



# ADA Transition Plan

with

## Public Facilities and Right-of-Way Self-Assessments

August 22, 2022

**PRECISION  
INFRASTRUCTURE  
MANAGEMENT**

*Leader in Right of Way Asset Management*

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**PIM** | PRECISION  
INFRASTRUCTURE  
MANAGEMENT

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## INTRODUCTION

The purpose of an ADA Transition Plan is to ensure the residents and visitors of Leland have full access to the Town's public right-of-way and public facilities. It is designed to accommodate disabled persons of Leland to achieve fair access to facilities without limiting their quality of life. The Town of Leland is committed to meet all the accessibility needs of disabled individuals. This ADA Transition Plan includes those plan components specifically requested by the Town of Leland to fulfill requirements of the ADA.

## TRANSITION PLAN 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 was amended in 2008 with the ADA Amendments Act. The 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

As required by Title II of ADA ([28 CFR Part 35 Sec. 35.105 and Sec. 35.150](#)), Leland has conducted a self-evaluation of its facilities on public property and within public rights-of-way (ROW); and has developed this Transition Plan detailing the methods to be used to ensure compliance with ADA accessibility requirements.

## AGENCY REQUIREMENTS

Under Title II, Leland must meet these general requirements:

- Must designate at least one responsible employee to coordinate ADA compliance [[28 CFR Sec. 35.107\(a\)](#)]. This person is typically referred to as the ADA Coordinator. The public entity must provide the ADA Coordinator's name, office address, and telephone number to all interested individuals [[28 CFR Sec. 35.107\(a\)](#)].
- 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.

## DESIGNATION OF RESPONSIBILITY

In accordance with [28 CFR 35.107\(a\)](#), Leland has designated the following person to serve as ADA Title II Coordinator, to oversee Leland's policies and procedures:

**Name: Niel Brooks**

**Title: Assistant Town Manager**

**Contact Information is provided in Appendix E**

In accordance with [28 CFR 35.150\(d\)\(3\)](#), Leland has designated the following person to serve as ADA Transition Plan Implementation Coordinator, to monitor Leland's progress and manage review and updates of this document:

**Name: Lynn Vetter**

**Title: Public Works Director**

**Contact Information is provided in Appendix E**

## SELF EVALUATION

### Overview

Under Title II of the ADA ([28 CFR Sec. 35.105](#)), public entities are required to perform a self-evaluation of their facilities on public property and within public ROW, in order to identify any obstacles or barriers to accessibility that need to be addressed. The general categories of items to be evaluated include: sidewalk mileage calculation, vertical height displacement locations, absence of curb ramps or detectable warnings, demolition and replacement, narrow or missing sidewalk sections, and facility evaluations. 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\(b\)](#)].

## Process & Findings

In May 2022 Leland completed a self-evaluation of its facilities within public ROW regarding accessibility. The following right-of-way deficiency reviews were requested by the Town: specific sidewalk areas of approximately 170 miles, vertical height displacement locations, absence of curb ramps, absence of detectable warnings, missing or narrow sidewalks, water ponding in accessible paths, trees impacting the sidewalks, and areas that may require demolition and replacement. These deficiencies were cataloged in a geodatabase and provided to the Town.

The Town also assessed all public access facilities to identify barriers to accessibility for programs and services. The methodology used to conduct the condition study followed the ADA Guidelines for ADA Transition Planning, Public Right of Way Accessibility Guidelines, and Self-Assessment Checklists for Public ROW and Facilities. The references to these are provided below:

- ADA Transition Plan Guidelines Title II Checklist: [Checklist](#)
- Public Right-of-Way Accessibility Guidelines: [PROWAG](#)
- ADA Accessibility Guidelines: [ADAAG](#)
- ADA Guide for Small Towns: [Department of Justice ADA Guide for Small Towns](#)

Detailed inventories and findings from this review are provided in Appendix A.

An important component of the self-evaluation process is the identification of obstacles or barriers to accessibility and the corresponding modifications that will be needed to remedy these items. The following sections provide a summary of improvements and obstacles that Leland plans to address as part of this Transition Plan.

## PUBLIC OUTREACH

Leland recognizes that public participation is an important component in the development of this transition plan. Input from the community has been gathered and used to help define priority areas for improvements within the jurisdiction of Leland.

Public outreach for preparation of this document has consisted of the following activities which can be found in Appendices B through E:

- ADA Transition Plan Review Checklist
- Announcement of the ADA assessment at a Council Meeting
- Adoption of a Grievance Procedure
- A public survey disseminated through the Town's website and available at Town Hall

This document was also made available for public comment. Appendix C provides a summary of comments received and detailed information regarding the public engagement survey.

## PUBLIC NOTICE OF ADA REQUIREMENTS AND GRIEVANCE PROCEDURES

Under the Americans with Disabilities Act, each agency is required to publish its responsibilities with regard to ADA compliance. A draft of this public notice is provided in Appendix D. If users of Leland's facilities and services believe the Town has not provided a reasonable accommodation, they have the right to file a grievance. In accordance with [28 CFR Sec. 35.107\(b\)](#), the Town has developed a grievance procedure for the purpose of the prompt and equitable resolution of citizens' complaints or concerns. This grievance procedure is outlined in Appendix D.

### ACTION PLAN TIMELINE

Category of Issues	2022	2023	2024	2025	2026	2027	2028	2029
<b>Sidewalk Repairs</b>	X	X	X	X	X	X	X	X
<b>Detectable Warning Installations</b>	X	X	X	X	X	X	X	X
<b>New Curb Ramps</b>	X	X	X	X	X	X	X	X
<b>Facilities Upgrades</b>		X	X	X	X	X		
<b>Public Park Upgrades</b>		X	X	X	X	X		

The Action Plan timeline is a guide proposal based upon current deficiency conditions and identified accessibility needs for the Town. The Action Plan may be modified by the Town from time to time due to budget concerns or other issues deemed a higher priority.

### PLAN IMPLEMENTATION OF CORRECTIVE ACTIONS

- Prioritize identified issues.
- Inform and educate town officials of findings.
- Develop a budget for addressing issues.
- Coordinate a schedule of needed modifications with proposed remediations.

## **PUBLIC ACCESSIBILITY TO PLAN**

The ADA Transition Plan will be available for review on the Town of Leland's website and a printed copy is available for review by request at Town Hall.

**Town of Leland**  
**102 Town Hall Drive**  
**Leland, NC 28451**

# APPENDIX A

## Sidewalk Right of Way

### Self-Assessment





# ROW Self-Assessment and Condition Study

Prepared By:



**PIM** | PRECISION  
INFRASTRUCTURE  
MANAGEMENT

July 28, 2022

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## INTRODUCTION

The Town of Leland, NC contracted with Precision Infrastructure Management (PIM CS LLC) in February 2022 to complete an ADA Transition Plan including a Self-Assessment and Condition Study of the Town's public ROW assets. The purpose of an ADA Transition Plan is to ensure the residents and visitors of Leland have full access to the Town's public ROW and public facilities. It is designed to accommodate disabled persons of Leland to achieve fair access to facilities without limiting their quality of life. The Town of Leland is committed to meeting all the accessibility needs of disabled individuals as required by Title II of ADA ([28 CFR Part 35 Sec. 35.105 and Sec. 35.150](#)). This Self-Assessment and Condition Study is an integral part of the overall ADA transition planning process identifying current-state conditions and identifying maintenance actions and resources required for the Town to bring its public ROW assets into ADA compliance. PIM CS LLC completed the Self-Assessment and Condition Study in May 2022. This report is a comprehensive review of the condition study and includes an asset management plan to support the Town's budgeting and work planning processes as part of their ADA Transition Plan.

The Study found a total of 4577 deficiencies across 200 miles of sidewalk assets maintained by the Town. A breakdown of the deficiencies by category is covered in the Assessment Findings Summary section of this report.

## SELF-ASSESSMENT

### Overview

Under Title II of the ADA ([28 CFR Sec. 35.105](#)), public entities are required to perform a self-assessment of their facilities on public property and within public ROW, in order to identify any obstacles or barriers to accessibility that need to be addressed. The general categories of items to be evaluated include: sidewalk mileage calculation, vertical height displacement locations, absence of curb ramps or detectable warning mats (DWM), demolition and replacement, and facility assessments. 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-assessment process by submitting comments [[28 CFR Sec. 35.105\(b\)](#)] (not part of PIM scoping).

### Process & Findings

In January 2022 Leland identified the need to perform a Self-Assessment of its sidewalks within public ROW regarding accessibility. PIM was contracted to complete the Self-Assessment in February 2022. The Town identified 11 deficiency conditions to be included in the ROW self-assessment and condition study across 120 miles of sidewalk. (See Exhibit 1 for detailed list). The actual physical survey of Leland sidewalks determined there are actually 200 miles of sidewalk within the Town. All deficient conditions were cataloged in a geodatabase and provided to the Town. The methodology used to conduct the condition study followed the ADA Guidelines for ADA Transition Planning, Public Right of Way Accessibility Guidelines, and Self- Assessment Checklists for Public ROW. The references to these are provided below:

- ADA Transition Plan Guidelines Title II Checklist: [Checklist](#)

- Public Right-of-Way Accessibility Guidelines: [PROWAG](#)
- ADA Accessibility Guidelines: [ADAAG](#)
- ADA Guide for Small Towns: [Department of Justice ADA Guide for Small Towns](#)

## ASSESSMENT FINDINGS SUMMARY

The field assessment of 200 miles of Town of Leland sidewalk assets identified a total of 4,504 unique elements across the 11 assessment categories within the scope of the project. There a total of 4,458 deficient conditions identified. These are reviewed in detail in the following sections.

**Curb Ramps w/o DWM -1104**

**No Curb Ramp – 187**

**Curb Ramp Ponding – 46**

**Gutter Pan Ponding – 21**

**<4 Ft. Passable Sections – 173**

**Trees Impacting SW – 3**

**Sidewalk Deficiencies - 2840**

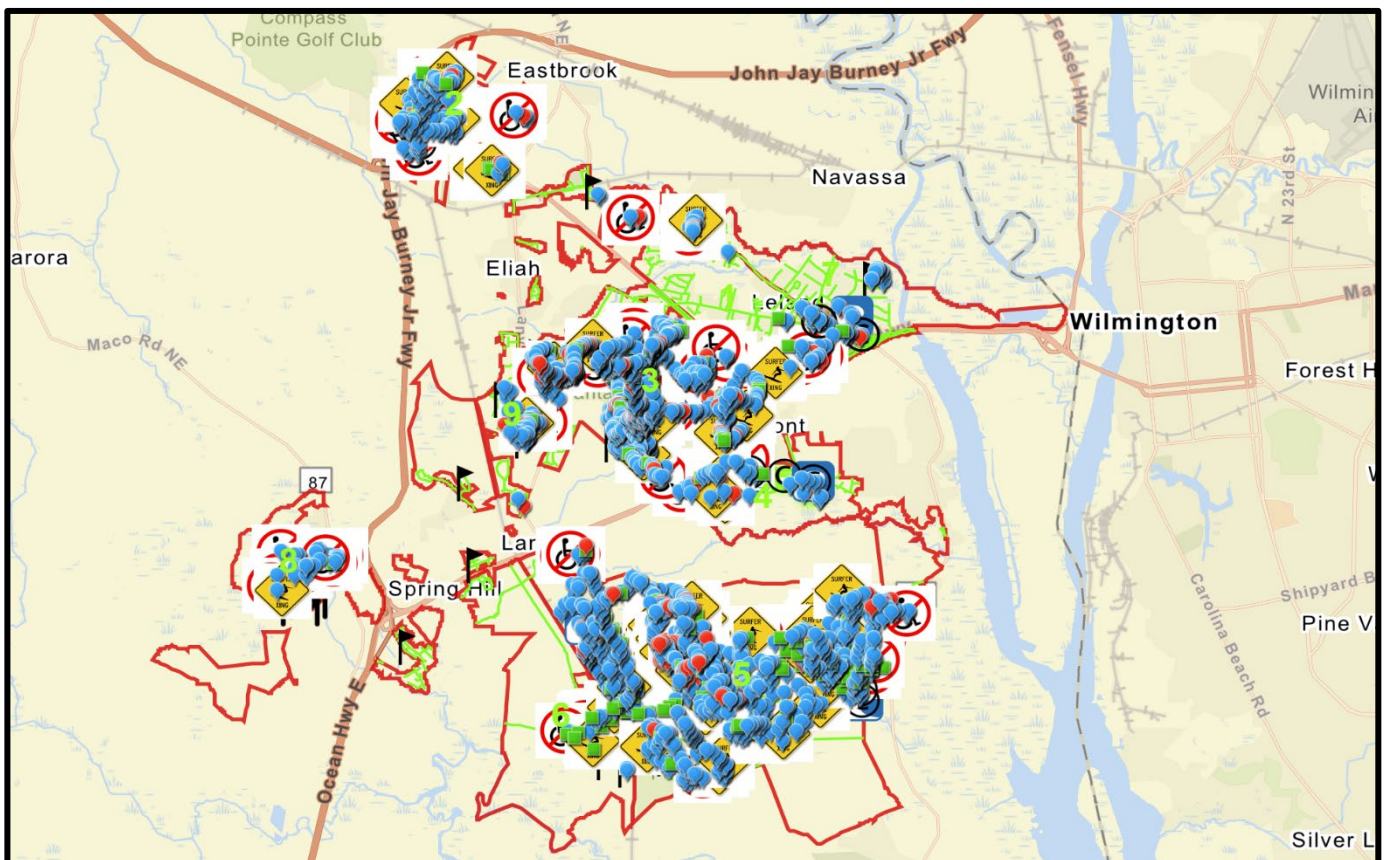
- D&R – 179

- Medium VHD – 2332

- Large VHD – 329

**Sidewalk Gaps – 13**

**Sidewalk Ponding - 71**



## FINDINGS BY DEFICIENCY CATEGORY

### 1.0 Curb Ramps and Detectable Warnings

#### 1.1 Assessment Specification

Curb ramps were assessed based on the following criteria:

- Absence of Ramp (where required)
- No Detectable Warning Device
- Ponding in the Curb Ramp

#### 1.2 Assessment Results

There were 1155 curb ramps evaluated during the assessment. There were also 1104 locations where detectable warnings were not installed. There were 187 locations requiring curb ramps that did not have them and 46 locations with ponding water or evidence of ponding water in the accessible path of the ramp. It should be noted that any curb ramps that have a detectable warning mat and did not have ponding issues were outside the scope of the assessment. Those are not quantified in this report nor included in the GIS database provided to the Town.

