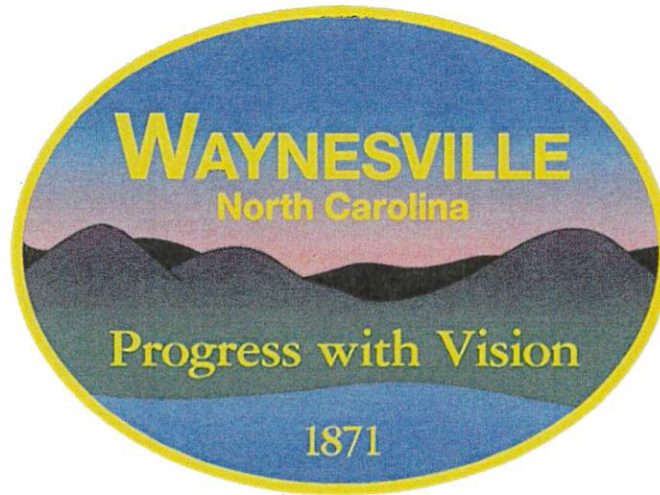


TOWN OF WAYNESVILLE

2019 ADA Assessment and Transition Plan





By adopting this ADA Assessment and Transition Plan, The Town of Waynesville shall make available to applicants, participants, beneficiaries and other interested persons information regarding the provisions of this document and its applicability to Title II of the Americans with Disabilities Act. In its adoption, this plan provides for infrastructure improvements and gives a grievance procedure to citizens of the Town, along with all other recipients of this agency's services, programs and or activities protection from discrimination in reference to disabilities.



TOWN OF WAYNESVILLE, NC

2019 ADA Assessment and Transition Plan

Adopted (_____)

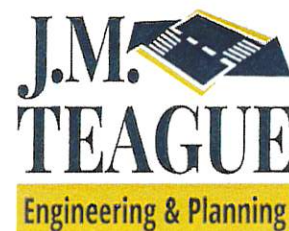
Board of Aldermen

Gavin A. Brown, *Mayor*
Gary Caldwell, *Mayor Pro Tem*
Jon Feichter
Julia Boyd Freeman
LeRoy S. Roberson

Town Staff

David Foster, *Public Services Director*
Preston Gregg PE, *Town Engineer*
Daryl Hannah, *Streets Superintendent*

Prepared by:



Anna Sexton
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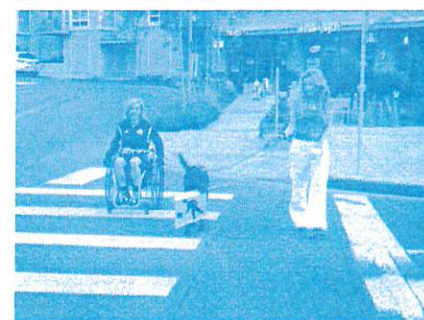
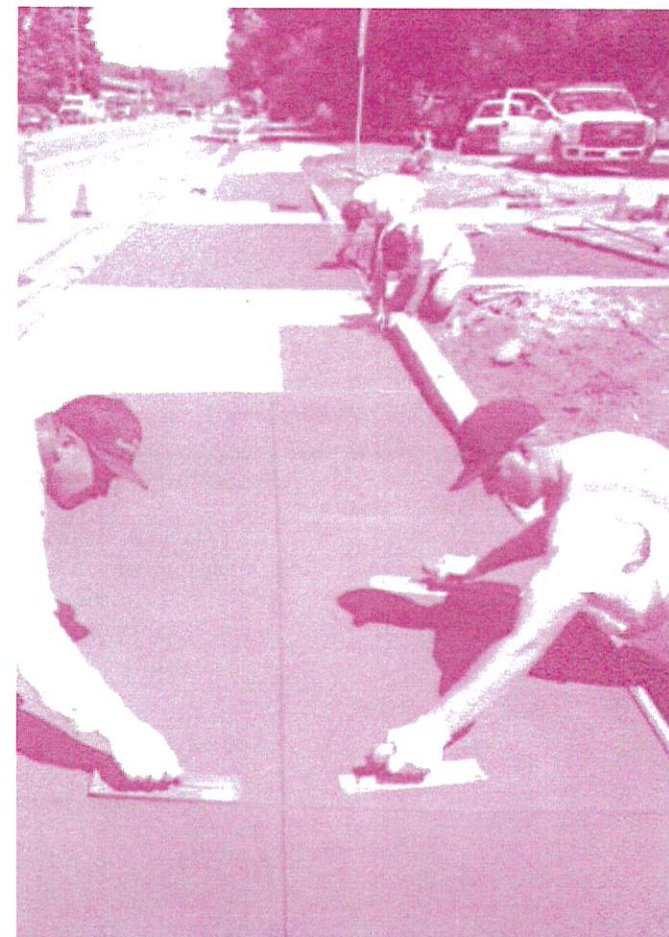
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Chapter 1 INTRODUCTION

1.1 Plan Summary

Within this ADA Assessment and Transition Plan, The Town of Waynesville, along with its consultant J. M. Teague Engineering and Planning (JMTE), have taken a broad look at publicly maintained sidewalks, parking areas, parks, and entrances to public buildings to discover common barriers to individuals with physical and cognitive limitations. Upon identifying these barriers, this plan outlines a general path of correction that will be utilized to address said issues.

1.2 Plan Purpose and Objective

It is the purpose of this ADA Assessment and Transition Plan to ensure that citizens of all physical and cognitive abilities have full access to the Town's street network and its services and activities. This pursuit is based upon the idea that equitable accommodation for disabled citizens is not only essential to good governance but also to the enhancement of quality of life within the town of Waynesville. The objective of this plan is to provide the Town with a comprehensive strategy to remove commonly identified barriers and upgrade non-compliant facilities while keeping context and feasibility in mind. This strategy has been organized into a short- to long-range schedule that places priority on eliminating certain barriers before others and also providing guidance for upgrades to systems when regular maintenance is required.

1.3 Background

In compliance with the Americans with Disabilities Act (ADA) and more specifically Title II of said Act, the Town of Waynesville has adopted this plan in order to ensure access to civic life by people with disabilities. Title II of the ADA regulates programs, activities, and services provided by public entities which includes municipalities. Moreover, while the Town desires to enhance quality of life for all of its citizens, the Town is also legally mandated to do so. While many facilities operated by the Town of Waynesville have been designed, constructed, and remodeled to comply with federal and state accessibility requirements, some barriers still exist.

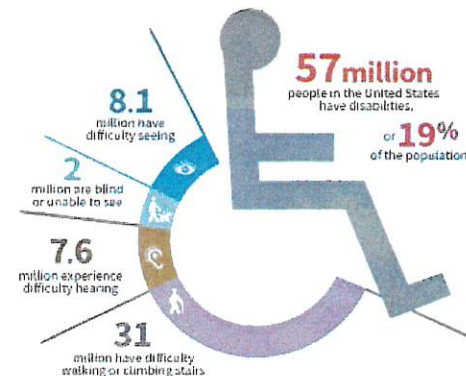
1.4 Title II Considerations

"...No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity" (42 USC Sec. 12132; 28 CFR Sec. 35.130).

See [HERE](#) for Greater Detail



American Disabilities



117° 0' N
Lat: 35° 30' 6.26" N Lon: 82° 50' 46.77" W



TRANSITION RECOMMENDATIONS

Years 1-3

- Create an ADA Update line item within the Town's budget.
- Add or update better detectable warnings - truncated domes in all deficient areas.
- Update pedestrian signal timing and auditory signals to facilitate longer crossings.
- Work to remove obstructions along sidewalks—except utility relocation.
- Level sidewalks with heaving, sinking or cracking.
- Add or update accessible parking spaces where deficient or lacking proper placement.
- Add signage and update pavement markings.
- Conduct a review of all internal building specifications.
- Partner with Haywood Transit in order to better serve disabled riders.
- Address accessibility limitations to all Town programs.

