADA Transition Plan. To ensure programs are accessible to and usable by members of our community with disabilities, the City Manager, Deputy City Manager, and Assistant City Manager have designated an ADA Project Team and an ADA Coordinator to assist with ADA compliance.

The City of Greenville has further developed and posted online a grievance procedure, which provides prompt response, support, and resolution to a filed complaint, problem, or conflict related to the City of Greenville's ADA Transition Plan.

SECTION 2 INTRODUCTION

The Americans with Disabilities Act became effective with the goal to ensure access to services, programs, and activities for persons with disabilities. Title I of the ADA requires employers to ensure their employment practices do not discriminate against persons with disabilities. Title II of the ADA requires states and local governments to make their programs and services available to persons with disabilities. Title III requires places of public accommodations be accessible to and usable by persons with disabilities by removing physical barriers.

The City of Greenville continues to monitor and update its ADA Transition Plan to ensure facilities, programs, services, and activities within the City of Greenville continue to improve by removing physical barriers and ensuring accessibility for members of our community with disabilities. This Plan further details the continuing efforts made by the City of Greenville to comply with the current ADA requirements particularly focusing on mobility, ramps, sidewalks and traffic signals, access around public buildings, transportation, and access around parks and recreational facilities.

SECTION 3 EXPLANATION OF REQUIREMENTS

The Americans with Disabilities Act states that a public entity must reasonably modify its policies,

practices, or procedures to avoid discrimination against individuals with disabilities. This plan will assist the City of Greenville in identifying physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals with disabilities. How the plan is constructed and what supporting documents are required is described below.

In order for the City of Greenville to be successful complying with the 2010 ADA Regulations, the City of Greenville will complete the following:

1. Design and complete self – evaluations for recreation and park facilities completed by the Recreation and Parks Department, facilities maintained by the Public Works Department, rights of way for City streets and intersection completed by the Public Works and Engineering Departments, and transit bus stops completed by the Transit Division Public Works Department.
2. Identify programs, services, and activities each City department contributes to ensure accessibility for members of our community with disabilities
3. Identify an ADA Coordinator and ADA Project Team Members
4. Develop a grievance procedure that will assist in providing prompt response and resolution to complaints, conflicts, or problems alleging conditions that are in violation or non-compliant with the Americans with Disabilities Act.

SECTION 4 DEFINITIONS

1. Access Board: An independent federal agency devoted to accessibility for people with disabilities. The Access Board developed the accessibility guidelines for the ADA and provides technical assistance and training on these guidelines. Also referred to as the Architectural and Transportation Barriers Compliance Board.
2. Accessible Route: An accessible route is a continuous unobstructed path that connects all accessible elements and spaces of a building or facility. Interior accessible routes include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and lifts.
3. Accessible: Refers to a site, facility, work environment, service, or program that is easy to approach, enter, operate, participate in, and/or use safely and with dignity by a person with a disability.
4. Accommodations: Accommodation means modifications or adjustments to a registration or application process to enable an individual with a disability to be considered for the program or activity; To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and/or that enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situation individuals without disabilities enjoy.
5. ADA Accessibility Guidelines: Scoping and technical requirements to be applied during the design, construction, and alteration of buildings and facilities covered by titles II and III of the ADA to the extent requirements by regulations issued by federal agencies, including the DOJ and DOT.
6. Americans With Disabilities Act: A comprehensive, federal civil rights law that prohibits discrimination

of the basis of disabilities in employment, state and local government programs and activities, public accommodations, transportation and telecommunications.

7. Auxiliary aids and services: Under Titles II and III of the ADA, includes a wide range of services and devices that promote effective communication or allows access to goods and services. Examples of auxiliary aids and services for individuals who are deaf or hard of hearing include qualified interpreters, notetakers, computer aided transcription services, written materials, and telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunication devices for deaf persons, videotext displays and exchange of written notes. Examples for individuals with vision impairments include qualified readers, taped texts, audio recordings, Brailled materials, large print materials, and assistance in locating items. Examples for individuals with speech impairments include TDDs, computer terminals, speech synthesizers, and communication boards.
8. Barrier-free environments: The ADA requires state and local government facilities and new construction in public accommodations to be free of obstacles to accessibility and usable by people with disabilities. Alterations in state and local governments; facilities and public accommodations also must be free of barriers.
9. Complaint: a claimed violation of the ADA regulations
10. Condition, manner or duration: In determining whether an individual is substantially limited in a major life activity, the ADA's Title I regulations state that it may be useful in appropriate cases to consider, as compared to most people in the general population, the condition under which the individual performs the major life activity; the manner in which the individual performs the major life activity; and /or the duration of time it takes the individual to perform the major life activity, or for which the individual can perform the major life activity.
11. Detectable Warning: Detectable warnings are standardized surface features built in or applied to walking surfaces or other elements to warn individuals with visual impairments of hazards on a circulation path.
12. Disability: The term disability means, with respect to an individual a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such impairment.
13. Discrimination of the Basis of Disability: To limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability; To limit , segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability; To participate in a contract that could subject a qualified citizen with a disability to discrimination; To use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability; To deny equal benefits because of a disability; To fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations; To use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and To fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately

reflect the qualified applicant's skills or aptitude to participate in a program or activity.