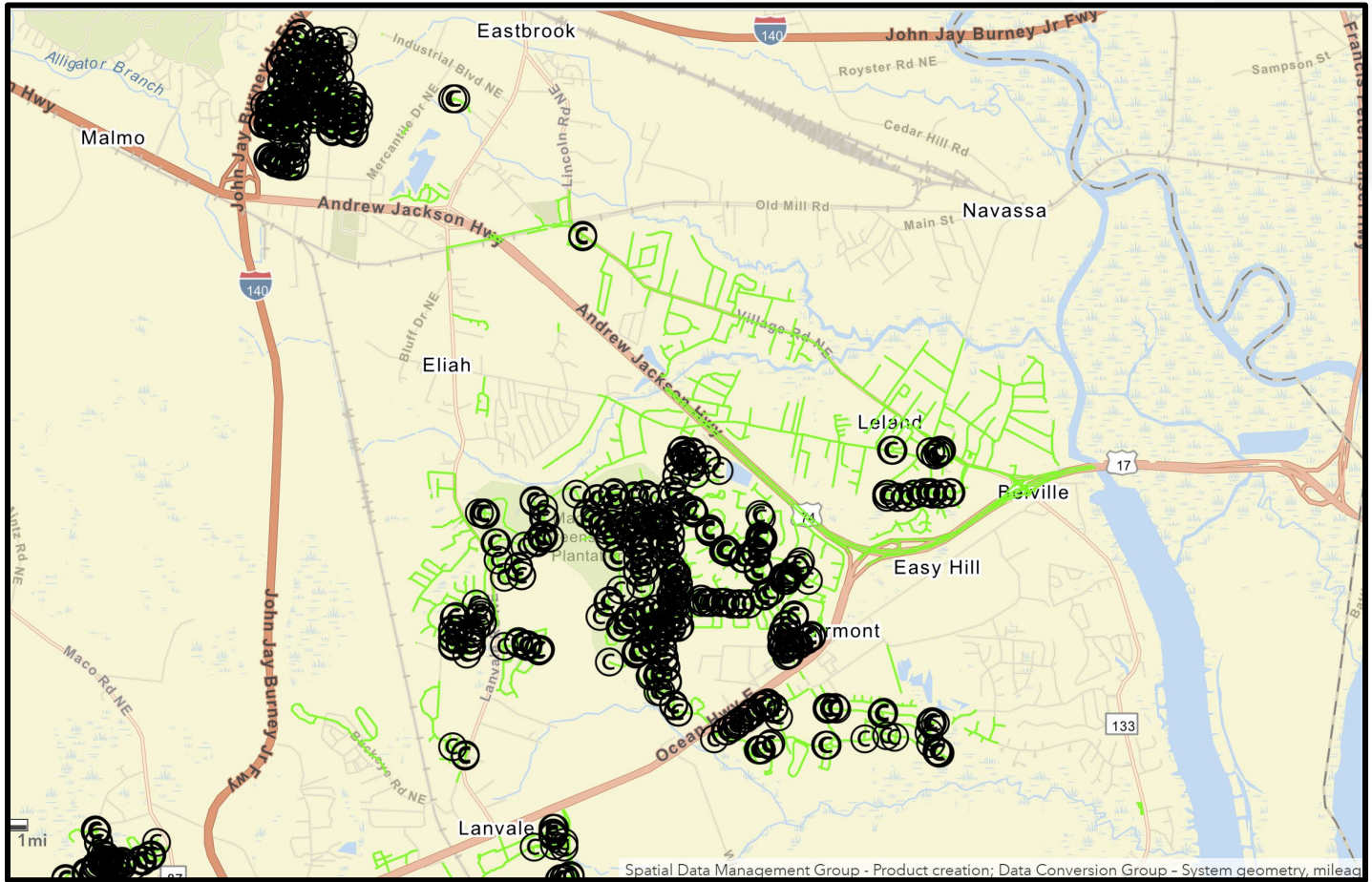
#### 1.3 Priority Repairs

Attribute	Qty
Missing Detectable Warning	1104
No Curb Ramp	187
Curb Ramp Ponding	46

#### 1.4 Estimated Repair Costs

Curb Ramp Installation is projected to average \$5,500 per location, and Detectable Warning Installation at \$450 per location. Curb ramp ponding can be potentially corrected by making elevation changes in the ramp or adjacent gutter pan at an average cost of approximately \$2,804 per site. A prioritized summary of repair costs is provided in Appendix 2 – Curb Ramp Asset Management Plan.

### 1.5 Locations and Examples of Curb Ramp Deficiencies



#### No Appropriate DWM

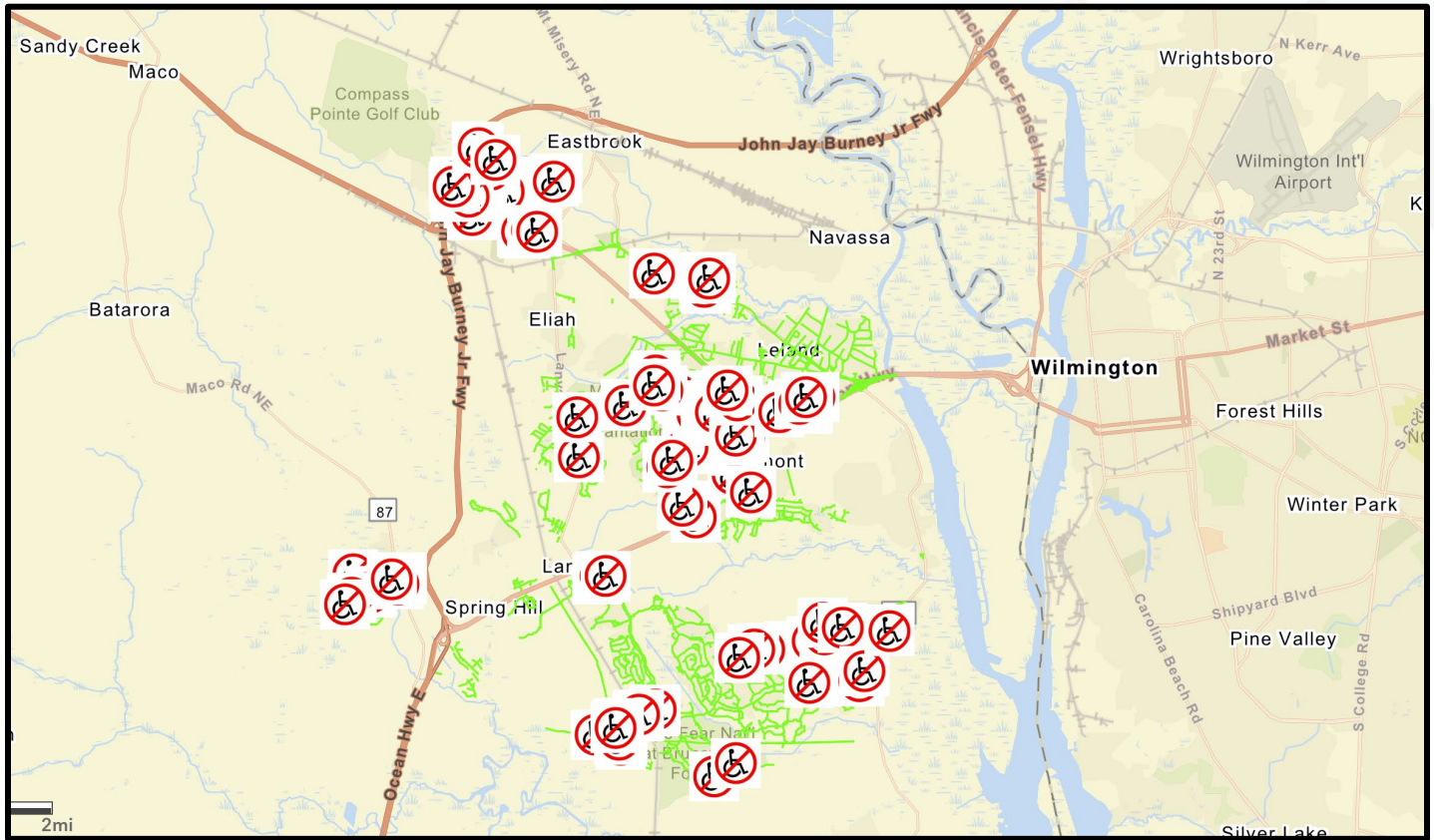
Talmadge @ Lillibridge



Greenview Circle



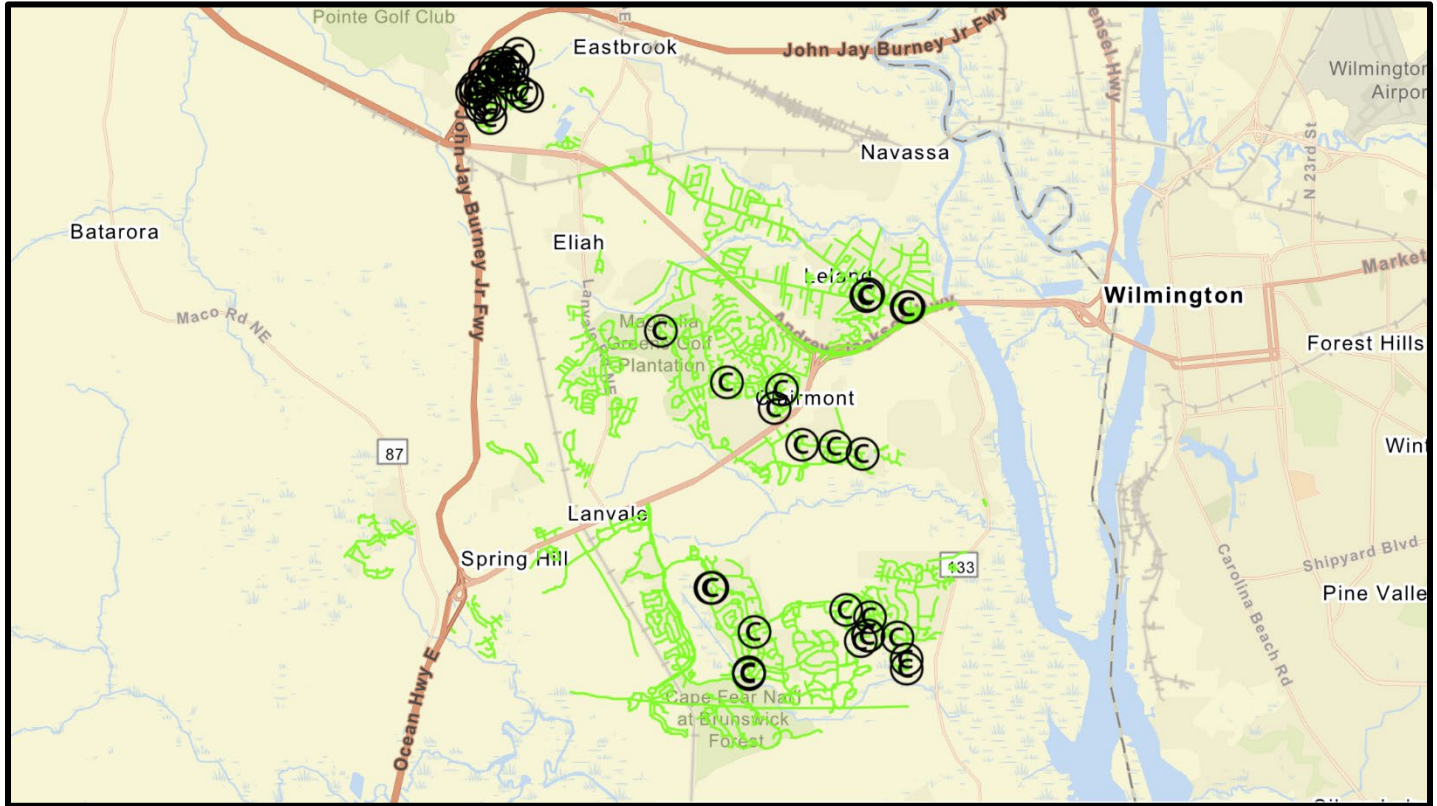
### 1.6 Locations with No Curb Ramp



No Ramp Example  
5085 West Chandler Heights Drive



### 1.7 Curb Ramp Ponding Locations and Examples



Island Pine Way @ Provincial Dr



Parkland Way off Enterprise Dr NE





## 2.0 SIDEWALKS

### 2.1 Assessment Specifications

Sidewalk Vertical Height Displacement (VHD) Severity class:

- Medium (½" up to 1.0")
- Large (1.0" up to 2.5")
- Demolish and Replace (D&R) (>2.5" or > 4 cracks)

### 2.2 VHD Assessment Results

#### 2.2.1 Vertical Height Displacement (VHD) Totals

Medium	2332	448,920 sq ft
Large	329	63,660 sq ft
D&R	179	50,520 sq ft

#### 2.2.2 Priority VHD Repairs

All Large VHD locations (329 locations) and the most severe D&R panels (approximately 45 sites) should be considered as priority repairs.

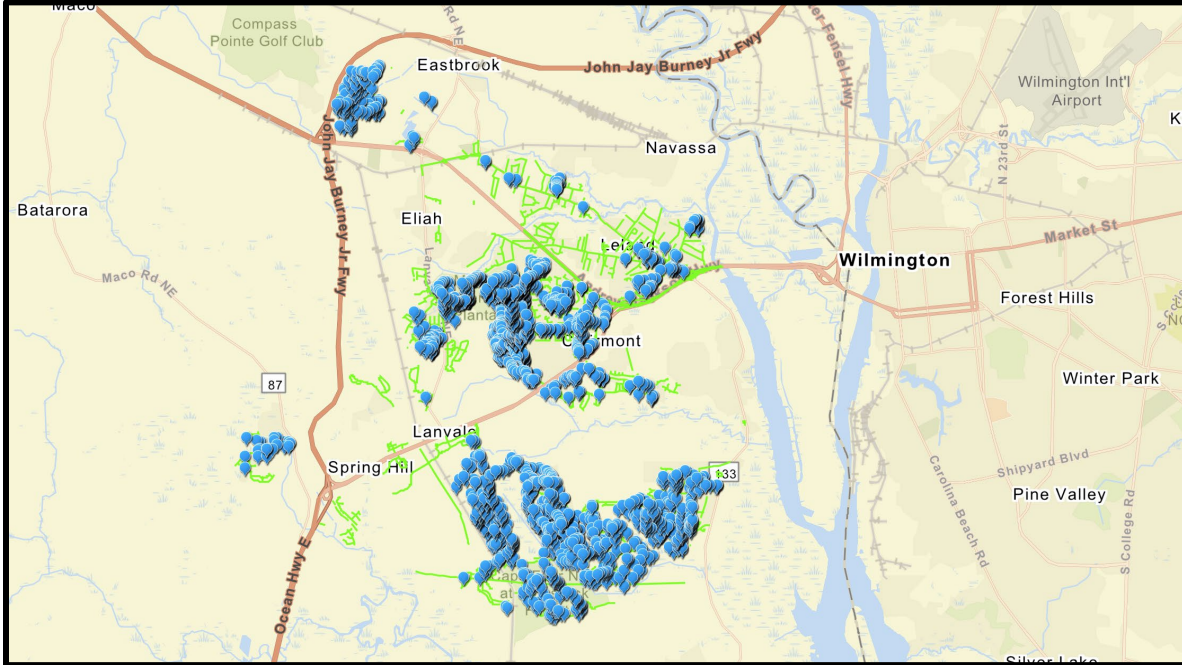
#### 2.2.3 VHD Estimated Repair Cost

Repairs for VHD are based on an average of \$4.00 per square foot for large hazards and \$3.75 per square foot for Medium hazards.

D&R cost will be approximately \$10.00 per square foot of panel replaced.

## 2.2.4 VHD Locations

MEDIUM (½ in. up to 1.0 in.)



