



TOWN OF WILKESBORO

"Where the Mountains Begin"

P.O. Box 1056 • 203 West Main Street

Wilkesboro, North Carolina 28697

www.wilkesboronc.org

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

Resolution 2025-03

Resolution to Acknowledge and Update the ADA Transition Plan for the Town of Wilkesboro

WHEREAS, the Town of Wilkesboro Adopted an "American Disabilities Act" transition plan on July 1st, 2019; and

WHEREAS, this plan is to identify and make plans to remedy any ADA non-compliance issues within the town's jurisdiction; and

WHEREAS, staff has made updates to the plan to further enhance its effectiveness.

NOW THEREFORE BE IT RESOLVED, that the Wilkesboro Town Council acknowledges the importance of the transition plan; and

BE IT FURTHER RESOLVED, that the Wilkesboro Town Council acknowledges and approves the updated ADA Transition Plan; and

BE IT FURTHER RESOLVED, that the Wilkesboro Town Council directs staff to continue implementing the recommendations as outlined in the plan and to submit any necessary budget considerations to be included in the proposed 2025-2026 fiscal budget.

Adopted this 3rd day of February, 2025.

Dale Isom, Mayor



Donna Rhodes, Town Clerk

Town of Wilkesboro



ADA Transition Plan

The following contains information on completed ADA projects and projects that are still to be completed.

The plan for the town was to identify physical obstacles or barriers in public facilities that limit accessibility to individuals with disabilities following the ADA Standards for Accessible Design and North Carolina Building Code.

Make improvement plans that will be utilized to correct identified issues.

A timeline was developed in 2019 for a corrective action plan and a timeline for it to be implemented.

Items identified as barriers within public right of way and our public facilities

- : Curbs
- : Sidewalks
- : Pedestrian Crossings
- : Pedestrian Signals
- : Shared use trails
- : Parking Lots
- : Handicap Spaces and accessibility of such
- : Non-handicap accessibility of restrooms and walkup counter tops where business is conducted
- : Handicap accessible door handles and latches
- : ADA compliant drinking fountains

The implementation of COVID restrictions through 2020 and 2021 made the task much harder but certain items were addressed but we still have several projects that need to be completed to make sure the town meets ADA requirements.

Facilities and Projects Completed

ABC Store / Curtis Bridge

Painted and Marked handicap Spaces
Handrails outside by curbing and steps
ADA complaint bathrooms

ABC Store / 421 West

Handicap Spaces painted and marked

Wilkesboro Civic Center

Entry doors to bathroom at 32" wide
ADA compliant toilets, handrails and Braille signage added

Wilkesboro Fire Department

Handicap spaces painted and marked

Commons 102 W Main

2 Handicap spaces painted and marked

Wilkesboro Town Hall

Hardware changed on bathroom doors
Braille signage in the building

Recreation Building at Cub Creek Park

Handicap spaces painted and marked

Curbs and Sidewalks

Access made at Woodland and West South Street
Access made at West Main and Woodland
Crosswalks on main street

Wastewater and Sewer Plant

Handicap Space marked
Blude building handicap space marked
Upper Bath house handicap space marked
Bathrooms ADA compliant

Wilkesboro Police Department

Handicap space painted and marked
Braille signage

Facilities and Projects that still need to be completed

Wilkesboro Civic Center

Install ADA compliant water fountain

Wilkesboro Police Department

Service desk/counter needs to be 36" max height. It is now at 41" inches

Bathroom access needs to be a minimum of 32". It is now at 26 ½ inches

Bathrooms need to be updated to ADA compliance with correct widths for handicap stall access and handrails

Potential addition of an elevator to access 2nd floor areas

Wilkesboro Town Hall

Service needs to be at a height of 36" tall and 36" wide and have wheelchair access below. The current counter is 40 inches tall.

Wastewater / Sewer

Lower bathhouse needs handicap space painted and marked

Town Garage

Need painted and marked handicap space

Wilkesboro Public Works

ADA compliant water fountain

Handicap space marked and painted

Bathroom signage in braille

Intersections

Cross walk needs to be painted at South Cherry St. and W Main/ River Street

Wilkesboro Compost Office

Office entry and bathroom needs updating to ADA compliance

Cost Estimates for Corrective Actions

Handicap space painting and signage	\$700
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Full bathroom revision at WPD. \$ No estimate as of yet. This project will need to be discussed due to the age of the building and the potential of combining both bathrooms into one multi-use bathroom with ADA compliance.

Elevator compliance for the police department had not been discussed in the previous ADA compliance plan. This will need to be discussed and looked at by Jake Patrick with County Building Inspections to determine if an elevator is required by ADA.

Service desk remodel WPD	\$1000
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Service desk remodel at Town Hall	\$1000
ADA compliant water fountain	\$1800
Compost office update	\$TBD
Pedestrian crosswalk painting	\$TBD

Total estimated cost of \$4500.00.... Does not include WPD upgrades and Compost office updates

Plan implementation and corrective action plan

- Identify issues and prioritize
- Inform and educate town officials of findings
- Coordinate a schedule of needed modifications with planned revisions or alterations
- Speak with county building inspector about requirements at Wilkesboro Police Dept
- Develop a budget and timeline for a plan to address remaining issues

Side notes on the Wilkesboro PD bathroom issue. Due to the age of the building and size of the current bathrooms, the best outcome would be to combine both bathrooms into a multi-use bathroom with signage and proper locking features. This will enable the bathroom to be completely ADA compliant. At current neither bathroom has any ADA compliancy to include door widths, stall size and handrails for handicap access. Jake Patrick with county inspections will be consulted to determine if an elevator will be required to meet ADA compliance as well. If it is decided to go forward with this project, a contractor will need to be hired to layout the needs and costs and building permits will be needed through the county due to electrical, construction and plumbing changes that will be needed as well.

Thank You

Robbie Bolin

Town of Wilkesboro
Fire Marshal
400 S Cherry St
Wilkesboro, NC 28697

336-928-5117
Email: rbolin@wilkesboron.org

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:

Robbie Bolin Town of Wilkesboro
400 South Cherry Street Wilkesboro, NC 28697
336-667-6228
rbolin@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, rbolin@wilkesboronc.org or by mail to Town of Wilkesboro, Robbie Bolin, 400 South Cherry 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 28697

Wilkes Transportation Authority
1010 Spring Street
Wilkesboro, NC 28697

Wilkes County Health Department

Wilkes County EMS

306 College Street
Wilkesboro, NC 28697

204 Call Street
Wilkesboro, NC 28697

Disability Services of WCC
Student Services
1328 S. Collegiate Drive
Wilkesboro, NC 28697

Wilkesboro Police Department
801 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 non-compliance, the responsible steps to be taken by the Town to obtain compliance will be made.

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 Auxiliary aids/services shall be provided upon request to individuals with a as sign language interpreters, readers, braille, and large print text. In 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, Robbie Bolin, 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) 667-6228, through email at rbolin@wilkesboronc.org. Any questions or comments concerning this policy should be referred to the ADA Coordinator.