14. Equal employment opportunity: An opportunity to attain the same level of performance or to enjoy equal benefits and privileges of employment as are available to an average similarity-situated employee without a disability.
15. Essential job functions: The fundamental job duties of the employment position that the individual with a disability holds or desires. The term essential functions do not include marginal functions of the position.
16. Existing facility: Refers to buildings that were constructed before the ADA went into effect. A public accommodation's building constructed before the effective date of Title III does not have to be fully accessible unless the removal of barriers, including structural ones, is readily achievable.
17. Fixed route transportation system: Refers to include buses and subway cars running along prescribed routes according to fixed schedules. The ADA requires each state and local government's fixed route transportation systems to be accessible.
18. Impairment: Term used in the ADA definition of disability. Includes any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or any mental or psychological disorder, such as an intellectual disability, organic brain syndrome, emotional or mental illness, specific learning disabilities.
19. Major life activity: Term used in the ADA definition of disability. It refers to activities that an average person can perform with little or no difficulty. Major life activities include, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communication, interacting with others, and working; and the operation of a major bodily function, including functions of the immune system, special sense organs and skin; normal cell growth; and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions. The operation of a major bodily function includes the operation of an individual organ within a body system.
20. Major structural alteration: The ADA does not require a major structural alteration, one that affects or could affect the use of or access to an area of a facility containing a primary function of a business, in an existing facility. It requires only barrier removal that is readily achievable. When major alterations are made, the alterations, path of travel and facilities serving the altered area must be accessible to the maximum extent feasible.
21. Qualified Individual: An individual who satisfies the requisite skill, experience, education and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position. The ADA prohibits discrimination on the basis of disability against a qualified individual.
22. Readily achievable: Easily accomplishable and able to be carried out without much difficulty or

expense. In determining whether an action is readily achievable, factors to be considered include nature and cost of the action, overall financial resources and the effect on expenses and resources, legitimate safety requirements, impact on the operation of a site, and if applicable, overall financial resources, size, and type of operation of any parent corporation or entity. Under Title III, public accommodations must remove barriers in existing facilities if it is readily achievable to do so.

23. Reasonable accommodation: Under Title I, a modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity. Reasonable accommodation is a key nondiscrimination requirement of the ADA.
24. Physical or Mental Impairments: May include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs. The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record and poor judgment or quick temper if not symptoms of a mental or physiological disorder.
25. Substantial Limitations of major Life Activities: An individual is disabled if she or he has a physical or mental impairment that renders her or him from unable to perform a major life activity or substantially limits the condition, manner or duration under which she or he can perform a particular major life activity in comparison to other people.
26. Major Life Activities: Functions such as caring for oneself performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working. In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:
 - The nature and severity of the impairment;
 - The duration or expected duration of the impairment; and
 - The permanent or long-term impact (or expected impact) of or resulting from the impairment.
27. Having a Record of Impairment: An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity, or has been diagnosed, correctly or incorrectly, as having such impairment.
28. Regarded as Having a Disability: An individual is disabled is she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.
29. Reasonable Program modifications: If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.
30. Reasonable Program Modification: Any change in program or activity or in the way things are

customarily done that enables an individual with a disability to enjoy equal program opportunities.

31. *Modification*: Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities. Modifications applies to all decisions and to the application or registration process; all services provided in connection with the program or activity; and known disabilities only. Modification is not required if it changes the essential nature of a program or activity of the person with a disability; it creates a hazardous situation; adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or it poses an undue burden on the City.
32. *Undue Burden*. With respect to complying with Title II or Title III of the ADA, significant difficulty or expense incurred by a covered entity, when considered in light of certain factors. These factors include: the overall financial resources of the site or sites involved; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements necessary for safe operations, including crime prevention measures; or any other impact of the action on the operation of the site; the geographic separateness and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity; if applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and if applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity.
33. *Undue hardship*: With respect to the provision of an accommodation under Title I of the ADA, significant difficulty or expense incurred by a covered entity, when considered in light of certain factors. These factors include the nature and cost of the accommodation in relationship to the size, resources, nature, and structure of the employers operation. Where the facility making the accommodation is part of a larger entity, the structure and overall resources of the larger organization would be considered, as well as the financial and administrative relationship of the facility to the larger organization. Employers do not have to provide accommodations that cause an undue hardship.

SECTION 5 SELF-EVALUATIONS

Title II of the Americans with Disabilities Act (28 CFR §35.105) requires public entities to perform self-evaluations on its current services, policies, and practices to identify if the services, policies, and practices meet the accessibility requirements. The intent of performing self-evaluations is to confirm areas of compliance, identify areas of non-compliance, and plan for making the necessary modifications with respect to the accessibility requirements.

The first step in the self-evaluation process is to visit each City facility and identify the following:

- Does the facility have handicapped accessible parking;
- Does the facility have compliant sidewalk curbing and ramping;
- Does the facility have the correct hardware on doors / doorways / entrances;
- What type of specialized equipment is available;
- Does the facility have handicapped accessible restrooms;
- Does the facility have handicapped accessible water coolers;

- Does the facility have handicapped accessible counter tops / work stations / tables

The second step is to identify public programs, activities and services.

- Library services
- Employment services
- Recreation and park services
- Emergency services
- Public Works & Engineering services
- Transportation services

The third step is to identify if the existing infrastructure, programs, activities, and services can accommodate the full participation by individuals with disabilities.

Per 28 CFR §35.105, The City of Greenville will provide the opportunity for the public, including individuals with disabilities and organizations that represent individuals with disabilities to participate in the self-evaluation process while making the self-evaluations available for public review. Citizens can (1) request copies of self-evaluations by contacting the City of Greenville's ADA Coordinator, (2) review copies of self-evaluations on the City's Website, or (3) attend an ADA Public Outreach Accessibility Meeting to review in person.