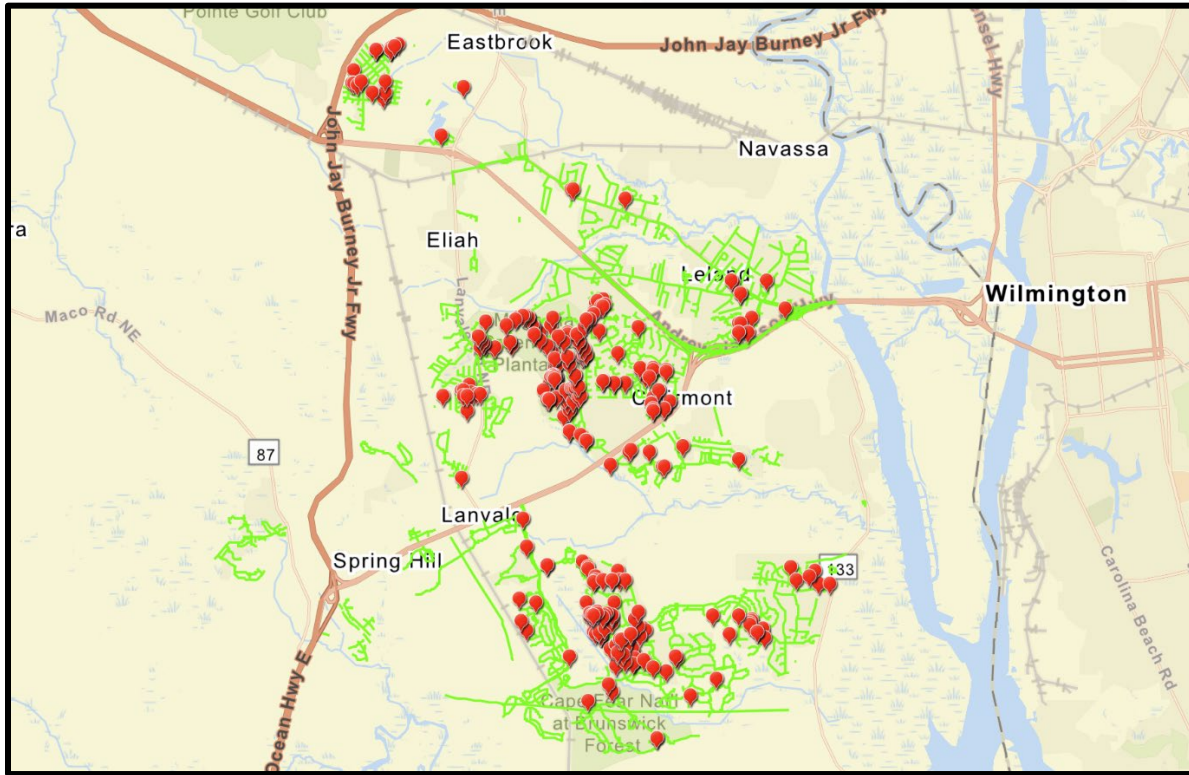
4013 Darrow Drive



114 Fairview Rd



**LARGE (1.0 in. up to 2.5 in.)**



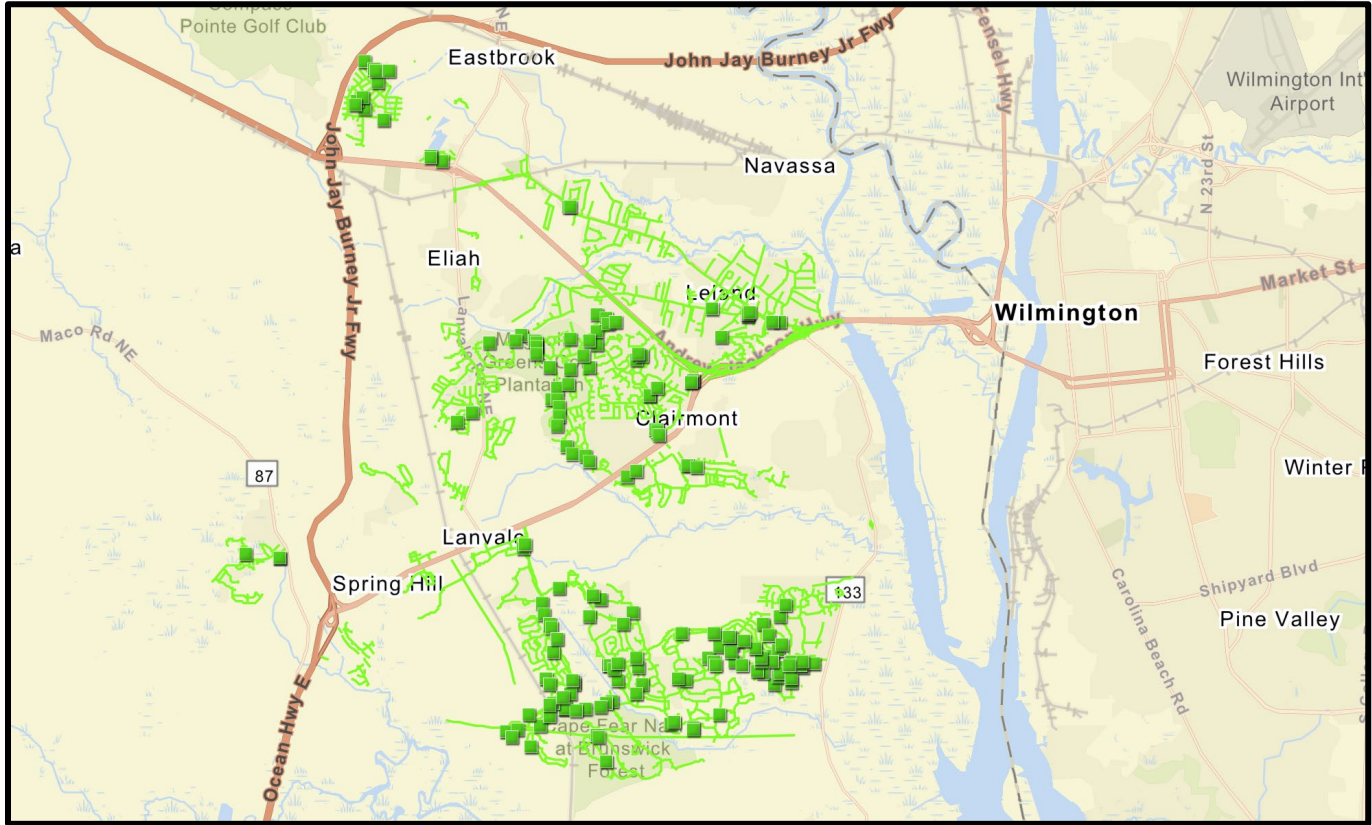
**1103 Lillaflora Lane**



**1100 Block Low Country Blvd**



Demolish and Replace (>2.5")



1100 Block Crestfield Way



1014 Granite Grove



### 3.0 Sidewalk Ponding

#### 3.1 Assessment Specifications

Sidewalk ponding was assessed based on the following compliance criteria:

- Standing water or debris on the sidewalk which would have been the result of runoff.

#### 3.2 Assessment Results

There were 71 sidewalk locations with standing water or debris caused by standing/ponding water were observed during the assessment.

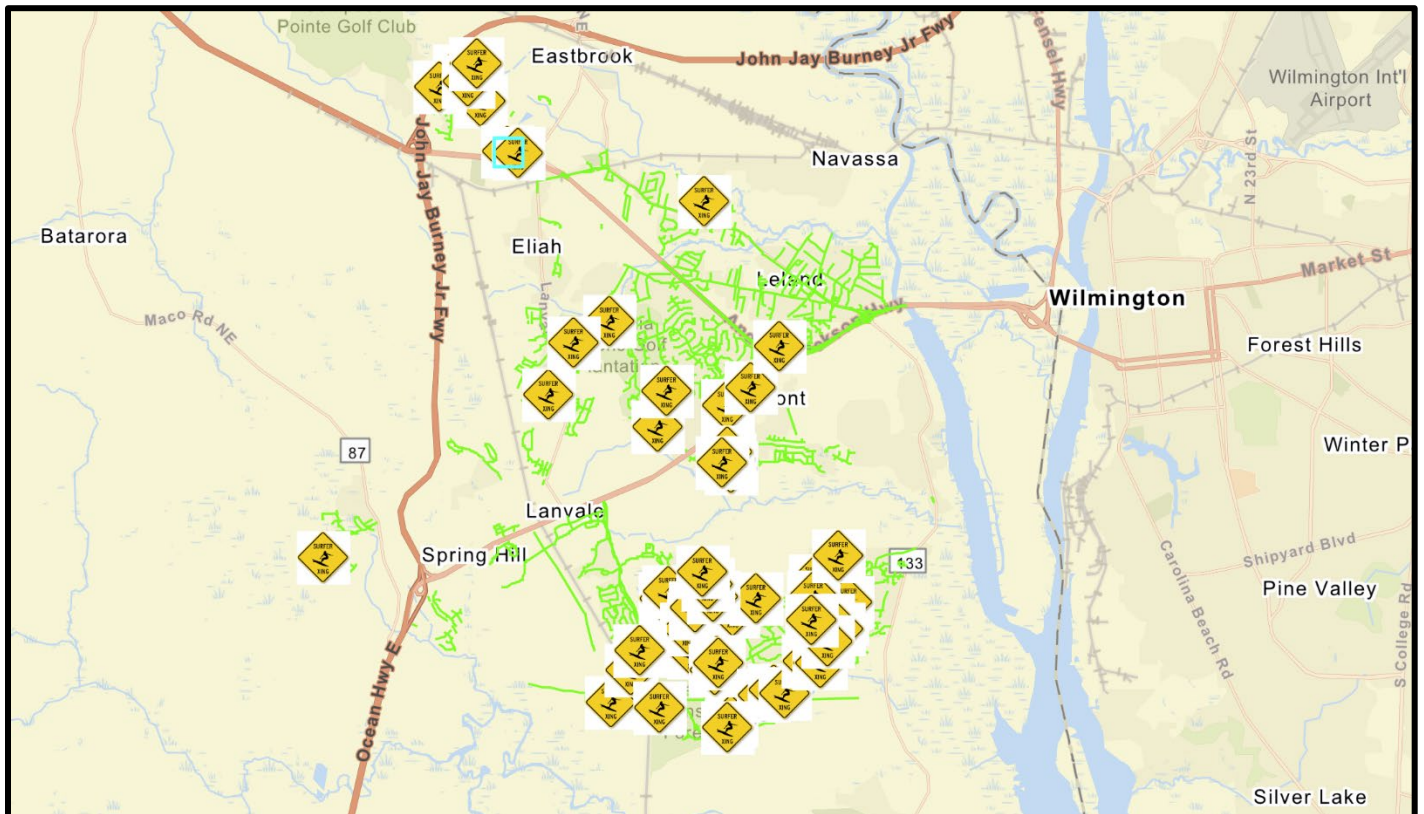
#### 3.3 Priority Repairs

No assessment was made to the priority of the needed repairs.

#### 3.4 Estimated Repair Cost

Mitigation costs for sidewalk ponding will vary based on the specific location and the nature of the obstruction. An average of \$500 per location was used for in the asset management plan. A summary of repair costs is provided in Appendix 2 - Sidewalk Asset Management Plan.

#### 3.5 Locations and Examples



### Sidewalk Ponding Examples

#### Sunstone Court



#### 1022 Bellerby Cove



## 4.0 Gutter Pan Ponding

### 4.1 Assessment Specifications

Gutter pan ponding was assessed based on the following compliance criteria:

- Standing water or debris in the gutter pan as the result of elevation changes in the gutter pan caused by tree roots, pavement over the gutter pan, settling of the gutter pan or other causes.

### 4.2 Assessment Results

There were 21 incidents of gutter pan ponding discovered during the assessment.

### 4.3 Priority Repairs

Of the 21 locations, seven (7) can be potentially mitigated by elevation change of the gutter pan. Seven were in construction zones and the other seven would require significant road and gutter pan re-engineering/re-work to mitigate.

### 4.4 Estimated Repair Cost

Mitigation costs for gutter pan ponding will vary based on the specific location but will range from \$1,500 to \$10,000 per location depending on the techniques employed. An average of \$1,881 per location was used in the summary of repair costs is provided in Appendix 2 - Sidewalk Asset Management Plan.

### 4.5 Locations



### 4.6 Gutter Pan Ponding Examples

Millrose Lane @ Idlewood Ct



Island Pine Way @ Provincial Drive





## 5.0 Less Than 4-Foot Passable Surface

### 5.1 Assessment Specifications

Lack of a 4-foot passable surface was listed as a specification in the assessment.

### 5.2 Assessment Results

There were 173 sections of non-4 foot wide passable sidewalk surfaces totaling 33.3 miles of sidewalk identified during the assessment. The majority of these situations are the result of sidewalk which was poured at 3.5-foot width when originally installed.

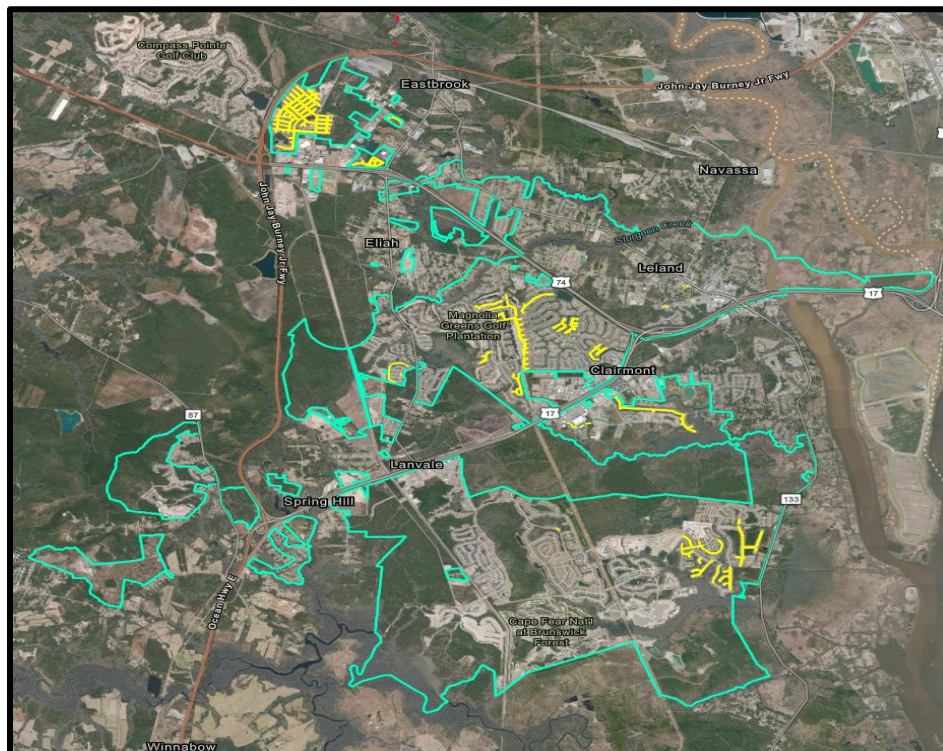
### 5.3 Priority Repairs

The Town will need to review the deficient sections to determine a priority for repairs based upon a number of factors including pedestrian traffic levels, access to services via these sidewalk sections and general public safety.

### 5.4 Estimated Repair Cost

Mitigation costs for non-4-foot passable surfaces will vary based on the specific location but will be determined by the specific mitigation strategies for the sections. A cost of \$10.00 per square foot to expand the sidewalks will be used for the Sidewalk Asset Management Plan (SAMP). A prioritized summary of repair costs is provided in Appendix 2 - Sidewalk Asset Management Plan.

### 5.5 Locations and Examples



### Examples of <4ft Sidewalks



## 6.0 Trees Affecting Sidewalks

### 6.1 Assessment Specifications

The assessment looked for situations where trees were creating accessibility issue on Leland sidewalks. The accessibility issues could be vertical clearance, horizontal clearance or sidewalk panel disturbance.

