



## **Americans with Disabilities Act (ADA) Transition Plan**

**Adopted by the Hope Mills Board of Commissioners August 3, 2020**

**Updated 10/9/2024**

Americans with Disabilities Act, ADA, ADA Title II, Section 504, PROWAG, Uniform Accessibility Standards, Transition Plan, ADA Compliance, ADA Design Standards, Accessibility, APS, Sidewalks, Curb Ramps, Self-Evaluation, ADA Coordinator, Infrastructure Inventory, Physical Barriers, Grievance Procedures, Public Rights of Ways

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## EXECUTIVE SUMMARY

Title II of the Americans with Disabilities Act (ADA) regulates programs, activities and services provided by state and local governments. As such, the Town of Hope Mills must comply with this section, which states: “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).

In accordance with Title II, the Town of Hope Mills conducted an ADA compliance self-evaluation of its services, programs, activities, and facilities on public property and in public rights-of-way. With this information, an ADA Transition Plan has been developed to share findings of the self-evaluation and to establish strategies for improving ADA accessibility within our community.

Our self-evaluation reviewed three fundamental areas for ADA compliance: (1) communications, information and facility signage; (2) public buildings and spaces; and (3) pedestrian facilities and public rights of way. Results of the self-evaluation are contained in Appendix A – Self Evaluation. Required improvements for each of these three areas are addressed by an Implementation Strategy (Appendix B – Schedule/Budget), which contains short- and long-term implementation actions. Short-term improvements generally require a minimal amount of planning, design and financial investment. As such, these improvements are scheduled for completion prior to the end of FY 2025. Long-term improvements are certain to require higher levels of planning, design and financial investment. To accommodate these larger-scale projects, the Town of Hope Mills has integrated many into our Capital Improvement Plan (CIP) and will continue to work with the North Carolina Department of Transportation (NCDOT) to align Transportation Improvement Program (TIP) projects with ADA compliance needs.

ADA self-evaluation, transition planning and implementation will be a continuous effort for the Town of Hope Mills. The Town of Hope Mills is committed to updating the ADA Transition Plan with oversight of the Town Manager every five years with required action by the Town Council. Involvement of other community leaders and support organizations is, and will continue to be, a critical part of the ADA transition process.

# INTRODUCTION

## TRANSITION PLAN NEED AND PURPOSE

The Americans with Disabilities Act (ADA) is a civil rights law prohibiting discrimination against individuals on the basis of disability. It was enacted on July 26, 1990 and amended in 2008 with the ADA Amendments Act. ADA consists of five titles outlining protections in the following areas:

- I. Employment
- II. State and local government services
- III. Public accommodations
- IV. Telecommunications
- V. Miscellaneous Provisions

Title II of ADA pertains to the programs, activities and services provided by public entities. As a provider of public services and programs, Hope Mills must comply with this section of the Act as it specifically applies to public service agencies. Title II of ADA provides that, *"...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)

As required by Title II of ADA, 28 CFR. Part 35 Sec. 35.105 and Sec. 35.150, the Town has conducted a self-evaluation of its services, programs, activities, and facilities on public property and within public rights-of-way. Further, Hope Mills has developed this Transition Plan detailing methods for working towards compliance with ADA accessibility requirements.

## ADA AND ITS RELATIONSHIP TO OTHER LAWS

Title II of ADA is companion legislation to two previous federal statutes and regulations: the [Architectural Barriers Acts of 1968](#) and [Section 504 of the Rehabilitation Act of 1973](#).

The Architectural Barriers Act of 1968 is a federal law that requires facilities designed, built, altered or leased with Federal funds to be accessible. The Architectural Barriers Act marks one of the first efforts to ensure access to the built environment.

Section 504 of the Rehabilitation Act of 1973 is a Federal law that protects qualified individuals from discrimination based on their disability. The nondiscrimination requirements of the law apply to employers and organizations that receive financial assistance from any Federal department or agency. Title II of ADA extended this coverage to all state and local government entities, regardless of whether they receive federal funding or not.

## AGENCY REQUIREMENTS

Under Title II, the Town of Hope Mills must meet these general requirements:

- Must operate their programs so that, when viewed in their entirety, the programs are accessible to and useable by individuals with disabilities (28 C.F.R. Sec. 35.150).

- 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 C.F.R. Sec. 35.130 (a)).
- 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 C.F.R. Sec. 35.130(b) (7)).
- 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 C.F.R. Sec. 35.130(b)(iv) & (d)).
- 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 C.F.R. Sec. 35.160(a)).
- Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is often 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)].
- Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II 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)].
- 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.

**This document has been created to specifically cover accessibility within the public rights of way and public facilities that may be utilized by citizens.**

## DESIGNATION OF RESPONSIBILITY

### ADA Coordinator

In accordance with 28 CFR Sec. 35.107(a), the Town of Hope Mills has designated the Town's ADA Coordinator to oversee the Town policies and procedures and processes grievances.

### Monitoring Progress

The Transition Coordinator is tasked with monitoring the Town progress to manage the review and updates to this document.

### Contact Information

#### ADA Transition Coordinator

Bruce Clark, Deputy Director of Public Works  
 (910) 429-3380  
 bclark@townofhopemills.com

Up to date staff contact information is provided on the Town website.

## GRIEVANCE PROCEDURE

Under the Americans with Disabilities Act, each agency is required to publish its responsibilities in regards to the ADA. A draft of this public notice is provided in Appendix D. If users of Town of Hope Mills facilities and services believe the Town has not provided reasonable accommodation, they have the right to file a grievance.

In accordance with [28 CFR 35.107\(b\)](#), the Town has developed a grievance procedure for the purpose of the prompt and equitable resolution of citizens' complaints, concerns, comments, and other grievances. This grievance procedure is outlined in Appendix D.

## POSITION STATEMENT

The Town developed a position statement in accordance with [28 CFR 35.107\(b\)](#) that reads as follows:

Copies of the position statement have been posted in the following locations:

### **Americans With Disabilities Act Public Notice**

The Town of Hope Mills does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or reasonable modification to programs, services or activities contact the ADA coordinator as soon as possible, preferably **5 business days** prior to the activity or the event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.  
ADA Coordinator Bruce Clark at [bclark@townofhopemills.com](mailto:bclark@townofhopemills.com)

- Town Website
- Town Hall
- Parks and Recreation Office

## POLICY

Town of Hope Mills' goal is to continue to provide accessible pedestrian design features as part of the Town capital improvement projects. The Town has established ADA design standards and procedures as listed in Appendix E. These standards and procedures will be kept up to date with nationwide and local best management practices.

The Town will consider and respond to all accessibility improvement requests. All accessibility improvements that have been deemed reasonable will be scheduled consistent with transportation priorities. The Town will coordinate with external agencies to ensure that all new or altered pedestrian facilities within the Town jurisdiction are ADA compliant to the maximum extent feasible.

This document is also available for public comment. A summary of comments received and detailed information regarding the public outreach activities are located in Appendix C.

# SELF-EVALUATION

## OVERVIEW

The Town of Hope Mills is required, under Title II of the Americans with Disabilities Act (ADA) and 28 CFR Sec 35.105, to perform a self-evaluation of its current services, policies and practices with regards to accessibility. This self-evaluation identifies what policies and practices impact accessibility and examine how the Town implements these policies. The goal of the self-evaluation is to verify that, in implementing the Town's policies and practices, the department is providing accessibility and not adversely affecting the full participation of individuals with disabilities.

The intent of the ADA self-evaluation is to review the agency's entire public program, including all facilities on public property and within public rights-of-way in order to identify obstacles and barriers to be addressed. The general categories of items to be evaluated include:

- Administration of Services, Policies, Programs, Practices and Communications
- Assessment of Physical Barriers to access
  - Public Buildings and Spaces including offices and parking areas
  - Parks and other publicly accessible areas
  - Pedestrian Facilities and Public Rights of Way – sidewalks, curb ramps, trails, traffic control signals and transit facilities

As part of the self-evaluation process Town staff began an inventory of recently accomplished accessibility improvements. This table is located in Appendix H and is meant to be updated regularly

## SUMMARY

In Summer of 2019, the Town of Hope Mills conducted a self-evaluation of its services, programs, and facilities on public property and within public rights-of-way with regard to accessibility. Detailed inventories and findings from this review are provided in Appendix A under the following headings: Administration and Communications (A1), Public Buildings and Spaces (A2), Parks and Recreation Facilities (A3), and Pedestrian Facilities and Public Rights of Way (A4).

## ADMINISTRATION AND COMMUNICATIONS

The Town recognizes the necessity of ensuring all citizens including those citizens with vision, hearing and/or speech disabilities can communicate with, receive information from, and convey information to the Town of Hope Mills. The Town has conducted a detailed evaluation of its administration and communications with regard to the ADA Title II requirements. Detailed findings of the self-evaluation are included in Appendix A1. The following tables outlines action items identified by the town during this evaluation:

### Communications:

Action Item	Target Date	Person Responsible
<b>Research adding recording videos of Board meetings</b>	2021	Complete

### General Non-Discrimination:

Action Item	Target Date	Person Responsible
<b>Educate staff on appropriate protocol during Town events for providing accessibility.</b>	2021	Complete

### Website Accessibility:

Action Item	Target Date	Person Responsible
<b>Establish appropriate procedures and protocol for website accessibility.</b>	2021	Complete

## EVALUATION OF PUBLIC BUILDINGS AND SPACES

The Town of Hope Mills utilized the 2010 ADA Standards for Accessible Design during the self-evaluation of Town buildings and public spaces. These standards are adopted and enforced by the United States Department of Justice and based on the Americans with Disabilities Act and Architectural Barriers Act Accessibility Guidelines (2004) (ADAAG for short) published by the United States Access Board (also known as the Architectural and Transportation Barriers Compliance Board). Detailed results of the most recent building evaluations are in Appendix A of this document.

An inventory of buildings and areas providing public services were cataloged during self-evaluation. The facilities included the following:

<b>Town Building</b>	<b>Address</b>	<b>Date Evaluated</b>
Town Hall	5770 Rockfish Rd	10/08/2019
Parks and Recreation Building	5766 Rockfish Rd	10/08/2019
Lake Park Concession Stand	3609 N Main St	12/11/2019
Public Works Administration Building	Not accessible to the public	
John W. Hodges Public Safety Center	5788 Rockfish Rd.	Completed 2022 (Compliant)
Thomas Oakman Chapel	3715 S. Main St.	10/26/2020



## Barriers to Accessibility to Town Buildings

BUILDING	ACTION ITEM	TARGET DATE	RESPONSIBLE PARTY
<b>TOWN HALL</b>			
	Reconfigure parking spaces to add van accessible space	2021	Complete
	Add appropriate room identification signage	2023	Transition Coordinator
	Adjust the counter height of the reception area, and the permitting window	2024	Complete 2024
<b>LAKE PARK CONCESSION STRAND</b>			
	Reconfigure paint striping to add van accessible parking space with aisle at the closest accessible route to the building	2025	Transition Coordinator
	Raise ADA parking signage to at least 60" above ground	2021	Complete
	Add wheelchair accessible seating to picnic area	2022	Complete
	Relocate bathroom signage to appropriate height and latch side of the door	2021	Complete
	Replace door hardware	2021	Complete
	Adjust door closing speed to bathroom	2021	Complete
	Adjust counter height	2027	Transition Coordinator
	Install insulation over exposed plumbing	2022	Complete
	Reconfigure water closet compartment to comply with standards	2025	Complete
	Adjust grab bar in bathroom stall	2022	Complete
	Add grab bar to rear wall	2022	Complete
<b>PARKS AND RECREATION BUILDING</b>			
	Adjust handicap parking signage to 60" above grade	2021	Complete
	Add room designation signage	2021	Complete
	Upgrade bathroom signage to have raised characters and braille	2021	Complete
	Adjust Coat hook in bathrooms	2021	Complete
	Replace bathroom stall hardware to be self-closing	2021	Complete
<b>THOMAS OAKMAN CHAPEL</b>			
	Construct ADA parking, and pathway to building	2022	Complete

	Construct ADA restrooms	2022	Complete
	Re-work the transition strip at the entrance	2026	Transition Coordinator

## EVALUATION OF PARKS AND RECREATION FACILITIES

Town Park	Address	Date Evaluated
Municipal Park	5766 Rockfish Road	June 24, 2020
Town Lake Park	3305 Boatman's Drive	June 23, 2020
Brower Park	5755 Rockfish Road	June 24, 2020
Edward Herring Park	6118 Lexington Drive	June 25, 2020
Golfview Green Way	Former Golf Course/Golfview Rd.	June 25, 2020

As Part of the self-evaluation process, the Town of Hope Mills has conducted an inventory of Parks and Recreation facilities as follows:

The Town of Hope Mills utilized the 2010 *ADA Standards for Accessible Design* during the self-evaluation of Town-owned parks and recreation facilities.

FACILITY	ACTION ITEM	TARGET DATE	RESPONSIBLE PARTY
<b>MUNCIPAL PARK</b>			
	Add and adjust handicap signage at parking lots	2021	Complete
	Add accessible parking spaces near fields two, three, four, five and tennis courts	2021	Complete
	Updated signage at restroom buildings	2021	Complete
	Adjust door hardware for appropriate door closure	2021	Complete
	Install accessible route to bleacher pad at field six	2025	Transition Coordinator
	Upgrade play round to be fully ADA accessible	2023	Complete
<b>BROWER PARK</b>			
	Add Van Accessible signage to the parking lot	2021	Transition Coordinator
	Adjust timing on door closure of restroom building	2021	Complete
	Adjust height of hand dryer dispensers	2021	Complete
	Widen men's and Women's restroom ADA stalls	2021/22	Complete
<b>LAKE PARK</b>			
	Adjust and improve signage in parking lot	2021	Complete
	Improve transition between parking lot to boat ramps	2026	Transition Coordinator
	Improve boat slips to make them accessible	2026	Transition Coordinator

	Improve the access point to the gazebo	2026	Transition Coordinator
	Improve the walking path along main street	2025	Complete
<b>ED HERRING PARK</b>			
	Install hard surface parking pad for accessibility	2027	Transition Coordinator
	Install accessible route from parking lot to the playground and shelter	2027	Transition Coordinator
<b>GOLFVIEW GREEN WAY</b>			
	Construct parking lot with ADA parking spaces	2022	Complete
	Install Signage denoting trail	2022	Complete

Detailed findings from the evaluation of parks and recreation facilities are included in Appendix A.

## EVALUATION OF PEDESTRIAN FACILITIES AND PUBLIC RIGHTS OF WAY

### *Inventory*

The ADA Transition Plan is an on-going effort to provide its citizens with a full inventory and evaluation of all pedestrian facilities within all rights of way. The facilities will be evaluated for compliance with the PROWAG and identified for modification/retrofitting or full reconstruction as needed. As a living document with the intention of continued updating and implementation.

### *Improvement Schedule*

Pedestrian facilities collected with this initial ADA Transition Plan document was focused in the most actively used areas within the Town. As a result of the collection there has been a prioritization of implementation and improvements that need to be made within public rights of way which is outlined in Appendix A. Improvements within the public right of way are many times more expensive and require initial engineering design, therefore they fall into the intermediate and long-term improvement items.

### *Self-Evaluation*

As part of the self-evaluation process, the Town of Hope Mills has conducted an inventory and evaluation of pedestrian facilities within public rights of way. Field evaluations of sidewalks and accessible pedestrian curb ramps, a handheld GIS application was utilized to efficiently catalog existing facility locations and conditions. The checklist utilized to evaluate the compliance of curb ramps may be viewed in Appendix A4. The Town has reviewed approximately:

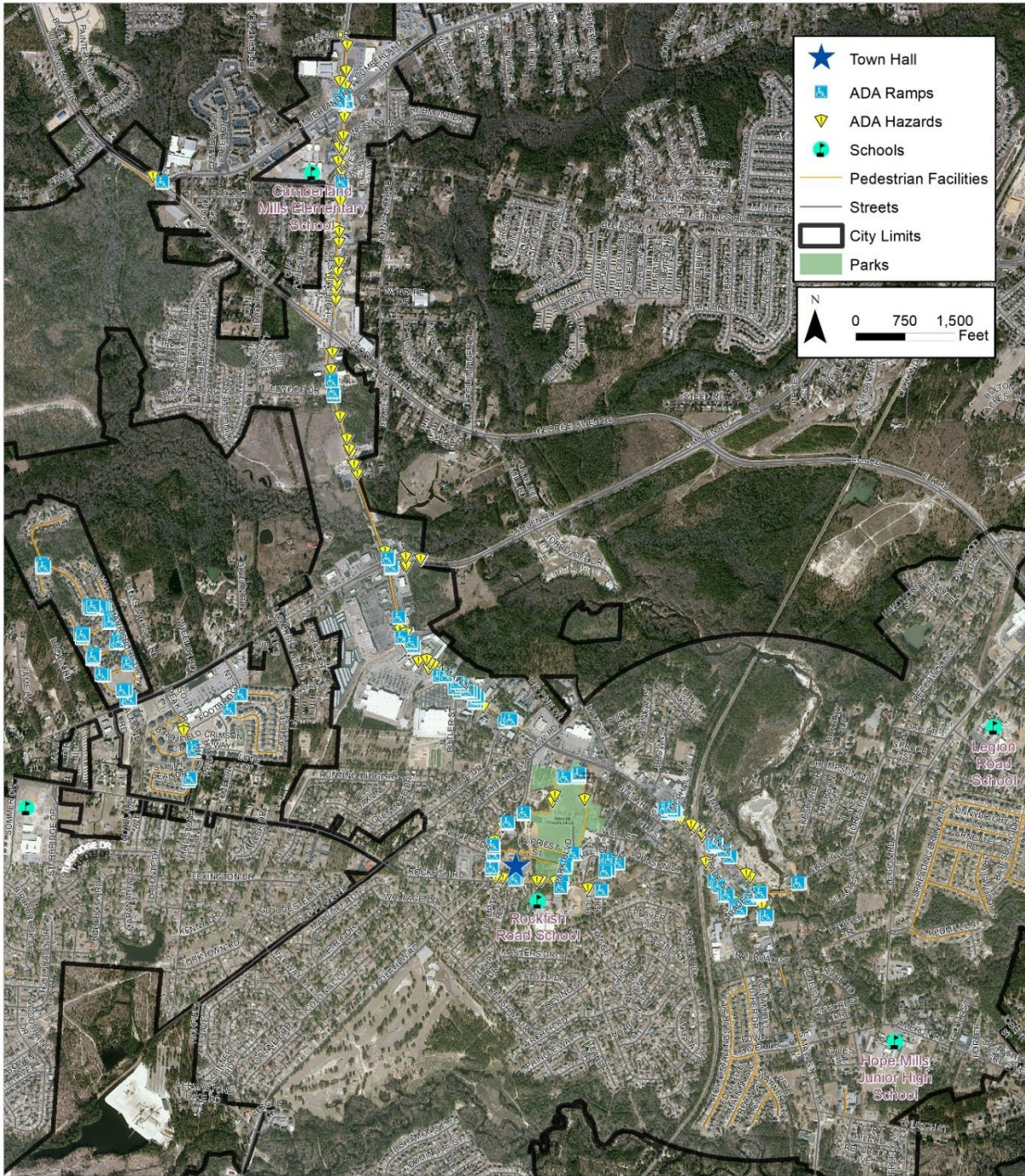
- 7.6 miles of sidewalk
- 147 curb ramps
- 9 traffic control signals (push buttons, pedestrian signal heads. **(NCDOT Owned/Maintained)**)

The following roads were the focal point in the data collection and for curb ramps and hazards along the public access routes.