For the purpose of self-evaluations, the standard indicates a public entity must have a list of interested persons consulted, a description of areas examined and any problems identifies, and a description of any modifications made. The City of Greenville has reached out to Disabilities Advocates and Resource Center (DARC) at 702 Johns Hopkins Drive; Greenville, North Carolina. The City has provided DARC with copies of the City's self-evaluations, which identifies facilities by location, compliance, non-compliance, future upgrades and modifications. The City of Greenville further has developed an ADA Questionnaire for public input. This questionnaire was provided to DARC to assist the City with providing programs, services and activities for individuals with disabilities in our community.

The Department of Recreation and Parks is responsible for the upkeep of self-evaluations for all recreational facilities and parks.

The Department of Public Works is responsible for the upkeep of self-evaluations for all facilities maintained by Public Works, as well as City of Greenville's Rights of Way

The Department of Engineering is responsible for completing Pavement Condition Surveys on City streets.

The Transit Division, Public Works Department is responsible for the upkeep of self-evaluations for the bus stops.

Under Title II, the Americans with Disabilities Act, this municipality is required to provide and publish, for the public, how ADA compliance is ensued. A draft of this public notice for the City of Greenville policy of Non-Discrimination based on disability is documented below and posted on the City of Greenville's website, www.greenvillenc.gov.

SECTION 6 PUBLIC NOTICES

In accordance with the requirement of Title II, Americans with Disabilities Act, ADA, the City of Greenville will not discriminate against qualified individuals based on disability in City programs, services, and activities, access to City public facilities, and employment.

Programs, Activities, and Services

The City of Greenville will make every effort, upon request, to provide the appropriate accommodations and services to ensure that qualified persons with disabilities can participate equally in its' programs, services, and activities.

City Public Facilities

The City of Greenville will make available for public review City facility, transportation, and rights of way self-evaluations.

Employment

The City of Greenville does not discriminate based on an individual's disability in the hiring or employment practices. The City complies with all regulations identified under Title I, the U.S. Equal Employment Opportunity Commissions of the Americans with Disabilities Act.

Communication

Any individual who requests an aid or service for effective communication, a modification, service, or activity shall contact the City's ADA Coordinator no later than 48 hours before the schedule program, activity, or service. If the ADA Coordinator, Linda McCarthy, lmccarthy@greenvillenc.gov or 252-329-4452, is not immediately available, then the request shall be submitted to the City Manager's Office at 252-329-4433.

Filing a Complaint

Section 12 of the City's ADA Transition Plan outlines the internal procedure for filing a complaint.

SECTION 7 ADA PUBLIC OUTREACH MEETINGS AND PARTICIPATION

ADA Public Outreach Meetings and Participation provide the members of our community with disabilities and businesses who serve individuals with disabilities the opportunity to meet with City staff to learn and comment on the accessibility of programs, services, and activities provided by the City and at City facilities. Staff will make available copies of the ADA Transition Plan, facility self-evaluations, rights of way improvements and projects, services offered by City departments, and programs and activities available to our community and members of the community with disabilities. Participants further will be educated on how to make requests for reasonable accommodations.

The City of Greenville will post scheduled ADA Public Outreach Meetings on our City website and cable TV channel. The City will further post notices in City facilities and send invitations to businesses who work with members of our community with disabilities. If you or your business would like the City to contact you directly when an ADA Public Outreach Meeting is scheduled, please contact the City's ADA Coordinator and provide

your contact information. ADA Public Outreach Meetings will be announced 30 days prior, held at one of the City's facilities, and during City's normal business hours to ensure anyone attending can make arrangements for transportation.

The City of Greenville recognizes their responsibility in keeping the public informed of changes to the City's ADA Transition Plan. The core sections of the ADA Transition Plan will be reviewed annually, but the operational supporting documents will be reviewed and updated more frequent as accessibility issues are encountered and addressed.

We encourage our community, members of the community with disabilities, and businesses that work with individuals with disabilities to reach out to our ADA Project Team Members or ADA Coordinator to discuss, schedule additional meetings, and report any accessibility concern they may encounter. Furthermore, we encourage our community, members of the community with disabilities, and businesses that work with individuals with disabilities to attend City Council Meeting. If an individual wishes to address the Council during the Public Comment Period, then they shall register with the City Clerk prior to the opening of the meeting by signing his or her name, address, and a short description of his or her topic on a sign-up sheet stationed on the podium at the entrance to the Council Chambers. Registration forms will be available thirty minutes prior to the start of the meeting. If you have any questions or would like more information about the Public Comment Period, please contact the City Clerk's office at (252) 329-4420.

The City of Greenville is subject to certain provisions under the Americans with Disabilities Act. If a citizen should have a question about City facilities, programs, services, or activities or need to make a request for a reasonable accommodation, please contact the City's ADA Coordinator or any member of the City of Greenville ADA Project Team Members.

SECTION 8 CITY OF GREENVILLE WEBSITE & PUBLIC INFORMATION CHANNEL

The City of Greenville's website is www.greenvillenc.gov. To access information concerning ADA, Choose Our City and ADA Compliance Notice. The website allows citizens to email feedback on the website, and it includes accessible features that adhere to ADA compliance regulations. Assistive listening devices are available upon request for meetings held in the Council Chambers of City Hall. If an interpreter is needed for hearing impaired citizens, citizens are asked to call 252-329- 4422 (voice) or 252-329-4060 (TDD), or email bletchworth@greenvillenc.gov no later than two business days prior to the meeting.