### 6.2 Assessment Results

There were 3 incidents of trees impacting the sidewalk found during the assessment.

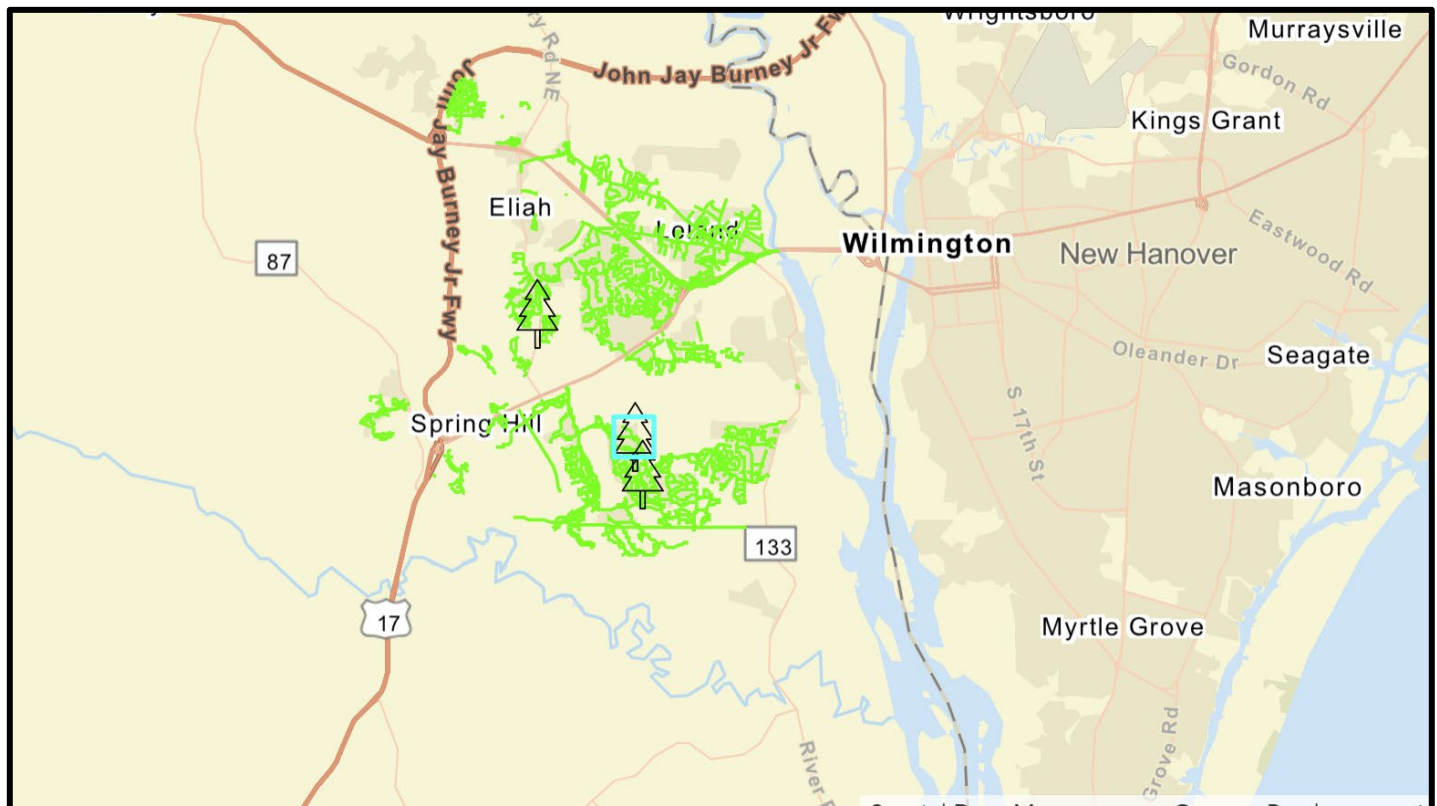
### 6.3 Priority Repairs

Of the 3 trees impacting the sidewalk, the vertical height displacements impacting the sidewalk panels (see photos on page 20) should be repaired as priorities.

### 6.4 Estimated Repair Cost

Mitigation costs for the tree impact will be based upon the cost to repair the vertical height displacements. A prioritized summary of repair costs is provided in Appendix 2 - Sidewalk Asset Management Plan.

### 6.5 Locations and Examples



1100 Block Rice Gate Way



8689 Orchard Loop Rd



1098 Lillibridge Lane



## 7.0 Sidewalk Gaps

### 7.1 Assessment Specifications

Sidewalk gaps were assessed based on the following compliance criteria:

- Gaps of less than 100 feet between sidewalk sections or gaps greater than 100 feet between sidewalk sections.

### 7.2 Assessment Results

There were 13 total sidewalk gaps identified. Of the 13, seven dealt with construction sites where sidewalk will be poured once the building projects are complete. Of the remaining 6, three ranged from 40 to 75 feet of missing sidewalk. The other 3 were situations where new sidewalks were gapped due to misalignment of the sections being between property lines. These 3 situations are shown on page 22.

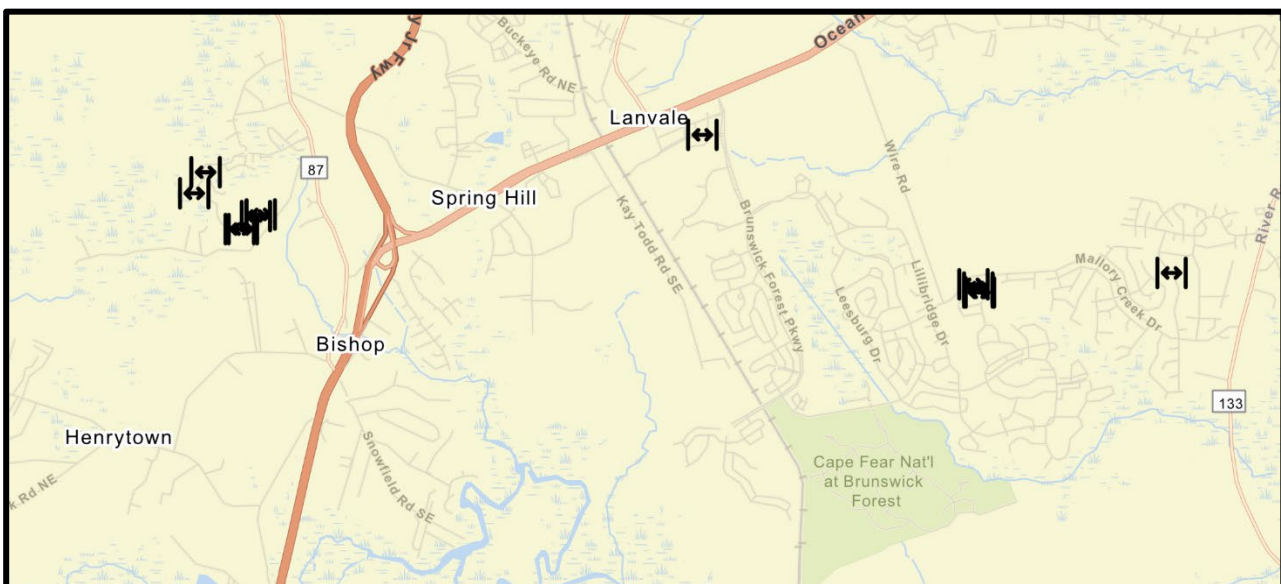
### 7.3 Priority Repairs

The 3 gaps due to misalignment of the sidewalk by the builder/developer should be considered priority repairs. The remaining ones will either be addressed as building projects are completed or are in low pedestrian traffic areas.

### 7.4 Estimated Repair Cost

Mitigation costs will be based on installation or replacement of sidewalk sections at \$10.00/sq. ft. A prioritized summary of repair costs is provided in Appendix 2 - Sidewalk Asset Management Plan.

### 7.5 Locations and Examples



**Oakland Country Ct.**  
*(Not yet dedicated to the Town.)*



**Oakland Country Ct.**  
*(Not yet dedicated to the Town.)*



**Oakland Country Ct.**  
*(Not yet dedicated to the Town.)*



## 8.0 Other Issues

### 8.1 Assessment Specifications

- There were no exact specifications for the other issues PIM discovered during the sidewalk assessment. The items group in this category were deemed to be situations the Town needed to be aware of that did not fit specific criteria but could create an accessibility issue for Town residents.

### 8.2 Assessment Results

There were 51 situations encountered during the assessment recorded as flagged issues. The majority involved construction zones where sidewalks were either blocked or had yet to be installed. Other issues included sidewalks on private property, vertical obstructions or obstructions associated with Town sidewalk crossing private driveways.

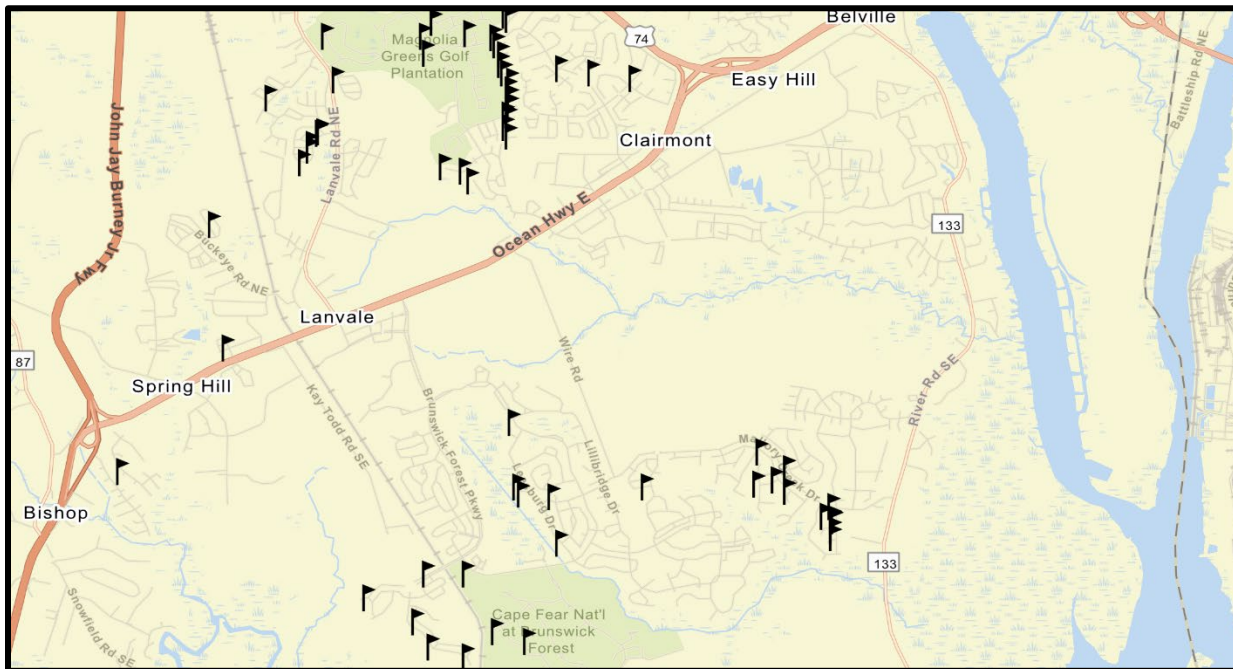
### 8.3 Priority Repairs

No priorities were assigned to these out-of-scope issues.

### 8.4 Estimated Repair Cost

Cost estimates were not assigned to these out-of-scope issues.

### 8.5 Locations and Examples



**S. Brook Rd @  
Hillshire Dr.**



**Maple Chase Drive**



**New Street off  
Low Country Blvd**





**APPENDIX 1 – SCOPE OF SELF-ASSESSMENT**

Customer	Town of Leland		
Contact Name	Will Lear, Project Manager	#	910-408-9425
Estimated Sidewalk Miles- approx	120	#	
PSS Contact	Gail Leighton	#	919-656-6051
<b>ADA TRANSITION PLAN &amp; CONDITION STUDY DEFICIENCIES</b>			
<i>Select Services to Include in Scope of Services</i>			
<i>S - Simple   C - Complex</i>			
<b>ADA TRANSITION PLAN</b>			<b>YES</b>
			<b>NO</b>
C	Full Plan Development		X
	1 - Initiation		
	2 - Appoint ADA Coordinator		
	3 - Provide Public Notice		
	4 - Adopt Grievance Procedure		
	5 - Self-Evaluation		
	6 - Develop Written Transition Plan		
	7 - Create Implementation Plan		
C	Staff Training		
C	ADA Transition Plan Consulting (Steps 1-5)		
C	Implementation Plan Development		
C	Asset Management Plan Development		
C	Community Engagement		
<b>BASE DEFICIENCIES</b>			<b>YES</b>
			<b>NO</b>
S	Right of Way Sidewalk Miles		X
S	Vertical Height Displacement		X
S	Absence of Curb Ramps		X
S	Absence of Detectable Warnings		X
S	Demolition & Replacement		X
<b>RAMPS CHECKLIST</b>			<b>YES</b>
			<b>NO</b>
C	Ramp Running Slope		
C	Ramp Cross Slope		
S	Ramp Width		
C	Flare Slope (where applicable)		
C	Top of Ramp Landing Size 4' x 4'		
C	Landing Slope		
C	Gutter Pan size		
C	Asphalt over Gutter Pan		
<b>SIDEWALKS</b>			<b>YES</b>
			<b>NO</b>
C	Cross Slopes		
C	Vegetative Barriers		
C	Sidewalk width <4ft		X
C	Gaps <100 ft		X
C	Gaps >100 ft		X

### Scope of Services as Defined by Town of Leland

DRIVEWAYS		YES	NO
C	Width at Point of Curvature		
C	Within Verge, location, width, condition		
CROSSWALKS		YES	NO
C	Longitudinal slope within crosswalk		
C	Cross slope within crosswalk		
TECHNOLOGY		YES	NO
S	ArcGIS	X	
S	QA/QC 2 stages		
C	QA/QC 3 stages (Sub 1 Meter Accuracy)		
PROXIMITY ELEMENTS		YES	NO
C	Ponding (Water, Debris, Limits)	X	
C	Walls (Location, Type, Condition)		
C	Exposed Utilities (Water Meters, SS Clean Outs, Valves, HH Vaults)		
C	Power Poles (Geometric Center, Diameter, Guy Anchor Location)		
C	Trees, Stumps (Species, Type, Location, Size)	X	
EQUITY LENS		YES	NO
C	Disability Accessibility Indicators		
C	LEP Indicators		
C	Graffiti / Vandalism		
C	School Zones		
C	Footpaths where there is no sidewalk present on road shoulders	X	
C	Foot stops		
C	Bus stops / stations		
C	Vacant lots / buildings		
C	Social services facilities		
C	Community facilities		
C	Commercial arts & cultural establishments		
C	PAC (Crime) districts		
C	Neighborhood districts		
C	Census Layer		
OTHER / REQUESTS		YES	NO
C	Signs in Right of Way		
	Please Specify:		
	Please Specify:		