Years 4-6

- Bring all Main Street, Hazelwood and Frog Level sidewalk corridor crossings into full compliance (outside of grade).
- Plan for upgrades along Sulphur Springs Road, Hazelwood Avenue and Montgomery and East Streets.
- Upgrade accessibility of standalone public restrooms.
- Complete a town-wide sidewalk condition survey.
- Add accessible walkway to restroom and play equipment near the town Dog Park.
- Add ADA accessible amenities in all parks and insure proper access to greenway gateways.
- Continue spot improvements where feasible.
- Draft, adopt, and start to implement a "Complete Streets Policy".

Years 7+

- Implement Complete Streets on all new street projects.
- Work with utility companies to relocate poles out of sidewalks.
- Finish improvements on Sulphur Springs Road, Hazelwood Avenue and Montgomery and East Streets.

PROCESS

1.5 Process

The purpose of an ADA Transition Plan is more than striving for state and federal compliance, but to create infrastructure that works for all. In order to accomplish this goal, the Town of Waynesville followed the process to the right, starting with assessment and ending with implementation.

1. **Conduct a Self-Assessment:** The purpose of an assessment is for the Town to look at its current level of inclusive accessibility. In order to find issues that need to be addressed, both observed data and surveyed data must be collected.
2. **Collect Stakeholder Feedback:** While gathering field data provides observed data, an assessment must also be vetted through the public process. This step ensures that all voices have a chance to be heard within the data collection process.
3. **Develop a Transition Plan:** Upon gathering all observed and collected data, a Transition Plan is created in order to prioritize mitigation projects that range from short- to long-term. While a Transition Plan addresses existing accessibility barriers of the day, the true goal is to transition into full compliance.
4. **Appoint an ADA Coordinator:** In order to further formalize a plan, an ADA Coordinator is appointed to be responsible for the ongoing continuance and maintenance of the plan. These duties include:
 - Ensuring adherence to the Action Plan
 - Receiving, processing, and mitigating future ADA compliance grievances
 - Maintaining records of all process documents
5. **Adopt a Resolution of Implementation:** The plan and a resolution of support must be formally adopted by a governing board. In passing a resolution, the Board of Aldermen state in a unified voice that the plan is to be priority both in project and fiscal planning.
6. **Create an Action Plan:** The Transition Plan addresses what needs to be done, while an Action Plan addresses how to do them. The ADA Coordinator is to facilitate the Action Plan.
7. **Implementation:** Implementation is a process that is to be carried out in perpetuity.



1. Conduct a Self-Assessment

2. Collect Stakeholder Feedback

3. Develop a Transition Plan

4. Appoint an ADA Coordinator

5. Adopt a Resolution of Implementation

6. Create an Action Plan

7. Implement Short- to Long-Term Action Plans

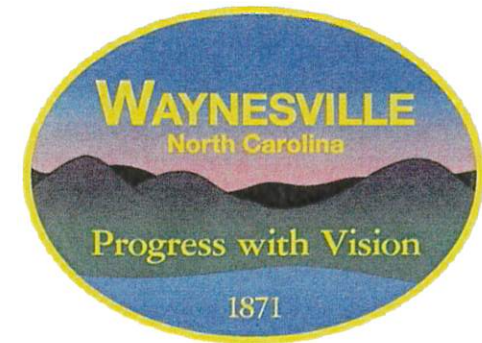
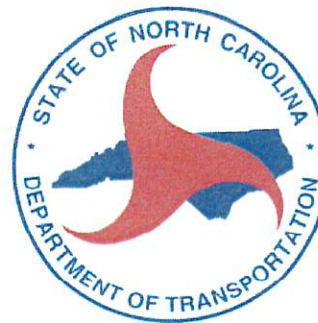


PLAN REQUIREMENTS

1.6 Plan Requirements

The ADA mandates that any municipality with greater than 50 employees prepare a transition plan outlining the steps necessary to make its facilities accessible to persons with disabilities. In order to ensure compliance, transition plans must:

1. Identify common barriers that limit the accessibility of services or activities to individuals with disabilities;
2. Outline improvements and abatement methods that will be used to improve accessibility where needed;
3. Create an abatement schedule for short- to long-range improvements that balances the needs of today and tomorrow;
4. Identify the Town official responsible for implementation of the plan.





Chapter 2 TITLE II REQUIREMENTS

2.1.1 Title II Agency Requirements

The Town of Waynesville must meet these general requirements in order to comply with Title II:

1. Must operate programs so that, when viewed in their entirety, the programs are accessible to and usable by individuals with disabilities [28 CFR Sec. 35.150].
2. May not refuse to allow a person with a disability to participate in a service, program or activity simply because the person has a disability [28 CFR Sec. 35.130 (a)].
3. Must make reasonable modifications in policies, practices, and procedures that deny equal access to individuals with disabilities unless a fundamental alteration in the program would result [28 CFR Sec. 35.130(b)(7)].
4. May not provide services or benefits to individuals with disabilities through programs that are separate or different unless the separate or different measures are necessary to ensure that benefits and services are equally effective [28 CFR Sec. 35.130(b)(iv) and (d)].
5. Must take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others [29 CFR Sec. 35.160(a)].
6. Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is typically referred to as the ADA Coordinator. The public entity must provide the ADA Coordinator's name, office address, and telephone number to all interested individuals [28 CFR Sec. 35.107(a)].
7. Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II of the ADA to applicants, participants, beneficiaries, employees, and other interested persons [28 CFR Sec. 35.106]. The notice must include the identification of the employee serving as the ADA Coordinator and must provide this information on an ongoing basis [28 CFR Sec. 104.8(a)].
8. Must establish a grievance procedure. Public entities must adopt and publish grievance procedures providing for prompt and equitable resolution of complaints [28 CFR Sec. 35.107(b)]. This requirement provides for a timely resolution of all problems or conflicts related to ADA compliance before they escalate to litigation and/or the federal complaint process.

2.1.2 Self Evaluation § 35.105

Under § 35.105 the Town of Waynesville shall do the following:

1. A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
2. A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments.
3. A public entity that employs 50 or more persons shall, for at least three years following completion of the self-evaluation, maintain on file and make available for public inspection:
 - i) A list of the interested persons consulted;
 - ii) A description of areas examined and any problems identified; and
 - iii) A description of any modifications made.



TITLE II REQUIREMENTS CONTINUED

2.1.3 New Construction and Alterations § 35.151

Each requirement below is presented as a direct excerpt from the Americans with Disabilities Act Title II Regulations.

(a) Design and construction.

- (1) Each facility or part of a facility constructed by, on behalf of, or for the use of a public entity shall be designed and constructed in such manner that the facility or part of the facility is readily accessible to and usable by individuals with disabilities, if the construction was commenced after January 26, 1992.
- (2) Exception for structural impracticability.
 - (i) Full compliance with the requirements of this section is not required where a public entity can demonstrate that it is structurally impracticable to meet the requirements. Full compliance will be considered structurally impracticable only in those rare circumstances when the unique characteristics of terrain prevent the incorporation of accessibility features.
 - (ii) If full compliance with this section would be structurally impracticable, compliance with this section is required to the extent that it is not structurally impracticable. In that case, any portion of the facility that can be made accessible shall be made accessible to the extent that it is not structurally impracticable.
 - (iii) If providing accessibility in conformance with this section to individuals with certain disabilities (e.g., those who use wheelchairs) would be structurally impracticable, accessibility shall nonetheless be ensured to persons with other types of disabilities, (e.g., those who use crutches or who have sight, hearing, or mental impairments) in accordance with this section.

(b) Alterations.

- (1) Each facility or part of a facility altered by, on behalf of, or for the use of a public entity in a manner that affects or could affect the usability of the facility or part of the facility shall, to the maximum extent feasible, be altered in such manner that the altered portion of the facility is readily accessible to and usable by individuals with disabilities, if the alteration was commenced after January 26, 1992.
- (2) The path of travel requirements of § 35.151(b)(4) shall apply only to alterations undertaken solely for purposes other than to meet the program accessibility requirements of § 35.150.
- (3)
 - (i) Alterations to historic properties shall comply, to the maximum extent feasible, with the provisions applicable to historic properties in the design standards specified in § 35.151(c).
 - (ii) If it is not feasible to provide physical access to an historic property in a manner that will not threaten or destroy the historic significance of the building or facility, alternative methods of access shall be provided pursuant to the requirements of § 35.150.