SECTION 9 SERVICES PROVIDED BY POLICE AND FIRE/RESCUE

Services provided by the Greenville Police Department are included in department policies respectively for emergency and communication with persons having disabilities as follows:

EMERGENCY ASSISTANCE REGISTRATION PROGRAM: The Police Department seeks to ensure that consistently high levels of public safety services are available to all members of the City of Greenville, including people who may require special consideration in order to access services. The registration program allows parents, guardians, relatives, or other caregivers the ability to register individuals with special needs and/or disabilities with the Department. It is the intent of this program to offer guidance and direction to public safety workers in responding to and assisting those people with special needs and/or disabilities with whom they

will have contact in the performance of their duties and responsibilities. The ability to identify these individuals, their places of employment, educational facilities, and residence are valuable resources in instances when or if emergency responses by law enforcement, fire protection personnel, or both are needed.

The Police Department provides 24-hour telephone access to the Communications Center through a published, non-emergency telephone number and toll-free access via the 911 emergency lines. Calls received to the main incoming telephone number are rolled over to a sequence of additional lines when the listed number is busy.

The 911 emergency telephone number is displayed prominently in the telephone directory.

The police department works in conjunction with Relay North Carolina through the 711 Emergency number. 711 is a statewide telephone relay number that connects standard (voice) telephone users with deaf, hard of hearing and/or speech-disabled people who use text telephone (TIY or TDD).

Greenville Fire/Rescue operates seven fire stations, all are single level buildings except Station 1, located at 500 S. Greene Street. Station 1 provides elevator access via the Police Department Elevator. All stations are handicapped accessible with ramps, designated parking spaces, and graded curbing. All entry doors are manually operated, with public front entrance doors being equipped with doorbell notification devices to alert staff inside the building. Each building has at least one wheelchair accessible restroom. Fire/Rescue facilities are closed to the public when staff are out of the station, when staff are present they can assist anyone at the facility with any special needs.

Fire/Rescue services are provided to anyone requesting services. 911 Services for Fire/Rescue are provided by Pitt County Emergency Management's E911 Center. If E911 is aware by the caller of any disabilities, that information is shared with responding personnel. "Premise Alerts" are placed on any building with special needs or risks if they are made aware of the need.

Fire/Rescue personnel are trained in a variety of means and techniques in moving and assisting patients needing assistance or care. EMS units are equipped with large patient mover devices that allow the safe movement of disabled patients. All patients being transported to the hospital are assisted onto stretchers and loaded into the unit. Wheelchairs or other needed equipment are transported with the patient if at all possible. Large powered mobility devices are often too large and heavy for EMS transport. The devices are secured on scene if possible with information given to the patient on the location of the devices when they are released from the hospital.

Fire/Rescue personnel are trained in safely isolating in place or safely removing victims during fires. When handicapped individuals contact the department for assistance with emergency plans personnel assist with identifying the safest options available for the individual. Education and fire safety recommendations are provided, and if needed a notification is made with E911 to alert responders to the needs.

Risk reduction education such as fire prevention, escape plans, fall prevention, and CPR education are all provided to anyone requesting such education, and to everyone present when an event is occurring. Public education is focused on the individual audience present, and offered with spoke, print, and video options. Fire/Rescue uses an inflatable fire safety house that is wheelchair accessible.

Fire/Rescue installs smoke detectors to those requesting them. Options are also available for the hearing impaired. During these installations fire safety education is provided and a fire safety assessment is provided if requested.

SECTION 10 SERVICES PROVIDED BY THE LIBRARY

The main library branch is Sheppard Memorial and is located at 530 Evans Street. The library website is www.sheppardlibrary.org. The other two library branches are George Washington Carver Library located at 618 West 14th Avenue, and East Branch Library located at 2000 Cedar Lane.

Sheppard Memorial Library and branch facilities are handicapped accessible with ramps, designated parking spaces, graded curbing, and automatic doors. Hand-rails can be found leading into a building, and into the mezzanine stacks area. Each facility has clear paths and aisles that meet ADA standards.

All branches, except the main library, are on one level. The main library administrative office area, basement, and mezzanine stacks are accessible by elevator.

All facilities have wheelchair accessible restrooms with at least one handicapped stall.

Book stack aisles meet ADA standards. Patrons may call or ask for staff assistance for obtaining materials above or below reach.

Each facility has at least one library catalog available at seat level. Each branch library has a circulation desk with an area at seat height. All computer tables, study tables, and carrels are set at wheelchair height.

Our outside book returns are along the sidewalk curbing allowing easy access for drivers.

In addition to having free Wi-Fi, the library offers free public access computers that have the ability to increase the screen image 300%.

For the visually impaired, the library offers large print reading materials, downloadable eaudio books, DVDs that include visual descriptions for the blind and visually impaired. For the hearing impaired, the library offers DVDs with closed captions.

The library offers evideos, ebooks, eaudio books, emagazines, full-text magazine, and newspaper articles, and the Daily Reflector online. Also available online are test preparation materials, language learning materials, career development materials, a resume builder, genealogy databases, NCDMV practice tests, and Healthier U (a consumer health resource).

The Carver branch and the main library offer free blood pressure check stations.

Items not found at your preferred library may be delivered within days from another library via courier that runs from Monday through Friday.

