

# Town of Wilkesboro

## 2019 ADA TRANSITION PLAN



### INTRODUCTION

The purpose of an ADA plan is to ensure the citizens and visitors of Wilkesboro have full access to the towns programs, services and events. It is essential to accommodate the disabled persons of Wilkesboro as part of their own quality of life as with all other individuals. With effective customer service and governance the Town of Wilkesboro is committed to meet the accessibility needs of individuals with mobility needs as well as those with speech, cognitive, vision or hearing needs.

### BACKGROUND

The Americans with Disabilities Act (ADA), enacted in 1990, necessitates that people with disability cannot be discriminated against. There are 5 different sections to this act; we are focusing on Section II or commonly referred to as Title II. Title II addresses the accessibility of disabled individuals to public services and programs by state and local governments. The regulations require uninhibited access for the disabled population to sidewalks, curb ramps and adequate crossing times. While most Wilkesboro facilities were designed and built to comply with these regulations some older facilities have restrictions that limit or hinder accessibility. The purpose of this plan to provide the Town of Wilkesboro with a strategy to correct issues that impede the access of individuals with any disability.

### ADA TRANSITION PLAN FOR TOWN OF WILKESBORO

- Identify physical obstacles or barriers in public facilities that limit accessibility to individuals with disabilities utilizing the 2010 ADA Standards for Accessible Design and North Carolina Building Code, Chapter 11.
- Describe improvements/methods that will be utilized to correct identified issues with cost estimates.
- Develop a time frame for corrective action and identify official responsible for implementation of the plan

### ADA TRANSITION PLAN

#### SELF EVALUATION

#### IDENTIFY BARRIERS WITHIN PUBLIC RIGHT-OF-WAY

- Curbs
- Sidewalks
- Pedestrian Crossings

- Pedestrian Signals
- Shared Use Trails
- Parking Lots
- Handicap Spaces and accessibility of such

Facility / Common Public Areas Evaluation	Findings listed in order of priority
<p>ABC Store 798 Curtis Bridge Road</p>	<p>Paint handicap space Handrails on outside of building Needs ADA compliant bathroom for employees Needs Evacuation plan posted</p>
<p>ABC Store #2 4061-B Hwy 421 West</p>	<p>Handicap space painted Needs Evacuation plan posted</p>
<p>Wilkesboro Civic Center 1241 School Street</p>	<p>Needs Evacuation plan posted Needs ADA drinking fountain Entry doors to bathroom need to be minimum 32” wide Bathrooms updated to ADA standards, toilets 16” from wall/ barriers, handrails for handicap access toilet Braille signage</p>
<p>Police Department 100 West Street</p>	<p>Needs desk height service counter, max height 36”, 36” long Handicap space painted Bathroom entry door ADA standard, 32” wide Bathrooms updated to ADA standards, toilets 16” from wall/ barriers, handrails for handicap access toilet Braille signage</p>
<p>Fire Department 400 South Cherry Street</p>	<p>Handicap space painted Needs Evacuation plan posted</p>
<p>Commons/Storage 102 West Main Street</p>	<p>Paint 2 handicap spaces, van access (13’ x 8’) space needed</p>
<p>Wilkesboro Town Hall 203 West Main Street</p>	<p>Need Service desk, height of 36” x 36” long Needs evacuation plan posted All bathrooms- hardware changed to lever type Upstairs bathrooms - need handicap accessible sink, grab bars Braille signage throughout building</p>

<p>Recreation Building Cub Creek Park 206 South Bridge Street</p>	<p>One handicap space with signage, paint, with van access (13' x 8')</p>
<p>Water Treatment Plant 136 Lenderman Street</p>	<p>Need one handicap space with van access (13' x 8') Need water fountain that is handicap accessible Evacuation Plan</p>
<p>Public Works Office and Building 1302 N. Collegiate Drive</p>	<p>Needs one handicap space with signage and van access Needs drinking fountain with handicap access Door hardware changed to lever type Signage updated with braille</p>
<p>Town Garage 1302 N. Collegiate Drive</p>	<p>Needs painted handicap space with signage and van access Restroom door hardware changed to lever type</p>
<p>Curbs/ Sidewalks</p>	<p>Curb/sidewalk access at Woodland and West South St Curb/sidewalk access at diagonal corners of West Main and Woodland Street</p>
<p>Intersections</p>	<p>Crosswalk at South Cherry Street and West Main/River Street</p>
<p>Wastewater/Sewer Plant 700 Snyder Street</p>	<p>Lab building - needs handicap space painted, signage Bathhouse - needs handicap space with van access (13' x 8') Evacuation plan Blue building - needs handicap space with van access(13' x 8'), signage Plant operators office - Update to handicap accessibility and bathroom</p>
<p>Wilkesboro Compost Office 1505 Winkler Miller Road Ext.</p>	<p>Office entry and bathroom needs update to ADA standards</p>
<p>Town Storage Ridge St</p>	<p>Warehouse only, no bathroom</p>