TITLE II REQUIREMENTS CONTINUED



2.1.4 Designation of the ADA Coordinator

In compliance with 28 CFR 35.107(a), the Town of Waynesville has designated the following to serve as ADA Title II Coordinator. In this role (he/she) will oversee the Town's policies and procedures and insure the Town's compliance with this transition plan along with any other action plans adopted by the Town (see Appendix F):

**Preston Gregg PE — Town Engineer
ADA Coordinator and Grievance Officer**

**Email: pgregg@waynesvillenc.gov
Office: 828-456-3706**

2.1.5 Training and Continuing Education

The ADA Title II Coordinator will also be responsible for the identification of resources and opportunities for agency employees, at various levels, to receive ADA-related training appropriate to their job functions.



REFERENCES

<https://www.ada.gov/regs2010/2010ADAStandards/2010ADAStandards.pdf>

<https://www.nadtc.org/wp-content/uploads/NADTC-Toolkit-for-the-Assessment-of-Bus-Stop-Accessibility.pdf>

2.2 CODE AND POLICY REVIEW—LAND DEV. STANDARDS



Each code below is presented as a direct excerpt from the Town of Waynesville's Land Development Standards (LDS).

5.7.3 Applicable Design Standards.

The Historic Preservation Commission in reviewing applications shall consider the following in their review and approval of all Civic/Monument buildings.

B. Site Prominence: Designers should consider methods in which to place such buildings above the grade of the surrounding buildings as a means to provide site prominence. Methods to consider include the incorporation of a raised entry from the primary street frontage (while still accommodating NC *Accessibility* Code requirements) and/or the setback of such buildings to create a formal landscaped area or plaza. Where possible, such buildings shall form a terminating vista down a street or across a civic space.

5.8.3 Building Entrances.

C. Visibility/*Accessibility*: For residential buildings in developments designed for residents aged 55 and older, there shall be provided one zero-step entrance to each building from an *accessible* path at the front, side, or rear of each building.

6.4.2 Pedestrian/Bicycle Connections.

D. Surface Treatment of Accessways: The surface of accessways shall be constructed of a smooth, compactable material that is *accessible* for wheelchairs and strollers. Acceptable materials include asphalt, concrete, and crushed stone.

6.7.6 Curb Radii and Construction.

F. Ramps Required: Wheel chair ramps shall be provided at all curb and gutter intersections and at other major points of pedestrian flow in accordance with ADA *Accessibility* Standards.

9.2.4 Accessible Parking.

Accessible parking shall be provided in accordance with Chapter 4 of the North Carolina Accessibility Code, as amended.

***Note: 2018 NC State Building Code: Accessibility in now Chapter 11 Recommend update to Waynesville LDS**

9.4.1 Surfacing.

Off-street parking areas developed to meet the minimum requirements of this section and all off-street parking facilities in the Central Business District, shall be properly graded, marked, and located on improved lots or within parking structures.

B. Accessible Spaces: All accessible spaces and corresponding access paths shall consist of concrete or asphalt.

***Note: Waynesville LDS will need to be updated to reflect adopted transition plan.**

2.3 STATE BUILDING CODE—PARKING



Section 1106: Parking and Passenger Loading Facilities

1106.1 Required.

Where parking is provided, accessible parking spaces shall be provided in compliance with Table 1106.1, except as required by Sections 1106.2 through 1106.4. Where more than one parking facility is provided on a site, the number of parking spaces required to be accessible shall be calculated separately for each parking facility [...]

Exception: This section does not apply to parking spaces used exclusively for buses, trucks, other delivery vehicles, law enforcement vehicles or vehicular impound and motor pools where lots accessed by the public are provided with an accessible passenger loading zone.

1106.5 Van spaces.

For every six or fraction of six accessible parking spaces, at least one shall be a van-accessible parking space [...]

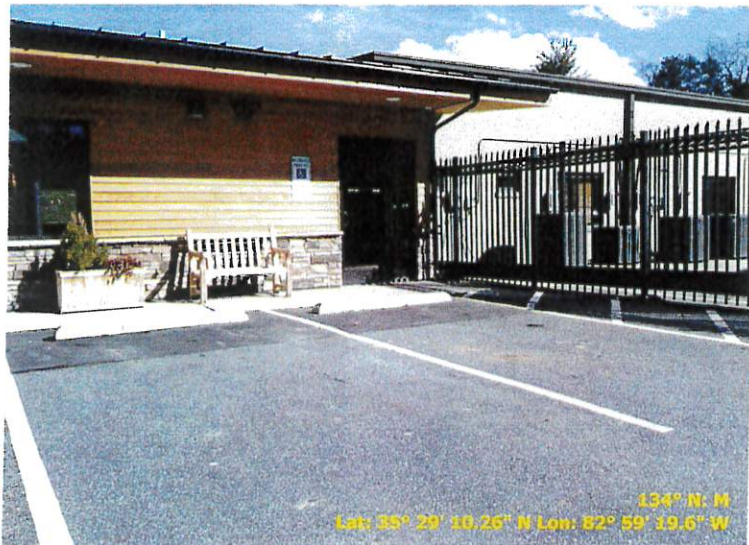
1106.6 Location.

Accessible parking spaces shall be located on the shortest accessible route of travel from adjacent parking to an accessible building entrance [...]



TABLE 1106.1
ACCESSIBLE PARKING SPACES

TOTAL PARKING SPACES PROVIDED IN PARKING FACILITIES	REQUIRED MINIMUM NUMBER OF ACCESSIBLE SPACES
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1,000	2% of total
1,001 and over	20, plus one for each 100, or fraction thereof, over 1,000

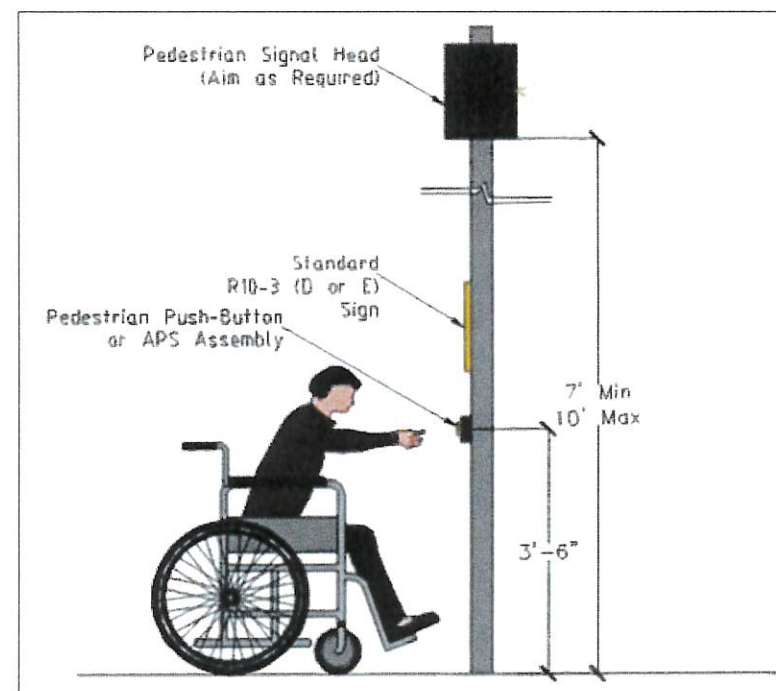
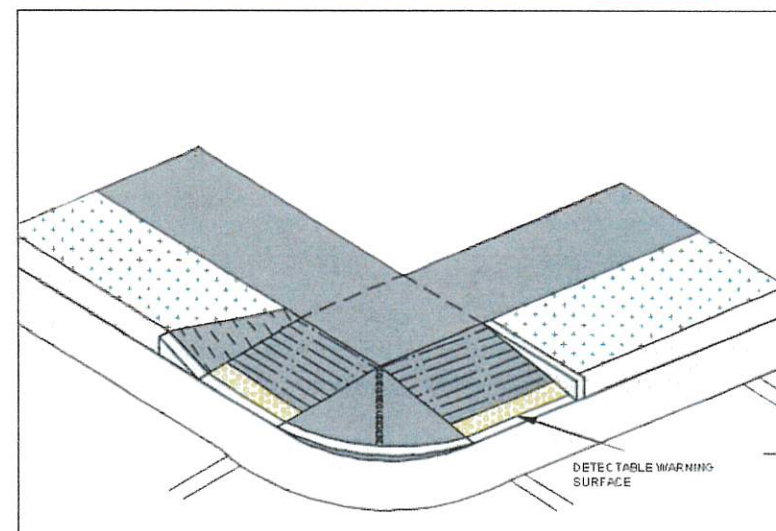


CRITERIA FOR COMPLIANCE—PEDESTRIAN CROSSINGS

Each of the figures shown here illustrate proper ADA regulated installments for a curb ramp at a signalized intersection. The chart above defines these regulations as a checklist for compliant curb ramps as well as those that are non-compliant.

