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## 101.3 ACCESSIBILITY PROCEDURES

<b>Associated Policy:</b> 101 Equal Employment Opportunity and Workplace Diversity	<b>Date Introduced:</b> May 13, 2020
<b>Name of Responsible Division:</b> Human Resources	<b>Date Approved:</b> December 1, 2020
<b>BCRP Executive Director:</b> Reginald Moore	

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### DEFINITIONS

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- **Requestor**, for the purposes of this procedure, is a City of Baltimore employee or member of the general public who wants to submit a question, concern or complaint.
- **Service Request (“SR”)** is a tool, via calling 311 or visiting the City of Baltimore’s 311 website, used to submit a question, concern or complaint.

### PROCEDURE

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#### I. STEPS TO ADDRESS ACCESSIBILITY ISSUES

This procedure outlines the steps required for BCRP staff to resolve questions, concerns, or complaints regarding accessibility at Baltimore City Recreation Parks (“BCRP”) parks or facilities within a reasonable timeframe.

- A. **Questions, Concerns, and Complaints.** There are two (2) ways a Requestor may submit questions, concerns, or complaints regarding accessibility at BCRP parks or facilities:
  1. A letter (written or emailed) to BCRP’s Director; or
  2. SR.
- B. **Review Process.** The question, concern, or complaint is reviewed by BCRP’s Park Maintenance Division to determine whether the Park Maintenance Division or Capital Improvements Division should further evaluate and address the matter. Initial review of the SR shall be made within five (5) business days of receipt.
- C. **Assessment.** Once assigned to the proper BCRP Division, the Division’s designee(s) shall make a field visit and assessment within seven (7) days. If necessary, a face-to-face meeting with the Requestor will be held within 14 days.
  1. **Additional Questions.** If additional questions remain, the Division’s designee(s) shall coordinate a field review and assessment with the Mayor’s Office on Disabilities.
- D. **Ruling.** The Division’s designee(s) shall contact the Requestor to share the ruling and course for resolution.

1. **Minor Repairs/Fixes.** For minor repairs or fixes, resolution can be expected in 6-8 weeks upon proper procurement of materials or contractor services.
2. **Capital-level Solutions.** For Capital level solutions, a request for funding in the following CIP fiscal year shall be made. Funding allows for engineering, advertisement, and construction to remedy the problem. The anticipated timeline to complete the process is 12-18 months.