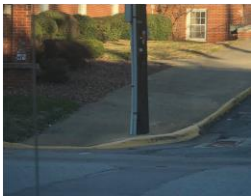
Finding Examples:



Curb/sidewalk access at  
Woodland and West Main Street



Curb/ sidewalk access at  
Woodland and West South Street



Curb/sidewalk access at  
Woodland and West Main Street

Cost Estimates for Corrective Action	
Issue Identified	Materials Estimate
Handicap Parking Space Paint/Signage	\$700
Construction of Handicap Space	\$1000
Lever Handle Door Hardware/Grab Bars	\$1500
Full Bathroom Revisions	\$9000
Service Desk Remodel	\$1500

Signage in Braille	\$300
Water Fountains	\$2800
Evacuation Plans	\$100
Update Sewer Plant Operators Office to comply to ADA Standards	TBD
Compost Office -update to comply with ADA standards	TBD
Sidewalk access, curb revisions, crosswalk mechanism	\$10000
<b>Running Total</b>	<b>\$26,900</b>

## PLAN of ACTION Timeline

### **Within 12 months:**

Handicap Parking Access  
 Lever Door hardware install  
 Grab Bar Install  
 Evacuation Plans Braille  
 Signage

### **Within 24 Months:**

ADA Standard Remodels  
 Sidewalk/ Curb Revisions  
 Crosswalk mechanism Install Service  
 Desk Access Remodel

### **Within 3 years:**

Compost Office  
 Sewer Plant Operators Office

## **PLAN IMPLEMENTATION of CORRECTIVE ACTION**

- Identified issues will be prioritized.
- Inform and educate town officials of findings.
- Develop budget for addressing issues.
- Coordinate a schedule of needed modifications with planned revisions or alteration noting paving, building and utility work as needed.

## **FUTURE OF TOWN OF WILKESBORO ADA TRANSITION PLAN**

The ADA Transition plan for the Town of Wilkesboro will be updated routinely and on file for public record. The Town of Wilkesboro will maintain a copy on its ADA Program webpage and will receive an updated plan every 1 years.

## **DESIGNATION OF RESPONSIBILITY**

In accordance with 28 CFR 35.107(a), the Town of Wilkesboro has designated the following to serve as ADA Title II Coordinator, to oversee the Town's policies and procedures with regards to ADA compliance. In accordance with 28 CFR 35.150(d)(3), the Town of Wilkesboro has designated the following to serve as ADA Transition Plan Implementation Coordinator, to monitor the City's progress and manage review and updates of this document

**Name:** Tony Hayes

Town of Wilkesboro

203 West Main Street

Wilkesboro, NC 28697

**Tel:** 336-838-3951

**email:** [thayes@wilkesboronc.org](mailto:thayes@wilkesboronc.org)

Training is an important tool for ensuring compliance with ADA requirements. Responsible parties will identify resources and opportunities for agency employees, at various levels, to receive ADA-related training appropriate to their job functions.

## **PUBLIC ACCESSIBILITY to PLAN**

The ADA Transition Plan will be available for public review on the Town website and accessible through the Town of Wilkesboro social media accounts. A printed copy is available for review by request at Town Hall, 203 West Main Street, Wilkesboro, NC 28697.

## **PUBLIC INPUT**

The Town of Wilkesboro welcomes comments, suggestions and improvement information from the public. The ADA Coordinator can be contacted by email, [thayes@wilkesboronc.org](mailto:thayes@wilkesboronc.org) or by mail to Town of Wilkesboro, Tony Hayes, 203 West Main Street, Wilkesboro, NC 28697.

## **ADA GRIEVANCE PROCEDURE**

Effective: 07/01/2019

### **PURPOSE:**

To implement procedures that assure that any employee or citizen who has a grievance alleging noncompliance by the Town of Wilkesboro with the provisions of the Americans with Disabilities Act may report and resolve that grievance by following the procedure outlined below.