This criteria defines what has been decided by the ADA as the most inclusive and helpful design that should be used, at a minimum, in all municipalities to be ADA compliant.

Curb Ramp Criteria	Compliant	Non-Compliant
Ramp present	Yes	No
Width	>36"	<36"
Slope	<1:12 (8.33%)	>1:12 (8.33%)
Transition between ramp and walkway or street	Flush/Smooth	Abrupt level change
Truncated Domes/ Detectable Warnings	Yes	No, if required
Obstructed	No	Yes



Chapter 3 PUBLIC AND STAKEHOLDER ENGAGEMENT



3.1 Survey Summary

In order to provide the most accurate and inclusive ADA Transition Plan for the Town of Waynesville, JMTE worked with Town staff in surveying both individual residents and organizations. These surveys (in Appendix A) aimed to take a more personal look at ADA barriers.

Sample Questions and Responses:



Q5: Are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by the Town of Waynesville?

“The Pottery class is taught upstairs at the Armory”

This response is a good example of personal limitations to the Town’s programming.

Q6: What do you feel should be the highest priority of the Town of Waynesville to improve accessibility for persons with disabilities?

“The biggest problem we have is transportation which is a town and county problem”

Some responses outlined issues that cross agency service provision lines. Said issues should be addressed with partner agencies.






3.2 Survey Advertisement

The links below were posted on the Town's website during the survey phase of the plan. The survey link was also placed within the local newspaper.

THIS WEEK

Survey Available for ADA Transition Planning

**SURVEY**

The Town of Waynesville is gathering information from the public as part of the Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. This survey is intended for people who live in Waynesville or who visit Waynesville to have valuable input about accessibility. This survey addresses accessibility of services and activities offered to the public. All responses are subject to becoming public record.

The purpose of this survey is intended to inform the ADA Transition Plan update by generating priorities for improving Town-owned infrastructure. The goal is that each service is readily accessible to and usable by persons of all abilities.

You may complete the survey by [CLICKING HERE](#).

Waynesville seeks input on Americans with Disabilities Act self-evaluation survey



The Town of Waynesville is gathering information from the public as part of the Americans with Disabilities Act Self-Evaluation and Transition Plan. This survey is intended for people who live in Waynesville or who visit the Town to have valuable input about accessibility. This survey addresses accessibility of services and activities offered to the public. All responses are subject to becoming public record.

The purpose of this survey is to inform the ADA Transition Plan update by generating priorities for improving Town-owned infrastructure. The goal is that each service is readily accessible to and usable by persons of all abilities.

The survey will be available on the Town's website and on the Town's Facebook page or by visiting the following link: <http://bit.ly/2HUEavC>

For organizations representing specific populations, there is an organization survey link: <http://bit.ly/2HUKItW>

3.3 Survey Process

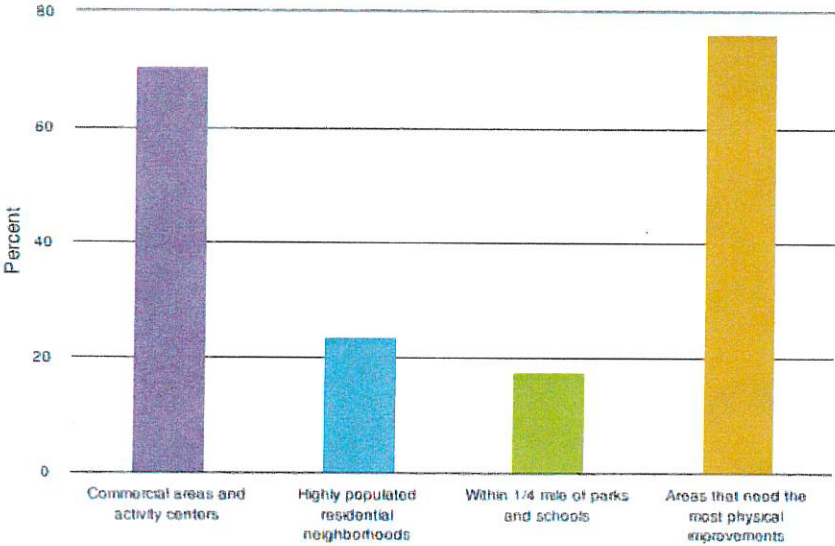
Formal entry and submission period for both surveys began midway through March, 2019 and was accessible through April 25th, 2019.

3.4 Response Rates

During the allocated response period, a total of 23 individuals responded to the survey with five organizations submitting responses.

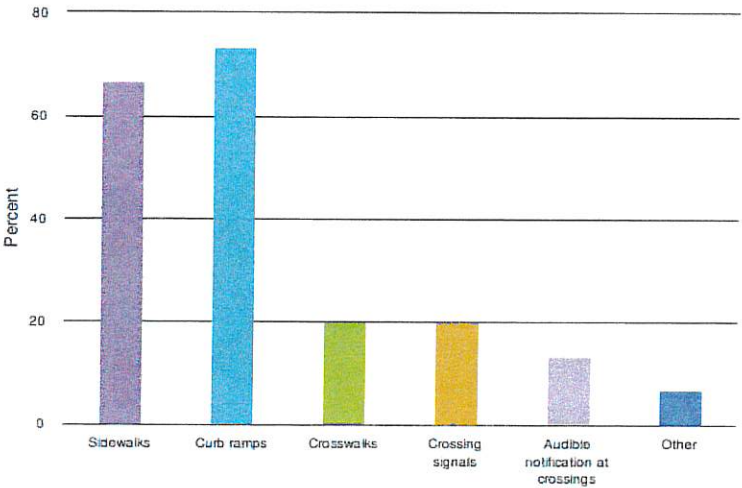
3.5 Findings

Having considered all non-compliant ADA features and locations around Waynesville, individuals were asked which of them are most urgently in need of repair. Commercial areas, activity centers, and more general areas each scored as the areas in town with the most urgent need of repair. More specifically, sidewalks, and curb ramps ranked the highest compared to crosswalks, crossing signals, and audible notifications. These results highlight the areas the people of Waynesville see as a priority for compliance repairs.



Value		Percent	Responses
Commercial areas and activity centers		70.6%	12
Highly populated residential neighborhoods		23.5%	4
Within 1/4 mile of parks and schools		17.6%	3
Areas that need the most physical improvements		76.5%	13

Figure 1: Individuals show the most concern in commercial areas and activity centers.



Value		Percent	Responses
Sidewalks		66.7%	10
Curb ramps		73.3%	11
Crosswalks		20.0%	3
Crossing signals		20.0%	3
Audible notification at crossings		13.3%	2
Other		6.7%	1

Figure 2: When asked what fixes they feel are most urgent, individuals answered (1) sidewalks and (2) curb ramps at the top of their list.

Note: full survey data is available upon request.