- Main Street / Hope Mills Rd
- Trade Street
- Ellison St / Lakeview Rd
- Rockfish Rd
- Golfview Rd

**NOTE: The North Carolina Department of Transportation (NCDOT) is the public entity responsible for operating and maintaining the public rights-of-way for the State of North Carolina and therefore the cost and installation of ADA compliant curb ramps are the responsibility of NCDOT. For NCDOT roadway projects with a municipal cost-share, the cost-share may not include the curb ramps.**

In addition to self-evaluation performed by the Town, the consultant performed right of way evaluation of ramps and sidewalks in the extent provided in the map below:



**TOWN OF HOPE MILLS**  
 AMERICANS WITH DISABILITIES ACT TRANSITION PLAN  
 PUBLIC RIGHTS-OF-WAY EVALUATION



Date Printed: 1/3/2020  
 Assessment (To-Date): 11/01/2019  
 Document Path: \\P:\enviro\2018\18001 Hope Mills ADA\Public\GIS\Map\hope Mills\_FM\_3241.mxd

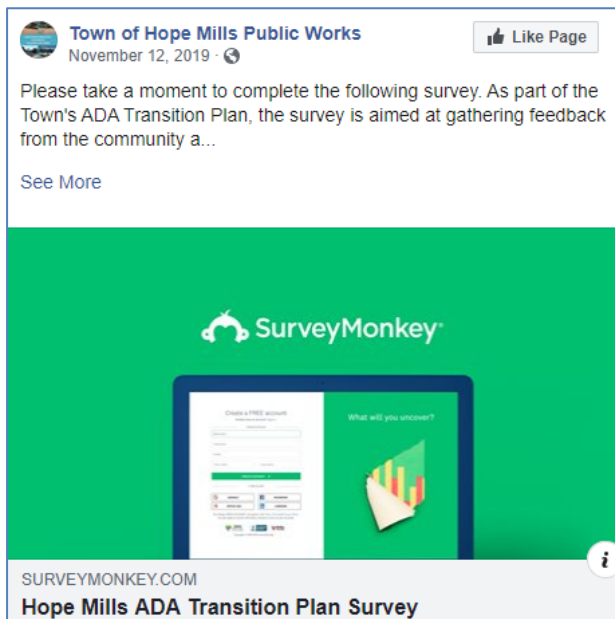
## **PUBLIC PARTICIPATION**

Public entities are required to provide an opportunity for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments [28 CFR Sec. 35.105(b)]. The Town of Hope Mills encouraged members of the community to provide input in the form of a survey, as well as a public meeting at Town Hall. The Town reached out to local organizations that may have a higher population of disabled individuals were contacted to participate in the planning process. There organizations included the following:

- Cumberland County Social Services
- Disabled American Veterans (DAV) Chapter 42- Fayetteville
- American Legion Post 32 Hope Mills
- Fayetteville-Cumberland Advisory Counsel for People with Disabilities

## Survey

The Town's survey was available in online and paper formats from August 2019 to January 2020. The survey was promoted to the general public via social media posts, links on the Town's website, and flyers posted in Town Hall. At the conclusion of the survey, 50 respondents participated. Selected highlights follow. Comprehensive results and public outreach documentation are available in Appendix C.



Above: A screenshot of a November 12, 2019 Town of Hope Mills Facebook post promoting the Hope Mills ADA Transition Plan Survey

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## DIFFICULT STREETS AND INTERSECTIONS

Golfview Road

Hope Mills Road at Rockfish Road

Johnson Street

Legion Road

Main St. and Cameron Road

Main St. at Rockfish Road

Trade Street

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## Public Meetings

A public open house style meeting was held for this on Monday, January 6, 2020. The meeting was announced on the Town website, social media and posted at Town facilities. The open house style meeting was held prior to regularly scheduled Town Board meeting in hope to get the most attendance possible.

A poster for an ADA Transition Plan Meeting. At the top right is the logo for the Town of Hope Mills, North Carolina, with the tagline "A PROGRESSIVE & DIVERSE FUTURE". On the left side, there are four diamond-shaped icons: a wheelchair, a person walking with a cane, a hand holding a hearing aid, and two hands shaking. The main text reads "ADA Americans with Disabilities Act" in large, bold letters. Below this, it says "TRANSITION PLAN MEETING" in a large, bold, blue font, followed by "OPEN TO THE PUBLIC" in a smaller, grey font. Underneath that, it states "REFRESHMENTS WILL BE SERVED". Two diamond-shaped boxes provide the date and time: "MONDAY JANUARY 6, 2020 6:00 P.M." and the location: "TOWN HALL BOARD MEETING ROOM 5770 ROCKFISH ROAD HOPE MILLS, NC". At the bottom, there is a paragraph of text explaining the meeting's purpose and contact information for the ADA Transition Coordinator.

**ADA**  
Americans with Disabilities Act

**TRANSITION PLAN MEETING**  
OPEN TO THE PUBLIC  
REFRESHMENTS WILL BE SERVED

**MONDAY**  
JANUARY 6, 2020  
6:00 P.M.

**TOWN HALL**  
BOARD MEETING ROOM  
5770 ROCKFISH ROAD  
HOPE MILLS, NC

The Town of Hope Mills is developing an Americans with Disabilities Act (ADA) Transition Plan. A public Open House will take place immediately preceding the regularly scheduled Board of Commissioners meeting from 6:00 - 7:00 p.m. Those interested in attending, including individuals with disabilities or organizations representing individuals with disabilities, are requested to participate in the development of this Transition Plan.

Comments, plans, recommendations, and suggestions for modifications to Town facilities, programs, services, and activities may also be submitted to:

Town of Hope Mills  
Attn: Bruce Clark, ADA Transition Coordinator  
5770 Rockfish Road  
Hope Mills, NC 28348

## IMPLEMENTATION STRATEGY

The intent of evaluating of Town facilities is to not only identify deficiencies but also to create an implementation strategy. There are items that can be addressed immediately and those are soft costs that will not require significant budgeting or investments. Most of the soft cost items are administrative and can be implemented within the next year or two. Setting up an allocation in the annual budget for example would be part of the implementation strategy.

### *Prioritization*

The following outlines priorities multiple facets of the plan implementation. Each have its own merit to bring the community into compliance and should be addressed concurrently within the time-line described within this document. Understandable funding always plays a role to implement all the items within. A best effort must be made to implement this plan though it is a living document where priorities may change within the coming years. Any changes as priorities should be addressed with future updates. The plan should be reviewed annually to identify any glaring modifications that need to be made.

- **Short-term priorities** are projects that can be completed within the next year with little cost to the Town. These are considered soft costs that would be handle with in house staff and may fall under general maintenance. General Maintenance is often overlooked but yet may be considered a hazard and non-compliant with the ADA. Items included as soft costs include the following.
- **Mid-term priorities** are intended to be completed within the next 1-3 years and can be completed with simply allocation funding for particular items. ADA improvements or hiring staff to execute further investment towards implementation over the coming years. Mid-term projects are those that would need to be accounted for in its annual budget but does not fall under the umbrella of a substantial investment on behalf of the Town. Of the 147 ramps evaluated within Hope Mills, 123 were determined to be non-compliant, 35 of which need full reconstruction. While there are levels of severity between noncompliant and what is a severe hazard it is important to recognize that they all would need to come into compliance.
- **Long-term priorities** include projects that will need to be incorporated into the Capital Improvement Program (CIP) on a case-by-case basis as determined by Town of Hope Mills staff. Pursuit of outside funding through the State or other agencies to implement this plan is highly encouraged. This particularly applies to the sever priorities outlined within the public rights-of-way.

## ADMINISTRATION AND COMMUNICATION IMPROVEMENTS

### Short-Term Implementation Priorities

- The Town should provide training to its maintenance staff to be able to identify when items become out of compliance. This effort will be incorporated into the facility maintenance checklist that is completed on a weekly basis.
- The Town will have an available list of people or businesses in the area that can provide auxiliary aid or interpretive sign language if requested at any Town Meeting, event or public hearing. This will allow for quick access, thus avoiding searching at the last minute.

- All public notices, agendas and information published on the Town website should be reader friendly.
- Posting non-discrimination policies at public buildings
- Signage at all inaccessible entrances to each of the agency’s facilities, directing users to an accessible entrance or to a location at which they can obtain information about accessible facilities.
- Signage within buildings are to be designed to provide the most accommodation as possible without further intervention.

#### Mid-Term Priorities

- Provision of telecommunications devices for the deaf (TDD) Communication System and promotes its availability on official communications to include Town stationary, business cards and Town website.

## TOWN BUILDINGS AND PARKS

#### Short-Term Implementation Priorities

- Adding accessible signage or adjusting signage to appropriate heights.
- Improve and add appropriate striping for Handicap Parking spaces.
- Replacing door hardware and adjusting closure timing.
- Tree trimming that encroaches into Pedestrian Access Routes
- Staff Training on identifying hazards
- Obstructions within the Pedestrian Access Route (PAR)
  - Trees and shrubs that need pruning
  - Signage encroachments
- Conduct ADA Assessments of all Parks and Recreation Facilities

#### Mid-Term Priorities

- Replacement of water fountains and telephones to appropriate heights
- Replacement or adjustment of handrails within ramps
- Adjust bathroom dispensers (paper towels / soap)
- Add or adjust grab bars within bathrooms

#### Long-Term Priorities

- Resurfacing and regrading ADA parking spaces at Town facilities
- Structural changes to buildings (adjusting counter heights, door replacements)
- Redesigning bathrooms to accommodate adequate movement and space within stalls

## PEDESTRIAN FACILITIES AND PUBLIC RIGHTS OF WAY

Establish a re-occurring ramp and sidewalk compliance program. This would be an annual budget to bring a certain quantity ramps and sidewalks into compliance on an annual basis. Placing a budget line within the road maintenance budget that would allow for these improvements. It is important to also create a reserve for these projects because any resurfacing program that is forecasted within Hope Mills will require that the Town improve all the sidewalks along that corridor. NCDOT does not have ownership of the sidewalks. It is the responsibility of the Town to bring this into compliance.

Not all handicap ramps or driveways are the same. It is easy to set a design detail and make that a requirement as part of the review process for proposed construction projects. The geometrics of a site may dictate a unique design standard that the Town may not have within its standards.

### Short-Term Implementation Priorities (1 year or less)

- Staff training to identify hazards and how to address them
- Establish a milling and grinding programs to address trip hazards
- Add an additional handicap parking space with updated striping
- Establish a policy whereas when a sidewalk is closed for construction there is a safe Pedestrian Access Route (PAR).
- Obstructions within the Pedestrian Access Route (PAR)
  - Trees and shrubs that need pruning
  - Signage encroaching
  - Trash Cans
  - Mail Boxes

### Mid-Term Implementation Programs (1-3 years)

- Continued evaluation of the rest of the Town sidewalks and ramps
- Milling and grinding of trip hazards
- Add new ramps where ramps are missing
- Adjust stop sign location or add stop bars

The most severe handicap ramps that should be prioritized and addressed earliest are identified within the inventory of Appendix A.

The Town of Hope Mills will utilize two methods for upgrading pedestrian facilities to the current ADA standards. The first and most comprehensive of the two methods are the scheduled street and utility improvement projects. All pedestrian facilities impacted by these projects will be upgraded to current ADA accessibility standards. The second method is the stand-alone sidewalk and ADA accessibility improvement project. These projects will be incorporated into the Capital Improvement Program (CIP) on a case-by-case basis as determined by The Town of Hope Mills staff.

### Long-Term Implementation Priorities (3-5 years - Capital Improvements)

Hope Mills has identified specific locations as priority areas for planned accessibility improvement projects. These areas have been selected due to their proximity to businesses and the high volume of pedestrian traffic. The priority areas as identified in the August self-evaluation, public survey and public input.

### *Main Street Corridor*

Main Street is where the majority of the pedestrian movement occurs. The proximity of this small commercial corridor to residential neighborhoods allows for easy walkability opportunities. The results of the online survey called out three intersections along Main Street as a cause for further investigation. Field evaluations were conducted at these locations for compliance with the PROWAG.



### **Intersection A**

Main Street at Rockfish Road (**NCDOT Owned and Maintained**)

At the intersection Rockfish Road and Main Street there has been recent upgrades to improve pedestrian movements and accessibility. These changes provide assistance for individuals without any impairments however it is only a partial improvement for the intersection which is now only partially completed. Here a new crosswalk that has been installed with a pushbutton has been install yet is missing a receiving ramp across Rockfish Rd.

## **Intersection B**

### **Main Street at Johnson Street (NCDOT Owned and Maintained)**

This intersection requires construction of new ramps at all locations. The intersection would be improved with crosswalks and stop bars for safe pedestrian movements. There is also a need for driveway reconstruction in front of some of the businesses in proximity of this location. Additional sidewalk along this corridor would greatly improve pedestrian connectivity.

## **Intersection C**

### **Main Street at Lakeview Road (NCDOT Owned and Maintained)**

The intersection of Main Street and Lakeview Road is fully signalized however it lacks appropriate ramps. There are existing markings for the crosswalks that do not have received ramps within the crossing. This location is probably the most heavily used pedestrian intersection in the Town of Hope Mills.

## **MONITOR THE PROGRESS**

This Transition Plan is considered a living document that will continue to be updated as conditions within the Town evolve. A review of the complete document (main body and appendices) will be conducted at least once per year, to identify any need for updates with the results presented to the Town Manager. Updates to the appendices or attachments may be made more frequently as needed. Any substantive updates to the main body of this document will include a public comment period to continue the Town public outreach efforts. The ADA Transition Plan will be updated and presented to Town Council every five years.

The Town recognizes that ADA compliance is an ongoing responsibility, which will require monitoring to identify future accessibility issues that may be encountered. For example, facilities that currently meet ADA requirements could fall out of compliance due to factors such as damage, disrepair, or changes within public rights-of-way. Therefore, an annual review of the status of the on-going monitoring/inspection program will correlate with the formulation of the yearly Capital Improvement Plan. Town employees and community stakeholders are encouraged to report any accessibility concerns or deficiencies that are identified in this document will be updated periodically, while the main body of the document will be updated in (short term period, 3-5 years) with a future update schedule to be developed at that time. With each main body update, a public comment period will be established to continue the public outreach.

## **APPENDICES**

- A. SELF-EVALUATION RESULTS
- B. BUDGET INFORMATION
- C. PUBLIC OUTREACH
- D. PUBLIC NOTICE AND GRIEVANCE PROCEDURE
- E. AGENCY ADA DESIGN STANDARDS AND PROCEDURES
- F. GLOSSARY OF TERMS
- G. GRIEVANCE LOG
- H. RECENT ACCESS IMPROVEMENT LOG
- I. PLAN UPDATE PROCEDURE

## APPENDIX A – SELF-EVALUATION RESULTS

Appendix A is subdivided into four sections as follows:

### A1. ADMINISTRATION AND COMMUNICATIONS

Title II requires that public entities undertake five administrative steps to promote implementation of the ADA. The following questionnaire was completed by town staff in August of 2019 as part of the self-evaluation process.

Questions		Comments	Next Steps
1. Has a self-evaluation been conducted? (Required no matter the number of employees.)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Self-evaluation is in process.	Complete the self-evaluation and transition plan.
2. Is public notice that the public entity does not discriminate on the basis of disability provided in print and “alternative” formats? (Required no matter the number of employees.) <i>Alternative formats may include the website, social media such as Twitter and Facebook, print notices at facilities and in local newspapers, program announcements, public service announcements on local radio and television stations.</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Public notice is not currently available.	Evaluate the appropriate channels to provide public notice of non-discrimination and alternative formats.
3. Has a grievance procedure been adopted to resolve disability-related complaints? (Required if 50 or more employees.)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	There is not currently a grievance procedure in place.	Adopt a grievance procedure and ensure it is available for the public in alternative formats.

<p>4. Has at least one employee been appointed to coordinate the public entity's ADA obligations - ADA Coordinator? (Required if 50 or more employees.)</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Evaluating the organization to determine where this role fits.</p>	<p>Appoint an ADA Coordinator. Most likely Assistant Town Manager – Operations.</p>
<p>5. Has a transition plan been developed to address barriers in facilities that affect equal participation of people with disabilities in the public entity's programs, activities and services? (Required if 50 or more employees.)</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>The transition plan is in development.</p>	<p>Complete and adopt transition plan. After adoption look for opportunities for continued implementation.</p>

**A1. Administration and Communications Continued...**

Title II requires that communication with people with disabilities be “as effective” as communication with others. Often good communication practices will suffice, such as not turning away when speaking with a person who is hard of hearing or taking the time to listen to a person who has a speech impairment. Other times a public entity needs to provide “auxiliary aids and services” to ensure that communication is effective. The following questionnaire was completed by town staff in August of 2019:

Questions		Comments	Next Steps
<p>Auxiliary Aids and Services  <i>Use the Comments column to indicate how aides and services are provided. For example: Arranged through State Commission for the Deaf, rented from XYZ Company, available from the County Disability Office.</i></p> <p>1. Does the public entity know how to provide the following for people who are deaf or hard of hearing?</p> <p>a. Sign language, oral, and cued speech interpreters</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Identify resources to provide this service.</p>
<p>b. Video remote interpreting (VRI) services</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Evaluate options to provide if needed.</p>
<p>c. Computer-assisted real-time transcription (CART) services</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Evaluate options to provide if needed.</p>
<p>d. Assistive listening devices</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Identify resources to provide this service.</p>
<p>e. Open and closed captioning of videos</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Videos can include close captioning</p>

Questions		Comments	Next Steps
f. Real time captioning of public broadcasts	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Partner with East Wake TV to see if this is feasible.
g. Other:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Click here to enter text.	Click here to enter text.
2. Does the public entity know how to provide documents in the following formats for people who are blind or visually impaired and others with print disabilities?			
a. Braille	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.
b. Large print	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.
c. Audio recordings	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.
d. Accessible electronic formats that that can be accessed by screen reading software, for example, documents in plain text or HTML	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Documents are being converted to HTML forms.	Continue converting documents and forms to this
e. Screen reader software installed on a computer that is used by the public, for example in a library	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.
f. Magnification software installed on a computer that is used by the public, for example in a computer lab	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.

Questions		Comments	Next Steps
g. Optical readers	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Identify resources to provide this service.
h. Other	Yes <input type="checkbox"/> No <input type="checkbox"/>	Click here to enter text.	Click here to enter text.
<b>Policies and Procedures</b>			
3. Does the public entity have a policy or procedure to handle requests for auxiliary aids and services?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Create policy for requests and identify resources.
4. Are employees and officials aware of the public entity's obligation to provide auxiliary aids and services?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Educate key staff of the ADA requirements.
5. Do employees and officials know how to arrange for auxiliary aids and services?  Arrangements could be made directly or through the ADA coordinator or another staff person.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Evaluate the process for arranging and ensure the ADA Coordinator is knowledgeable.
6. Does the public entity give primary consideration to the person with a disability when determining what type of auxiliary aid or service to provide?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Ensure any policy incorporates this consideration.
7. Are employees and officials aware that it is inappropriate to request that family members and friends of people who are deaf serve as sign language interpreters, except in emergencies or if the individual	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Include an ADA policy that is a requirement for new employees to

Questions		Comments	Next Steps
wants the family member or friend to interpret and it's appropriate to do so?			review and certify the review.
<p>8. Are employees and officials aware that a companion of a program participant has a right to auxiliary aids and services if the companion has a communication disability and is an appropriate person with whom the public entity should or would communicate?</p> <p>Example: A deaf family member of a hospital patient might need a sign language interpreter to communicate with the doctor.</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Include an ADA policy that is a requirement for new employees to review and certify the review.
<p>9. Are captions and audio description provided on videos and television programs the public entity produces and videos on its website?</p>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Click here to enter text.	Click here to enter text.
<p>10. Does the public entity have a policy or procedure for determining if an auxiliary aid or service would be an undue financial and administrative burden?</p> <p><i>The decision of undue hardship must be made by the head of the public entity or his or her designee. There must be a written statement explaining the reasons for reaching that decision.</i></p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Click here to enter text.
Telecommunications			
<p>11. Do employees and officials know how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls?</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Provide training on working with these services for staff.