Patrons not near a library facility can check the bookmobile schedule to see if service is available in their area. The bookmobile has a route that is set twice a year. Patrons wishing to have this service may request the bookmobile to come to their area when time slots become available. For patrons in wheelchairs or unable to climb into the bookmobile, staff will come out and assist them in choosing materials.

SECTION 11
PROGRAMS, SERVICES, & ACTIVITIES PROVIDED BY RECREATION & PARKS

Our Specialized Recreation department operates out of the Drew Steele Center. It is located at 1058 South Elm Street, Greenville, NC 27834. The gym provides opportunities for individuals with disabilities to recreate throughout the calendar year. A large part of the specialized recreation division is our Special Olympic program. These programs include track and field, basketball, and cheerleading. We also offer other city programs through our specialized recreation division that include tutoring, large socials, camps, football, baseball, creative arts class, and choirs. The Drew Steele Center also has an exercise room with free weights and exercise equipment that all individuals are welcome to use.

Our Specialized Recreation department offers a baseball league for individuals with disabilities called the Exceptional Community Baseball League (ECBL). This league is played on our inclusive baseball field located on Elm St. across from the Drew Steele Center. This program runs from Mar-Jun each year on Saturdays.

Camps for kids with disabilities are an integral part of our Specialized Recreation division. We offer a camp for kids with disabilities at the Drew Steele Center called Camp Escape. Camp Escape runs for 8 weeks during the months of June-August. Outside of Camp Escape, we also offer an inclusion program for kids with disabilities that choose to go to other camps. The goal of this service is to provide an all-inclusive experience at any summer day camp.

Our Recreation and Parks department has the privilege of owning two para-mobiles. These adaptive chairs, built for people with disabilities, allow participants to enjoy recreation activities such as golf, fishing, and other outdoor experiences. The department will look to expand in 2022 with the addition of all-terrain wheelchairs which will be made available to participants and used for programming.

The Liberty Bell Swing at the Town Common playground is another great asset for the City of Greenville. This adaptive swing is built for participants in wheelchairs. It allows them to safely swing while staying in their wheelchair.

Projects: Park	Project	Date	Budget
Elm St Park	ADA approved bleachers	22-Mar	\$43,000.00
Eppes Recreation Center	New Accessible Lobby	May-22	\$1,347,453.00
River Birch Tennis Center	Repair damaged sidewalks	Jun-22	\$11,400.00
River Park North	Lever handle locks	Oct-22	\$14,093.00
Sports Connection	Replaced ADA partitions	Sep-22	\$5,700.00
GAFC	Added ADA family restroom	22-Apr	\$142,005.00
Perkins	Repair damaged sidewalks	22-Jun	\$8,800.00
Perkins	Repair parking lot and stripe	23-Feb	\$28,069.00
Green springs Park	Paved and stipend	22-Jul	\$82,785.00
Wildwood Welcome Center	Accessible Welcome Center	23-Mar	\$1,200,000.00
Greenville Outdoor Aquatic Center	Built ADA complaint Pool	22-Jun	\$3,877,000.00
		Total	\$6,760,305.00

Planned			
Park	Project	Date	Budget
Thomas Foreman Park	Paved and stripped parking lot expansion	Fall 23	\$200,000

**SECTION 12
TRANSPORTATION: GREAT BUS SYSTEM**

Greenville Area Transit (GREAT) is committed to ensuring that no person is excluded from participation in or denied the benefit of transportation services. Greenville Area Transit has 13 GILLIG Low Floor Buses. The low floor buses reduce barriers for passengers who have mobility challenges. The GILLIG buses have a “Kneel” feature, which allows the driver to lower the bus at all bus stops to assist passengers facing mobility challenges to enter and exit the bus. All buses are equipped with two (2) stations for securing wheelchairs. Pull cords are used by passengers to request a stop. Furthermore, when a passenger in a wheel chair or walker enters or exits the bus, the driver can deploy a ramp to assist the passenger with mobility challenges. Lastly, all buses are equipped with “talking bus”, which is an annunciator that announces major intersections, certain bus stops, and major points of interest.

The G. K. Butterfield Transportation Center is equipped with hearing loops built inside the lobby and upstairs conference room. The hearing loops allows persons with hearing impairments to hear transit related announcements. The transportation center also has an automatic inner and outer door, an elevator, and restrooms equipped with handicap stalls. Outside G.K. Butterfield has 12 bus bays have lowered curbs for passengers who may have mobility challenges. All Bus Shelters are installed with ADA compliant concrete pads allowing for safe boarding and disembarking.

Pitt Area Transit System (PATS) provide complementary ADA services for Greenville Area Transit. PATS uses five vans to provide complimentary ADA services. These vehicles are equipped with a lift and two wheelchair-securing stations.

The GREAT System further offers discount fares to persons 65 years of age and older and veterans with a disability. To obtain the discount fare, passengers must present either a GREAT discount fare photo ID or a Medicare card, to the driver at the time of boarding. To obtain the GREAT discount fare photo ID please visit the G.K. Butterfield Center located at 600 S. Pitt Street, Greenville NC 27834. For more information, please call the GREAT office at 252-329-4532.