Chapter 4.1 SELF-ASSESSMENT



4.1.1 Areas of Study

In taking a comprehensive accessibility survey of the Town's facilities, the following areas were studied:

Facility
Town Hall Building
Municipal Building
Fire Station #1 Building
Public Works Building
Recreation Center Building
Finance Building / Fire Station #2
Parking Lot (Municipal Building)
Parking Lot (Hazelwood)
Parking Lot (Wall Street)
Parking Lot (Miller Street)
Parking Lot (Comm. Playground)
Parking Lot (Skate Park)
Parking Lot (Vance Ball Field)
Public Restroom (Vance St)
Public Restroom (Dog Park)
Public Restroom (Miller St)
Public Restroom (Hazelwood)



SELF-ASSESSMENT—4.1.2 COMMON BARRIERS



While specific examples of accessibility barriers have been outlined within the following pages, the table below gives a general overview of the most common observations.



For more information on full access and inclusion guidelines and standards visit <https://www.access-board.gov/>

Issues	Barriers
Sidewalk or Pathway width	Some sidewalks are less than 5-ft wide and or have barriers such as utility poles
Landings along Sidewalk or Pathways	Less than 4-ft x 4-ft or below guidelines
Sidewalk or Pathway Grade	Some sidewalks are too steep or have sharp angles
Sidewalk or Pathway Material and Finish	Some sidewalks have deterioration of surface or markings
Poor Connections	There are missing sections of sidewalk and some poor connections
Detectable Warnings Domes at roadway crossings	Not all crossings have truncated domes and some are made of inappropriate materials, while others are located incorrectly
Obstructions to Sidewalk or Pathways	There are places where utility poles, fire hydrants, signs, vegetation and other obstructions are in the sidewalk
Traffic Signal Systems	There are crossings where there is a lack of provision for the visually Impaired such as APS, inadequate time allowed to cross, and also inaccessible or inoperable buttons
Public Parking	There are instances where accessible parking spots are improperly located (i.e. too far from a destination or located among other barriers such as grade.)
Public Parks	There are instances of inaccessible gravel paths, and lack of ADA amenities
Public Buildings	See following pages 20 and 22

Chapter 4.2 ASSESSMENT SUMMARIES PER CATEGORY



Access to Public Buildings

Buildings open to the public in Waynesville include the Town Hall, Public Works and Finance offices, Municipal Building, Waynesville Recreation Center, two fire stations, and multiple public restrooms.

Many of the public buildings have been retrofitted with accessible amenities such as electric door openings, parking, and curb ramps.

Review of public buildings throughout Waynesville revealed a few barriers to accessibility.

Some of the needs for spot upgrades at town buildings include the addition of accessible parking spaces and the replacement of faded pavement markings and signage.

Recommendation:

The "BUILDINGS - ADA checklist" (in Appendix F) can be used by Facilities staff to review the internal public space at each of the town's buildings.



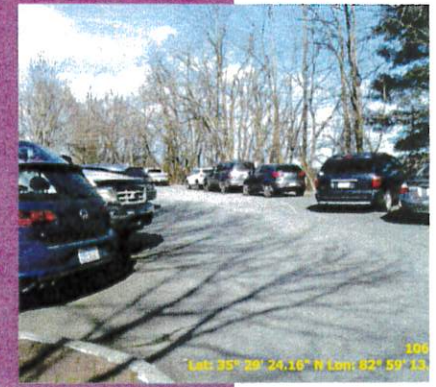
Parking Lots

Public parking lots in Waynesville are located on Hazelwood Avenue, Miller Street, Commerce Street, and Wall Street. There are also public parking lots at each of the Town's public buildings and parks.

The number of accessible spaces required for each parking lot is regulated by the Town's LDS section 9.2.4 and NC Building Code.

Recommendation:

Update existing parking lots with required number of accessible parking spaces, update pavement markings where they are missing or faded, and add signage where necessary.



ASSESSMENT SUMMARIES CONTINUED



Access to Parks and Playgrounds

Overall, the Town's parks, greenways, and playgrounds are highly accessible. This is especially true for the fully compliant ADA accessible playground that opened in spring of 2018 that is adjacent to Vance Street. This facility should be used as a model and benchmark for future parks development with the town.

In making site visits to each facility though, there were some observed deficiencies. In summary, wheelchair access to some areas could be improved as well as the addition of ADA accessible amenities.

Other noted deficiencies were access to greenway issues such as blockages in pathways to improper entryways.



Sidewalks and Crossings

Sidewalks and crossings were most notably in need of upgrading, as several common barriers were observed throughout the system. While many of these instances occur due to an aging network and topographic limitations of the Town, some limiting factors such as maintenance and blockages in pathways should be addressed.



OBSERVED BARRIERS—ACCESS TO PUBLIC BUILDINGS



4.2.1—Common Accessibility Barriers at the Town's Public Buildings

1. Access to the door of Firehouse #2 has limitations from existing accessible parking (close to Finance Office) due to decorative column leaving <36" on sidewalk.
2. The ADA parking space behind the Municipal Building is non-compliant for access to the front as the slope from said location is too great. Slope >1:12(8.33%)
3. The restroom building near the Dog Park lacks accessibility as picnic tables block entry.
4. The restroom building on Vance Street near Ball Field lacks accessible hand levers.
5. The closest ADA accessible parking space is too far from the Hazelwood Restroom. While there are enough spaces present in the lot, they are all oriented towards the street.



OBSERVED BARRIERS—PUBLIC PARKING LOTS



4.2.2—Common Accessibility Barriers within the Town's Parking Lots

1. Frog Level Parking Lot— Brick, used in place of truncated domes, some are sunken causing tripping hazard. Missing accessible parking signage.
2. Wall St. Parking Lot— No accessible parking spaces. Consider adding on Wall St. Per LDS; at least one accessible space for lots with 0-25 spaces.
3. Miller St. Parking Lot- Faded pavement markings on accessible parking. Only one accessible parking space. Per LDS, 2 spaces required for lots with 26-50 spaces.
4. Miller St. Parking Lot— No curb ramp or crosswalk from parking lot to cross Montgomery St.
5. Public Works Employee Parking Lot that is opposite the building lacks accessible parking spaces. Per LDS, 2 spaces required for 26-50 spaces.
6. Hazelwood Public Parking Lot—No accessible parking spaces at the rear of lot near the public restrooms.



OBSERVED BARRIERS—PARKS AND PLAYGROUNDS



4.2.3— Common Accessibility Barriers within the Town's Parks and Playgrounds

1. Howell Street Park has a gravel parking area and no accessible pathways or ramps for utilizing playground equipment or picnic shelter.
2. While no accessibility barriers were found within the new ADA playground, there is a lack of ADA accessible features such as picnic tables.
3. Play area near Dog Park, ramp entering play area but no accessible pathway through the grass to playground equipment, or picnic shelter.
4. Dog Park has gravel parking and no accessible pathways to restrooms. Picnic benches block accessible use of restrooms.
5. No accessible parking near public tennis courts.
6. No accessible walkways or parking at Hazelwood ball field.



OBSERVED BARRIERS—SIDEWALKS



4.2.4—Common Accessibility Barriers within the Town's Sidewalk Network

1. Pedestrian Signal button is inaccessible due to curb. This makes the signal useless, as it is out of reach for those who cannot pass over the curb.
2. Curb ramp is misaligned with crosswalk.
3. Various issues including: missing truncated domes, lack of level landing, narrow ramp, and utility pole blocking sidewalk.
4. Sidewalk < 5' wide, due to cut around sewer grate.
5. Decorative bricks used in lieu of truncated domes, needs more distinguishable texture.
6. Various issues including: Non-compliant placement of truncated domes, no crosswalk, grate at transition.



OBSERVED BARRIERS—SIDEWALKS CONT.

7. No landing, exceeds running slope.
8. Signalized intersection without pedestrian crossing infrastructure.
9. Pedestrian must cross lane of traffic to get to pedestrian signal button.
10. Non-compliant transition from sidewalk to street.
11. Non-compliant intersection alignment, missing crosswalk.
12. Missing curb ramp, no transition.

Other Considerations:

Signal Timing: While efficient traffic flow is important, some signal sequences had extremely short crossing periods. This was especially evident on uphill crossings.

Vegetation Creep: Throughout town, there are many instances where vegetation is encroaching onto sidewalks. This results in a sidewalk being constricted or impassable by those in wheelchairs and motorized carts and scooters.