## APPENDIX 2 – SIDEWALK ASSET MANAGEMENT PLAN

### Summary of Repair Costs by Deficiency Category

Deficiency Type	# of Deficiencies	Repair Cost	Avg/Repair
No Curb Ramps	187	\$ 1,028,500.00	\$ 5,500.00
Detectable Warnings	1104	\$ 496,800.00	\$ 450.00
Curb Ramp Ponding	46	\$ 129,000.00	\$ 2,804.35
VHD (sq ft)	512580	\$ 1,938,090.00	\$ 3.78
Demolish and Replace (sq ft)	50520	\$ 505,200.00	\$ 10.00
Sidewalk Ponding	71	\$ 35,500.00	\$ 500.00
Gutter Pan Ponding	21	\$ 39,500.00	\$ 1,880.95
No 4ft Passable	173	\$ 865,000.00	\$ 5,000.00
Trees	3	\$ 750.00	\$ 250.00
Sidewalk Gaps	4	\$ 10,000.00	\$ 2,500.00
<b>Total Cost</b>		<b>\$ 5,048,340.00</b>	

## Plan Schedule by Deficiency Category

PONDING			Urgent			Significant			Schedule			Total by Mode		
Repair Mode/Priority	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost
Curb Ramp Ponding	6	\$ 9,000.00	14	\$ 42,000.00	13	\$ 39,000.00	13	\$ 39,000.00	46	\$ 129,000.00				
Gutter Pan Ponding	5	\$ 7,500.00	4	\$ 8,000.00	4	\$ 8,000.00	8	\$ 16,000.00	21	\$ 39,500.00				
Sidewalk Ponding	15	\$ 7,500.00	18	\$ 9,000.00	19	\$ 9,500.00	19	\$ 9,500.00	71	\$ 35,500.00				
<b>Total Cost by Deficiency Type</b>	<b>26</b>	<b>\$ 24,000.00</b>	<b>36</b>	<b>\$ 59,000.00</b>	<b>36</b>	<b>\$ 56,500.00</b>	<b>40</b>	<b>\$ 64,500.00</b>	<b>138</b>	<b>\$ 204,000.00</b>				
CURB RAMPS			Urgent			Significant			Schedule			Total by Mode		
Repair Mode/Priority	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost
Detectable Warnings	200	\$ 90,000.00	250	\$ 112,500.00	300	\$ 135,000.00	354.00	\$ 159,300.00	1104	\$ 496,800.00				
No Curb Ramp	20	\$ 110,000.00	30	\$ 165,000.00	60	\$ 330,000.00	77	\$ 423,500.00	187	\$ 1,028,500.00				
<b>Total Cost by Deficiency Type</b>	<b>220</b>	<b>\$ 200,000.00</b>	<b>280</b>	<b>\$ 277,500.00</b>	<b>360</b>	<b>\$ 465,000.00</b>			<b>860</b>	<b>\$ 1,525,300.00</b>				
OBSTRUCTIONS			Urgent			Significant			Schedule			Total by Mode		
Repair Mode/Priority	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost
Sidewalk Gaps	1	\$ 2,500.00	1	\$ 2,500.00	1	\$ 2,500.00	1	\$ 2,500.00	4	\$ 10,000.00				
Trees Affecting Sidewalk	1	\$ 250.00	1	\$ 250.00	1	\$ 250.00	0	\$ -	3	\$ 750.00				
No 4 Foot Passable Sidewalk	37	\$ 185,000.00	40	\$ 200,000.00	48	\$ 240,000.00	48	\$ 240,000.00	173	\$ 865,000.00				
<b>Total Cost by Deficiency Type</b>	<b>39</b>	<b>\$ 2,750.00</b>	<b>42</b>	<b>\$ 2,750.00</b>	<b>50</b>	<b>\$ 2,750.00</b>	<b>49</b>	<b>\$ 2,500.00</b>	<b>180</b>	<b>\$ 875,750.00</b>				
DEMO & REPL/UTIL TRIP HZD			Urgent			Significant			Schedule			Total by Mode		
Repair Mode/Priority	Sq Ft	Cost	Sq Ft	Cost	Sq Ft	Cost	Sq Ft	Cost	Sq Ft	Cost	Sq Ft	Cost	Sq Ft	Cost
Panel Replacement (sq ft)	12630	\$ 126,300.00	12630	\$ 126,300.00	12630	\$ 126,300.00	12630	\$ 126,300.00	50520	\$ 505,200.00				
Utility Trip Hazard Repair (sq ft)	63660	\$ 254,640.00	149640	\$ 561,150.00	149640	\$ 561,150.00	149640	\$ 561,150.00	512580	\$ 1,938,090.00				
<b>Total Cost by Deficiency Type</b>	<b>76290</b>	<b>\$ 380,940.00</b>	<b>162270</b>	<b>\$ 687,450.00</b>	<b>162270</b>	<b>\$ 687,450.00</b>	<b>162270</b>	<b>\$ 687,450.00</b>	<b>563100</b>	<b>\$ 2,443,290.00</b>				
TOTALS			Urgent			Significant			Schedule			Plan Total		
	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost	# Loc	Cost
<b>ESTIMATED COST BY SCHEDULE</b>	<b>76575</b>	<b>\$ 607,690.00</b>	<b>162628</b>	<b>\$ 1,026,700.00</b>	<b>162716</b>	<b>\$ 1,211,700.00</b>	<b>162359</b>	<b>\$ 754,450.00</b>	<b>564278</b>	<b>\$ 5,048,340.00</b>				

# Public Facilities Self-Assessment

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
<p><b>Westgate Nature Park</b></p>	<p><b>Photos and Point Locations</b>            Park consists of paved and elevated nature trails with age-appropriate nature themed play structures, picnic areas, water fountains and an event lawn as well as outdoor classroom.</p>	<p><a href="https://arcg.is/Om0aO">https://arcg.is/Om0aO</a></p> <p><b>Assessment 1 - Entrance/Approach</b></p> <ul style="list-style-type: none"> <li>No findings</li> </ul> <p><b>Assessment 2 – Playground/Shelter</b></p> <ul style="list-style-type: none"> <li>Picnic area should have at least 1 accessible table</li> <li>There are separate play areas within a site for specific age groups, but there is not an accessible route to each play area.</li> <li>Sand pit is not accessible and there are wood chips connecting areas</li> <li>Accessible route to play components is greater than 1:16 slope</li> <li>Wood chips need to be re-spread around transition area</li> </ul> <p><b>Assessment 3 – Restrooms</b></p> <ul style="list-style-type: none"> <li>No findings</li> </ul>	<p>\$11,000- \$13,500</p>
<p><b>Cypress Cove</b></p>	<p>The park features a canoe/kayak launch, floating dock, fixed deck overlook, a handicap accessible fishing area, fire pit, parking lot, and other amenities.</p>	<p><b>Assessment 1 - Entrance/Approach</b></p> <ul style="list-style-type: none"> <li>There are grates or openings on the route and the openings are greater than 1/2 inch. (SE side)</li> <li>Running slope for each section of ramp is greater than 1:12. NE &amp; SE</li> <li>The ramp has a rise higher than 6 in. and there are no handrails on both sides. SE</li> <li>The handrail gripping surface is not circular and the perimeter is less than 4 in. SE</li> <li>The handrail gripping surface is not circular and the cross section is greater than 2 1/4 in. SE</li> <li>The handrail does not extend at least 12 in. horizontally beyond the top and bottom of the ramp. SE</li> <li>The surface of the ramp does not extend at least 12 in. beyond the inside face of the handrail. SE</li> <li>There is no curb or barrier that prevents the passage of a 4 inch diameter sphere.</li> </ul>	<p>\$3,200- \$3,800</p>

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
<p><b>Cultural Center</b></p> <p>Cultural Center includes a gallery, pottery studio, multipurpose studio, painting and drawing studio, dance studio, classroom, and a performing arts space capable of hosting community theater productions, musical performances, and events.</p>	<p><b>Assessment 2 - Restrooms</b></p> <ul style="list-style-type: none"> <li>No findings</li> </ul> <p><b>Assessment 1 Approach/Entrance</b></p> <ul style="list-style-type: none"> <li>The slope of the accessible parking spaces and access aisles are steeper than 1:48 in all directions.</li> <li>The bottom of the sign is not at least 60 in. above the ground.</li> <li>The slope is steeper than 1:20. Note: If the running slope is steeper than 1:20, treat as a ramp and add features such as edge protection and handrails.</li> <li>Some sections of the access ramp to facility have running slope greater than 1:12. Top ramp slope is 9.5%</li> <li>The top of the handrail gripping surface is greater than 38 in. above the ramp surface.</li> <li>The handrail surface is not continuous or is obstructed along the top or sides.</li> <li>There are obstructions along handrail gripping surface and the bottom of the gripping surface is obstructed greater than 20%.</li> <li>Portions of the handrail gripping surface is circular and it is less than 1 1/4 in. in diameter.</li> <li>Portions of the handrail gripping surface is not circular and the perimeter is less than 4 in.</li> <li>The handrail does not extend at least 12 in. horizontally beyond the top and bottom of the ramp.</li> <li>The handrail does not return to a wall, guard, or landing surface.</li> <li>The surface of the ramp does not extend at least 12 in. beyond the inside face of the handrail.</li> <li>There is no curb or barrier that prevents the passage of a 4-inch diameter sphere.</li> </ul>	<p><b>\$7,000 – \$8,500</b></p>	

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
		<p><b>Assessment 2 – Goods and Services</b></p> <ul style="list-style-type: none"> <li>• Water fountains protrude more than 4” into the accessible path.</li> <li>• There are supplies stored in the 18” required maneuvering space around doors.</li> <li>• No closers for rooms 112, 103, 106, 111, 205, 206, and 207.</li> <li>• There are not an adequate number of wheelchair spaces provided.</li> <li>• Wheelchair spaces are not dispersed to allow location choices and viewing angles equivalent to other seating, including specialty seating areas that provide distinct services and amenities.</li> <li>• Where people are expected to remain seated, people in wheelchair spaces do not have a clear line of sight over and between the heads of others in front of them.</li> <li>• There is a single wheelchair space, but it is not at least 36 in. wide.</li> <li>• There are two adjacent wheelchair spaces, but they are not each at least 33 in. wide.</li> <li>• The wheelchair space can be entered from the front or rear, but it is not at least 48 in. deep.</li> <li>• The wheelchair space can be entered from the side, but it is not a least 60 inches deep.</li> <li>• The wheelchair spaces adjoin, but also overlap accessible routes.</li> <li>• There is not at least one companion seat for each wheelchair space.</li> <li>• The companion seat is not located so the companion is should-to-shoulder with the person in the wheelchair.</li> <li>• The companion seat is not equivalent in size, quality, comfort, and/or amenities to seating in the immediate area.</li> <li>• No platform lift for area with no ramp access.</li> </ul>	



**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
		<p><b>Assessment 3 - Restrooms</b></p> <p><b>Unisex Bathrooms</b></p> <ul style="list-style-type: none"> <li>• There are no signs at inaccessible toilet rooms that give directions to accessible toilet rooms.</li> <li>• No door closer present.</li> <li>• There is no coat hook.</li> <li>• Less than 17 in. of the clear floor space extends under the lavatory.</li> <li>• Soap dispenser mounted too high.</li> <li>• Toilet paper dispenser behind grab bar.</li> </ul> <p><b>Men's Bathroom</b></p> <ul style="list-style-type: none"> <li>• Door threshold too high with no bevel.</li> <li>• Door does not have a lock.</li> <li>• Door cannot be opened with maximum force of 5 lbs.</li> <li>• Coat hook mounted too high - 60in.</li> <li>• Less than 17 in. of the clear floor space extends under the lavatory.</li> <li>• Toilet compartment door does not fully self-close.</li> </ul> <p><b>Women's Restroom</b></p> <ul style="list-style-type: none"> <li>• Door threshold too high with no bevel.</li> <li>• Door does not have a lock.</li> <li>• Door cannot be opened with maximum force of 5 lbs.</li> <li>• Coat hook mounted too high - 60in.</li> <li>• Less than 17 in. of the clear floor space extends under the lavatory.</li> <li>• Toilet compartment door does not fully self-close.</li> <li>• Soap dispenser mounted too high.</li> </ul>	

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
Town Hall	Relatively new facility with multiple uses and departments.	<p><b>Assessment 1 – Approach/Entrance</b></p> <ul style="list-style-type: none"> <li>The bottom of the accessibility sign is not at least 60 in. above the ground.</li> </ul> <p><b>Assessment 2 – Access to Services</b></p> <ul style="list-style-type: none"> <li>Elevator door does not remain open for 20 seconds.</li> <li>There are not an adequate number of wheelchair spaces provided.</li> <li>No markings indicating wheelchair spaces.</li> <li>Wheelchair spaces are not dispersed to allow location choices and viewing angles equivalent to other seating, including specialty seating areas provide distinct services and amenities.</li> <li>Where people are expected to remain seated, people in wheelchair spaces do not have a clear line of sight over and between the heads of others in front of them.</li> <li>There is a single wheelchair space, but it is not at least 36 in. wide.</li> <li>There are two adjacent wheelchair spaces, but they are not each at least 33 in. wide.</li> <li>The wheelchair space can be entered from the front or rear, but it is not at least 48 in. deep.</li> <li>The wheelchair space can be entered from the side, but it is not at least 60 in. deep.</li> <li>The wheelchair spaces adjoin, but also overlap accessible routes.</li> <li>There is not at least one companion seat for each wheelchair space.</li> <li>The companion seat is not located so the companion is should-to-shoulder with the person in the wheelchair.</li> <li>The companion seat is not equivalent in size, quality, comfort, and/or amenities to seating in the immediate area.</li> </ul> <p><b>Assessment 3 – Restroom Facilities</b>  <b>Town Hall Men’s Restroom First Floor</b></p> <ul style="list-style-type: none"> <li>Door does not have closer.</li> </ul>	<p>\$1,500 –            \$1,800</p>

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
		<p><b>Town Hall Women's Restroom First Floor</b></p> <ul style="list-style-type: none"> <li>The door handle has a closer that takes less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch.</li> </ul> <p><b>Town Hall Men's Restroom Second Floor</b></p> <ul style="list-style-type: none"> <li>Door does not have a lock.</li> <li>Toilet compartment door is not self-closing.</li> </ul> <p><b>Town Hall Women's Restroom Second Floor</b></p> <ul style="list-style-type: none"> <li>Door does not have a lock.</li> </ul>	
<p><b>Municipal Operations Center</b></p>	<p>Town operations center with limited public access.</p>	<p><b>Assessment 1 – Entrance and Approach</b></p> <ul style="list-style-type: none"> <li>Accessible spaces are not marked.</li> <li>Of the accessible spaces, there is not at least one van accessible space.</li> <li>The accessible spaces are not at least 8 feet wide or there is not an accessible aisle with at least 5-foot width.</li> <li>Van accessible space is not at least 11 feet wide with an access aisle of at least 5 feet in width.</li> <li>Van accessible space is not at least 8 feet wide with an at least 8 feet side.</li> <li>Access aisles are not marked so as to discourage parking in them.</li> <li>The slope of the accessible parking spaces and access aisles are steeper than 1:48 in all directions.</li> <li>Access aisles do not adjoin an accessible route.</li> <li>The bottom of the accessible parking sign is not at least 60 in. above the ground.</li> <li>There are no signs reading "\"Van Accessible\"" at the van accessible spaces.</li> <li>The slope of the accessible route is steeper than 1:20 which requires it to be treated as ramp with adequate handrails and edge protection.</li> <li>The handrail gripping surface is not circular and the cross section is greater than 2 1/4 in.</li> <li>The handrail does not extend at least 12 in. horizontally beyond the top and bottom of the ramp.</li> </ul>	<p><b>\$5,300 – \$6,500</b></p>