Questions		Comments	Next Steps
<p>12. Where telephones are available to the public for making outgoing calls, such as in hospital waiting rooms, are TTYs available for people with hearing and speech disabilities?</p> <p><i>A TTY is an electronic device for text communication over a telephone line that is designed for use by people with hearing or speech disabilities.</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p><a href="#">Evaluate options to provide if needed.</a></p>
<p>13. Do telephone emergency services, including 911, provide direct access to people who use TTYs and computer modems?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p><a href="#">Click here to enter text.</a></p>
<p>Other <a href="#">Click here to enter text.</a></p>			

**A1. Administration and Communications Continued...**

Title II of the ADA requires that people with disabilities are assured an equal opportunity to participate in the services, programs and activities offered by public entities. This part of the Title II regulations covers a wide range of issues as detailed in the questions below. The following questionnaire was completed by town staff in August of 2019:

Questions		Comments	Next Steps
<p>1. Do policies, practices and procedures provide an equal opportunity for people with disabilities to participate in services, programs and activities; that is, do policies not discriminate against people on the basis of disability?</p> <p>Examples: A school district requires that students with autism have a parent accompany them on school trips. This is a discriminatory practice.</p> <p>A city has a policy that applicants for a hunting license have a valid, state-issued driver’s license. This is a discriminatory policy.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Parks &amp; Recreation programming does not have a procedure for providing inclusion of people with disabilities.</p>	<p>Evaluate programming to ensure that there is an opportunity for inclusion or identify other programs to provide services.</p>
<p>2. Are there circumstances in which the participation of a person with a disability would be excluded or restricted?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Some programming would not allow for participation.</p>	<p>Evaluate programs for inclusion.</p>
<p>3. If yes, are the exclusions or restrictions necessary to the operation of the program or to the safety of other participants?</p> <p>Please explain:</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Any exclusion is due to operation of the program and safety of other participants.</p>	<p>Evaluate programs and determine if there is additional options for inclusion.</p>

Questions		Comments	Next Steps
<p>4. Are there separate services, programs or activities for people with disabilities or a class of people with disabilities?</p> <p>Examples: A municipal recreation department has a wheelchair basketball program. A county museum has a tour for people who are blind with an opportunity to touch sculptures. These are not discriminatory.</p> <p>If yes, please describe:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Evaluate options for providing separate services for people with disabilities.</p>
<p><b>Contracting with External Organizations</b></p>			
<p>5. Do all employees who contract with outside agencies, organizations or businesses know that the public entity's ADA obligations apply whether the public entity provides the service, program or activity directly or contracts for it?</p> <p>Example: If a state department of emergency services funds a private organization to provide emergency shelters, the department maintains its ADA obligations to make sure people with disabilities receive the same services as people without disabilities.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p>6. Does the public entity notify each contractor of its responsibilities for providing contracted services in a nondiscriminatory manner?</p> <p>If yes, please describe:</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>This is required on all RFPs/RFQs/ and Bids.</p>	<p>Ensure this practice continues.</p>
<p>7. Does the public entity require assurances from contractors of their fulfillment of Title II requirements?</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>This is required in contracts.</p>	<p>Click here to enter text.</p>

Questions		Comments	Next Steps
<p>8. Are there procedures to ensure that contractors provide the services, programs and activities in a nondiscriminatory manner consistent with the Title II requirements?</p> <p>If yes, please describe:</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>This is required in contracts.</p>	<p><a href="#">Click here to enter text.</a></p>
<p><b>Reasonable Modifications</b></p>			
<p>9. Are employees and officials aware that the public entity is obligated to make a reasonable modification in policies, practices, or procedures if the modification is necessary for a person with a disability to participate?</p> <p>Example: No food or beverages are allowed to be consumed at a regional transit authority’s subway station or in subway cars. In order to control blood sugar levels, a person with diabetes might need to drink juice. This would probably be a reasonable modification of a policy.</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>

<b>Service Animals (Under Titles II and III only dogs can be service animals. Miniature horses can be service animals in some circumstances.)</b>			
<p>10. Are employees and officials aware that:</p> <p>a. The public entity must allow service animals to accompany people with disabilities in all areas where people without service animals are allowed to go?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Click here to enter text. Click here to enter text.</p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p>b. Only two questions may be asked: (1) Is the dog a service animal required because of a disability? and (2) What work or task has the dog been trained to perform?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p>c. The public entity may not ask about a person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>

<p>d. A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken and, in these circumstances, employees must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p>e. The public entity must permit a miniature horse to accompany a person with a disability where reasonable?</p> <p><i>Assessment factors include, the size and weight, whether the horse is housebroken, and whether its presence compromises safety requirements.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p><b>Wheelchairs and Other Power-Driven Mobility Devices</b></p>			
<p>11. Are employees and officials aware that:</p> <p>a. People with mobility disabilities may use wheelchairs, scooters and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>

<p>b. People with mobility disabilities may use <i>other power-driven mobility device</i> in any areas open to pedestrian use unless the public entity can demonstrate that the class of other power-driven mobility devices cannot be operated in accordance with legitimate safety requirements?</p> <p>Other power-driven mobility device means any mobility device powered by batteries, fuel, or other engines—whether or not designed primarily for use by individuals with mobility disabilities—that is used by individuals with mobility disabilities for the purpose of locomotion, including golf cars, electronic personal assistance mobility devices, such as the Segway® PT, or any mobility device designed to operate in areas without defined pedestrian routes, but that is not a wheelchair within the meaning of Title II.</p> <p><i>Some of the factors that go into determining “legitimate safety requirements” include: size and speed of the device, the facility’s design and characteristics (outdoor, indoor), and risk of harm to the immediate environment.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>
<p>c. They may not ask about the nature and extent of the individual's disability, but may ask an individual to provide a credible assurance that the mobility device is required because of the person's disability?</p> <p><i>Credible assurance includes a state-issued, disability parking placard or card, or other state-issued proof of disability or a verbal representation, not contradicted by observable fact, that the other power-driven mobility device is being used for a mobility disability.</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>Include an ADA policy that is a requirement for new employees to review and certify the review. Provide Department specific training for specific job functions.</p>

<b>Surcharges and Costs</b>			
<p>12. Are employees and officials aware that the public entity may not place a surcharge on people with disabilities to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide nondiscriminatory treatment?</p> <p>Examples: Charging a person who is hard of hearing for the cost of providing an assistive listening system for a state hearing.</p> <p>A housing authority requires an additional damage deposit if tenants have service animals. These are discriminatory policies.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p><a href="#">Click here to enter text.</a></p>	<p>No surcharges are provided for in the fee schedule. All fees are set as part of the budget process. Ensure that the Budget team is aware of this requirement.</p>
<b>Ticketing (Not parking tickets, tickets for events that have seating.)</b>			
<p>13. Are tickets for accessible seats sold during the same hours; through the same methods of purchase (by telephone, on site, through a website, or through third-party vendors); and during the same stages of sales (pre-sales, promotions, general sales, wait lists, or lotteries) as non-accessible seats?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>

<p>14. If accessible seating is not available in areas of the venue with lower prices, is lower priced accessible seating available in higher priced locations?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p>15. Do venues and third-party sellers provide the same information about accessible seats as provided about non-accessible seats?</p> <p>Example: Maps or displays of seating configurations must include information on accessible seating.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p>16. Can ticket sellers describe accessible seating in enough detail to permit the purchaser to determine if a seat meets his or her needs?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>

<p>17. Do ticket sellers know that people purchasing a ticket for a wheelchair space may purchase up to three additional seats for their companions as close as possible to the wheelchair space and that these companion seats may include wheelchair spaces?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p>18. Do ticket sellers know that unsold accessible seats may be released and sold to members of the general public in only one of three circumstances:</p> <ul style="list-style-type: none"> <li>• when all non-accessible seats have been sold (excluding luxury boxes, club boxes, suites, and seats the venue holds back when declaring a sell-out); or</li> <li>• when all non-accessible seats in a particular seating section have been sold; or</li> <li>• when all non-accessible seats in a particular price category have been sold?</li> </ul>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party.</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p>19. If the venue permits patrons to give or sell their tickets to others, does the venue know that the same right must be extended to patrons with disabilities and that those tickets may be sold to someone who does not have a disability?</p> <p><i>A venue may choose to move a patron to another seat in order to give that accessible seat to a patron with a disability who requires it, but is not obligated to do so.</i></p>	<p>Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party.</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>

<p>20. Do ticket sellers know that for single event tickets, venues may ask purchasers to state that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party.</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p>21. Do ticket sellers know that for series of events tickets, purchasers may be asked to attest in writing that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Hope Mills does not have any ticketed events or any ticket sellers on staff, this would most likely be accommodated through a third-party.</p>	<p>Ensure third-party ticket sellers are ADA compliant.</p>
<p><b>Other</b></p>			
<p>22. Is information about the public entity's accessible services, activities and facilities available to the public and to current and future program participants?</p> <p><i>Example: A state department of recreation includes information about accessible swimming pools, fishing piers, boat launches, picnic and camping areas on its website and in a brochure.</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Click here to enter text.</p>	<p>Ensure that this information is made available to the public.</p>

**A1. Administration and Communications Continued...**

Many people with disabilities use assistive technology such as screen readers, text enlargement software, and programs that enable people to control the computer with their voice, eyes or nose. Access problems occur when website designers assume that everyone sees and accesses a webpage in the same way. Accessible website design recognizes these differences and does not require people to see, hear, or use a standard mouse in order to access the information and services provided. The following questionnaire was completed by town staff in August of 2019:

Questions		Comments	Next Steps
1. Is there a policy that the public entity’s webpages will be accessible, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards? [https://webaim.org/standards/508/checklist]	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	The website is managed by a contracted information technology company and follows ADA requirements.	Evaluate the guidelines and determine compliance.
2. Are the staff and contractors who are responsible for webpage and content development aware of the policy?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Educate web users group of the policy and how to ensure compliance.
3. Are the staff and contractors who are responsible for webpage and content development knowledgeable about these standards?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Educate web users group of the policy and how to ensure compliance.
4. Has the website been tested for compliance with either of these standards?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Discuss requirements and testing standards with contractor.

Questions		Comments	Next Steps
5. If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Click here to enter text.	Ensure testing includes screen reading software and other assistive technology.
6. Is there a plan for making the existing web content accessible?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	The new website meets ADA compliance.	Click here to enter text.
7. Is there a plan for making future web content accessible?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	All new web content is required to be accessible.	Click here to enter text.
Other: Click here to enter text.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Click here to enter text.	Click here to enter text.

## A2. PUBLIC BUILDINGS AND SPACES

The following buildings and facilities were evaluated as part of the ADA Transition Plan

Facility Name:		<b>LAKE PARK CONCESSION STAND</b>	
Address: <b>3609 N MAIN ST</b>			
Inspectors: <b>BRUCE CLARK</b>		Inspection Date: <b>12/11/19</b>	
Comments:			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking		No. of Spaces	<b>10</b>
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>2</b> (including van spaces)
Van Accessible Parking Spaces	<b>NONCOMPLIANT</b>	No. of Spaces	<b>0</b>
Accessible Space Size	<b>NONCOMPLIANT – SPACES + ACCESSIBLE SPACE TOO NARROW RESOLUTION – REPAINT/REMARK PARKING SPACES TO COME INTO COMPLIANCE</b>		
Accessible Route Present	<b>NONCOMPLIANT – AISLES NOT MARKED / SPACES NOT LOCATED ON THE CLOSEST ACCESSIBLE ROUTE TO ENTRANCE RESOLUTION - REPAINT/REMARK PARKING SPACES TO COME INTO COMPLIANCE</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>NONCOMPLIANT – PARKING SIGNS ARE TOO LOW RESOLUTION – ADJUST HEIGHT OF PARKING SIGNAGE</b>		
Curb Ramp	<b>COMPLIANT</b>		
Access Ramp	<b>COMPLIANT</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
Comments and Remedial Actions:			
<b>Priority 2 - Access to Goods and Services</b>			
Accessible Entrance - Provides Direct Access to Main Floor Lobby, and Elevator	<b>COMPLIANT</b>		
Public Spaces are Located on Accessible Route	<b>COMPLIANT</b>		

Route Dimensions	COMPLIANT
Protruding/Hanging Objects	COMPLIANT
Access Ramp(s)	COMPLIANT
Signage	COMPLIANT
Elevators	COMPLIANT
Interior Doors	COMPLIANT
Control (Lights/Security/Alarms)	COMPLIANT
Assembly Areas	COMPLIANT
Seating	NONCOMPLIANT – NO WHEELCHAIR-ACCESSIBLE SEATING RESOLUTION -
Service Counters	NONCOMPLIANT – COUNTERS ARE TOO HIGH (43")
Comments and Remedial Actions:	
<b>Priority 3 - Toilet Rooms</b>	
Route and Signage to WC	COMPLIANT
Signage at Toilet Room	COMPLIANT
Entrance	COMPLIANT
Path within Toilet Room	COMPLIANT
Door	COMPLIANT
Mirror	COMPLIANT
Sink	COMPLIANT
Dispensers/Dryers	COMPLIANT
Toilet	COMPLIANT
Handrail(s)	COMPLIANT
Stall	COMPLIANT
Coat Hook	COMPLIANT
Comments and Remedial Actions:	
<b>Priority 4 - Additional Access</b>	
Water Fountains	COMPLIANT
Public Telephones	N/A

Fire Alarms	<b>COMPLIANT</b>
Other	<b>COMPLIANT</b>
Comments and Remedial Actions:	

Facility Name:		<b>PARKS AND RECREATION OFFICE</b>	
Address: <b>5766 ROCKFISH RD</b>			
Inspectors: <b>BRUCE CLARK</b>		Inspection Date: <b>11/18/19</b>	
Comments:			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking		No. of Spaces	<b>10</b>
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b> (including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>
Accessible Route Present	<b>COMPLIANT</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>COMPLIANT</b>		
Curb Ramp	<b>COMPLIANT</b>		
Access Ramp	<b>COMPLIANT</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
Comments and Remedial Actions:			
<b>Priority 2 - Access to Goods and Services</b>			
Accessible Entrance - Provides Direct Access to Main Floor Lobby, and Elevator	<b>COMPLIANT</b>		
Public Spaces are Located on Accessible Route	<b>COMPLIANT</b>		
Route Dimensions	<b>COMPLIANT</b>		
Protruding/Hanging Objects	<b>COMPLIANT</b>		
Access Ramp(s)	<b>COMPLIANT</b>		
Signage	<b>NONCOMPLIANT – SIGNS NOT ON LATCH SIDE OF DOOR (2.38)</b>		
Elevators	<b>COMPLIANT</b>		
Interior Doors	<b>COMPLIANT</b>		
Control (Lights/Security/Alarms)	<b>COMPLIANT</b>		

Assembly Areas	COMPLIANT
Seating	COMPLIANT
Service Counters	NONCOMPLIANT – COUNTERS ARE TOO HIGH (42.25”) (2.76)
Comments and Remedial Actions: <b>NOTES REGARDING NON-COMPLIANT ITEMS - POTENTIAL FIXES</b>	
<b>Priority 3 - Toilet Rooms</b>	
Route and Signage to WC	COMPLIANT
Signage at Toilet Room	NONCOMPLIANT – NO RAISED CHARACTERS OR BRAILLE (3.5)
Entrance	COMPLIANT
Path within Toilet Room	COMPLIANT
Door	NONCOMPLIANT – DOOR IS NOT SELF CLOSING (3.43) AND DOOR PULLS DO NOT MEET STANDARDS (3.44)
Mirror	COMPLIANT
Sink	COMPLIANT
Dispensers/Dryers	COMPLIANT
Toilet	COMPLIANT
Handrail(s)	COMPLIANT
Stall	COMPLIANT
Coat Hook	NONCOMPLIANT – TOO HIGH
Comments and Remedial Actions: <b>NOTES REGARDING NON-COMPLIANT ITEMS - POTENTIAL FIXES</b>	
<b>Priority 4 - Additional Access</b>	
Water Fountains	COMPLIANT
Public Telephones	COMPLIANT
Fire Alarms	COMPLIANT
Other	COMPLIANT
Comments and Remedial Actions: <b>NOTES REGARDING NON-COMPLIANT ITEMS - POTENTIAL FIXES</b>	

Facility Name:	<b>TOWN HALL</b>		
Address:	<b>5770 ROCKFISH ROAD</b>		
Inspectors: <b>BRUCE CLARK</b>	Inspection Date: <b>10/8/19</b>		
Comments: <b>DESCRIPTION</b>			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking		No. of Spaces	<b>10</b>
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>5</b> (including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>
Accessible Route Present	<b>COMPLIANT</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>COMPLIANT</b>		
Curb Ramp	<b>COMPLIANT</b>		
Access Ramp	<b>COMPLIANT</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
Comments and Remedial Actions:			
<b>Priority 2 - Access to Goods and Services</b>			
Accessible Entrance - Provides Direct Access to Main Floor Lobby, and Elevator	<b>COMPLIANT</b>		
Public Spaces are Located on Accessible Route	<b>COMPLIANT</b>		
Route Dimensions	<b>COMPLIANT</b>		
Protruding/Hanging Objects	<b>COMPLIANT</b>		
Access Ramp(s)	<b>COMPLIANT</b>		
Signage	<b>COMPLIANT</b>		
Elevators	<b>COMPLIANT</b>		
Interior Doors	<b>COMPLIANT</b>		
Control (Lights/Security/Alarms)	<b>COMPLIANT</b>		

Assembly Areas	COMPLIANT
Seating	COMPLIANT
Service Counters	COMPLIANT
Comments and Remedial Actions:	
<b>Priority 3 - Toilet Rooms</b>	
Route and Signage to WC	COMPLIANT
Signage at Toilet Room	NONCOMPLIANT - SIGN IS NOT MOUNTED ON LATCH SIDE OF DOOR
Entrance	NONCOMPLIANT - FEMALE DOOR CLOSSES TOO QUICKLY
Path within Toilet Room	COMPLIANT
Mirror	COMPLIANT
Sink	COMPLIANT
Dispensers/Dryers	NONCOMPLIANT
Toilet	COMPLIANT
Handrail(s)	COMPLIANT
Stall	COMPLIANT
Coat Hook	NONCOMPLIANT - COAT HOOK TOO HIGH
Comments and Remedial Actions:	
<b>Priority 4 - Additional Access</b>	
Water Fountains	COMPLIANT
Public Telephones	COMPLIANT
Fire Alarms	COMPLIANT
Other	COMPLIANT
Comments and Remedial Actions: <b>NOTES REGARDING NON-COMPLIANT ITEMS - POTENTIAL FIXES</b>	

### A3. PARKS AND RECREATION FACILITIES

Facility Name:	<b>ED HERRING PARK</b>		
Address:	<b>6118 LEXINGTON ROAD</b>		
Inspectors: <b>BRUCE CLARK</b>	Inspection Date:	<b>6/23/2020</b>	
<b>Comments: HERRING PARK IS A SMALL NEIGHBORHOOD PARK WITH A PLAYGROUND AND SHELTER</b>			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking	No. of Spaces	<b>15</b>	
Accessible Parking Spaces	<b>NONCOMPLIANT</b>	No. of Spaces	<b>0</b> (including van spaces)
Van Accessible Parking Spaces	<b>NONCOMPLIANT</b>	No. of Spaces	<b>0</b>
Accessible Route Present	<b>NONCOMPLIANT – NO PAVED PARKING</b>		
Loading Zone	<b>NONCOMPLIANT – NO PAVED PARKING</b>		
Parking Signage	<b>NONCOMPLIANT –VAN ACCESSIBLE SIGN MISSING</b>		
Curb Ramp	<b>COMPLIANT – N/A</b>		
Access Ramp	<b>COMPLIANT – NO RAMPS</b>		
Handrail	<b>COMPLIANT – N/A</b>		
Threshold and Door	<b>COMPLIANT – N/A</b>		
<b>Comments and Remedial Actions: CURRENT PARKING LOT IS A GRAVEL/DIRT SURFACE. A HARD SURFACE PARKING PAD AND ACCESSIBLE ROUTE TO THE PLAYGROUND AND SHELTER IS NEEDED</b>			