Sidewalk Sweeping: While this is not a functional issue, there was a great amount of organic and non-organic debris along major thoroughfare routes in town.



TRANSIT ACCESS



Transportation Services for Haywood County

Door to door transit services are available for Waynesville residents by Haywood Public Transit. They use lift-equipped vans to provide accessibility to Haywood County residents. Currently, individuals must schedule rides in advance to take advantage of this service.

Connections provided to Buncombe County occur with the coordination between Haywood Public Transit and Mountain Projects/Buncombe County. They provide service from Waynesville to the edge of the County where the rider can transfer to Buncombe County transit.

Currently, there are plans in place to create a deviated fixed bus route for the urban sector of Haywood County. This plan includes a route connecting Canton, Clyde, Waynesville, and Hazelwood as well as a continued link into Buncombe County. Plans include busses that will be lift-equipped and offer paratransit.



Image: haywoodtransit.com



Image: brasco.com

Barrier-Free Bus Stops

According to Easterseals "Toolkit for the Assessment of Bus Stop Accessibility and Safety" a barrier-free design includes:

- Planning outdoor elements to minimize obstacles and eliminate travel hazards such as support cables for utility poles and low signage protruding into the travel path.
- Positioning newspaper boxes and other street furniture close to the edge of a travel path, out of the main flow of pedestrian traffic and the bus landing pad.
- Avoiding grade-level changes in sidewalk and platforms wherever possible.
- Providing slip-resistant finishes, good grip, and sure footing to ensure surfaces are safe.
- Supplying seating adjacent to pathway routes.

APPENDIX



Transition to Functional Art

While traditional truncated domes may not be aesthetically pleasing, their importance to safety is paramount. Often in an effort to make these more design friendly, functionality is diminished. This example of using raised mosaic stones may be a way to blend both safety and public art within the Main Street District.

A. SURVEYS (INDIVIDUAL)



Town of Waynesville, NC ADA Survey for individuals

The Town of Waynesville is gathering information from the public as part of the Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. This survey addresses accessibility of services and activities offered to the public. All responses are subject to becoming public record.

The purpose of this survey is intended to inform the ADA Transition Plan update by generating priorities for improving Town-owned infrastructure. The goal is that each service is readily accessible to and usable by persons of all abilities.

If you have questions about the ADA Self-Evaluation and Transition Plan or require additional assistance, contact Andrew Bowen at J M Teague Engineering & Planning

Q1 Which option most accurately describes your disability status?

Individual with a disability

Family member or friend of an individual with a disability

Individual without a disability

Other _____

Q2 What is your current association with the Town of Waynesville?

Town Resident

Merchant or business owner

Visitor

Other _____

Q3 Where should the Town prioritize improvements? This can be based on location or proximity to certain destinations. Please choose up to two options.

Commercial Areas and Activity Centers

Highly populated residential neighborhoods

Within ¼ mile of parks and schools

Areas that need the most physical improvements

Other (specify) _____

Q4 Do you participate in programs, services or activities offered by the Town of Waynesville?

No

Yes - Please list: _____

Q5 Are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by the Town of Waynesville?

No

Yes, please describe: _____

Q6 Do you know who to contact if you need assistance, have a concern, or need an accommodation to access a facility, service or event?

Yes - Please list who you would contact: _____

No - I do not know who to contact

Q7 Have you ever requested an accommodation for a disability from the Town?

Yes

No

Not Applicable

Q8 If an accommodation was requested, was your accommodation made by the Town?

Yes

No

Not sure/don't remember

Don't know

If yes, what accommodations were made? _____

A. SURVEYS (INDIVIDUAL) CONTINUED



Q9 Overall, how would you rate the current level of accessibility to town buildings?

- Good
- Average
- Below Average
- Poor

Q10 Overall, how would you rate the current level of accessibility to town parks facilities?

- Good
- Average
- Below Average
- Poor

Q11 Overall, how would you rate the current level of accessibility to town sidewalks?

- Good
- Average
- Below Average
- Poor

Q12 What should be the highest priority of the Town of Waynesville to improve accessibility for persons with disabilities? Please choose up to two options.

- Sidewalks
- Curb Ramps
- Crosswalks
- Crossing Signals
- Signs (advisory and regulatory)
- Audible notifications at crossings
- Other _____

Q13 Please describe any specific Town buildings or facilities with which you have accessibility concerns:

Q14 How may we reach you?

- ☐ Contact information (name/email/phone) _____
- ☐ I choose to remain anonymous |

Thank you for completing this survey. The information collected will assist the various Town departments, divisions, and the people it serves.

A. SURVEYS (ORGANIZATIONS)



Town of Waynesville, NC ADA Survey for Organizations

The Town of Waynesville is gathering information from the public as part of the Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. This survey, which addresses accessibility of services and activities offered to the public. All responses are subject to becoming public record.

The purpose of this survey is intended to inform the ADA Transition Plan update by generating priorities for improving town-owned infrastructure. The goal is that each service is readily accessible to and usable by persons with disabilities.

If you have questions about the ADA Self-Evaluation and Transition Plan or require additional assistance, contact _____.

Name: _____

Organization: _____

Title: _____

Address: _____

Email: _____

Phone: _____

Q1 Do you or your clients participate in programs, services or activities offered by the Town of Waynesville?

No

Yes - Please list: _____

Q2 Have you had direct communication with the Town of Waynesville regarding services and accommodations for individuals with disabilities?

No

Yes describe: _____

Q3 Are you aware of any specific concerns, complaints or problems regarding access for persons with disabilities to any of the programs, services or activities provided by Town of Waynesville?

No

Yes, please describe: _____

Q4 What information or other resources can you supply to help educate or inform the Town of Waynesville about your organization and your services for individuals with disabilities?

Q5 What general guidance, advice or assistance could your organization provide to the Town of Waynesville to protect against potential discrimination of individuals with disabilities in its programs, services and activities?

Q6 What do you feel should be the highest priority of the Town of Waynesville to improve accessibility for persons with disabilities?

Q8 Thank you for completing this questionnaire. If you have any questions regarding the Town of Waynesville's ADA Self-evaluation and Transition Plan, or aware of any specific physical or programmatic barriers, please use the area below for your suggestions or comments.