### **PROCEDURE:**

1. Any citizen who has a grievance alleging noncompliance by the Town with the provisions of the Americans with Disabilities Act may report the grievance to the ADA Coordinator for the Town of Wilkesboro. The Grievance report shall be in writing, shall state the facts upon which the grievance is based and shall be signed by the aggrieved party. At the time of adoption of this procedure, the ADA Coordinator for the Town of Wilkesboro is Tony Hayes, Fire Marshal (336) 838-3591, 203 West Main Street, Wilkesboro, NC 28697. The ADA Coordinator shall investigate all grievances in light of ADA legislation and the Town of Wilkesboro's action plan. The ADA Coordinator shall initiate the investigation within 3 days of receipt of a written grievance.
2. The ADA Coordinator will respond in writing to the citizen's complaint within five working days of the completion of the investigation.
3. The written response of the ADA Coordinator shall restate the grievance as received in writing. The report will state the section of the ADA with which the Town is alleged not to be in compliance. The report will state the finding of the ADA Coordinator. If the ADA Coordinator finds the Town is not in compliance with the provisions of ADA, the report will identify in the transition plan the schedule for compliance or identify the process and schedule to be used by the Town to obtain compliance.
4. If it is the opinion of the ADA Coordinator that compliance has been achieved and the citizen does not agree; the citizen may appeal the decision to the Town Manager, or designee, using the same method described above. The Town Manager shall respond to the citizen as stated above within ten working days of the receipt of the grievance from the citizen.
5. If the citizen does not agree with the findings of the Town Manager, the citizen may appeal the grievance to the Wilkesboro Town Council. The appeal to Council shall be in writing and must be filed with the Town Clerk within ten work days of the date of the Town Manager's response.
6. Town Council will review the grievance at its next regularly scheduled meeting and report its findings to the citizen in writing. If Town Council reaches a decision of noncompliance, the response will state the steps to be taken by the Town to obtain compliance.



# TOWN OF WILKESBORO

*"Where the Mountains Begin"*

P.O. Box 1056 • 203 West Main Street

Wilkesboro, North Carolina 28697

[www.wilkesboronc.org](http://www.wilkesboronc.org)

Phone (336) 838 – 3951 • Fax (336) 838 - 7616

## AMERICANS WITH DISABILITIES ACT/SECTION 504 POLICY STATEMENT

The Town of Wilkesboro prohibits discrimination on the basis of a disability with respect to all terms and conditions of employment and access to its activities, programs, and services. Any interference, coercion, restraint, retaliation, or reprisal of any person alleging disability discrimination is prohibited.

For the purposes of this policy, an individual with a disability is defined as any person who:

1. Has a physical or mental impairment that substantially limits one or more major life activities;
2. Has a record of such an impairment; or
3. Is regarded as having such impairment.

The Town of Wilkesboro is committed to:

- Providing reasonable accommodation for an individual with a disability to participate in employment, activities, programs, and services and has established procedures to allow persons with a disability to request reasonable accommodation;
- Providing access to persons using its facilities, buildings, and state maintained roads, sidewalks, and crosswalks; and
- Ensuring that communications with applicants, participants, beneficiaries, members of the public, and companions with disabilities are as effective as communications with others. Auxiliary aids/services shall be provided upon request to individuals with a disability, such as sign language interpreters, readers, braille, and large print text. In addition, anyone with a hearing or speech impairment may use Relay NC, a telecommunications relay service. Relay NC can be accessed by dialing 711 or 1-877-735-8200.

The town has an **ADA Coordinator, Tony Hayes**, who can answer ADA-related questions and handle reasonable accommodation requests as well as provide information on established procedures for filing a complaint alleging discrimination on the basis of a disability. The ADA Coordinator can be contacted at **(336) 838-3951**, through email at [thayes@wilkesboronc.org](mailto:thayes@wilkesboronc.org). Any questions or comments concerning this policy should be referred to the ADA Coordinator.

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Town Manager

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July 1, 2019

Mike Inscore  
MAYOR

Ken Noland  
TOWN MANAGER  
[townmanager@wilkesboronc.org](mailto:townmanager@wilkesboronc.org)

James K Byrd  
TOWN CLERK

Nellie Archibald  
J. Gary Johnson  
Jimmy Hayes  
COUNCIL MEMBERS

Russell F Ferree  
MAYOR PRO TEM