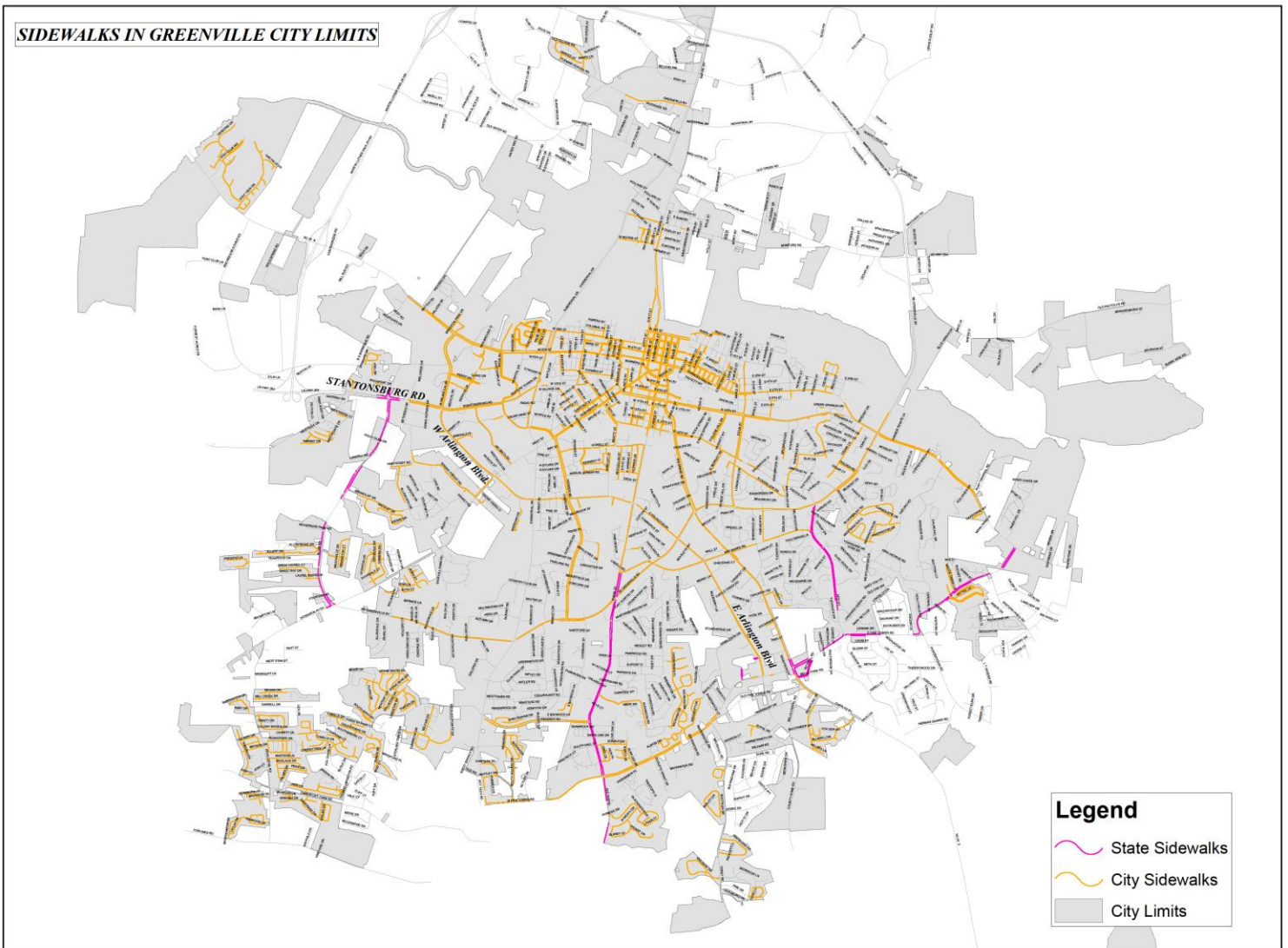
**SECTION 13
PUBLIC WORKS DEPARTMENT**

The Department of Public Works is responsible for the upkeep and self-evaluations for all non-recreation and parks facilities owned by the City. Public Works also maintains all City of Greenville’s Rights of Way. These would include all city-owned streets and alleys as well as the sidewalks/access ramps associated with these streets. When city roads are resurfaced, all existing non-compliant access ramps are updated. The attached map shows where there are City sidewalks. All sidewalks shown in red are future sidewalks that will be constructed

as part of planned NCDOT roadway projects. These include Allen Rd, Firetower Rd., Portertown Rd., 14th St south of Red Banks Rd and Evans St south of Arlington Blvd.

The State Transportation Improvement Program or STIP provides the schedule for the roadway improvements associated with the previously listed NCDOT roadways. The current schedule, contingent upon funding availability, is as follows:

Project	Roadway	From	To	Construction Start
U-2817	Evans St	Greenville Blvd	Worthington Rd	FY 2025
EB-5980 (sidewalk only)	Greenville Blvd	Dickinson Ave	10 th St	FY 2028
EB-5981 (sidewalk only)	Memorial Drive	W5th St	Davenport Farm Rd	FY2029
U-6147, U5991	Charles Blvd	Greenville Blvd	Worthington Rd	FY2029
U-5917	14 th St	Red Banks	Firetower	FY2028
U-5875	Allen Rd	Statonsburg Rd	Dickinson Ave	FY2025
U-5870, U-5875	Firetower Rd	Arlington Blvd	10 th St	FY2028
U-6125 (sidewalks/median)	10 th St	Evans St	Oxford Rd	FY2029 or later



**SECTION 14
ENGINEERING DEPARTMENT**

The Department of Engineering is responsible for completing City-wide Pavement Condition Surveys on all City streets. As part of this work, City-wide ADA self-evaluations are completed for ADA infrastructure within City Rights of Way. These surveys are typically completed every 5 years as funding allows.