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
		<ul style="list-style-type: none"> <li>• The main entrance is not accessible.</li> <li>• All accessible entrances do not have signs indicating the location of the nearest accessible entrance.</li> <li>• All entrances are not accessible and there is no sign at the accessible entrance with the international symbol of accessibility.</li> <li>• Vertical threshold at the accessible entrance exceeds ¾"</li> </ul> <p><b>Assessment 2 – Access to Goods and Services</b></p> <ul style="list-style-type: none"> <li>• There is not at least one bench along accessible path.</li> <li>• There is not at least one wheel chair area.</li> </ul> <p><b>Assessment 3 – Restroom Facilities</b>  <b>Unisex Restroom</b></p> <ul style="list-style-type: none"> <li>• Toilet room signs are not mounted on the wall on the latch side of the door.</li> <li>• Toilet room signs are not mounted with clear floor space beyond the arc of the door swinging between the closed position and 45-degree open position, at least 18x18 inches centered on tactile characters.</li> <li>• No door closer.</li> <li>• There is not a clear path to at least one of each type of fixture (lavatory, hand dryer, etc.) that is at least 36 in. wide. (Plants blocking path)</li> <li>• Mirror not over lavatory or countertop, bottom edge of the reflecting surface is &gt; 35 in. above the floor. (46")</li> <li>• There is a coat hook, but it is greater than 48 in. above the floor.</li> <li>• There is not at least one lavatory with a clear floor space for a forward approach of at least 30 in. wide and 48 in. long. (Plants blocking path).</li> <li>• Pipes below the lavatory are not insulated or otherwise configured to protect from contact.</li> <li>• The centerline of the water closet is less than 16 in. from the side wall partition.</li> <li>• The grab bar does not extend at least 54 in. from the rear wall. (47")</li> <li>• There is no grab bar at least 36 in. long on the rear wall.</li> </ul>	

**Town of Leland Facilities and Parks Assessment**  
**Leland, NC ADA Transition Plan Revised 7/18/2022**

FACILITY COMPONENT	NOTES	ISSUES IDENTIFIED	MATERIAL Only ESTIMATE
<p><b>Founders Park</b></p> <p>An 8-acre park which includes a disc golf course, a playground, a gazebo, a stage, picnic tables, benches, open green spaces and a paved multi-use path.</p>	<ul style="list-style-type: none"> <li>The grab bar on the rear wall does not extend at least 24 in. on the other (open) side.</li> </ul> <p><b>Assessment 1 – Entrance and Approach</b></p> <ul style="list-style-type: none"> <li>Accessible spaces are not identified with a sign that includes the international symbol of accessibility.</li> <li>Access aisles do not adjoin an accessible route.</li> <li>The bottom of the sign is not at least 60 in. above the ground.</li> <li>There are no signs reading "Van Accessible" at the van accessible spaces.</li> <li>Accessible spaces are not located on the closest accessible route to the accessible entrance(s).</li> </ul> <p><b>Assessment 2 – Playground/Walking Path</b></p> <ul style="list-style-type: none"> <li>Playground had no findings.</li> <li>Multi-use path had no findings.</li> </ul>	<p><b>Assessment 1 – Entrance and Approach</b></p> <ul style="list-style-type: none"> <li>The slope of the accessible parking spaces and access aisles are steeper than 1:48 in all directions.</li> <li>There are no signs reading "Van Accessible" at the van accessible spaces.</li> <li>The slope is steeper than 1:20. Note: If the running slope is steeper than 1:20, treat as a ramp and add features such as edge protection and handrails.</li> <li>All non-accessible entrances do not have signs indicating the location of the nearest accessible entrance.</li> <li>All entrances are not accessible and there is no sign at the accessible entrance with the international symbol of accessibility.</li> </ul>	<p><b>\$1,000 – \$1,200</b></p>
<p><b>Fire Station 52</b></p> <p>Fire Department with no public access to goods and services or restrooms.</p>	<p><b>Assessment 1 – Entrance and Approach</b></p> <ul style="list-style-type: none"> <li>The slope of the accessible parking spaces and access aisles are steeper than 1:48 in all directions.</li> <li>There are no signs reading "Van Accessible" at the van accessible spaces.</li> <li>The slope is steeper than 1:20. Note: If the running slope is steeper than 1:20, treat as a ramp and add features such as edge protection and handrails.</li> <li>All non-accessible entrances do not have signs indicating the location of the nearest accessible entrance.</li> <li>All entrances are not accessible and there is no sign at the accessible entrance with the international symbol of accessibility.</li> </ul>	<p><b>Assessment 1 – Entrance and Approach</b></p> <ul style="list-style-type: none"> <li>The slope of the accessible parking spaces and access aisles are steeper than 1:48 in all directions.</li> <li>There are no signs reading "Van Accessible" at the van accessible spaces.</li> <li>The slope is steeper than 1:20. Note: If the running slope is steeper than 1:20, treat as a ramp and add features such as edge protection and handrails.</li> <li>All non-accessible entrances do not have signs indicating the location of the nearest accessible entrance.</li> <li>All entrances are not accessible and there is no sign at the accessible entrance with the international symbol of accessibility.</li> </ul>	<p><b>\$3,500- \$4,200</b></p>

# APPENDIX B

## Public Notification

TRANSITION PLAN REVIEW CHECKLIST		Check One	
		YES	NO
1	<b>Does the municipality have 50 or more employees?</b> 28CFR 35.150(d)(1)	X	
	<i>If YES, a transition plan is required.</i>		
2	<b>Identify the municipality's ADA Coordinator by name and title:</b> 28 CFR 35.107(a)	X	
	Name & Title: Wyatt Richardson, Community Enrichment Director		
	▪ Is the coordinator's contact information made readily available to the public?	X	
3	<b>Does the municipality have an ADA position statement?</b>	X	
	28CFR 35.106		
	▪ If yes, is the position statement readily available to all interested parties?		
4	<b>Does the municipality have a complaint/grievance process?</b>	X	
	28 CFR 35.107(b)		
5	<b>Does the municipality have a record of a self-evaluation of services, policies, and practices?</b>		
	28 CFR 35.105(a)		X
6	<b>Does the municipality have a transition plan?</b>	X	
	28 CFR 35.150(d)(1)		
7	<b>Is there a clear designation of the person responsible for the Transition Plan?</b>	X	
	28 CFR 35.150(d)(3)(iv)		
8	<b>Are the self-evaluation and transition plan available for public inspection?</b>	X	
	28 CFR 35.105©; 28 CFR 35.150(d)(1)		
9	<b>Were interested parties allowed to provide comment/feedback during the self-evaluation and transition plan process?</b>	X	
	28 CFR 35.150(d)91); 28 CFR 35.105(b)		
	▪ If yes, is there a description of the process which allowed public to readily access and submit comments for both self-evaluation and transition plan?	X	
	▪ If yes, is there a list of the interested persons consulted?		
10	<b>Are there inventories of ll the municipality's facilities identifying any existing barriers? (Intersection information, curb ramps, sidewalks, and other accessibility elements)</b>	X	
	28 CFR 35.150(d)(3)(i); 28 CFR 35.105(a)		
	▪ Vertical facilities (administration buildings, museums, community centers, etc.)?	X	
	▪ Pedestrian facilities (sidewalks, intersections, curb cuts/ramps, etc.)?	X	
	▪ If no inventories exist is there an action plan established for producing the inventories?		
11	<b>Does the municipality have a schedule/plan for removing barriers identified in its facility inventory?</b>	X	
	28 CFR 35.150(d)(2); 28 CFR 35.150(d)(3)		
12	<b>Does the municipality have a clear and detailed description of methods used to make facilities accessible?</b>	X	
	28 CFR 35.150(d)(3)(ii)		



## Resolution R-22-040

Introduced By: Brannon Richards

Date: March 17, 2022

### **Resolution Adopting an Americans with Disabilities Act (ADA) Policy pursuant to Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.**

**WHEREAS**, the Town of Leland prohibits discrimination on the basis of disability with respect to all terms and conditions of employment and access to its activities, programs, and services; and

**WHEREAS**, any interference, coercion, restraint, retaliation, or reprisal of any person alleging disability discrimination is prohibited; and

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

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

**WHEREAS**, the Town of Leland is committed to:

1. Providing reasonable accommodation for an individual with a disability to participate in employment, activities, programs, and services and has established procedures to allow persons with a disability to request reasonable accommodation;
2. Providing access to persons using its facilities, building, and state maintained roads, sidewalks, and crosswalks;
3. Ensuring that communications with applicants, participants, beneficiaries, members of the public, and companions with disabilities are as effective as communications with others;
4. Auxiliary aids/services are provided upon request to individuals with a disability.

**Therefore, Be It Resolved** by the Town Council of the Town of Leland that the Town has an ADA Coordinator who can answer ADA related questions and handle reasonable accommodation requests as well as provide information on established procedures for filing a complaint alleging discrimination on the basis of a disability. The ADA Coordinator can be contacted at (910) 726-3196 or by mail at 102 Town Hall Drive Leland, NC 28451. Any questions or comments concerning this policy should be referred to the ADA Coordinator



Adopted by Town Council on this 17th day of March, 2022.

  
Brenda Bozeman, Mayor

  
Sabrena A. Reinhardt, Town Clerk





**POLICY STATEMENT**

**ISSUED PURSUANT TO TITLE II OF THE AMERICANS WITH DISABILITIES ACT AND SECTION 504  
OF THE REHABILITATION ACT OF 1973**

It is the policy of the Town of Leland to ensure that qualified persons with a disability are not denied the benefits of, excluded from participation in, or otherwise subject to discrimination in the application, access to, participation in, or enjoyment of any city facility, service, program, or activity including employment with the Town of Leland.

**Public Participation** – Facebook and other social media, newspaper, radio, etc. Example:



The Town of Leland is committed to ensuring equal access to all of its facilities, services, programs, and events and making sure we are compliant with the policies of the Americans with Disabilities Act (ADA). We have added a Public Notice to our website affirming our intent of full ADA compliance, will be establishing a Grievance Procedure to address instances of non-compliance and are also in the process of conducting a Self-Evaluation and preparing a Transition Plan to become fully ADA compliant.

Visit our website at [www.townofleland.com](http://www.townofleland.com) and click on ADA Transition Plan to view ongoing efforts.

# APPENDIX C

## Public Engagement Survey Results



## **AMERICANS WITH DISABILITIES ACT (ADA) TRANSITION PLAN** **Community Engagement Survey on Accessibility**

The Town of Leland is producing an ADA Transition Plan and requests your input!

The ADA Transition Plan is a comprehensive plan for improving access for individuals with disabilities to Town facilities, parks, programs, services, activities, and events. It is part of the Town of Leland's continued efforts to welcome and serve all members of the community. By updating and implementing the Transition Plan, consistent with the ADA, Town services and facilities will become more comfortable, welcoming, and accessible to everyone.

The Town is seeking input from individuals with disabilities, patrons, caregivers, organizations, and agencies that support individuals with disabilities as well as from interested individuals with experience in accessibility needs and best practices. This community involvement will help the Town with its self-evaluation process and better enable us to address and prioritize current and future accessibility needs.

The Town and its consultants have prepared this survey to help evaluate community perspectives on accessibility to Town programs, services, and facilities. The survey will be available through **March 31, 2022**.

**The Town of Leland** is asking for your input by completing this questionnaire that addresses accessibility of services and activities offered to the public. Examples include: obtaining a permit, paying a fee, participating in a recreational program, or attending a public meeting. All responses are subject to becoming public record.

The purpose of this questionnaire is to gather information on how Town services are, or are not, accessible to people with disabilities. The goal is that each service is readily accessible to and usable by persons with disabilities.

Please complete the following:

Name: \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

\_\_\_\_\_ I choose to remain anonymous

1. What best describes your association with the Town of Leland?

- Community Member or Visitor with a Disability
- Community Member or Visitor without a Disability
- Community Organization: Please list name \_\_\_\_\_
- Work in Leland

2. Do you participate in programs, services or activities offered by the Town of Leland?

- No
- Yes, please describe \_\_\_\_\_

3. What is your normal mode of transportation? (Select one)

- Car / Van
- Bus
- Ride-hailing apps
- Bicycle
- Walking / Wheeling
- Other (Please specify) \_\_\_\_\_

4. Do you have any specific compliments, concerns, complaints, or problems with access for persons with disabilities to any of the programs, services or activities provided by the Town of Leland?

- No
- Yes, please describe \_\_\_\_\_

5. Do you know the person you should contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service, or event?

- No, I do not know
- Yes, please share name and/or title \_\_\_\_\_

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

- No
- Yes, please describe \_\_\_\_\_

\_\_\_\_\_

7. If you answered “yes” to Question #6, was accommodation provided?
- No  
 Yes  
 Yes, but I was dissatisfied with the accommodation (please explain) \_\_\_\_\_
- 
8. Are Town of Leland staff generally helpful, supportive, and positive in solving accessibility issues for persons with disabilities?
- Yes  
 Somewhat  
 Do not know  
 No (please explain) \_\_\_\_\_
- 
9. What do you think should be the highest priority of the Town of Leland to improve accessibility for persons with disabilities? Please rank the following from 1 to 6 with 1 having the highest priority:
- Sidewalks  
 Crosswalks  
 Curb Ramps  
 Facilities  
 Parks  
 Other (please explain) \_\_\_\_\_
10. Do you have any particular concerns regarding accessibility in any Leland parks or public facilities? You can submit as many as you like: \_\_\_\_\_
- 
11. Please list the general address or area of sidewalk in Leland that you find particularly unusable/dangerous and why. You can submit as many as you like: \_\_\_\_\_
- 
12. What conditions along Town streets / sidewalks affect your walking habits? (Rank in order from 1-6 with 1 being the most critical)
- Proximity to motor vehicles / driver  
 Unsafe street crossings  
 Sidewalks in poor condition or missing sections (gaps)  
 Missing or difficult curb ramps  
 Obstructions  
 Poor lighting

Thank you for answering the questions. Your answers will help Town administration, departments and all the people we serve. Please return the completed survey to Town Hall or directly to the ADA Coordinator.



## Q1 Personal Information (leave blank if you wish to remain anonymous)

Answered: 10 Skipped: 11

ANSWER CHOICES	RESPONSES	
Name	90.00%	9
Company	0.00%	0
Address	70.00%	7
Address 2	0.00%	0
City/Town	100.00%	10
State/Province	100.00%	10
ZIP/Postal Code	90.00%	9
Country	70.00%	7
Email Address	90.00%	9
Phone Number	0.00%	0

#	NAME	DATE
1	Patricia Batleman	4/22/2022 3:50 PM
2	Laura Jones	4/22/2022 1:15 PM
3	Margarida Kanaris	4/12/2022 4:20 PM
4	Jonathan Damico	4/6/2022 7:36 PM
5	Brian	4/6/2022 8:29 AM
6	John T Williams jr	3/28/2022 5:52 PM
7	Kimberly	3/25/2022 12:51 PM
8	Michelle Brown	3/24/2022 8:11 AM
9	Cathy Ussery	3/23/2022 4:57 PM

#	COMPANY	DATE
	There are no responses.	

#	ADDRESS	DATE
1	918 Spicebush Drive	4/22/2022 3:50 PM
2	1751 Tommy Jacobs Dr	4/12/2022 4:20 PM
3	1017 DANDY CT	4/6/2022 7:36 PM
4	6934 Campbells ridge drive	4/6/2022 8:29 AM
5	1080 NUNS TRL	3/28/2022 5:52 PM
6	2346 Low Marsh Ct	3/24/2022 8:11 AM
7	7412 Hazelstone In	3/23/2022 4:57 PM

#	ADDRESS 2	DATE
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Americans with Disabilities Act (ADA) Transition Plan: Town of Leland Community Engagement  
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There are no responses.