Facility Name:	<b>BROWER PARK</b>		
Address:	<b>5755 ROCKFISH ROAD</b>		
Inspectors: <b>BRUCE CLARK</b>	Inspection Date:	<b>6/24/2020</b>	
Comments: <b>BROWER PARK IS A SMALL COMMUNITY PARK WITH 2 BALLFIELDS AND RESTROOMS.</b>			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking		No. of Spaces	<b>22</b>
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>2</b> (including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>
Accessible Route Present	<b>COMPLIANT</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>NON -COMPLIANT –VAN ACCESSIBLE SIGN MISSING</b>		
Curb Ramp	<b>COMPLIANT – N/A</b>		
Access Ramp	<b>COMPLIANT – NO RAMPS</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
Comments and Remedial Actions: <b>ADD VAN ACCESSIBLE HANDICAP SIGNAGE TO THE PARKING LOT.</b>			
<b>Priority 3 – Restrooms</b>			
Route and Signage to WC	<b>COMPLIANT</b>		
Signage at Toilet Room	<b>COMPLIANT</b>		
Entrance	<b>COMPLIANT</b>		
Path within Toilet Room	<b>COMPLIANT</b>		
Mirror	<b>COMPLIANT</b>		
Sink	<b>COMPLIANT</b>		
Dispensers/Dryers	<b>COMPLIANT</b>		
Toilet	<b>COMPLIANT</b>		
Handrail(s)	<b>COMPLIANT</b>		
Stall	<b>COMPLAINT</b>		

Coat Hook	<b>COMPLIANT</b>
Comments and Remedial Actions:	

Facility Name:	<b>LAKE PARK</b>		
Address:	<b>3609 N MAIN STREET</b>		
Inspectors: <b>BRUCE CLARK</b>	Inspection Date:	<b>6/25/2020</b>	
<b>Comments: LAKE PARK IS A NEIGHBORHOOD PARK WITH A GAZEBO AND ACCESS TO THE LAKE FOR BOATING AND FISHING</b>			
<b>Priority 1 - Approach and Entrance</b>			
Total Parking	No. of Spaces	<b>16</b>	
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b> (including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>
Accessible Route Present	<b>NONCOMPLIANT – TRANSITION IMPROVEMENTS NEEDED BETWEEN ASPHALT AND BOAT RAMPS.</b>		
Boat Slip	<b>NONCOMPLIANT – NO ACCESSIBLE ROUTES TO THE BOATSLIPS. APPROPRIATE EDGE PROTECTION MISSING.</b>		
Fishing Pier	<b>COMPLIANT</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>NON -COMPLIANT –SIGNAGE HEIGHT NEEDS ADJUSTMENT AND VAN SIGNAGE NEEDED</b>		
Curb Ramp	<b>COMPLIANT – N/A</b>		
Access Ramp	<b>COMPLIANT – NO RAMPS</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
<b>Comments and Remedial Actions: ADJUST AND IMPROVED PARKING SIGNAGE. IMPROVE TRANSITION BETWEEN PARKING LOT AND RAMPS. IMPROVE ENTRY TO BOATSLIPS TO ALLOW AT LEAST ONE ACCESSIBLE SLIP.</b>			

Facility Name:	<b>MUNICIPAL PARK</b>		
Address:	<b>5766 ROCKFISH ROAD</b>		
Inspectors: <b>BRUCE CLARK</b>	Inspection Date:		<b>6/24/2020</b>
Comments: <b>MUNICIPAL PARK IS A COMMUNITY PARK WITH 6 BALLFIELDS, TENNIS COURTS, BASKETBALL COURT, PICNIC SHELTER AND RESTROOMS.</b>			
<b>Priority 1 - Approach and Entrance (BALLFIELD ONE)</b>			
Total Parking		No. of Spaces	<b>44</b>
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>2</b> (including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>
Accessible Route Present	<b>COMPLIANT</b>		
Loading Zone	<b>COMPLIANT</b>		
Parking Signage	<b>NON -COMPLIANT –VAN ACCESSIBLE SIGN MISSING</b>		
Curb Ramp	<b>COMPLIANT – N/A</b>		
Access Ramp	<b>COMPLIANT – NO RAMPS</b>		
Handrail	<b>COMPLIANT</b>		
Threshold and Door	<b>COMPLIANT</b>		
Comments and Remedial Actions: <b>ADD APPROPRIATE HANDICAP SIGNAGE TO THE PARKING LOT</b>			
<b>Priority 1 – Approach and Entrance (BALLFIELD TWO)</b>			
Total Parking		No. of Spaces	<b>45</b>
Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of Spaces	<b>0</b> (including van spaces)
Van Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of spaces	<b>0</b>
Accessible Route Present	<b>COMPLIANT – NO ACCESSIBLE PARKING</b>		
Loading Zone	<b>COMPLIANT – NO ACCESSIBLE PARKING</b>		
Parking Signage	<b>NON -COMPLIANT – NEED TO ADD ACCESSIBLE PARKING SPACES</b>		
Curb Ramp	<b>COMPLIANT – N/A</b>		
Access Ramp	<b>COMPLIANT – NO RAMPS</b>		
Handrail	<b>COMPLIANT – N/A</b>		
Threshold and Door	<b>COMPLIANT – N/A</b>		

Comments and Remedial Actions:	<b>ADD AT LEAST TWO ACCESSIBLE PARKING SPACES</b>			
<b>Priority 1 – Approach and Entrance (BALLFIELD THREE)</b>				
Total Parking		No. of Spaces	<b>40</b>	
Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of Spaces	<b>0</b>	(including van spaces)
Van Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of Spaces	<b>0</b>	
Accessible Route Present	<b>NOT COMPLIANT – NO ACCESSIBLE PARKING</b>			
Loading Zone	<b>NOT COMPLIANT – NO ACCESSIBLE PARKING</b>			
Parking Signage	<b>NOT COMPLIANT –NEED TO ADD ACCESSIBLE PARKING</b>			
Curb Ramp	<b>COMPLIANT – N/A</b>			
Access Ramp	<b>COMPLIANT – NO RAMPS</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT N/A</b>			
Comments and Remedial Actions:	<b>ADD AT LEAST TWO ACCESSIBLE PARKING SPACES</b>			
<b>Priority 1 - Approach and Entrance (BALLFIELDS FOUR and FIVE)</b>				
Total Parking – parking area shared with field six		No. of Spaces	<b>0</b>	
Accessible Parking Spaces		No of Spaces	<b>0</b>	(including van spaces)
Van Accessible Parking Spaces		No. of Spaces	<b>0</b>	
Accessible Route Present	<b>NOT COMPLIANT – NO ACCESSIBLE PARKING</b>			
Loading Zone	<b>NOT COMPLIANT – NO ACCESSIBLE PARKING</b>			
Parking Signage	<b>NOT COMPLIANT –NEED TO ADD ACCESSIBLE PARKING</b>			
Curb Ramp	<b>COMPLIANT – N/A</b>			
Access Ramp	<b>COMPLIANT – N/A</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT - N/A</b>			
Comments and Remedial Actions:	<b>ADD TWO ACCESSIBLE PARKING SPACES AT NORTH END THE LOT</b>			
<b>Priority 1 - Approach and Entrance (BALL FIELD SIX)</b>				

Total Parking		No. of Spaces	<b>30</b>	
Accessible Parking Spaces	<b>COMPLIANT</b>	No of Spaces	<b>2</b>	(including van spaces)
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Accessible Route Present	<b>NOT COMPLIANT – NEED TO INSTALL ACCESSIBLE ROUTE TO THE BLEACHERS</b>			
Loading Zone	<b>COMPLIANT</b>			
Parking Signage	<b>COMPLIANT</b>			
Curb Ramp	<b>COMPLIANT</b>			
Access Ramp	<b>COMPLIANT – N/A</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT - N/A</b>			
<b>Comments and Remedial Actions: ADD ACCESSIBLE ROUTE TO ACCESS THE BLEACHERS</b>				
<b>Priority 1 – Approach and Entrance (Basketball Courts)</b>				
Total Parking		No. of Spaces	<b>17</b>	
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Accessible Route Present	<b>COMPLIANT</b>			
Loading Zone	<b>COMPLIANT</b>			
Parking Signage	<b>NOT COMPLIANT - NEED TO ADD VAN ACCESSIBLE SIGNAGE</b>			
Curb Ramp	<b>COMPLIANT – N/A</b>			
Access Ramp	<b>COMPLIANT – N/A</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT - N/A</b>			
<b>Comments and Remedial Actions: ADD VAN ACCESSIBLE SIGNAGE</b>				
<b>Priority 1 – Approach and Entrance (Tennis Courts)</b>				
Total Parking		No. of Spaces	<b>7</b>	
Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of Spaces	<b>0</b>	

Van Accessible Parking Spaces	<b>NOT COMPLIANT</b>	No. of Spaces	<b>0</b>	
Accessible Route Present	<b>COMPLIANT</b>			
Loading Zone	<b>COMPLIANT</b>			
Parking Signage	<b>COMPLIANT</b>			
Curb Ramp	<b>COMPLIANT – N/A</b>			
Access Ramp	<b>COMPLIANT – N/A</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT - N/A</b>			
<b>Comments and Remedial Actions: ADD ACCESSIBLE PARKING NEAR THE TENNIS COURTS</b>				
<b>Priority 1 – Approach and Entrance (PLAY FIELD ONE)</b>				
Total Parking		No. of Spaces	<b>17</b>	
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Accessible Route Present	<b>COMPLIANT</b>			
Loading Zone	<b>COMPLIANT</b>			
Parking Signage	<b>COMPLIANT</b>			
Curb Ramp	<b>COMPLIANT – N/A</b>			
Access Ramp	<b>COMPLIANT – N/A</b>			
Handrail	<b>COMPLIANT – N/A</b>			
Threshold and Door	<b>COMPLIANT - N/A</b>			
<b>Comments and Remedial Actions: NONE</b>				
<b>Priority 1 – Approach and Entrance (PICNIC SHELTER ONE)</b>				
Total Parking		No. of Spaces	<b>25</b>	
Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>2</b>	
Van Accessible Parking Spaces	<b>COMPLIANT</b>	No. of Spaces	<b>1</b>	
Accessible Route Present	<b>COMPLIANT</b>			
Loading Zone	<b>COMPLIANT</b>			

Parking Signage	COMPLIANT
Curb Ramp	COMPLIANT – N/A
Access Ramp	COMPLIANT – N/A
Handrail	COMPLIANT – N/A
Threshold and Door	COMPLIANT - N/A

Comments and Remedial Actions: **NONE**

**Priority 1 – Approach and Entrance (PICNIC SHELTER TWO)**

Total Parking	No. of Spaces	20
Accessible Parking Spaces	COMPLIANT	No. of Spaces 1
Van Accessible Parking Spaces	COMPLIANT	No. of Spaces 1
Accessible Route Present	<b>NOT COMPLIANT – ROUTE WITHIN PARKING AREA NEEDS STRIPING</b>	
Loading Zone	COMPLIANT	
Parking Signage	<b>NOT COMPLIANT – NEED TO ADD SIGNAGE</b>	
Curb Ramp	COMPLIANT – N/A	
Access Ramp	COMPLIANT – N/A	
Handrail	COMPLIANT – N/A	
Threshold and Door	COMPLIANT - N/A	

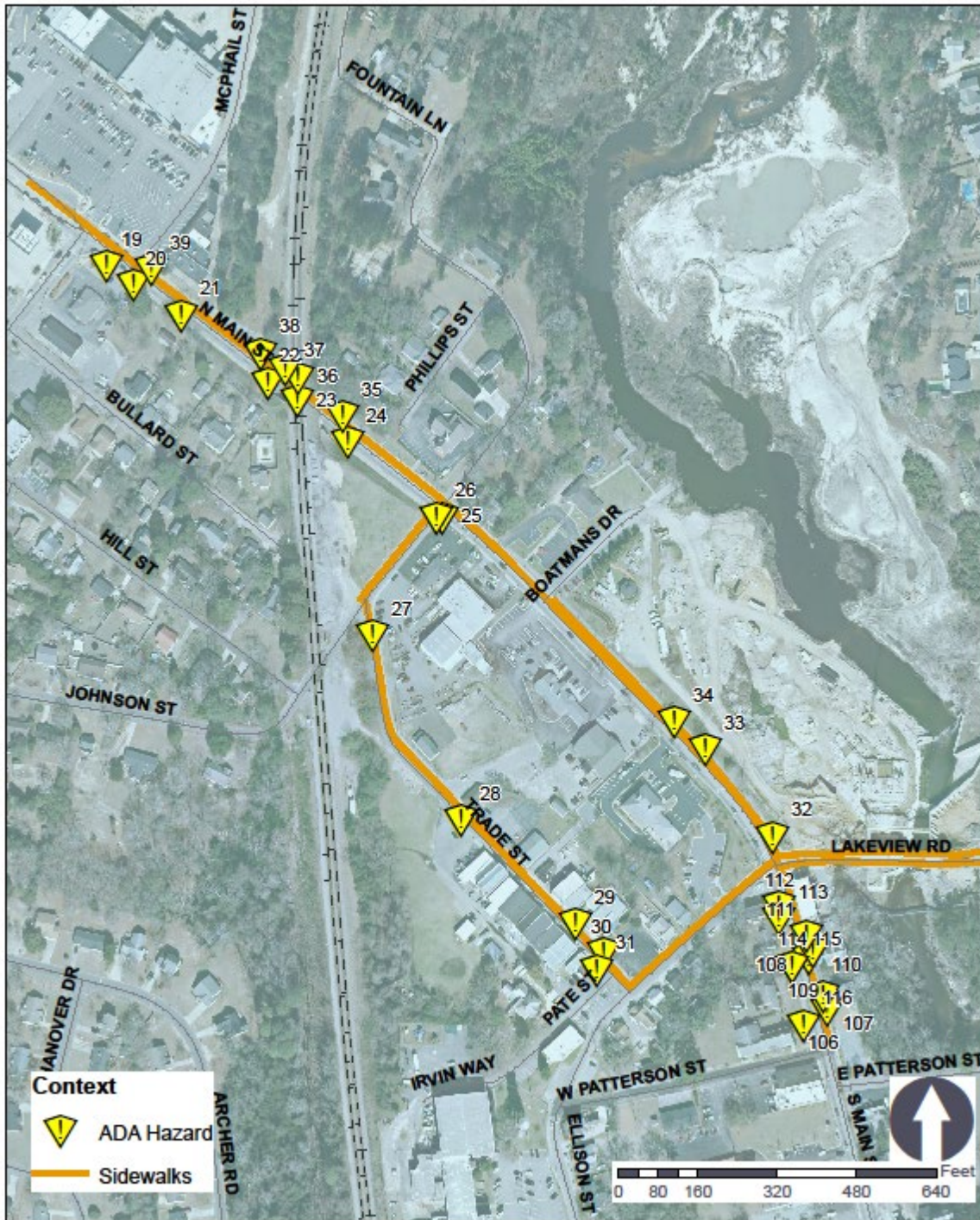
Comments and Remedial Actions: **UPDATE STRIPING WITHIN ACCESSIBLE ROUTE AND ADD HANDICAP SIGNAGE**

**Priority 3 – Restrooms**

Route and Signage to WC	COMPLIANT
Signage at Toilet Room	<b>NONCOMPLIANT – UPGRADE SIGNAGE TO APPROPRIATE STANDARDS</b>
Entrance	<b>NONCOMPLIANT – REPLACE HARDWARE AND ADJUST TIMING ON ENTRANCE DOORS</b>
Path within Toilet Room	COMPLIANT
Mirror	COMPLIANT
Sink	COMPLIANT
Dispensers/Dryers	COMPLIANT
Toilet	COMPLIANT

Handrail(s)	<b>COMPLIANT</b>
Stall	<b>NONCOMPLIANT – ADD GRAB BAR ON REAR WALL OF MENS AND WOMANS STALLS</b>
Coat Hook	<b>COMPLIANT</b>
Comments and Remedial Actions: <b>UPDATE SIGNAGE AND DOOR HARDWARE</b>	

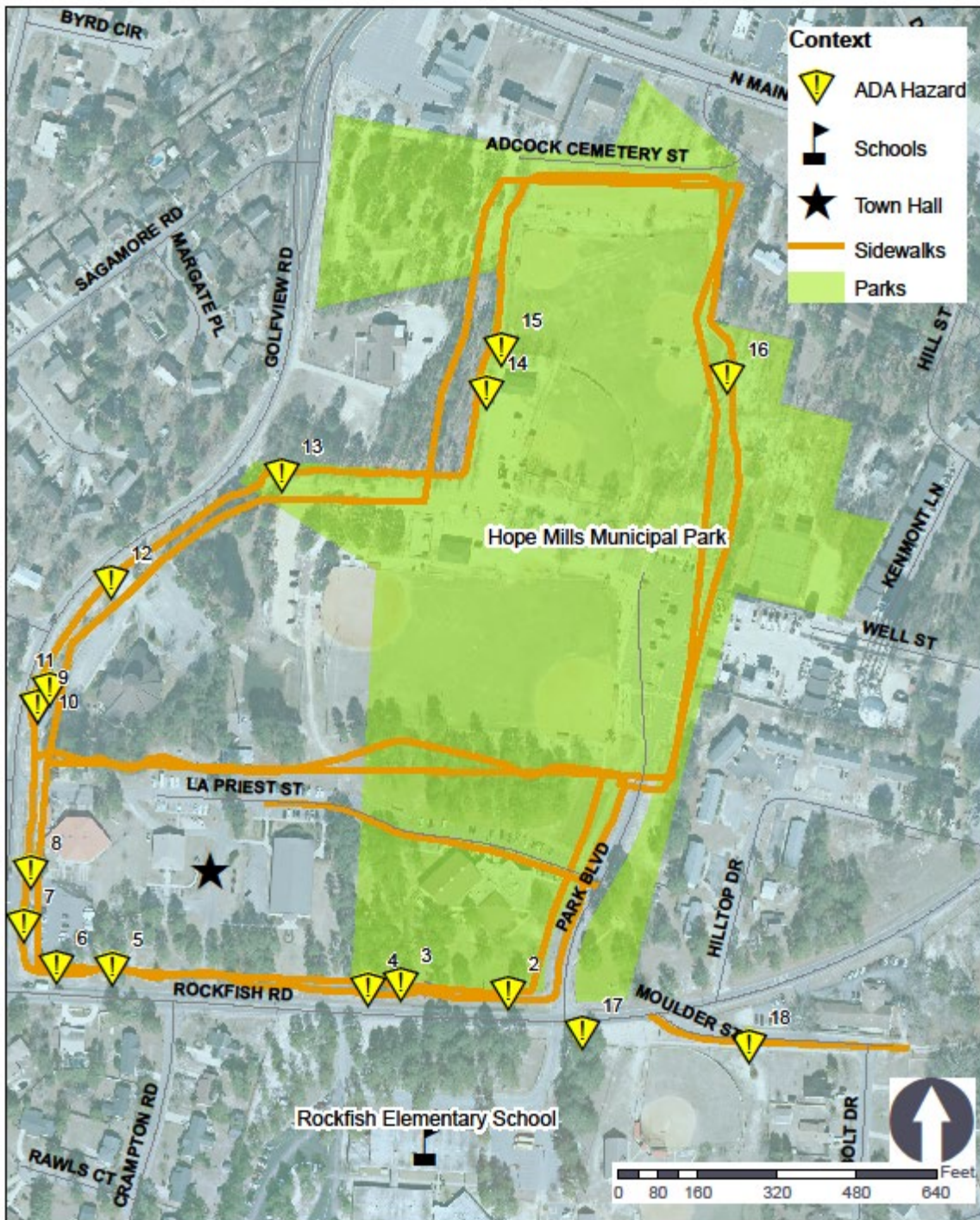
## A4. PEDESTRIAN FACILITIES AND PUBLIC RIGHTS OF WAY