**SECTION 15
ADA GRIEVANCE PROCEDURE**

The City of Greenville, in response to the Americans with Disabilities Act of 1990 (ADA), adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act, relating to access to public facilities. Title II states, in part, that a) No otherwise qualified disabled individual shall, solely

by reason of such disability, b) Be excluded from participation in, be denied the benefits of, or be subjected to discrimination; c) In programs or activities sponsored by a public entity. Complaints should be addressed to Linda McCarthy, ADA Coordinator; Post Office Box 7207, Greenville, NC 27835, who has been designated to coordinate ADA compliance efforts.

The ADA was amended in 2008 and became effective in 2009. The ADA Standards for Accessible Design of 2010 regulations became effective on March 15, 2011. The regulations directed that on March 15, 2012, the 2010 Standards shall be applied to all new construction and alterations. Between September 15, 2010, when the new regulations were enacted, and March 15, 2012, covered entities such as the City of Greenville may choose to comply with the 1991 Design Standards, Uniform Federal Accessibility Standards or the 2010 Design Standards for new construction or alterations. If a structure was built or altered in compliance with the 1991 Design Standards or Uniform Federal Accessibility Standards, the structure would not be required to come into compliance with the 2010 standards until the subject elements were subjected to alteration. The same “safe harbor” provision applies to “paths of travel.”

1. A complaint may be in filed in writing or verbally, contain the name and address of the person filing, and briefly describe the alleged violation of the regulation.
2. A complaint should be filed within fifteen (15) days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case by case basis).
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be conducted by Linda McCarthy, the City Manager, the Deputy City Manager, or Assistant City Manager and forwarded to the ADA Project Team. (The City may request assistance from representatives from the community, including educational, medical, county, businesses and non-profit professions.) This procedure requires thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint. Under the Department of Justice regulations, the City of Greenville need not process complaints from applicants for employment.
4. A written determination as whether the complaint was sustained or not and a description of the resolution, if any, shall be issued by the ADA Compliance Committee and a copy forwarded to the complainant no later than thirty (30) days after filing.
5. The Director of Human Resources shall maintain the files and records for complaints pertaining to employment. The ADA Coordinator shall maintain the files and records of all other complaints filed.
6. The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the resolution. The request for reconsideration should be made within thirty (30) days to Ms. Ann Wall, City Manager; Post Office Box 7207, Greenville, NC 27835.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person’s pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be constructed to protect the substantive rights of interested persons to meet

appropriate due process standards, and to assure that the City of Greenville complies with the ADA and implementing regulations.

SECTION 16 ADA COORDINATOR & ADA PROJECT TEAM

The City Manager, Deputy City Manager, and Assistant City Manager are formally and publicly responsible for the implementation of the City of Greenville’s ADA Transition Plan. To uphold and support compliance under the Americans with Disabilities Act, The City Manager, Deputy City Manager, and Assistant City Manager have designated an ADA Coordinator and ADA Project Team to coordinate compliance concerning the provisions of the Americans with Disability Act. In addition, there are several other positions within the City of Greenville who direct, participate, arrange, and are actively involved in complying with the provisions of the Americans with Disability Act. The City Manager is Ann Wall. Michael Cowin is the Deputy City Manager, and Ken A. Graves is Assistant City Manager. The ADA Coordinator for the City of Greenville is Linda McCarthy.

Linda McCarthy
Safety Risk Manager
Human Resources Department
PO Box 7207
Greenville NC 27834
252-329-4452
lmccarthy@greenvillenc.gov

Members of the ADA Project Team work together to identify barriers in services, programs, and activities that may prevent an individual with disabilities from access. They further review and update City policies and practices to ensure reasonable access is obtained. Our Recreation and Parks, Public Works, and Engineering Department team members evaluate vertical facilities to ensure compliance with public rights of way in accessing City facilities, Greenville Uptown, parks, greenways, and several other areas within our City. The following employees serve on the City of Greenville’s ADA Project Team

City Manager’s Office Public Information Office

Brock Letchworth
PIO/Communications Manager
PO Box 7207
Greenville NC 27835
252-329-4131
bletchworth@greenvillenc.gov

Recreation and Parks Department

Dennis Vestal
Parks Superintendent
2000 Cedar Lane
Greenville, NC 27858
252-329-4543

dvestal@greenvillenc.gov

Brent Harpe
Recreation Supervisor
2000 Cedar Lane
Greenville, NC 27858
252-329-4541

bharpe@greenvillenc.gov

Library

Tammy Fulcher
Head of Adult Public and Technical Services
Sheppard Memorial Library
530 Evans Street
Greenville, NC 27858
252-329-4254

tfulcher@sheppardlibrary.org

Greenville Police Department

John Beardsley
Information Services Administrator
500 South Greene Street
Greenville NC 27834
252-329-4830

jbeardsley@greenvillenc.gov

Lieutenant Michael Montanye
Strategic Services
500 South Greene Street
Greenville NC 27834
252-329-3215

mmontanye@greenvillenc.gov

Information Technology Department

Janni Wood
Applications Manager
PO Box 7207
Greenville NC 27835
252-329-4457

jwood@greenvillenc.gov

Human Resources Department

Leah Futrell
Director of Human Resources
PO Box 7207
Greenville NC 27835
252-329-4497
lfutrell@greenvillenc.gov

Public Works Department

Kevin Mulligan
Public Works Director
1500 Beatty Street
Greenville NC 27834
252-329-4521
kmulligan@greenvillenc.gov