#	CITY/TOWN	DATE
1	Winnabow	4/22/2022 3:50 PM
2	Leland	4/22/2022 1:15 PM
3	Leland	4/12/2022 4:20 PM
4	LELAND	4/6/2022 7:36 PM
5	Leland	4/6/2022 8:29 AM
6	Leland	3/28/2022 5:52 PM
7	Leland	3/25/2022 12:51 PM
8	Leland	3/24/2022 8:11 AM
9	Leland	3/24/2022 7:20 AM
10	Leland	3/23/2022 4:57 PM

#	STATE/PROVINCE	DATE
1	NC	4/22/2022 3:50 PM
2	NC	4/22/2022 1:15 PM
3	NC	4/12/2022 4:20 PM
4	NC	4/6/2022 7:36 PM
5	NC	4/6/2022 8:29 AM
6	N.C.	3/28/2022 5:52 PM
7	NC	3/25/2022 12:51 PM
8	Nc	3/24/2022 8:11 AM
9	NC	3/24/2022 7:20 AM
10	North Carolina	3/23/2022 4:57 PM

#	ZIP/POSTAL CODE	DATE
1	28479	4/22/2022 3:50 PM
2	28451	4/22/2022 1:15 PM
3	28451	4/12/2022 4:20 PM
4	28451	4/6/2022 7:36 PM
5	28451	4/6/2022 8:29 AM
6	28451	3/28/2022 5:52 PM
7	28451	3/24/2022 8:11 AM
8	28451	3/24/2022 7:20 AM
9	28451	3/23/2022 4:57 PM

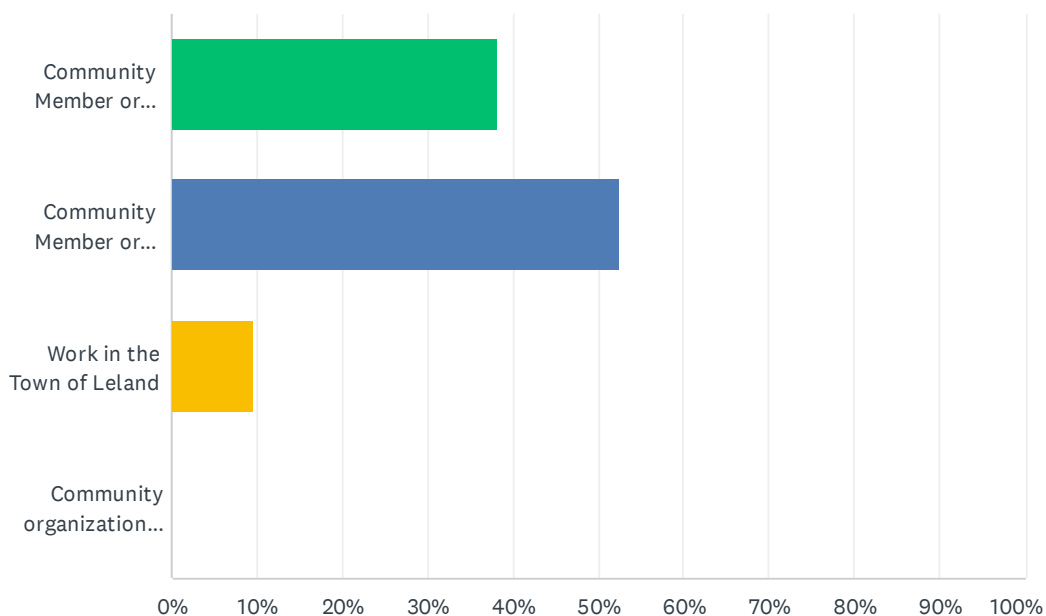
#	COUNTRY	DATE
1	United States	4/22/2022 3:50 PM
2	United States	4/12/2022 4:20 PM
3	United States	4/6/2022 7:36 PM
4	Usa	3/28/2022 5:52 PM
5	Us	3/24/2022 8:11 AM

Americans with Disabilities Act (ADA) Transition Plan: Town of Leland Community Engagement  
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6	United States	3/24/2022 7:20 AM
7	United States	3/23/2022 4:57 PM
<b>#</b>	<b>EMAIL ADDRESS</b>	<b>DATE</b>
1	patbattleman@aol.com	4/22/2022 3:50 PM
2	laurajones78@msn.com	4/22/2022 1:15 PM
3	ekanaris1@live.com	4/12/2022 4:20 PM
4	damico.jc@gmail.com	4/6/2022 7:36 PM
5	bduchossois@gmail.com	4/6/2022 8:29 AM
6	Bumpbumpbumpskip@gmail.com	3/28/2022 5:52 PM
7	kimjones100@msn.com	3/25/2022 12:51 PM
8	michelle06807@gmail.com	3/24/2022 8:11 AM
9	kathi7400@aol.com	3/23/2022 4:57 PM
<b>#</b>	<b>PHONE NUMBER</b>	<b>DATE</b>
	There are no responses.	

## Q2 What best describes your association with the Town of Leland?

Answered: 21 Skipped: 0

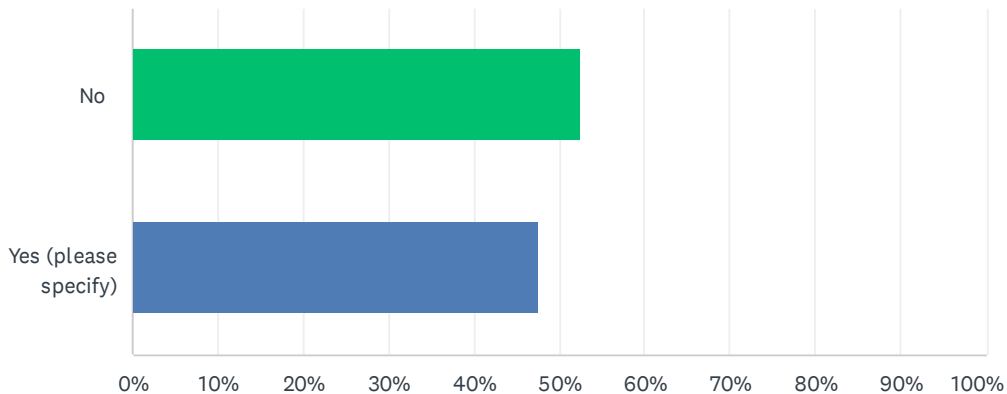


ANSWER CHOICES	RESPONSES
Community Member or Visitor with a Disability	38.10% 8
Community Member or Visitor without a Disability	52.38% 11
Work in the Town of Leland	9.52% 2
Community organization (please specify)	0.00% 0
<b>TOTAL</b>	<b>21</b>

#	COMMUNITY ORGANIZATION (PLEASE SPECIFY)	DATE
There are no responses.		

### Q3 Do you participate in programs, services, or activities offered by the Town of Leland?

Answered: 21 Skipped: 0

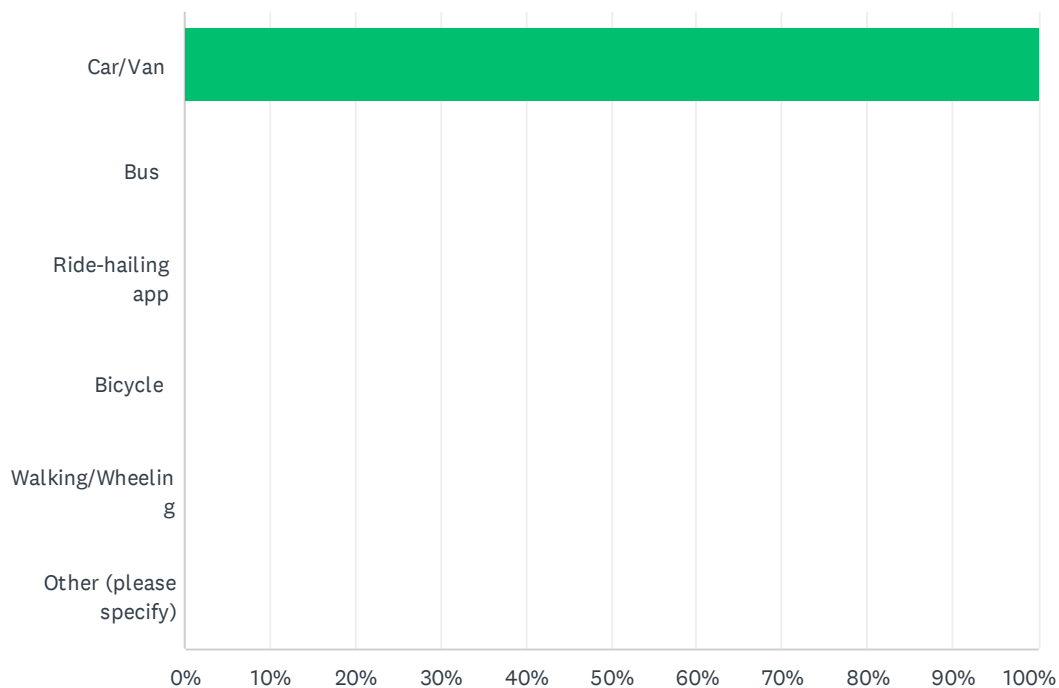


ANSWER CHOICES	RESPONSES	
No	52.38%	11
Yes (please specify)	47.62%	10
<b>TOTAL</b>		<b>21</b>

#	YES (PLEASE SPECIFY)	DATE
1	LCAC, Founders Park events.	4/22/2022 3:50 PM
2	Varies	4/22/2022 1:15 PM
3	Senior center, Founder's Park, Westgate nature park, Library	4/21/2022 7:10 PM
4	Town Hall gardens Walk in parks	4/12/2022 4:20 PM
5	Sometimes :)	4/11/2022 11:23 AM
6	Music in the Park: cultural arts center programs: walking trails at park	4/8/2022 10:31 AM
7	Parks and rec activities, Town Council attendee	4/6/2022 7:36 PM
8	Parks and recreation. kayak club. Brunswick County Democrats	4/6/2022 8:29 AM
9	I attend Founders Day and Grand Illumination.	3/24/2022 1:37 PM
10	Enjoy the parks + festivals	3/23/2022 12:00 PM

## Q4 What is your normal mode of transportation? (Select one)

Answered: 21 Skipped: 0

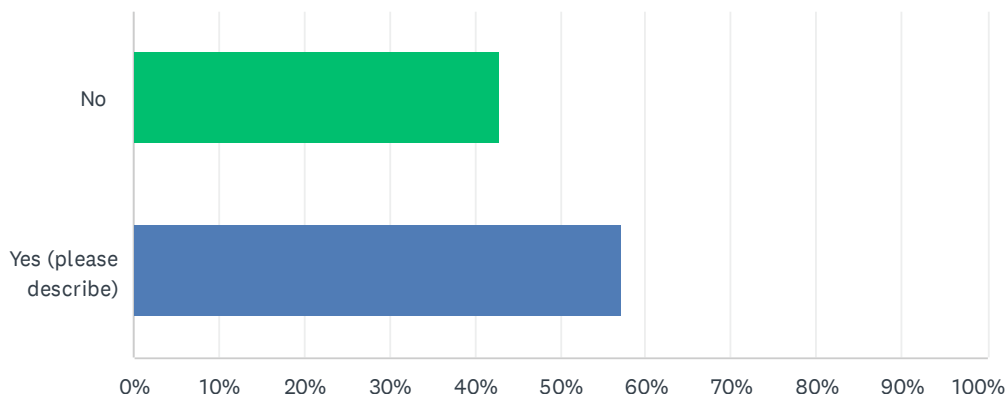


ANSWER CHOICES	RESPONSES
Car/Van	100.00% 21
Bus	0.00% 0
Ride-hailing app	0.00% 0
Bicycle	0.00% 0
Walking/Wheeling	0.00% 0
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>21</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q5 Do you have any specific compliments, concerns, complaints, or problems with access for persons with disabilities to any of the programs, services or activities provided by the Town of Leland?

Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	42.86%	9
Yes (please describe)	57.14%	12
<b>TOTAL</b>		<b>21</b>

#	YES (PLEASE DESCRIBE)	DATE
1	Seniors with limited mobility and health issues could use easier access to transport to and from recreation venues to attend events. More benches and shelters at parks and recreation facilities.	4/22/2022 3:50 PM
2	Lack of availability	4/22/2022 1:15 PM
3	I enjoy having a raised garden bed. But I need a little help. It is a challenge for me to unroll and roll the water hose at the Town Hall raised garden spot I have.	4/12/2022 4:20 PM
4	the gazebo at the senior center is not accessible. I think the Town should be more inclusive in parks planning. More facilities, more easily accessible, more types of activities within facilities for those with targeted disabilities.	4/11/2022 11:23 AM
5	Cracks in walking trail make it difficult for those using cane or wheelchair	4/8/2022 10:31 AM
6	I think the sidewalks could be more plentiful, cross walks should have audible signals, Leland should probably have it's own transit/shuttle system as some of the areas are inaccessible by foot/bike, etc.	4/6/2022 7:36 PM
7	Too many of the shopping locations offer no or very limited access accessibility improvements. Public locations like parks, docks etc are also lacking.	4/6/2022 8:29 AM
8	On street parking and sidewalks being blocked by cars. Makes walking difficult or impossible.	4/1/2022 10:31 AM
9	The kayak launch at Cypress cove is not wheelchair accessible would like to make sure the future kayak launch is made accessible and i would also like to see some wheelchair accessible playground equipment in some of the parks you provide to the public.	3/28/2022 5:52 PM
10	I can only get rides from my parents because there isn't reliable or cheap transportation. I can't	3/25/2022 12:51 PM

Americans with Disabilities Act (ADA) Transition Plan: Town of Leland Community Engagement  
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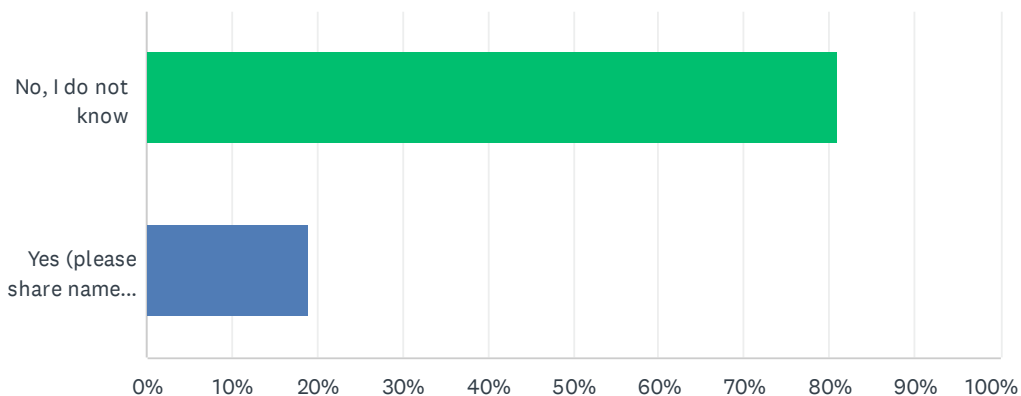
go to Wilmington or Southport on my own because of this. A cab costs nearly \$20 to go ten minutes to my job. The Brunswick Transportation van service is unreliable because it requires you to be ready at least two hours before pickup, and often if you try to arrange a ride 48 hours in advance like it asks, they'll tell you they can't drive you. They also don't run on weekends.