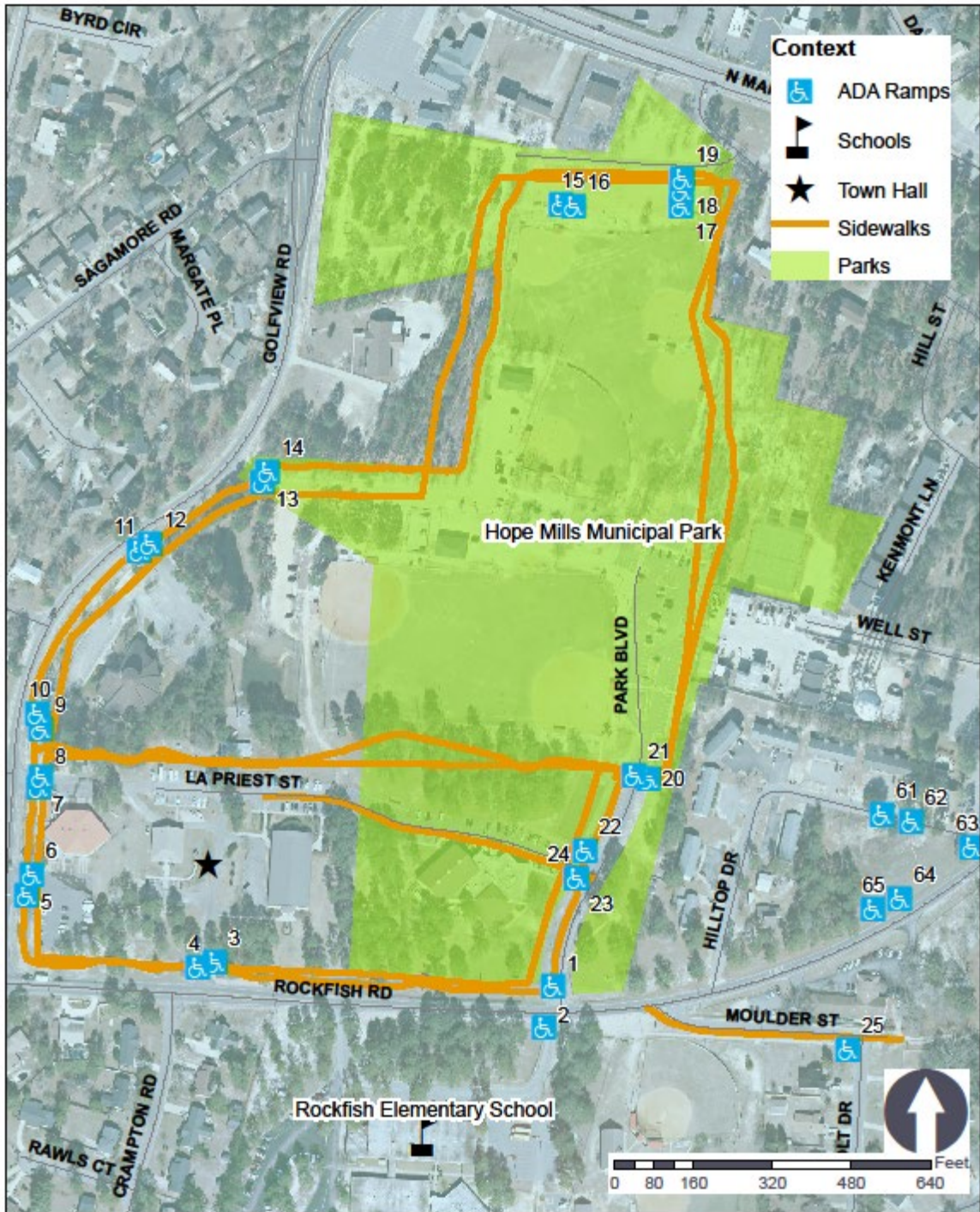
Hope Mills ADA Map: Inset A Hazards



Hope Mills ADA Map: Inset A Ramps



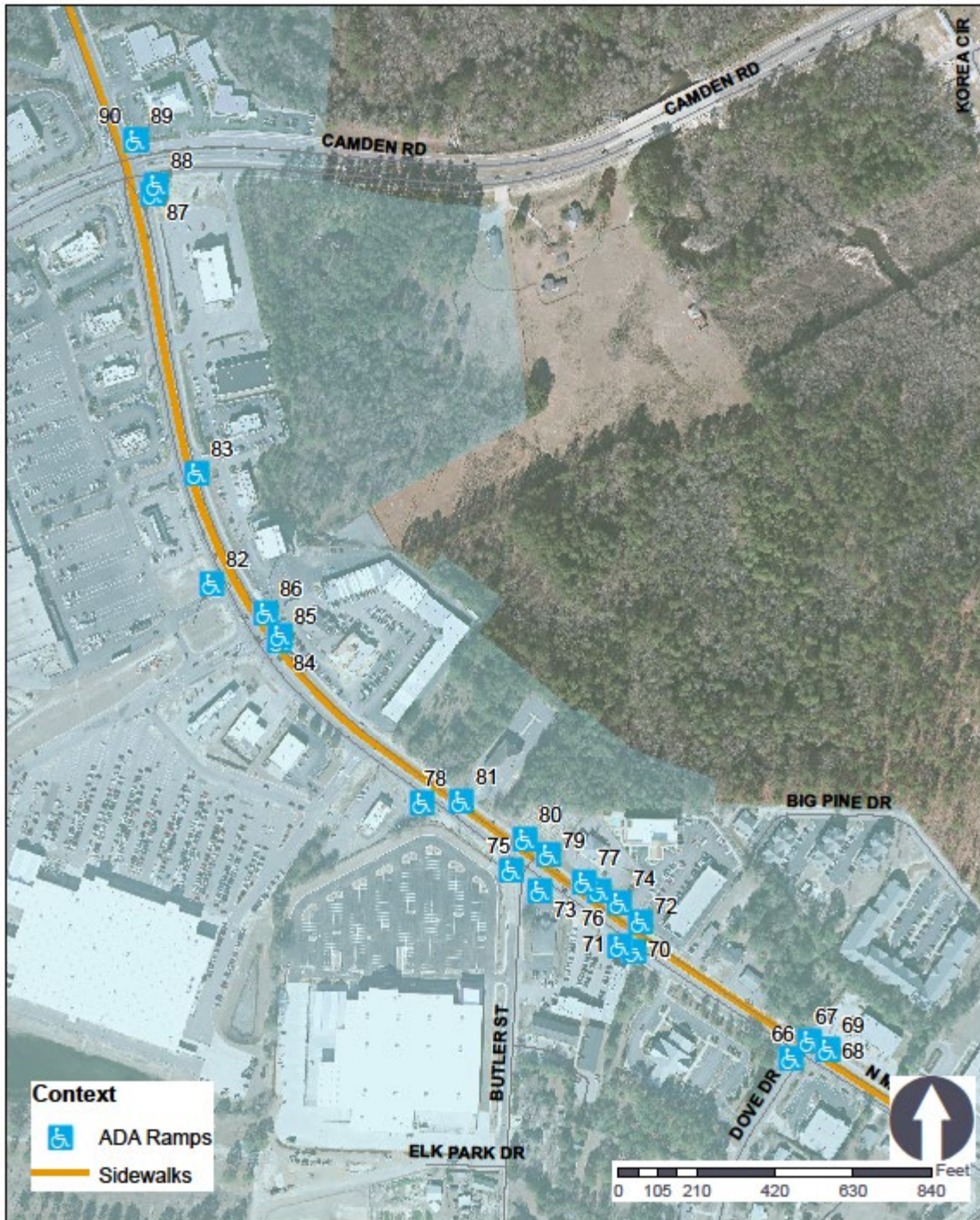
Hope Mills ADA Map: Inset B Hazards



Hope Mills ADA Map: Inset B Ramps



Hope Mills ADA Map: Inset C Hazards



Hope Mills ADA Map: Inset C Ramps



Hope Mills ADA Map: Inset D Hazards



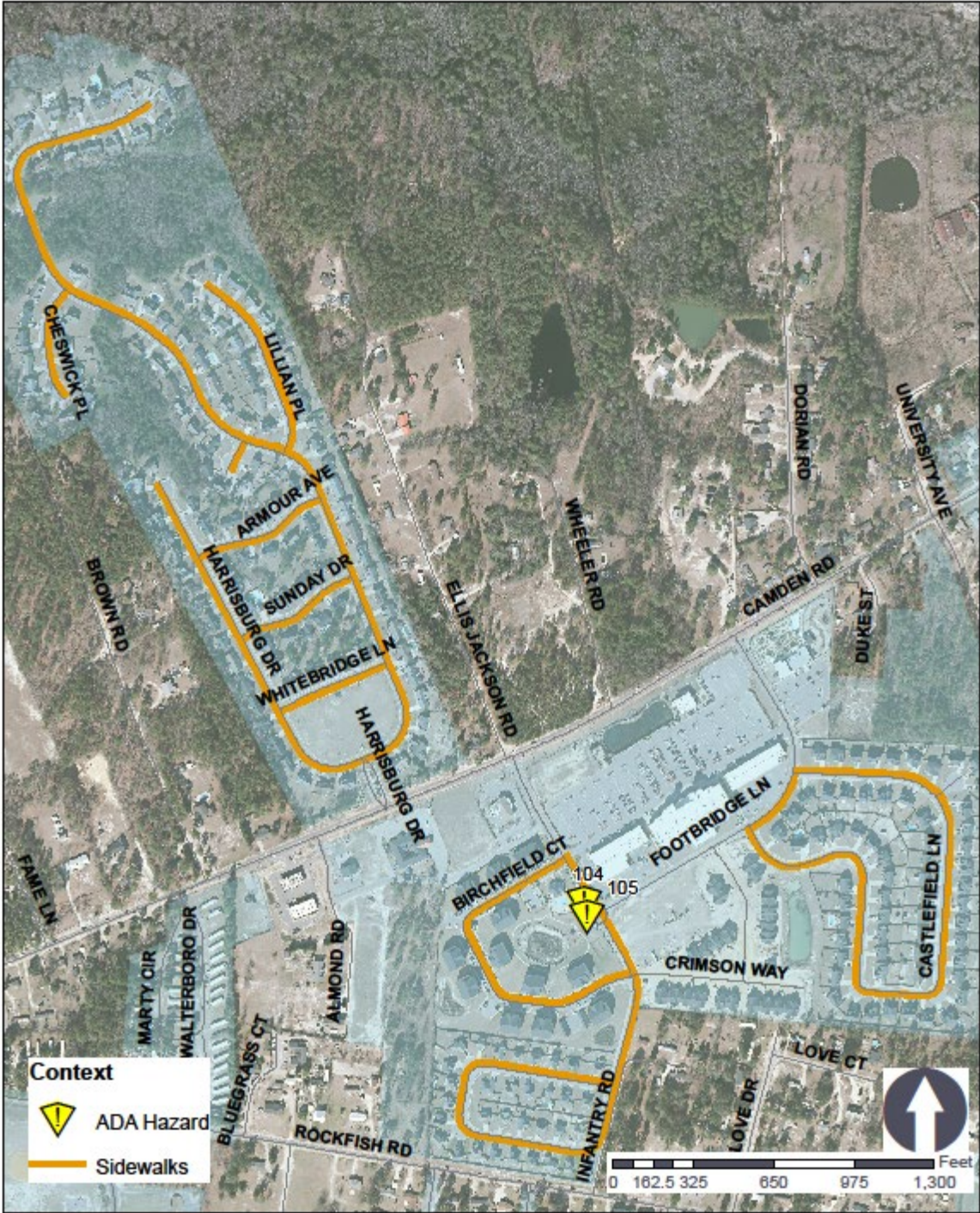
Hope Mills ADA Map: Inset D Ramps



Hope Mills ADA Map: Inset E Hazards



Hope Mills ADA Map: Inset E Ramps



Hope Mills ADA Map: Inset F Hazards



## Hazards Inventory

ID	HAZARD	HAZARD FIX	NOTES
2	TRIPPING HAZARD	MINOR REHABILITATION	Resurface pathway
3	TRIPPING HAZARD	MINOR REHABILITATION	
4	TRIPPING HAZARD	MINOR REHABILITATION	Deterioration / erosion drop off
5	TRIPPING HAZARD	GENERAL MAINTENANCE	
6	DEBRIS / EROSION ISSUE	RECONSTRUCTION	Fix shoulders and reconstruct path
7	TRIPPING HAZARD	MINOR REHABILITATION	Fill/patch
8	TRIPPING HAZARD	RECONSTRUCTION	Reconstruct path and shoulder
9	DEBRIS / EROSION ISSUE		
10	DEBRIS / EROSION ISSUE	MINOR REHABILITATION	Restore shoulder
11	DEBRIS / EROSION ISSUE	RECONSTRUCTION	Add drainage structure for roadway, restore shoulder
12	DEBRIS / EROSION ISSUE	RECONSTRUCTION	Restore outside shoulder, establish drainage parallel to road
13	OBSTACLE	MOVE OBSTACLE	Put signage on pole on side of trail
14	DEBRIS / EROSION ISSUE	MINOR REHABILITATION	Rehab shoulders with gravel; assume 25% of trail shoulders
15	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Schedule regular sweeping; establish new drainage channel at low point
16	DEBRIS / EROSION ISSUE	MINOR REHABILITATION	
17	OBSTACLE	MINOR REHABILITATION	Sidewalk gap ~100 ft
18	DRIVEWAY ISSUE	MINOR REHABILITATION	
19	TRIPPING HAZARD	MILL/GRIND	
20	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	
21	OBSTACLE	RECONSTRUCTION	
22	TRIPPING HAZARD	RECONSTRUCTION	
23	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	
24	OBSTACLE	RECONSTRUCTION	
25	DRIVEWAY ISSUE	RECONSTRUCTION	Define pedestrian route / reconstruct sidewalk
26	DRIVEWAY ISSUE	RECONSTRUCTION	Definitely pedestrian route / construct sidewalk 125' / define driveway
27	DRIVEWAY ISSUE	MOVE OBSTACLE	Vehicle parking issue
28	DRIVEWAY ISSUE	RECONSTRUCTION	Add receiving ramp, define pedestrian route, sidewalk gap of 35'
29	DRIVEWAY ISSUE	RECONSTRUCTION	Reconstruct w drop inlet for drainage
30	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Clear veg to establish 32" walkway
31	DRIVEWAY ISSUE	RECONSTRUCTION	Construct 40' sidewalk with curb cut
32	TRIPPING HAZARD	MINOR REHABILITATION	Too much cross slope; reconstruct 40-50'
33	TRIPPING HAZARD	RECONSTRUCTION	Reconstruct w diversion and root protection
34	CROSS SLOPE ISSUES	RECONSTRUCTION	

35	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Unclog drain to eliminate sediment deposition
36	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Schedule sweep/blower regularly
37	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	Clear debris
38	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Clear drainage
39	OBSTACLE	RECONSTRUCTION	Reconstruct curb and verge
40	DRIVEWAY ISSUE	RECONSTRUCTION	Ramps do not align; feed peds into driveway
41	OBSTACLE	RECONSTRUCTION	Sidewalk gap / storm drain conflict
42	DRIVEWAY ISSUE	RECONSTRUCTION	Curb cuts present, no pedestrian access across driveway, goat trail, move back stop bar
43	OBSTACLE	RECONSTRUCTION	Sidewalk gap/ goat trail
44	OBSTACLE	RECONSTRUCTION	Sidewalk gap
45	OBSTACLE	RECONSTRUCTION	Sidewalk gap
46	DRIVEWAY ISSUE	RECONSTRUCTION	Pathway too narrow, rebuild w apron
47	DRIVEWAY ISSUE	RECONSTRUCTION	Reconstruct w apron
48	OBSTACLE	RECONSTRUCTION	Sidewalk ends abruptly/ steep drop off / goat trail
49	DRIVEWAY ISSUE	RECONSTRUCTION	Reconstruct w apron ; too narrow
50	DRIVEWAY ISSUE	RECONSTRUCTION	Too narrow; need apron
51	DRIVEWAY ISSUE	RECONSTRUCTION	Too narrow; need apron
52	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Walking here is terrifying
53	CROSS SLOPE ISSUES	RECONSTRUCTION	CS 6%
54	OBSTACLE	RECONSTRUCTION	Abrupt end
55	OBSTACLE		Abrupt end
56	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	
57	OBSTACLE	RECONSTRUCTION	Abrupt end and missing sidewalk
58	CROSS SLOPE ISSUES	RECONSTRUCTION	CS 5%
59	OBSTACLE	MOVE OBSTACLE	
60	LESS THAN 4 FT WIDTH	RECONSTRUCTION	
61	OBSTACLE	MOVE OBSTACLE	
62	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	
63	LESS THAN 4 FT WIDTH	RECONSTRUCTION	
64	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	
65	DEBRIS / EROSION ISSUE	MINOR REHABILITATION	
66	OBSTACLE	MOVE OBSTACLE	Mailboxes
67	OBSTACLE	RECONSTRUCTION	Sidewalk abrupt end into goat trail
68			Sidewalk to nowhere
69	OBSTACLE		Sidewalk to nowhere
70	DRIVEWAY ISSUE		Angle puts ped into traffic
71	OBSTACLE	RECONSTRUCTION	Sidewalk ends abruptly

72	LESS THAN 4 FT WIDTH	RECONSTRUCTION	
73	OBSTACLE	GENERAL MAINTENANCE	Sediment issues, mailboxes
74	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	
75	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	Pole and soil
76	OBSTACLE	MOVE OBSTACLE	
77	OBSTACLE	MOVE OBSTACLE	Sediment and grass
78	TRIPPING HAZARD	MILL/GRIND	
79	OBSTACLE	MOVE OBSTACLE	Mailbox
80	OBSTACLE	MOVE OBSTACLE	
81	DEBRIS / EROSION ISSUE		
82	TRIPPING HAZARD	MINOR REHABILITATION	
83	PROTRUDING OBJECT	GENERAL MAINTENANCE	Need car stops
84	OBSTACLE	MOVE OBSTACLE	Mailbox in s/w
85	CROSS SLOPE ISSUES	RECONSTRUCTION	CS 12%
86	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Remove sediment
87	OBSTACLE	MOVE OBSTACLE	Mailbox in s/w
88	CROSS SLOPE ISSUES	RECONSTRUCTION	CS 7%
89	TRIPPING HAZARD	MILL/GRIND	Concrete settled
90	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Remove sediment
91	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Remove sediment
92	TRIPPING HAZARD	MILL/GRIND	Chipped concrete
93	TRIPPING HAZARD	MILL/GRIND	Concrete settled
94	TRIPPING HAZARD		
95	TRIPPING HAZARD	MILL/GRIND	Concrete settled
96	DEBRIS / EROSION ISSUE	GENERAL MAINTENANCE	Remove sediment
97	PROTRUDING OBJECT	MINOR REHABILITATION	Move stop bar back
98	OBSTACLE	RECONSTRUCTION	Sidewalk end
99	TRIPPING HAZARD	MILL/GRIND	
100	PROTRUDING OBJECT	GENERAL MAINTENANCE	Move crossbar back
101	OBSTACLE		Sidewalk ends
102	OBSTACLE	GENERAL MAINTENANCE	Add fence or railing
103	DEBRIS / EROSION ISSUE	MOVE OBSTACLE	
104	TRIPPING HAZARD		
105	DEBRIS / EROSION ISSUE		Move pine straw off sidewalk around entire loop
106	TRIPPING HAZARD	MINOR REHABILITATION	
107	TRIPPING HAZARD	MINOR REHABILITATION	
108	PROTRUDING OBJECT	GENERAL MAINTENANCE	Add stop bar