Engineering Department

Lisa Kirby
Engineering Director
1500 Beatty Street
Greenville NC 27834
252-329-4467
lkirby@greenvillenc.gov

Lynn Raynor
Capital Project Civil Engineer III
1500 Beatty Street
Greenville NC 27834
252-329-4620
lraynor@greenvillenc.gov

Kevin Leigh
Asset Manager
1500 Beatty Street
Greenville NC 27834
252-329-4470
kleigh@greenvillenc.gov

Fire Rescue Department

Brock Davenport
Fire Rescue Assistant Chief
500 S Greene Street
Greenville NC 27834
252-329-4395
Bdavenport@greenvillenc.gov

Members of the ADA Project Team are responsible for conducting self-evaluation surveys for City facilities, rights of way, and transportation bus stops. Members work to identify and provide services, programs, and activities for members of our community with disabilities. Members as well work to remove architectural, attitudinal, and communication barriers that are encountered by members of the community with disabilities.

The experience, talent, and knowledge of individuals with different disabilities and organizations representing different disabilities are of immense benefit to a City's compliance efforts.

The Human Resource Manager for the City of Greenville is a member of, and receives support from, a local volunteer advocacy organization, Pitt County Committee for the Employment of People with Disabilities. Committee members are appointed by the Pitt County Board of Commissioners, who insure that persons with disabilities are well-represented among the membership. These members include representatives from Pitt County agencies and organizations in the fields of business, labor, medicine, social services, education, recreation, mental health, rehabilitation, and government that serve and employ people with disabilities. The Committee is affiliated with the North Carolina Governor's Advocacy Council for Persons with Disabilities and the President's Committee on Employment of People with Disabilities. The City of Greenville's Human Resource Manager attends meetings with PCCEPD and participates in job fairs scheduled by PCCEPD to ensure members of the community with disabilities are aware of employment opportunities at the City of Greenville.

Over the years, the City's ADA Project Team has made changes and improvements to expand services, activities, and programs for members of our community with disabilities. The scope of the ADA Project Team, when originally appointed was to conduct self-evaluations of City owned buildings, covered facilities and paths of travel. The self-evaluations were designed to identify changes or compliance issues that must, should, or may need to be addressed in the construction or alteration of buildings, facilities and paths of travel. The self-evaluations used the 1991 Design Standards to determine compliance now and in the future.

During the evaluation period and subsequent years, the City sought to improve services, activities; assistance, education, and programs to provide the greatest access and use of City programs and facilities by all of its residents and visitors. With that said, City departments proactively sought assistance from the community as well. A prime example was the H.E.L.P. squad, Handicaps Enforcing Legal Parking. The Police Department selected and trained volunteers as designated "parking officers" to ticket vehicles parked illegally in spaces identified for drivers with disabilities. The department and

the volunteers jointly approached City Council with the program guidelines and necessary ordinance changes to get Council approval. Since then, public information/communications has become a joint venture.

Through the years, employees have received training on the ADA regulations and compliance as well as general sensitivity to and awareness of persons with disabilities. Employees have participated in workshops conducted by the North Carolina Human Relations Council and the Pitt County Committee for People with Disabilities.

Training over the years has expanded and continues to be an integral part of City of Greenville operations. Specialized training is provided to police officers, firefighters, and emergency medical technicians.

SECTION 17 ADA RESOURCES

US Department of Justice – 2010 ADA Standards. www.ADA.gov
Rehabilitation Act of 1973 USDOT Regulations 49 CFR§27
Americans with Disabilities Act of 1990 USDOJ Regulations 28 CFR§35

SECTION 18 ANNUAL ADA PROGRESS MONITORING REPORT

MARCH 13, 1996 Gerry Case
Revised, MARCH 15, 2012 Linda McCarthy
Revised 12/06/2016 Linda McCarthy
Revised 9/26/2018 Linda McCarthy
Revised 8/30/2019 Linda McCarthy
Revised 11/5/2019 Linda McCarthy
Revised 2/19/2021 Linda McCarthy
Revised 2/21/2022 Linda McCarthy
Revised 1/27/2022 Linda McCarthy
Revised 4/18/2022 Linda McCarthy
Revised 4/01/2023 Linda McCarthy

SECTION 19 SUB-SECTIONS OF THE PLAN SELF-EVALUATION SPREADSHEETS

~~Recreation and Parks Facility Self-Evaluation, Document # 1117596 November 2019 updated~~
~~Recreation and Parks Facility Self-Evaluation, Document # 1139261 December 2020~~
~~Recreation and Parks Facility Self-Evaluation Document # 1158476 January 2022~~
~~Public Works Transit Division Self-Evaluation, Document # 1112767 November 2019 updated~~
~~Public Works Transit Division Self-Evaluation, Document # 1140193 February 2021~~

~~Public Works Transit Division Self-Evaluation, Document # 1163139 February 2022~~
~~Public Works Facility Self-Evaluation, Document # 1112767 updated~~
~~Public Works Facility Self-Evaluation, Document #1140193 February 2021~~
~~Public Works Facility Self-Evaluation, Document # 1163140 February 2022~~
~~Public Works Rights of Way Self-Evaluation, Chart inserted in ADA Transition Plan w/ Map Feb. 2021~~
~~Public Works Rights of Way Map, Attachment March 2022~~
Engineering Rights of Way Self-Evaluation Pending Completion
ADA Questionnaire for Public Input Document # 1117161 November 2019
2023 Self-Evaluations Public Works, Recreation and Parks, and Transit Document #1186365

