

# Town of Wilkesboro

## 2021 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

**Updated for 2022**

**Facility / Common Public Areas Evaluation**

**Findings listed in order of priority**

Police Department  
 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

Water Treatment Plant  
 Need one handicap space with van access (13' x 8')  
 Need water fountain that is handicap accessible Evacuation Plan

Public Works Office and Building  
 Needs drinking fountain with handicap access  
 Door hardware changed to lever type

Curbs/ Sidewalks  
 Curb/sidewalk access at Woodland and West South St  
 Curb/sidewalk access at diagonal corners of West Main and Woodland Street

Intersections  
 Crosswalk at South Cherry Street and West Main/River Street

|                       |  |
|-----------------------|--|
| Sewer Plant           | Lab building - needs handicap space painted, signage<br>Bathhouse - needs handicap space with van access (13' x 8') Evacuation plan<br>Blue building - needs handicap space with van access(13' x 8'), signage<br>Plant operators office - Update to handicap accessibility and bathroom |
| Town Storage Ridge St | Warehouse only, no bathroom  |

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

| <b>Cost Estimates for Corrective Action</b>                    |                           |
|--|---------------------------|
| <b>Issue Identified</b>  | <b>Materials Estimate</b> |
| Construction of Handicap Space                                 | \$600                     |
| Lever Handle Door Hardware/Grab Bars                           | \$700                     |
| Full Bathroom Revisions  | \$9000                    |
| Signage in Braille   | \$125                     |
| Water Fountains  | \$1800                    |
| 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>\$ 22,225</b>          |

## **PLAN of ACTION Timeline**

**Within 12 months:**

Public Facing Counter and Bathroom Remodel Wilkesboro Police Department

**Within 24 Months:**

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

**Within 3 years:**

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  
336-838-3951  
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.

The ADA Transition plan is also an open item on the agenda for on-going comments and dialogue at the Town Council Public meetings which are held monthly.

Initial public insight was solicited by questionnaire to the following community service organizations within a reasonable distance of the Town of Wilkesboro:

Veterans Services  
110 North Street  
Wilkesboro, NC

Wilkes Transportation Authority  
1010 Spring Street  
Wilkesboro, NC

Wilkes County Health Department  
306 College Street  
Wilkesboro, NC

Emergency Medical Services  
PO Box 87  
North Wilkesboro, NC

Disability Services of WCC  
Student Services/Thompson Hall  
1328 S. Collegiate Drive  
Wilkesboro, NC

Wilkesboro Police Department  
801 Main Street  
Wilkesboro, NC

## **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.

## 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.