109	TRIPPING HAZARD	RECONSTRUCTION	
110	CROSS SLOPE ISSUES	MILL/GRIND	CS 12%
111	TRIPPING HAZARD	MINOR REHABILITATION	
112	LESS THAN 4 FT WIDTH	RECONSTRUCTION	Pave more around pole
113	TRIPPING HAZARD	MINOR REHABILITATION	
114	OBSTACLE		
115	OBSTACLE	RECONSTRUCTION	Pave around pole
116	TRIPPING HAZARD	MINOR REHABILITATION	

## Ramps Inventory

ID	RAMP	CONDITION	SLOPE	LANDINGS	TRANSITION	DETECTABLE WARNING	DRAINAGE	RAMP NOTES	CROSSWALK	STOP BAR	PUSH BUTTON	SIGNAL HEAD	INTERSECTION NOTES	STATUS
1	CONSTRUCT RAMP							New ramp and 30LF sidewalk, new crosswalk markings	REFRESH MARKINGS	ADD OR ADJUST STOP BAR			Add sidewalk to intersection	MULTIPLE ISSUES
2	CONSTRUCT RAMP							new ramp and 30LF sidewalk, shift crossing before radius of intersection						
3	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					
4	RAMP PRESENT					ADD WARNINGS								
5	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					
6	RAMP PRESENT					ADD WARNINGS								
7	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS	BAR LOCATED 4' BEHIND CROSSWALK				
8	RAMP PRESENT					ADD WARNINGS								
9	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					
10	RAMP PRESENT					ADD WARNINGS				ADD OR ADJUST STOP BAR				
11	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					
12	RAMP PRESENT					ADD WARNINGS				ADD OR ADJUST STOP BAR				
13	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					

14	RAMP PRESENT					ADD WARNINGS				ADD OR ADJUST STOP BAR				
15	RAMP PRESENT													COMPLIANT
16	RAMP PRESENT													COMPLIANT
17	RAMP PRESENT					ADD WARNINGS								
18	RAMP PRESENT					ADD WARNINGS								
19	RAMP PRESENT					ADD WARNINGS								
20	CONSTRUCT RAMP							MUT crossing - asphalt						RAMP NOT COMPLIANT
21	RAMP PRESENT		RECONSTRUCT RAMP					MUT crossing - asphalt						RAMP NOT COMPLIANT
22	RAMP PRESENT					ADD WARNINGS								
24	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS					
25	RAMP PRESENT											No receiving ramp		COMPLIANT
26	RAMP PRESENT							pushbutton too far away- relocate pedestal or provide extension				RELOCATE MORE THAN 10' FROM ADJ PUSH BUTTON		
27	CONSTRUCT RAMP											LOCATE ADJ LEVEL LANDING		
28	RAMP PRESENT							ramp not compliant in every way	NO MARKINGS					RAMP NOT COMPLIANT

29	RAMP PRESENT		RECONSTRUCT RAMP					construct up to 130LF sidewalk/driveway on Johnson St. to connect to existing sidewalk		ADD OR ADJUST STOP BAR				RAMP NOT COMPLIANT
30	RAMP PRESENT					ADD WARNINGS								
31	RAMP PRESENT					ADD WARNINGS								
32	RAMP PRESENT		RECONSTRUCT RAMP			ADD WARNINGS		Raise ramp w lift to speed table; add sharks' teeth and ped signs from DT	RAMPS CONT IN MARKINGS, 6' MIN	ADD OR ADJUST STOP BAR				
33	RAMP PRESENT		RECONSTRUCT RAMP					Reconstruct to connect w speed table hump	RAMPS CONT IN MARKINGS, 6' MIN					
34	RAMP PRESENT													COMPLIANT
35	RAMP PRESENT					ADD WARNINGS		Add sign						
36	CONSTRUCT RAMP													
37	CONSTRUCT RAMP								NO MARKINGS					
38	CONSTRUCT RAMP									ADD OR ADJUST STOP BAR			Move stop sign for overhead clearance	
39	CONSTRUCT RAMP							Add 20' sidewalk						
40	CONSTRUCT RAMP							Add 20' sidewalk						
41	CONSTRUCT RAMP							Add 20' sidewalk						
42	CONSTRUCT RAMP							Define pedestrian way	NO MARKINGS	ADD OR ADJUST STOP BAR				
44	RAMP PRESENT		RECONSTRUCT RAMP										3% cross slope	
45	RAMP PRESENT					ADD WARNINGS								

46	RAMP PRESENT		RECONSTRUCT RAMP						ADJUST MARKINGS		MEETS STANDARDS		Push buttons can be removed bc ped phase every cycle	RAMP NOT COMPLIANT
47	RAMP PRESENT		RECONSTRUCT RAMP						ADJUST MARKINGS		MEETS STANDARDS		Check signal plan bc multiple countdowns (see video)	
48	RAMP PRESENT					ADD WARNINGS			REFRESH MARKINGS				Add push buttons, add ped signals	
49	RAMP PRESENT		RECONSTRUCT RAMP					5% slope						MULTIPLE ISSUES
50	RAMP PRESENT										ORIENT TO DIR OF TRAVEL		Locate adj to landing; add new signal 10' from current; add audible	MULTIPLE ISSUES
51	RAMP PRESENT	NO SURFACE ISSUES				ADD WARNINGS			REFRESH MARKINGS		LOCATE ADJ LEVEL LANDING	ADJUST PLACEMENT		MULTIPLE ISSUES
52	RAMP PRESENT					ADD WARNINGS				ADD OR ADJUST STOP BAR				
53	RAMP PRESENT					ADD WARNINGS				ADD OR ADJUST STOP BAR				
54	RAMP PRESENT					ADD WARNINGS		Reconstruct driveway as curb cut in concrete	NO MARKINGS					
55	RAMP PRESENT					ADD WARNINGS		Reconstruct driveway as curb cut; repair and match asphalt to new curb cut						
56	RAMP PRESENT		RECONSTRUCT RAMP											
57	RAMP PRESENT		RECONSTRUCT RAMP											
58	RAMP PRESENT		RECONSTRUCT RAMP					4.3% cross slope	NO MARKINGS	ADD OR ADJUST STOP BAR				

59	RAMP PRESENT		RECONSTRUCT RAMP										Consider reconstructing driveway to fix multiple issues	MULTIPLE ISSUES
60	RAMP PRESENT										MEETS STANDARDS	MEETS STANDARDS		COMPLIANT
61	RAMP PRESENT													COMPLIANT
62	RAMP PRESENT					IMPROVE WARNINGS								COMPLIANT
63	RAMP PRESENT					IMPROVE WARNINGS							No receiving ramp	COMPLIANT
64	RAMP PRESENT		RECONSTRUCT RAMP					5.9% cross slope	NO MARKINGS					
65	RAMP PRESENT		RECONSTRUCT RAMP					4% cs						RAMP NOT COMPLIANT
66	RAMP PRESENT					ADD WARNINGS			NO MARKINGS				No receiving ramp; pork chop island conflict, goat trail	
67	RAMP PRESENT													COMPLIANT
69	RAMP PRESENT		RECONSTRUCT RAMP					Domes wrong direction, no crossing; reconfigure						
70	CONSTRUCT RAMP												Driveway has wide radius/ high speed turn conflicts	RAMP NOT COMPLIANT
71	CONSTRUCT RAMP													RAMP NOT COMPLIANT
72	RAMP PRESENT		RECONSTRUCT RAMP					Cross slope 3.7%						RAMP NOT COMPLIANT
73	RAMP PRESENT								RAMPS CONT IN MARKINGS, 6' MIN	BAR LOCATED 4' BEHIND CROSSWALK	MEETS STANDARDS	MEETS STANDARDS		COMPLIANT
74	RAMP PRESENT													COMPLIANT

75	RAMP PRESENT								RAMPS CONT IN MARKINGS, 6' MIN	BAR LOCATED 4' BEHIND CROSSWALK	MEETS STANDARDS			COMPLIANT
76	RAMP PRESENT		RECONSTRUCT RAMP					X slooe 6.5%						RAMP NOT COMPLIANT
77	RAMP PRESENT		RECONSTRUCT RAMP					X slope 4.9%						RAMP NOT COMPLIANT
78	RAMP PRESENT												No receiving ramp	COMPLIANT
79	RAMP PRESENT		LESS THAN 8.3% SLOPE / 2% CROSS SLOPE	4' LEVEL LANDING / LESS 2% SLOPE							MEETS STANDARDS			COMPLIANT
80	RAMP PRESENT	NO SURFACE ISSUES	LESS THAN 8.3% SLOPE / 2% CROSS SLOPE	4' LEVEL LANDING / LESS 2% SLOPE							MEETS STANDARDS			COMPLIANT
81	RAMP PRESENT		RECONSTRUCT RAMP					4.0% x slope					Rebuilt curbcut for driveway	MULTIPLE ISSUES
82	RAMP PRESENT		RECONSTRUCT RAMP					Cross slope					No receiving ramp / pork chop island conflict	RAMP NOT COMPLIANT
83	RAMP PRESENT		RECONSTRUCT RAMP										Ramp alignment places peds in hazardous area	
84	RAMP PRESENT		RECONSTRUCT RAMP						NO MARKINGS				No xwalk, signal, button, ramp across main	
85	RAMP PRESENT		RECONSTRUCT RAMP					No button, head, crosswalk, 10.7% cross slope					Reconstruct driveway	
86	RAMP PRESENT		RECONSTRUCT RAMP						NO MARKINGS	ADD OR ADJUST STOP BAR			Add ped signal/ crosswalk	

87	RAMP PRESENT		RECONSTRUCT RAMP					CS 7.4%	NO MARKINGS				Need push buttons and ped lights	MULTIPLE ISSUES
88	RAMP PRESENT		RECONSTRUCT RAMP					CS 8%	NO MARKINGS				No ped signal	MULTIPLE ISSUES
89	RAMP PRESENT			RECONSTRUCT LANDING					NO MARKINGS				Need ped signal	MULTIPLE ISSUES
90	RAMP PRESENT			RECONSTRUCT LANDING		ADD WARNINGS			NO MARKINGS				Need ped signal. No receiving ramp	MULTIPLE ISSUES
91	RAMP PRESENT		RECONSTRUCT RAMP						NO MARKINGS	ADD OR ADJUST STOP BAR			No receiver and not a safe intersection to cross without a traffic light	
92	RAMP PRESENT		RECONSTRUCT RAMP						NO MARKINGS				Not safe to cross intersection without a traffic light	
93	RAMP PRESENT		RECONSTRUCT RAMP					Ramp enters into traffic lanes						
94	RAMP PRESENT		RECONSTRUCT RAMP			FIX DRAINAGE		Slope 9%	NO MARKINGS				Not safe to cross without a traffic light	MULTIPLE ISSUES
95	CONSTRUCT RAMP								REFRESH MARKINGS	ADD OR ADJUST STOP BAR			Add ped light crossing	
96	RAMP PRESENT					ADD WARNINGS			NO MARKINGS	ADD OR ADJUST STOP BAR			Add push button and ped signal	MULTIPLE ISSUES
97	RAMP PRESENT								NO MARKINGS					MARKINGS NOT COMPLIANT
98	RAMP PRESENT					ADD WARNINGS	FIX DRAINAGE		NO MARKINGS					MULTIPLE ISSUES
99	CONSTRUCT RAMP								NO MARKINGS	ADD OR ADJUST STOP BAR			Need ped button and signal	MULTIPLE ISSUES
100	RAMP PRESENT								NO MARKINGS				Need push button and ped signal	MULTIPLE ISSUES
102	RAMP PRESENT								NO MARKINGS				Need ped signal	MULTIPLE ISSUES

103	RAMP PRESENT							No receiver and sidewalk to nowhere						COMPLIANT
104	RAMP PRESENT								NO MARKINGS	BAR LOCATED 4' BEHIND CROSSWALK			No sidewalks on intersection	
105	RAMP PRESENT													COMPLIANT
106	RAMP PRESENT			RECONSTRUCT LANDING										COMPLIANT
107	RAMP PRESENT		RECONSTRUCT RAMP					Ramp enters street	NO MARKINGS					MULTIPLE ISSUES
108	RAMP PRESENT					ADD WARNINGS			NO MARKINGS					MULTIPLE ISSUES
109	RAMP PRESENT												No receiving ramp	COMPLIANT
110	RAMP PRESENT												No receiving ramp	COMPLIANT
111	RAMP PRESENT		RECONSTRUCT RAMP										Sidewalk to nothing	
112	RAMP PRESENT		RECONSTRUCT RAMP										Sidewalk to nothing	
113	RAMP PRESENT		RECONSTRUCT RAMP											MULTIPLE ISSUES
114	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
115	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
116	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
117	CONSTRUCT RAMP													
118	CONSTRUCT RAMP													
119	RAMP PRESENT				MILLING/GRINDING REQUIRED	ADD WARNINGS								RAMP NOT COMPLIANT
120	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								

121	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
122	RAMP PRESENT		RECONSTRUCT RAMP											RAMP NOT COMPLIANT
123	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
124	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
125	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
126	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
127	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
128	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
129	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
130	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
131	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
132	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT

133	RAMP PRESENT				MILLING/GRINDING REQUIRED	ADD WARNINGS		BOTH RAMPS IN IMAGE						RAMP NOT COMPLIANT
134	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS		BOTH RAMPS IN IMAGE						RAMP NOT COMPLIANT
135	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
136	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
137	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
138	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
139	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
140	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
141	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
142	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
143	RAMP PRESENT				ADJUST GUTTER SLOPE	ADD WARNINGS								RAMP NOT COMPLIANT
144	RAMP PRESENT					ADD WARNINGS			NO MARKINGS					MULTIPLE ISSUES
145	RAMP PRESENT					ADD WARNINGS			NO MARKINGS					MULTIPLE ISSUES

146	RAMP PRESENT					ADD WARNINGS	FIX DRAINAGE		NO MARKINGS					MULTIPLE ISSUES
147	RAMP PRESENT					ADD WARNINGS	FIX DRAINAGE		NO MARKINGS					

## APPENDIX B – BUDGET INFORMATION

### COST INFORMATION

#### Unit Prices

Construction costs for upgrading facilities can vary depending on each individual improvement and conditions of each site. Costs can also vary on the type and size of project the improvements are associated with. Listed below are representative 2020 costs for some typical accessibility improvements based on if the improvements are included as part of a retrofit type project, or as part of a larger comprehensive capital improvement project.

Item Description	Estimated Cost		Unit
<b>REMOVE AND REPLACE CURB RAMP</b>	+/-	\$6,000	EA
<b>RETROFIT EXISTING CURB RAMP WITH DETECTABLE WARNINGS</b>	+/-	\$900	EA
<b>REMOVE AND REPLACE CONCRETE SIDEWALK</b>	+/-	\$100	SY
<b>REMOVE AND REPLACE CONCRETE DRIVEWAY</b>	+/-	\$10,000	EA
<b>INSTALL NEW TYPE I PUSHBUTTON POST</b>	+/-	\$1,100	EA
<b>INSTALL NEW TYPE II PUSHBUTTON PEDESTAL</b>	+/-	\$1,700	EA
<b>INSTALL NEW PEDESTRIAN SIGNAL HEAD</b>	+/-	\$3,700	EA
<b>RELOCATE PUSHBUTTON PEDESTAL</b>	+/-	\$1,000	EA
<b>CONNECTION OF PUSHBUTTON VIA ELECTRICAL SERVICE (ACROSS INTERSECTION)</b>	+/-	\$8,000	EA
<b>ADJUST PUSHBUTTON HEIGHT/ORIENTATION</b>	+/-	\$500	EA
<b>ADJUST SIGNAL TIMING</b>	+/-	\$750	EA
<b>INSTALL NEW STOP BAR (PAINT)</b>	+/-	\$200	EA
<b>CROSSWALK STRIPING – STANDARD</b>	+/-	\$300	EA
<b>CROSSWALK STRIPING – HIGH VISIBILITY</b>	+/-	\$600	EA
<b>MILL /REMOVE EXISTING MARKINGS (CROSSWALKS, STOP BAR, ETC.)</b>	+/-	300	HR
<b>PEDESTRIAN SAFETY RAIL</b>	+/-	\$120	LF
<b>TRANSIT STOP CONCRETE PAD</b>	+/-	\$45	SY

## APPENDIX C – PUBLIC OUTREACH

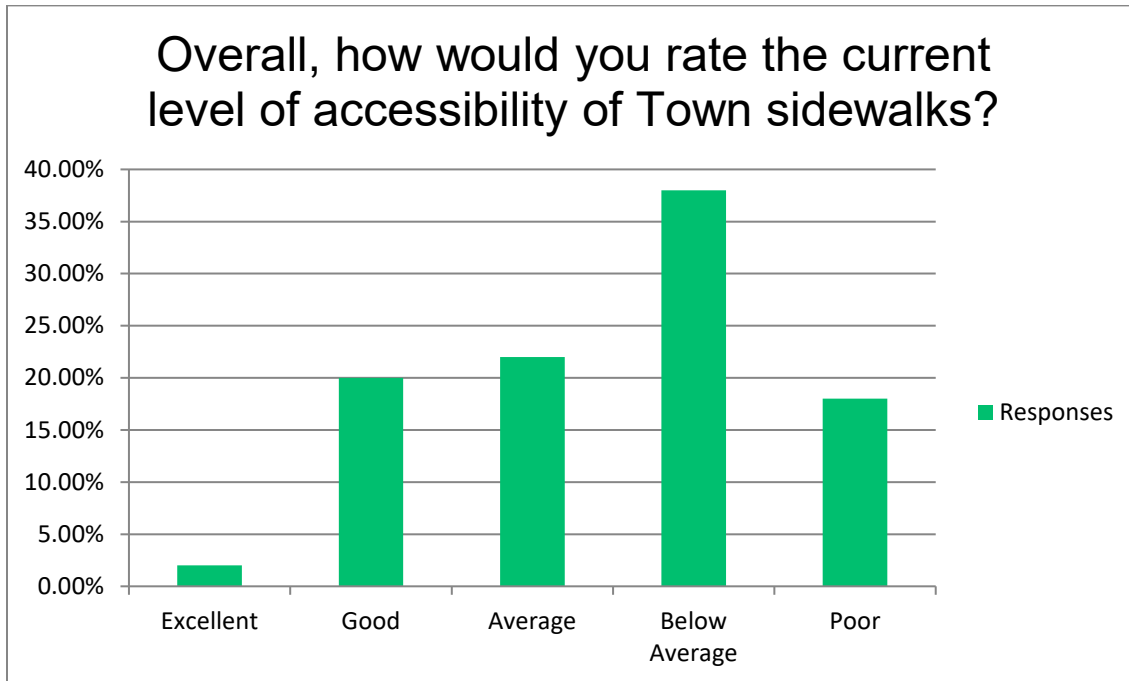
Below are the results of the survey questions which were posted online for public input.