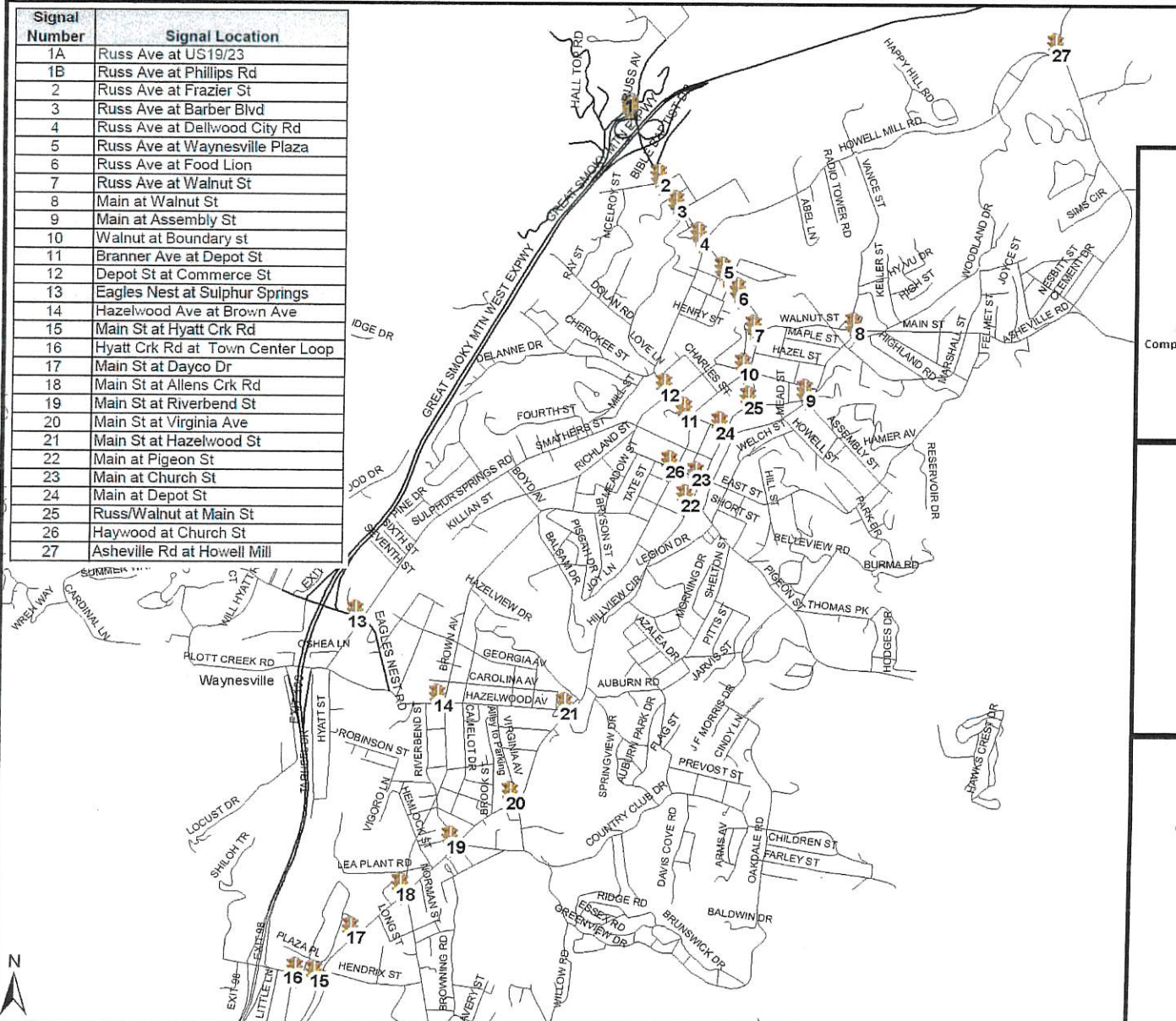
Thank you for completing this survey. The information collected will assist the various Town departments, divisions, and the people it serves.

B. TOWN OF WAYNESVILLE EXISTING SIDEWALKS



B. SIGNALIZED INTERSECTION REVIEW

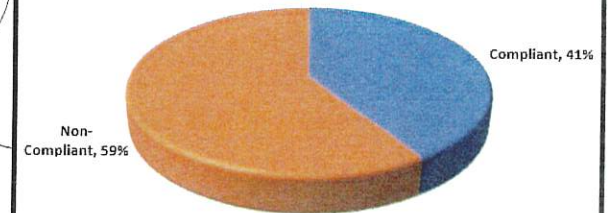
2019 WAYNESVILLE SIGNALIZED INTERSECTIONS



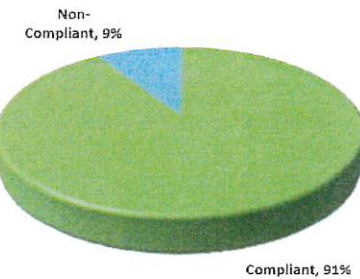
Intersection Compliance

The pie charts below show compliance versus non-compliance for all signalized crosswalks within Town. Overall, the majority of signals within the Town's network are compliant.

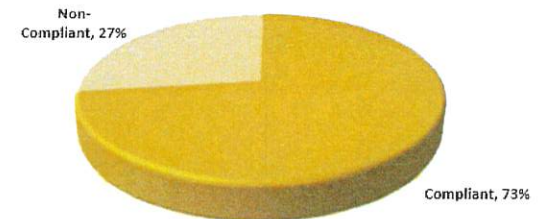
CURB RAMPS



PED SIGNALS



TRUNCATED DOMES



C. SIGNALIZED INTERSECTION DATA

Intersection #	# of Curb Ramps	# of Ramps Compliant	# of Transitions Compliant	# of Ped Signals	Ped Signal Compliant?	# of Truncated Domes Present	# of Truncated Domes Compliant	# of Crosswalks Present
1a	0	0	0	0	0	0	0	0
1b	1	0	0	0	0	1	0	0
2	1	1	0	0	0	1	0	1
3	0	0	0	0	0	0	0	0
4	4	4	0	2	1	4	0	2
5	1	0	1	0	0	0	0	0
6	1	0	1	0	0	0	0	0
7	2	0	0	2	2	2	0	1
8	0	0	0	0	0	0	0	0
9	3	2	3	0	0	0	0	1
10	2	0	2	4	4	2	2	3
11	6	0	4	4	4	6	6	4
12	4	0	2	4	4	0	0	3
13	3	2	3	0	0	3	3	2
14	3	0	2	3	3	0	0	4
15	4	0	0	3	2	3	2	3
16	4	3	2	4	3	4	3	4
17	5	4	5	3	3	5	5	3
18	2	2	2	0	0	2	2	0
19	2	0	2	0	0	1	1	0
20	0	0	0	0	0	0	0	0
21	3	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	3
23	6	2	6	4	4	2	0	4
24	2	2	2	4	4	2	2	3
25	1	0	1	3	3	0	0	3
26	4	2	2	0	0	2	2	4
27	4	4	4	3	2	4	4	2
TOTAL	68	28	44	43	39	44	32	50

C. PUBLIC BUILDINGS REVIEWED

Building	Finance	Public Works	Recreation Center	Municipal	Town Hall	Fire Station 1	Fire Station 2
Door Landing	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Door Opening	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Non-Compliant
Door Hardware	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Door Pull	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Non-Compliant
# Accessible Parking	3	3	15	2	2	2	1
Accessible Parking Location	Compliant	Compliant	Compliant	Non-Compliant	Compliant	Compliant	Non-Compliant
Width of Parking	9'	8.5'	10'	8.5'	9'	9'	9'
Signs Present?	No	Yes	Yes	Yes	Yes	Yes	Yes
Pavement Markings Present?	Yes	Faded	Yes	Yes	Yes	Faded	Faded
Aisle of Access	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Van Parking	Yes	No	Yes	No	Yes	Yes	No
Curb Ramps Present?	Yes	Yes	Yes	No	N/A	Yes	No
Handrail Present?	N/A	N/A	N/A	Yes	N/A	Yes	N/A
Slopes Compliant?	Yes	Yes	Yes	No	Yes	Yes	Yes

D. RESOLUTION OF PLAN ADOPTION



RESOLUTION NO. ()

A RESOLUTION OF THE BOARD OF ALDERMEN OF THE TOWN OF WAYNESVILLE, NORTH CAROLINA ADOPTING THE AMERICANS WITH DISABILITIES ACT (ADA) TRANSITION PLAN

WHEREAS, the Federal government enacted the Americans with Disabilities Act of 1990 (ADA) to prevent discrimination of the physically and mentally disabled relating to employment and access to public programs, services and facilities; and

WHEREAS, Title II of the ADA requires that municipalities develop and adopt Transition Plans which document physical barriers to accessibility, propose modifications to remove those barriers, and a schedule to complete the modifications; and

WHEREAS, the Town of Waynesville, North Carolina adopted Resolution () pertaining to ADA Standards for Accessible Design and Guidelines for Pedestrian Facilities in the Public Right-of-Way; and

WHEREAS, the United States Department of Justice recently modified the ADA Standards for Accessible Design and the Guidelines for Pedestrian Facilities in the Public Right-of-Way in 2010 and 2011, respectively; and

WHEREAS, the Town of Waynesville, North Carolina remains committed to the ADA and the elimination of barriers to public program and services, and facilities; and

WHEREAS, a Transition Plan for the pedestrian network and a Transition Plan for programs, services, and facilities has been prepared that reflects current municipality infrastructure and ADA design standards, referred to as the "ADA Transition Plan: Pedestrian Facilities in the Public Right-of-Way" and the "ADA Transition Plan: Programs and Services, and Facilities;"

NOW, THEREFORE, BE IT RESOLVED that the Board of Aldermen of the Town of Waynesville, North Carolina hereby adopts the ADA Transition Plan, a copy of which shall be filed with and maintained by the Town Clerk.