Question 1:

**Overall, how would you rate the current level of accessibility of Town sidewalks?**

Answer Choices	Responses	
Excellent	2.00%	1
Good	20.00%	10
Average	22.00%	11
Below Average	38.00%	19
Poor	18.00%	9

**Answered 50**  
**Skipped 0**

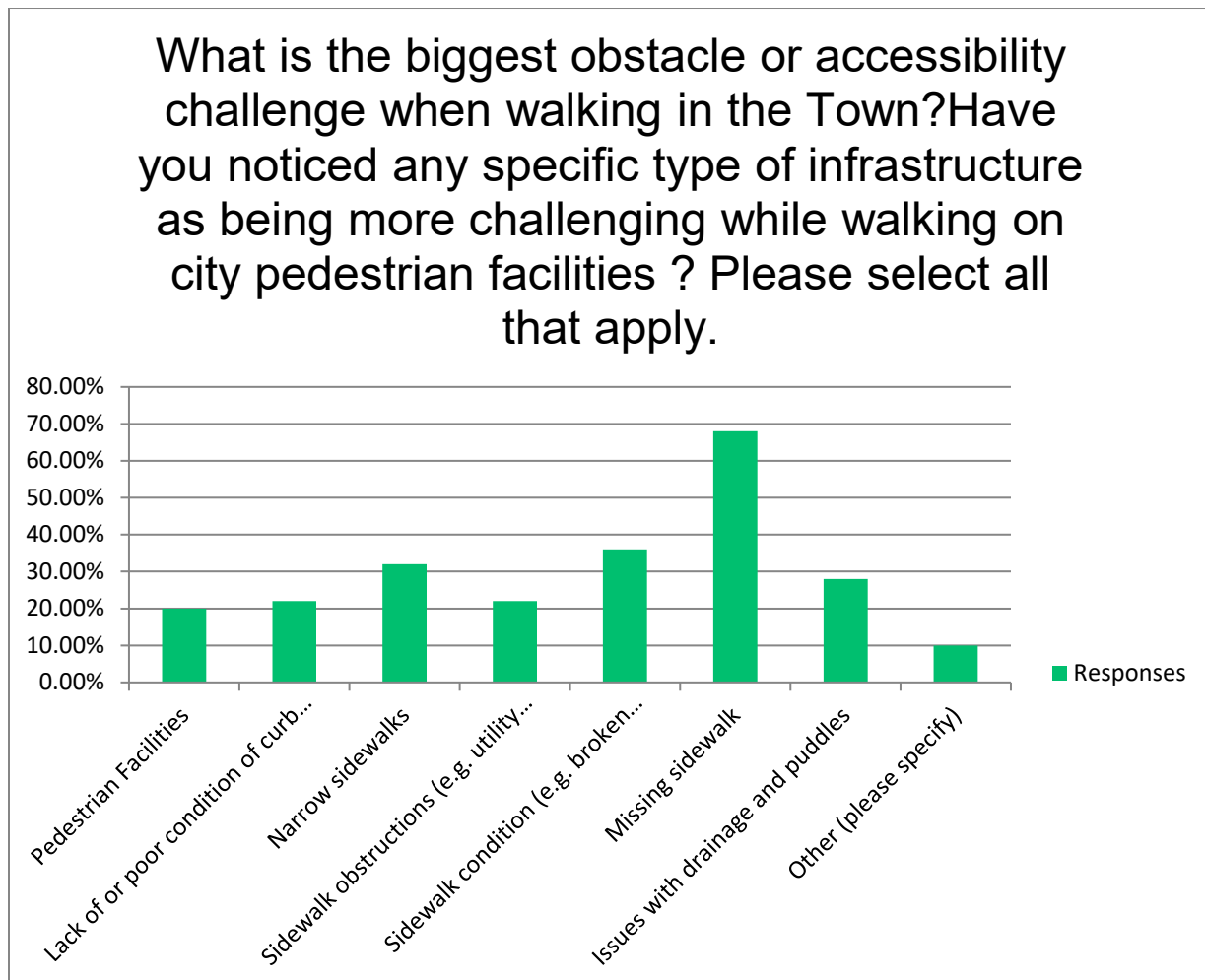


Question 2:

**What is the biggest obstacle or accessibility challenge when walking in the Town? Have you noticed any specific type of infrastructure as being more challenging while walking on city pedestrian facilities? Please select all that apply.**

Answer Choices	Responses	
Pedestrian Facilities	20.00%	10
Lack of or poor condition of curb ramps	22.00%	11
Narrow sidewalks	32.00%	16
Sidewalk obstructions (e.g., utility pole, overgrown vegetation)	22.00%	11
Sidewalk condition (e.g., broken or heaved sidewalk panels, tripping hazards)	36.00%	18
Missing sidewalk	68.00%	34
Issues with drainage and puddles	28.00%	14
Other (please specify)	10.00%	5

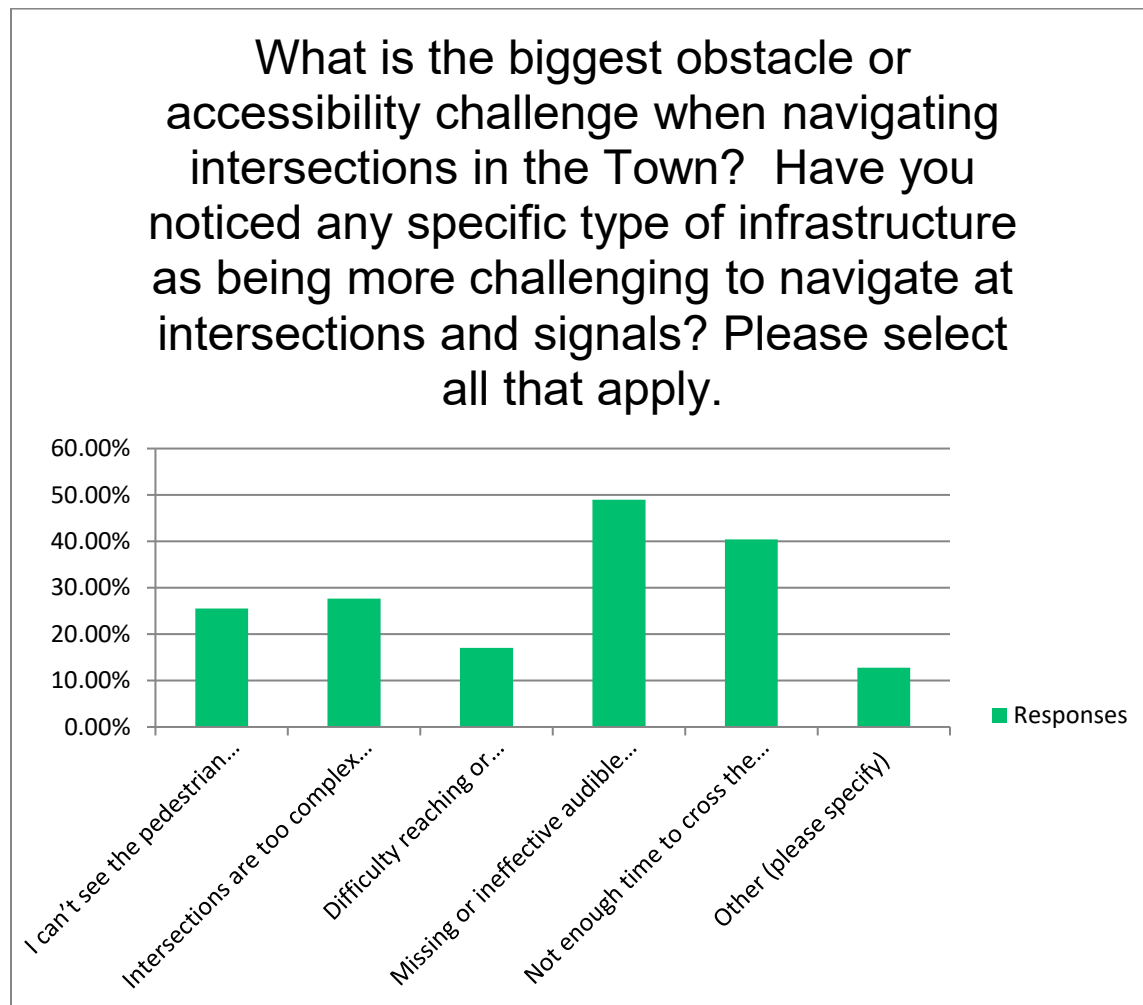
**Answered 50**  
**Skipped 0**



Question 3:

What is the biggest obstacle or accessibility challenge when navigating intersections in the Town? Have you noticed any specific type of infrastructure as being more challenging to navigate at intersections and signals? Please select all that apply.		
Answer Choices	Responses	
I can't see the pedestrian signal head that lets me know when it's safe to cross	25.53%	12
Intersections are too complex to navigate	27.66%	13
Difficulty reaching or activating push buttons at traffic signals	17.02%	8
Missing or ineffective audible notifications at traffic signals	48.94%	23
Not enough time to cross the street	40.43%	19
Other (please specify)	12.77%	6

**Answered 47**  
**Skipped 3**



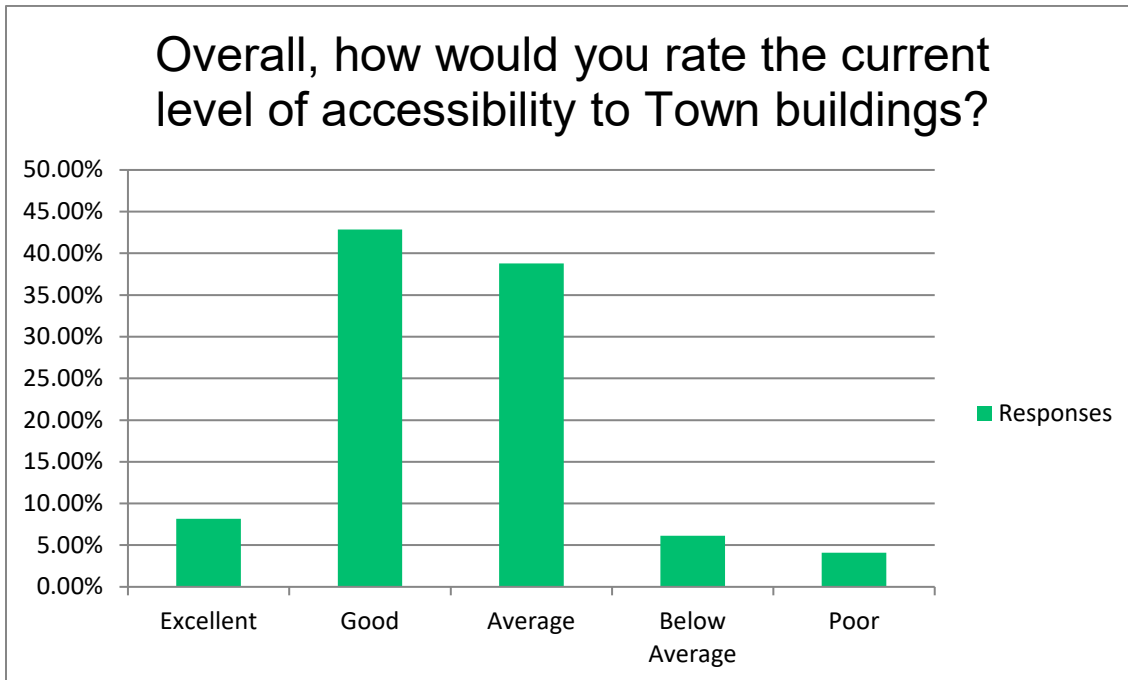
Question 4:

Specific to Town pedestrian facilities, are there any specific locations that concern or impact your ability to walk? Please list specific streets or intersections. Type "none" if you have no specific locations, or "skip" if you don't care to answer.		
<b>Answered</b>	<b>38</b>	
<b>Skipped</b>	<b>12</b>	
Respondents	Response Date	Responses
1	Dec 16 2019 04:15 PM	None
2	Dec 16 2019 12:18 PM	None
3	Dec 10 2019 03:40 PM	Many subdivisions have no sidewalks and some main roads have no sidewalks.
4	Nov 26 2019 08:09 PM	General lack of sidewalks throughout town
5	Nov 23 2019 10:11 PM	Skip
6	Nov 20 2019 04:42 AM	*Main Street between Camden and Golfview *The underpass on Main Street after a good rainfall - you get soaked by cars splashing through
7	Nov 19 2019 08:25 PM	No
8	Nov 19 2019 01:35 PM	skip
9	Nov 19 2019 07:34 AM	None
10	Nov 18 2019 10:54 PM	None
11	Nov 18 2019 09:43 PM	none
12	Nov 18 2019 09:18 PM	None
13	Nov 18 2019 04:21 PM	None
14	Nov 18 2019 04:18 PM	none
15	Nov 18 2019 11:18 AM	There should be sidewalks along rockfish Rd and along Golfview heading towards town hall.
16	Nov 18 2019 11:18 AM	No enough crosswalks. Prove me wrong
17	Nov 13 2019 06:00 AM	Trade Street, Johnson Street and lack of sidewalks

18	Nov 12 2019 06:47 PM	Legion Rd from the Pinewood Lakes down to Hope Mills Middle School has no sidewalks. Also, Main St from where the sidewalk ends to Cameron Rd.
19	Nov 12 2019 04:23 PM	None
20	Nov 12 2019 03:58 PM	Skip
21	Nov 12 2019 03:27 PM	None
22	Nov 12 2019 02:34 PM	Most neighborhoods and town streets have no sidewalks or curbs.
23	Nov 12 2019 01:34 PM	Sidewalks for students to use to walk to Hope Mills Jr. High on Main Street. Replace the sidewalk at the shopping center at Hope Mills Rd. & HWY 162. Sidewalk from Dove Drive to Rockfish Rd.
24	Nov 12 2019 11:01 AM	Village Green area when it rains
25	Nov 12 2019 10:41 AM	Hope Mills Rd at Rockfish Rd
26	Aug 16 2019 03:42 PM	All intersections
27	Aug 16 2019 09:27 AM	Major intersections
28	Aug 14 2019 03:13 PM	South Main at CVS - Rockfish and Main Street
29	Aug 13 2019 09:26 PM	No sidewalks Golfview Road towards the Golf Course.
30	Aug 13 2019 06:14 PM	Skip
31	Aug 12 2019 11:26 PM	Hope Mills Lake
32	Aug 12 2019 08:36 PM	skip
33	Aug 12 2019 06:00 PM	Rockfish and Main
34	Aug 12 2019 02:58 PM	Mainly the areas missing sidewalks
35	Aug 12 2019 12:01 PM	The intersection of Lowes and the eventual Chick Fil La must have a crosswalk without question.
36	Aug 12 2019 11:20 AM	lack of safe pedestrian walkways, lack of sidewalks and no audio/visual signals nor sounds when safe to cross at cross walk or intersections
37	Aug 12 2019 11:10 AM	Skip
38	Aug 12 2019 10:35 AM	Lake

Question 5:

Overall, how would you rate the current level of accessibility to Town buildings?		
Answer Choices	Responses	
Excellent	8.16%	4
Good	42.86%	21
Average	38.78%	19
Below Average	6.12%	3
Poor	4.08%	2
<b>Answered</b>		<b>49</b>
<b>Skipped</b>		<b>1</b>



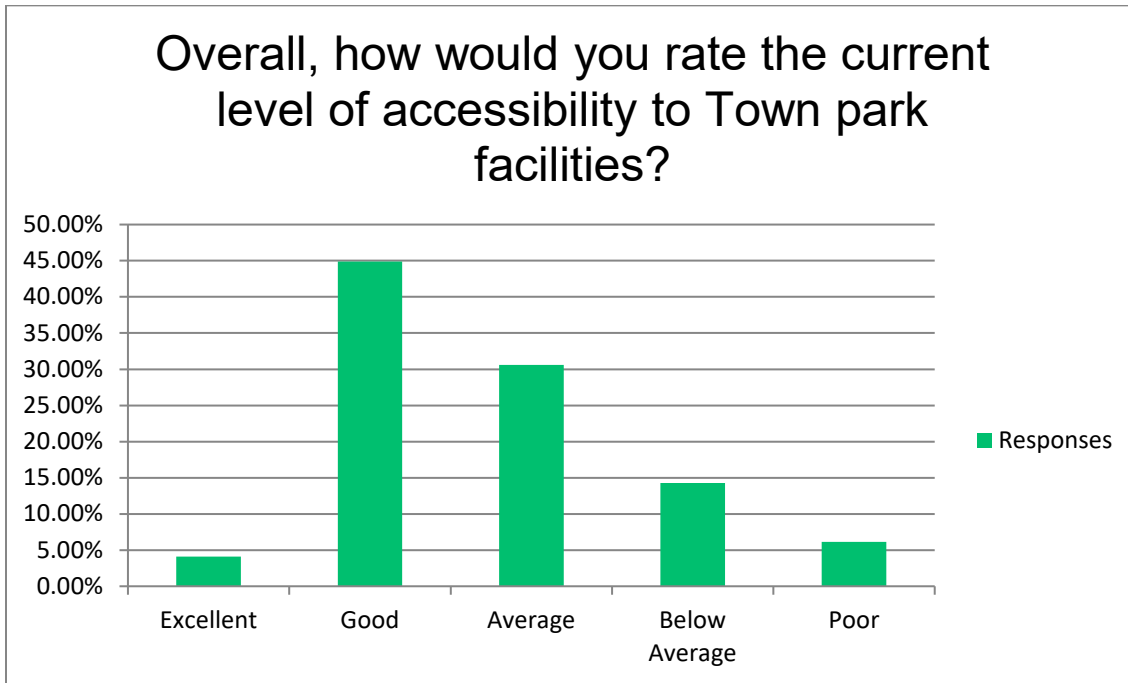
Question 6:

<b>Specific to Town buildings, are there any specific accessibility issues that concern or impact your ability to use Town programs or services? Type "none" if you have no specific issues, or "skip" if you don't care to answer.</b>		
<b>Answered</b>	<b>34</b>	
<b>Skipped</b>	<b>16</b>	
Respondents	Response Date	Responses
1	Dec 16 2019 04:15 PM	None
2	Dec 16 2019 12:18 PM	None
3	Dec 10 2019 08:15 PM	I don't know what it what or what building they are
4	Dec 10 2019 03:40 PM	None
5	Nov 26 2019 08:09 PM	Skip
6	Nov 23 2019 10:11 PM	Skip
7	Nov 20 2019 04:42 AM	For question #5 you should have added a "Don't know" option since I don't go into town buildings so I don't know about their accessibility issues
8	Nov 19 2019 08:25 PM	None
9	Nov 19 2019 01:35 PM	skip
10	Nov 19 2019 07:34 AM	None
11	Nov 18 2019 10:54 PM	None
12	Nov 18 2019 09:43 PM	none
13	Nov 18 2019 09:18 PM	It's particularly difficult to walk to the town buildings from certain areas because of the lack of sidewalks and crosswalks. In one instance, I was helping in a community clean sweep and had no option but to jay walk across a very busy road. I was nearly struck by a vehicle while crossing because of the lack of designated cross walks and cross signals.
14	Nov 18 2019 04:21 PM	None
15	Nov 18 2019 04:18 PM	none