PASSED, APPROVED AND ADOPTED this () day of June, 2019.

Note: Due to chance of changing Federal ADA requirements, the designated ADA Coordinator should periodically review and adjust this plan accordingly.

E. GRIEVANCE PROCEDURE

Under Title II of the Americans with Disabilities Act Guidelines, the Town is required to adopt and publish procedures for resolving grievances. The intention of this process is to create a local system for resolving complaints of disability discrimination in a prompt and fair manner and to provide information for filing a complaint.

Currently, the Town of Waynesville has an online "Action Line" form on the town website. It includes requests for information and requests for service and repairs. Each request is provided a tracking number for reference and follow up. This could be a good platform for adding a Title II Grievance Form.

It is recommended that the following items be included in a standardized discrimination complaint form:

1. Description of Waynesville's Grievance Procedure
2. Contact information for the Town's ADA Coordinator
3. Contact information for the person filing the Grievance Form
4. A statement on alternative means of filing a complaint for people with disabilities who require an alternative (i.e., large print, Braille, audio format)
5. A space for the written description of complaint and how it is covered under Title II guidelines
6. Information on appeals to adverse decisions
7. Policy for retaining filed complaints

REPORT A PROBLEM / REQUEST A SERVICE



It is recommended the Town utilize its current "Report a Problem" link for ADA Grievances.

Check the Status of an Action Line Request

Tracking Number:

Search

Create a New Action Line Request

Search for Request Type(s)

Request Type:

Search

Requests for Information

- Sewer General
- Tax Questions - General
- Utility Billing Questions
- Water General

Repairs and Requests for Service

- Electric Locate
- Sewer Stoppage
- Street Name Signs
- Street/Security Light Out
- Water & Sewer Locates
- Water Leak

F. GRIEVANCE POLICY



This full version of the ADA Grievance Procedure may be published on public sites and/or other forms of public advertising:

Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of Title II of the Americans with Disabilities Act. This procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Waynesville.

The complaint should be in writing and contain the following general information about the alleged discrimination:

1. Name
2. Mailing Address
3. Phone number
4. Email Address
5. Location of Complaint
6. Date of Occurrence
7. Description of the Problem

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Preston Gregg

Email: pgregg@waynesvillenc.gov

Mail: P.O. Box 100 Waynesville, NC 28786

Within 15 calendar days after receipt of the complaint, Preston Gregg will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days of the meeting, Preston Gregg will respond in writing, and where appropriate, in a format that is accessible to the complainant, such as in large print, Braille, or audio tape. The response will explain the position of the Town of Waynesville and offer options for substantive resolution of the complaint.



ADA SELF-ASSESSMENT CHECKLIST

BUILDINGS (EXTERIOR AND INTERIOR)	Compliant If:	Yes	No	Notes
EXTERIOR				
Is there a ramp, lift or alternative accessible entrance other than stairs?	Yes			
Do these entrances have proper signage?	Yes			
Does the entrance have a doorway at least 32 inches in width? At least 18 inches of door pull space?	Yes			
Is the door handle ≤ 48 inches high and operable with a closed fist?	Yes			
Parking - See Parking checklist	**			
INTERIOR				
Are all aisles and pathways at least 36 inches wide?	Yes			
Are all obstacles cane-detectable?	Yes			
Are the spaces for wheelchair seating distributed throughout?	Yes			
Are the tops of tables or counters between 28 and 34 inches high?	Yes			
Are there ramps, lifts, or elevators to all public levels?	Yes			
Do stair treads have non-slip surfaces? Continuous hand rails on both sides?	Yes			
Visible and audio indicators for opening/closing elevators? Are the call buttons no higher than 42-inches?	Yes			
RESTROOMS				
If public restrooms are present, is there at least one fully accessible restroom? With proper signage?	Yes			
Does restroom entry configuration provide adequate maneuvering space for persons in wheelchairs?	Yes			
Is there a 36 inch wide path to all fixtures?	Yes			
Is there a wheelchair accessible stall that has greater access than a typical stall?	Yes			
In the accessible stall, are there grab bars behind and on the side of the wall?	Yes			
Is the toilet seat 17-19 inches tall?	Yes			
Does one lavatory have a 30 inch wide by 48 inch deep clear space in front?	Yes			
Is the lavatory rim no higher than 34 inches?	Yes			
Are soap and other dispensers and hand dryers within reach and usable with a closed fist?	Yes			

G. BUILDINGS CHECKLIST



G. PATHWAYS AND ROAD CROSSINGS CHECKLIST

ADA SELF-ASSESSMENT CHECKLIST				
PATHWAYS AND ROAD CROSSINGS	Compliant if:	Yes	No	Notes
CURB RAMPS				
Is the curb ramp set at a slope $\leq 1:12$?	Yes			
Is the curb ramp at least 36 inches wide?	Yes			
Does the foot of the curb ramp fit within the crosswalk markings?	Yes			
Is the curb ramp to gutter transition flush?	Yes			
Is the boundary between sidewalk and street detectable with truncated domes?	Yes			
SIDEWALKS				
Is the sidewalk at least 36 inches wide	Yes			
Is the cross slope of the sidewalk no steeper than 1:48	Yes			
Are there clear and accessible audio and visual tools for crossing?	Yes			
Is there sufficient time allowed to cross by the signals?	Roughly 3.5 feet per second			
PEDESTRIAN SIGNALS				
Is the push button clearly aligned with the direction of travel?	Yes			
Are the audible, vibrotactile and visual indicators clear, unambiguous to all forms of disability?	Yes			
Is the visual crossing signal at max 10 ft. and at least 7 ft. tall?	Yes			
Is the visual crossing signal aimed correctly at the crossing pedestrian?	Yes			
Does the push button have a 4' x 4' landing with less than a 2% cross slope in each direction?	Yes			
Is the push button no more than 5 ft. from the edge of the crosswalk?	Yes			
Is the push button between 1.5 ft and 10 ft. from the back of the curb?	Yes			
If there are two push buttons, are they at least 10 ft. apart from each other?	Yes			
Is the push button, at most, a height of 42 in.? (vertical reach)	Yes			
Is the push button, at most, 10 in. off the sidewalk? (horizontal reach)	Yes			



G. PARKING CHECKLIST

ADA SELF-ASSESSMENT CHECKLIST				
PARKING	Compliant if:	Yes	No	Notes
Are there an adequate number of accessible spaces?	1 for every 25 spaces			
Is at least one accessible space van accessible?	Yes; 1 for every 6 accessible spaces			
Do these accessible spaces connect with an access route?	Yes			
Is there signage designating accessible parking spots?	Yes			
Is there at least one access route from arrival point?	Yes; must have compliant ramp			
Is the travel route stable, firm and slip resistant?	Yes			
Are the accessible ramps/routes at least 36 inches wide?	Yes			
Do the accessible ramps/routes have a slope \leq 1:20?	Yes			
If accessible route crosses a curb, is there a curb ramp?	Yes			
Is the curb ramp set at a slope \leq 1:12?	Yes			
Is the curb ramp at least 36 inches wide?	Yes			

*For use as a basic checklist only. For complete Title II guidelines: www.ada.gov



G. REC. FACILITIES AND PLAY AREAS CHECKLIST

ADA SELF-ASSESSMENT CHECKLIST				
RECREATIONAL FACILITIES AND PLAY AREAS	Compliant if:	Yes	No	Notes
Is there an accessible route to the entrance of the play area?	Yes			
Is there an accessible route to to at least one of each type of play component?	Yes			
If the play area is less than 1000 sq ft. is the route at least 44 inches wide?	Yes			
If the play area is 1000 sq ft. or greater, is the route at least 60 inches wide?	Yes			
Is the accessible route no steeper than 1:16 inches?	Yes			
If the route is steeper than 1:20 and the rise for a ramp	Yes			
Is the top of the handrail gripping surface no less than 20 inches and no greater than 28 inches above the ramp surface?	Yes			

*For use as a basic checklist only. For complete Title II guidelines: www.ada.gov