16	Nov 18 2019 11:18 AM	The farmers market and other events have been in grassy areas that are inaccessible or difficult for people in wheelchairs and scooters to get to. My daughter is on a temporary scooter and couldn't get to specific attractions/vendors at the ol mill days due to this.
17	Nov 18 2019 11:18 AM	None
18	Nov 13 2019 06:00 AM	Need walk way at the Lake. Greenery To thick or uneven for wheelchair and some walkers
19	Nov 12 2019 06:47 PM	Skip
20	Nov 12 2019 04:23 PM	Insufficient handicapped parking
21	Nov 12 2019 03:58 PM	None
22	Nov 12 2019 03:27 PM	Not enough handicap parking or enforcement of handicapped parking
23	Nov 12 2019 02:34 PM	None
24	Nov 12 2019 01:34 PM	Handicap parking spaces need to be closer to the front door of the rec center. This would help for those of us who have trouble walking.
25	Nov 12 2019 11:01 AM	None
26	Nov 12 2019 10:41 AM	Non
27	Aug 16 2019 09:27 AM	Skip
28	Aug 14 2019 03:13 PM	Only 1 exit and entrance
29	Aug 13 2019 06:14 PM	Skip
30	Aug 12 2019 08:36 PM	skip
31	Aug 12 2019 02:58 PM	None
32	Aug 12 2019 12:01 PM	None
33	Aug 12 2019 11:20 AM	not all facilities are accessible to wheelchairs like automatic door openers, nor access to all recreation facilities such as walking path at lake and other natural recreation resources
34	Aug 12 2019 10:35 AM	None

Question 7:

Overall, how would you rate the current level of accessibility to Town Park facilities?		
Answer Choices	Responses	
Excellent	4.08%	2
Good	44.90%	22
Average	30.61%	15
Below Average	14.29%	7
Poor	6.12%	3
<b>Answered</b>		<b>49</b>
<b>Skipped</b>		<b>1</b>



Question 8:

<b>Specific to Town parks, are there any specific accessibility issues that concern or impact your ability to enjoy or use parks, park programming, or services? Type "none" if you have no specific issues, or "skip" if you don't care to answer.</b>		
<b>Answered</b>	<b>35</b>	
<b>Skipped</b>	<b>15</b>	
Respondents	Response Date	Responses
1	Dec 16 2019 04:15 PM	None
2	Dec 16 2019 12:18 PM	None
3	Dec 10 2019 03:40 PM	Parking and walking in the dirt parking lot.
4	Nov 26 2019 08:09 PM	None
5	Nov 23 2019 10:11 PM	Drainage and puddling
6	Nov 20 2019 04:42 AM	For question #7 you should have added a "Don't know" option since I don't go into town parks so I don't know about their accessibility issues
7	Nov 19 2019 08:25 PM	None
8	Nov 19 2019 01:35 PM	skip
9	Nov 19 2019 07:34 AM	None
10	Nov 18 2019 10:54 PM	None
11	Nov 18 2019 09:43 PM	none
12	Nov 18 2019 09:18 PM	None
13	Nov 18 2019 04:21 PM	None
14	Nov 18 2019 04:18 PM	none
15	Nov 18 2019 11:18 AM	Dirt parking lots
16	Nov 18 2019 11:18 AM	A start would be to pave the parking area in the section off Golfview Rd. with ramps to the walkway.
17	Nov 13 2019 06:00 AM	As. Mentioned above
18	Nov 12 2019 06:47 PM	Skip

19	Nov 12 2019 04:23 PM	Golf course not accessible for mobility aids
20	Nov 12 2019 03:58 PM	None
21	Nov 12 2019 03:27 PM	Food truck rodeo area is quite a distance from available handicapped parking. As we continue to grow, parking is a concern and handicapped parking is more so.
22	Nov 12 2019 02:34 PM	Ball fields and lake park
23	Nov 12 2019 01:34 PM	none
24	Nov 12 2019 10:41 AM	Some of the ballfields if a few cars are already there, I have to drive back to Recreation Center to roll wheelchair to place Mother can see her grandkids play ball.
25	Nov 12 2019 10:29 AM	It would be great to have a playground or at least part of a playground the is accessible for children with special needs.
26	Aug 16 2019 09:27 AM	Dirt paths too sandy
27	Aug 14 2019 03:13 PM	Everywhere
28	Aug 13 2019 09:26 PM	None
29	Aug 13 2019 06:14 PM	There is no sidewalk most of the way from my house to the parks making it dangerous to get there
30	Aug 12 2019 08:36 PM	skip
31	Aug 12 2019 02:58 PM	None
32	Aug 12 2019 12:01 PM	The parking at the ballfields has zero structure and is basically park how or where you wish. After all these years how is that still not paved?????
33	Aug 12 2019 11:20 AM	limited access to the lake park
34	Aug 12 2019 11:10 AM	Skip
35	Aug 12 2019 10:35 AM	Bulkhead area

Question 9:

**Where should the Town prioritize accessibility improvements? Help us prioritize where improvements should be made first based on location or proximity to certain destinations. Please choose up to two options.**

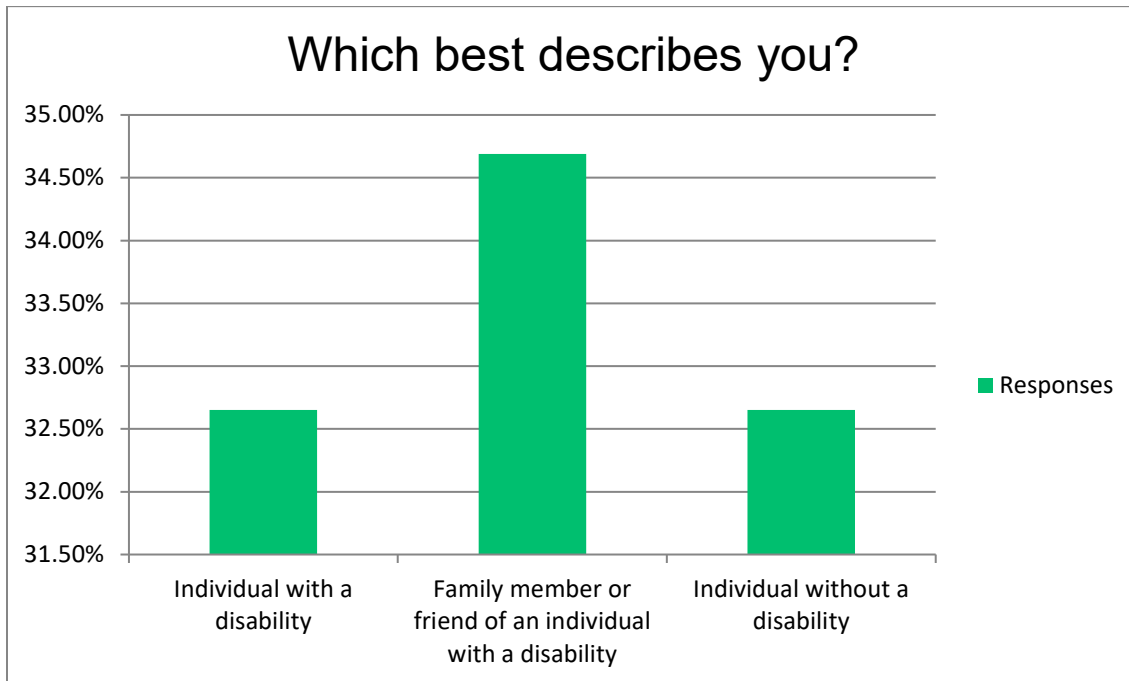
Answer Choices	Responses	
Central business district	16.33%	8
Highly populated residential neighborhoods	36.73%	18
Within ¼ mile of parks and recreation areas	46.94%	23
Within ¼ mile of civic or institutional buildings	18.37%	9
Areas of concentrated poverty or low-vehicle ownership	26.53%	13
Areas that are in need of the most physical improvements	30.61%	15
Areas with high incidence of pedestrian injuries or fatalities	28.57%	14
In commercial areas and activity centers	30.61%	15
Other (please specify buildings or locations)	2.04%	1

**Answered 49**  
**Skipped 1**



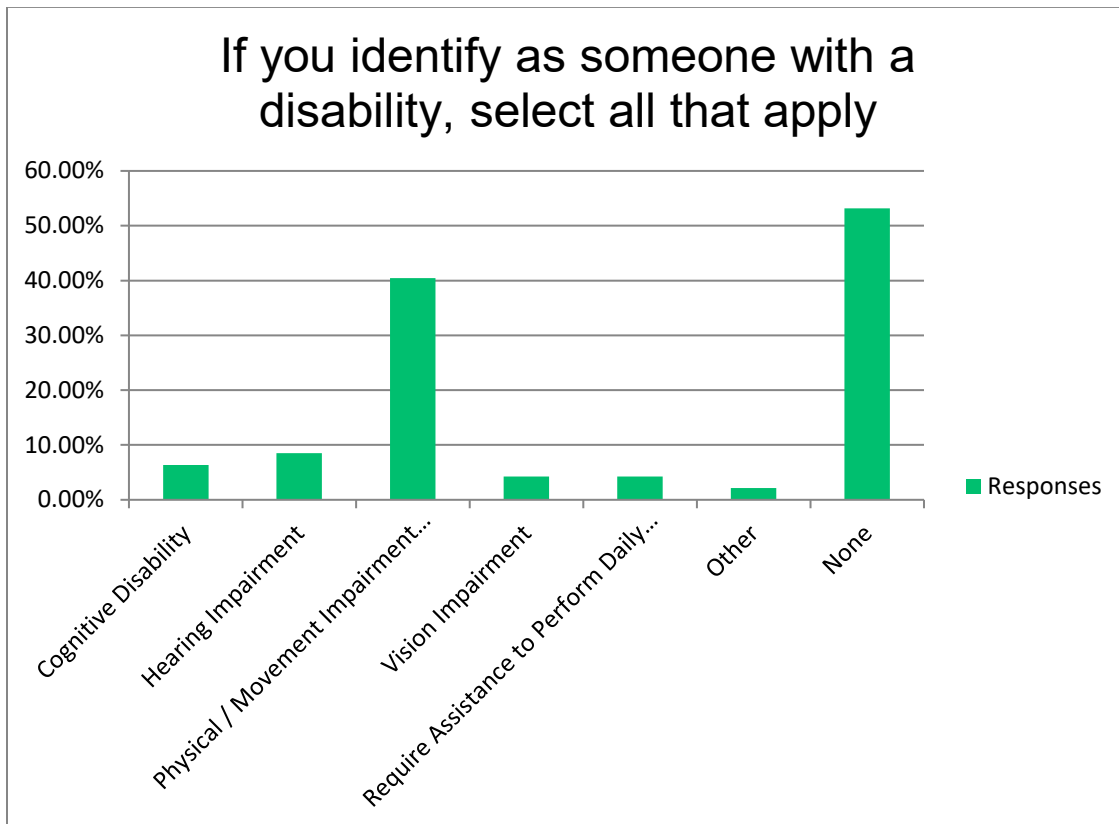
Question 10:

<b>Which best describes you?</b>		
Answer Choices	Responses	
Individual with a disability	32.65%	16
Family member or friend of an individual with a disability	34.69%	17
Individual without a disability	32.65%	16
<b>Answered</b>		<b>49</b>
<b>Skipped</b>		<b>1</b>



Question 11:

If you identify as someone with a disability, select all that apply		
Answer Choices	Responses	
Cognitive Disability	6.38%	3
Hearing Impairment	8.51%	4
Physical / Movement Impairment (walking or climbing stairs)	40.43%	19
Vision Impairment	4.26%	2
Require Assistance to Perform Daily Tasks	4.26%	2
Other	2.13%	1
None	53.19%	25
<b>Answered</b>		<b>47</b>
<b>Skipped</b>		<b>3</b>



## APPENDIX D – PUBLIC NOTICE & GRIEVANCE PROCEDURE

As part of the ADA requirements the Town has posted the following notice outlining its ADA requirements:

### PUBLIC NOTICE

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the Town of Hope Mills will not discriminate against qualified individuals with disabilities on the basis of disability in Town's services, programs, or activities.

**Employment:** The Town does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

**Effective Communication:** The Town of Hope Mills will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Town programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The Town of Hope Mills will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all Town programs, services, and activities. For example, individuals with service animals are welcomed in Town offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Town program, service, or activity, should contact the office of ADA Coordinator Bruce Clark, phone: 910-429-3387, email: [bclark@townofhopemills.com](mailto:bclark@townofhopemills.com) as soon as possible but no later than 5 business days before the scheduled event.

The ADA does not require the Town to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the Town of Hope Mills is not accessible to persons with disability should be directed in writing to the ADA Coordinator, Bruce Clark, 55\770 Rockfish Rd. Hope Mills, NC 28348.

The Town will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

## GRIEVANCE PROCEDURE

### Americans With Disabilities Act Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It 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 Hope Mills. The Town's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and 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 by the grievant and/or his/her designee as soon as possible but no later than **60 calendar days** after the alleged violation to:

**Bruce Clark**  
**ADA Coordinator/Deputy Director Public Works**  
**5770 Rockfish Rd.**  
**Hope Mills, NC 28348**

Within **15 calendar days** after receipt of the complaint, Bruce Clark or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within **15 calendar days** of the meeting, Bruce Clark or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Hope Mills and offer options for substantive resolution of the complaint.

If the response by Bruce Clark or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within **15 calendar days** after receipt of the response to the Town Manager or her designee.

Within **15 calendar days** after receipt of the appeal, the Town Manager or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within **15 calendar days** after the meeting, the Town Manager or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Bruce Clark or his designee, appeals to the Town Manager or her designee, and responses to written complaints will be retained by the Town of Hope Mills for at least three years.

# APPENDIX E – AGENCY ADA DESIGN STANDARDS AND PROCEDURES

## DESIGN PROCEDURES

### Intersection Corners

Curb ramps or blended transitions will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for an intersection corner to achieve full accessibility within the scope of any project. Those limitations will be noted and those intersection corners will remain on the transition plan. As future projects or opportunities arise, those intersection corners shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each intersection corner shall be made as compliant as possible in accordance with the judgment of Town staff.

### Sidewalks / Trails

Sidewalks and trails will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for segments of sidewalks or trails to achieve full accessibility within the scope of any project. Those limitations will be noted and those segments will remain on the transition plan. As future projects or opportunities arise, those segments shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, every sidewalk or trail shall be made as compliant as possible in accordance with the judgment of Town staff.

### Traffic Control Signals

Traffic control signals will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for individual traffic control signal locations to achieve full accessibility within the scope of any project. Those limitations will be noted and those locations will remain on the transition plan. As future projects or opportunities arise, those locations shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each traffic signal control location shall be made as compliant as possible in accordance with the judgment of Town staff.

### Other policies, practices and programs

Policies, practices and programs not identified in this document will follow the applicable ADA standards.

## APPENDIX F - GLOSSARY OF TERMS

**ABA:** See Architectural Barriers Act.

**ADA:** See Americans with Disabilities Act.

**ADA Transition Plan:** Mn/DOT's transportation system plan that identifies accessibility needs, the process to fully integrate accessibility improvements into the Statewide Transportation Improvement Program (STIP), and ensures all transportation facilities, services, programs, and activities are accessible to all individuals.

**ADAAG:** See Americans with Disabilities Act Accessibility Guidelines.

**Accessible:** A facility that provides access to people with disabilities using the design requirements of the ADA.

**Accessible Pedestrian Signal (APS):** A device that communicates information about the WALK phase in audible and vibrotactile formats.

**Alteration:** A change to a facility in the public right-of-way that affects or could affect access, circulation, or use. An alteration must not decrease or have the effect of decreasing the accessibility of a facility or an accessible connection to an adjacent building or site.

**Americans with Disabilities Act (ADA):** The Americans with Disabilities Act; Civil rights legislation passed in 1990 and effective July 1992. The ADA sets design guidelines for accessibility to public facilities, including sidewalks and trails, by individuals with disabilities.

**Americans with Disabilities Act Accessibility Guidelines (ADAAG):** contains scoping and technical requirements for accessibility to buildings and public facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990.

**APS:** See Accessible Pedestrian Signal.

**Architectural Barriers Act (ABA):** Federal law that requires facilities designed, built, altered or leased with Federal funds to be accessible. The Architectural Barriers Act marks one of the first efforts to ensure access to the built environment.

**Capital Improvement Program (CIP):** The CIP for the Transportation Department includes an annual capital budget and a five-year plan for funding the new construction and reconstruction projects on the City's transportation system.

**Detectable Warning:** A surface feature of truncated domes, built in or applied to the walking surface to indicate an upcoming change from pedestrian to vehicular way.

**DOJ:** See United States Department of Justice

**Federal Highway Administration (FHWA):** A branch of the US Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

**FHWA:** See Federal Highway Administration

**Pedestrian Access Route (PAR):** A continuous and unobstructed walkway within a pedestrian circulation path that provides accessibility.

**Pedestrian Circulation Route (PCR):** A prepared exterior or interior way of passage provided for pedestrian travel.

**PROWAG:** An acronym for the *Guidelines for Accessible Public Rights-of-Way* issued in 2005 by the U. S. Access Board. This guidance addresses roadway design practices, slope, and terrain related to pedestrian access to walkways and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way.

**Right of Way:** A general term denoting land, property, or interest therein, usually in a strip, acquired for the network of streets, sidewalks, and trails creating public pedestrian access within a public entity's jurisdictional limits.

**Section 504:** The section of the Rehabilitation Act that prohibits discrimination by any program or activity conducted by the federal government.

**Uniform Accessibility Standards (UFAS):** Accessibility standards that all federal agencies are required to meet; includes scoping and technical specifications.

**United States Access Board:** An independent federal agency that develops and maintains design criteria for buildings and other improvements, transit vehicles, telecommunications equipment, and electronic and information technology. It also enforces accessibility standards that cover federally funded facilities.

**United States Department of Justice (DOJ):** The United States Department of Justice (often referred to as the Justice Department or DOJ), is the United States federal executive department responsible for the enforcement of the law and administration of justice.



## APPENDIX H – PLAN UPDATE PROCEDURES

### Plan Updates

This plan is intended to be periodically updated by the Town ADA Coordinator. Utilize the checklist below when updating this document. Events that may require an update of this document include:

- Acquisition, construction, condemnation, or relinquishment of Town facilities or programs
- Designation of a new ADA Coordinator
- Designation of a new Transition Plan Coordinator
- Removal of barrier to accessibility completed

### Checklist for the ADA Coordinator

- Verify ADA Coordinator and Transition Plan Coordinator information on page 6 of this document.
- Verify ADA Coordinator is identified by name and title, as well as posted with contact information within the Town’s Position Statement on page 7, on the Town’s website, and physically posted within public view in Town Hall (minimum).
- Review and update inventory of town buildings, facilities, and programs outlined on pages 11 to 13 of this document.
- Verify the evaluation of ADA compliance for each inventoried item
  - Town facilities and programs should be reevaluated every 5 years, minimum
  - Coordinate with Town staff/consultants to ensure ADA evaluation is up-to-date
- Update Recent Access Improvements Log in Appendix H. Verify that related inventory item is updated.

### Resources

For further information regarding the Americans with Disabilities Act requirements please reference the following resources:

#### **United States Department of Justice – Civil Rights Division**

Website: [ADA.gov](http://ADA.gov)

#### **United States Access Board**

Phone: 800.872.2253

Website: [access-board.gov](http://access-board.gov)

# APPENDIX I – PROGRESS REPORTS

Progress reports will be filed at the conclusion of each fiscal year, documenting improvements made, and proposed future projects. The following is the template for this report. An Appendix may be added for pictures.

## ADA Transition Plan – Progress Report

**Town of Hope Mills  
Public Works Department**

**Reporting Year:** \_\_\_\_\_

**Prepared By:** \_\_\_\_\_

**ADA Coordinator:** \_\_\_\_\_

**Date Submitted:** \_\_\_\_\_

### 1. EXECUTIVE SUMMARY

### 2. ACCESSIBILITY IMPROVEMENTS COMPLETED

Project Location	Improvement Type	Quantity	Cost	Completion Date

### 3. FACILITY ACCESSIBILITY IMPROVEMENTS

Facility	Improvement	Cost	Completion Date

#### 4. ADA REQUESTS AND COMPLAINTS

Date	Request/Complaint	Location	Resolution

#### 5. PLANNED ADA IMPROVEMENTS (NEXT FISCAL YEAR)

Project	Description	Estimated Cost	Funding Source

**END OF REPORT**