11	I have a sister that is blind. In order for her to move to this area she will need transportation to Dr's, hospitals, Parks and Rec, grocery store, work, Walmart etc. She would not be able to access a bus because she could not see the route numbers. People with disabilities have different needs and I agree there needs to be a usable transportation system. By not providing this service you are saying that you don't not wish for them to be a part of the community.	3/23/2022 6:18 PM
12	All public facilities should have ADA access.....especially with the aging population of Leland.	3/23/2022 12:00 PM



## Q6 Do you know the person you should contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service, or event?

Answered: 21 Skipped: 0

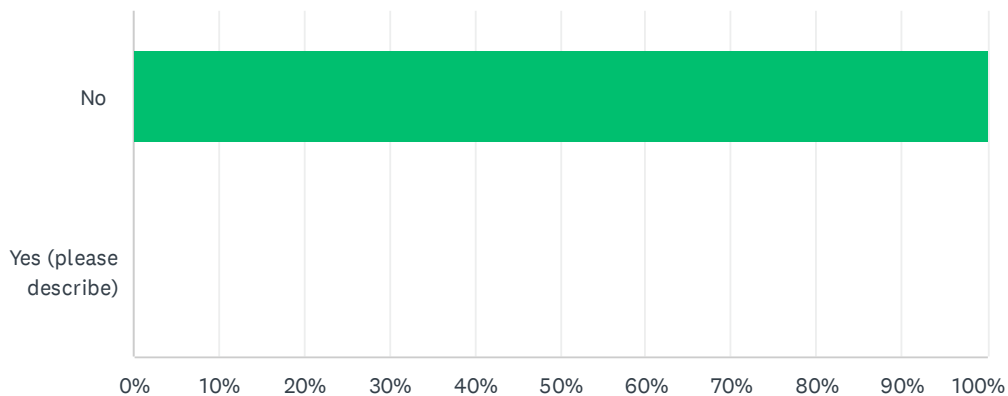


ANSWER CHOICES	RESPONSES
No, I do not know	80.95% 17
Yes (please share name and/or title)	19.05% 4
<b>TOTAL</b>	<b>21</b>

#	YES (PLEASE SHARE NAME AND/OR TITLE)	DATE
1	I would google it	4/22/2022 10:11 AM
2	Wyatt Richardson	4/11/2022 11:23 AM
3	Ada coordinator	3/28/2022 5:52 PM
4	Wyatt Richardson	3/24/2022 1:37 PM

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

Answered: 21 Skipped: 0

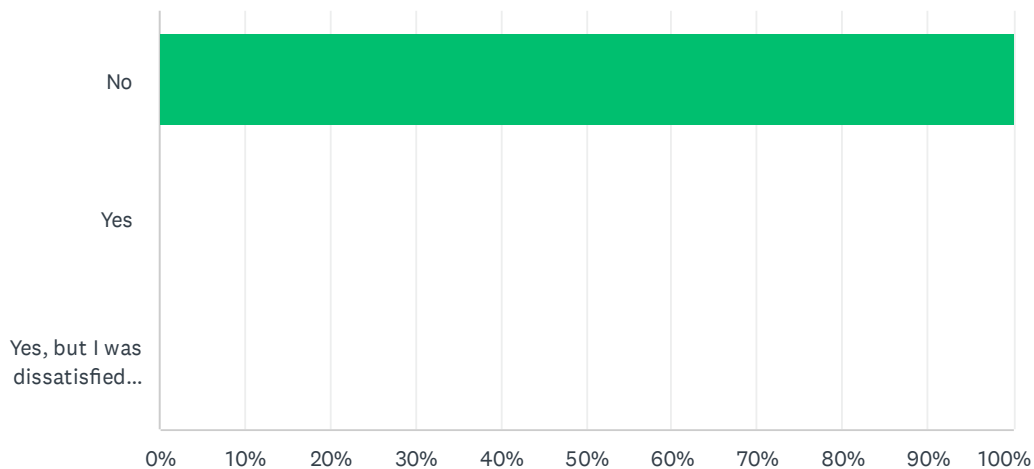


ANSWER CHOICES	RESPONSES	
No	100.00%	21
Yes (please describe)	0.00%	0
TOTAL		21

#	YES (PLEASE DESCRIBE)	DATE
	There are no responses.	

## Q8 If you answered “yes” to the previous question, was accommodation provided?

Answered: 1 Skipped: 20

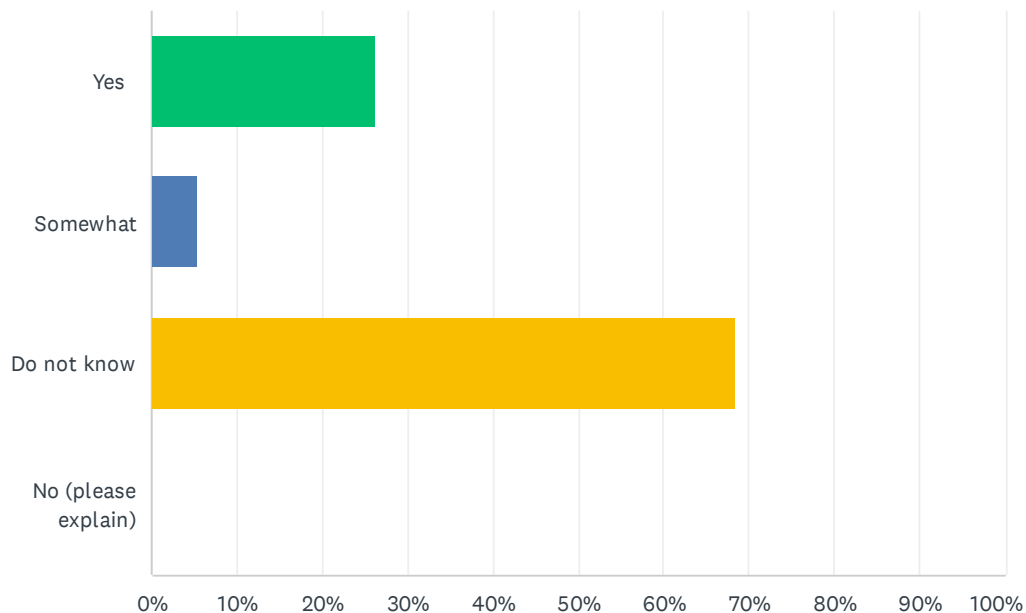


ANSWER CHOICES	RESPONSES
No	100.00% 1
Yes	0.00% 0
Yes, but I was dissatisfied with the accommodation (please explain)	0.00% 0
<b>TOTAL</b>	<b>1</b>

#	YES, BUT I WAS DISSATISFIED WITH THE ACCOMMODATION (PLEASE EXPLAIN)	DATE
	There are no responses.	

## Q9 Are Town of Leland staff generally helpful, supportive, and positive in solving accessibility issues for persons with disabilities?

Answered: 19 Skipped: 2

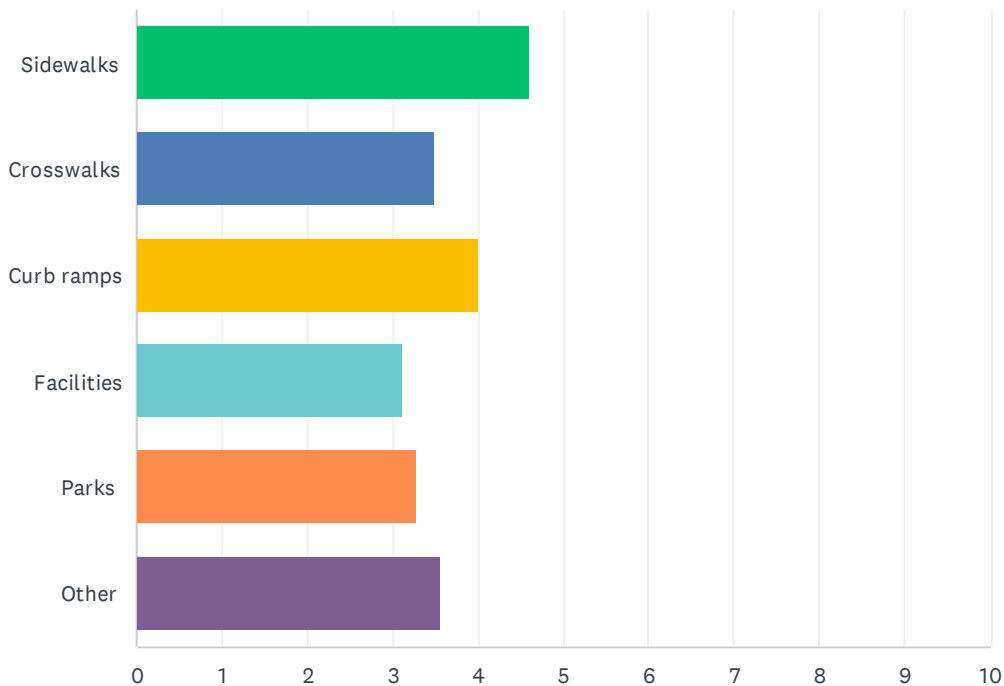


ANSWER CHOICES	RESPONSES
Yes	26.32% 5
Somewhat	5.26% 1
Do not know	68.42% 13
No (please explain)	0.00% 0
<b>TOTAL</b>	<b>19</b>

#	NO (PLEASE EXPLAIN)	DATE
	There are no responses.	

**Q10 What do you think should be the highest priority of the Town of Leland to improve accessibility for persons with disabilities? Please rank the following from 1 to 6 with 1 having the highest priority:**

Answered: 21 Skipped: 0



	1	2	3	4	5	6	TOTAL	SCORE
Sidewalks	45.00% 9	15.00% 3	20.00% 4	5.00% 1	5.00% 1	10.00% 2	20	4.60
Crosswalks	0.00% 0	35.00% 7	20.00% 4	5.00% 1	40.00% 8	0.00% 0	20	3.50
Curb ramps	5.26% 1	21.05% 4	42.11% 8	31.58% 6	0.00% 0	0.00% 0	19	4.00
Facilities	16.67% 3	5.56% 1	11.11% 2	16.67% 3	38.89% 7	11.11% 2	18	3.11
Parks	5.88% 1	23.53% 4	5.88% 1	41.18% 7	5.88% 1	17.65% 3	17	3.29
Other	42.86% 6	0.00% 0	7.14% 1	7.14% 1	7.14% 1	35.71% 5	14	3.57

## Q11 Please explain if you answered "Other" to the previous question.

Answered: 10 Skipped: 11

#	RESPONSES	DATE
1	Transport Benches Shelters Sidewalks	4/22/2022 3:50 PM
2	More programs	4/22/2022 1:15 PM
3	I think all of these are equally important. They should not be ranked.	4/11/2022 11:23 AM
4	Car service, transportation services for those who can not walk or drive	4/8/2022 7:21 PM
5	The reason i chose other is all of these are#1s to me. Things like sidewalks,curb ramps and crosswalks need to be made accessible for safety. parks need the things that make activities possible for all so all can be included most facilities have been built since the ada was signed into law and should already comply unless something was overlooked	3/28/2022 5:52 PM
6	Reliable, cheap transportation seven days a week	3/25/2022 12:51 PM
7	Parking in Leland as a whole. I find it difficult to obtain a handicap spot in general. There just isn't enough.	3/24/2022 2:49 AM
8	Transportation is the most important service needed. Without that there is no need for other services.	3/23/2022 6:18 PM
9	Access for blind or low vision individuals	3/23/2022 4:57 PM
10	ADA access for all public spaces.	3/23/2022 12:00 PM

## Q12 Do you have any particular concerns regarding accessibility in any Town of Leland parks or public facilities? You can submit as many as you like:

Answered: 11 Skipped: 10

#	RESPONSES	DATE
1	During Leland in Lights, walking around Founders Park can be challenging for some given tree roots, uneven ground.	4/22/2022 3:50 PM
2	The recycling drop off near town hall isn't accessible to someone with a wheelchair. The door openings are too high to reach while in a wheelchair. Minor issue	4/22/2022 10:11 AM
3	I have a concern about crosswalks. I would like more to be available and for a clear signal indicating to drivers to stop.	4/12/2022 4:20 PM
4	Yes - many facilities aren't completely accessible to those with wheelchairs.	4/11/2022 11:23 AM
5	See above	4/6/2022 8:29 AM
6	Would like to see some park equipment or playground equipment added to your parks that can accommodate a child who uses a wheelchair would also like to see the Cypress cove kayak canoe launch made accessible if it is renovated in the future.	3/28/2022 5:52 PM
7	No	3/25/2022 12:51 PM
8	Ensuring all playground structures are equipped with sensory elements for children on the spectrum and with hearing or visual disabilities.	3/24/2022 1:37 PM
9	Haven't used enough yet, moved here last August	3/24/2022 8:11 AM
10	Unable to answer this at this time.	3/23/2022 6:18 PM
11	none at this time	3/23/2022 12:00 PM

**Q13 Please list the general address or area of sidewalk in the Town of Leland that you find particularly unusable/dangerous and why. You can submit as many as you like:**

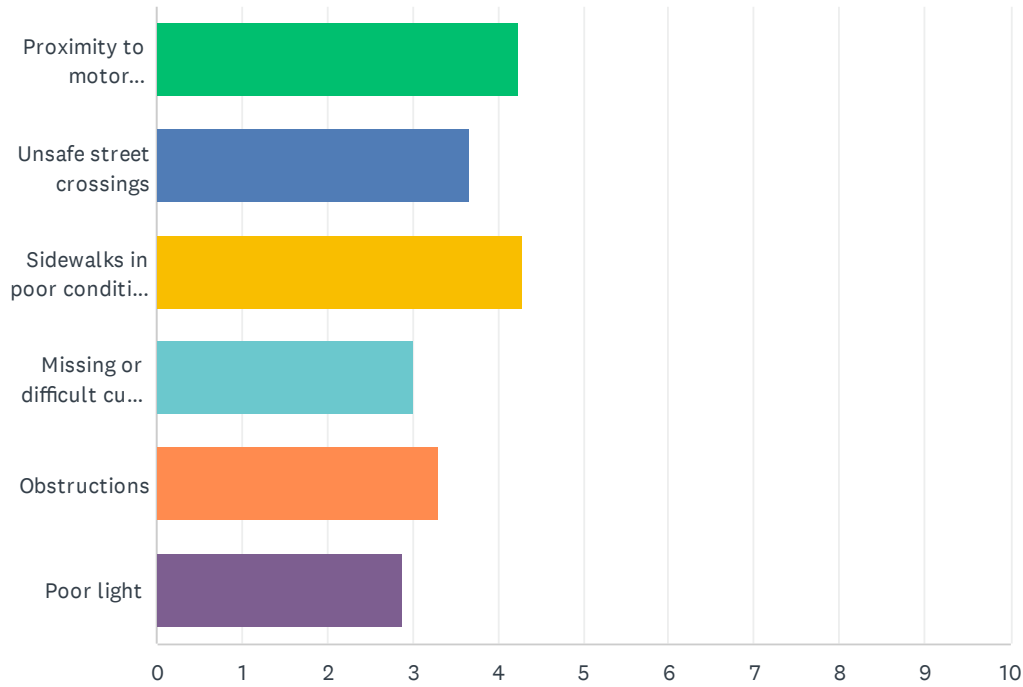
Answered: 9 Skipped: 12

#	RESPONSES	DATE
1	Lanvale RD could use a sidewalk. The town lines are so scattered I have no idea if it's within the town limits or not.	4/22/2022 10:11 AM
2	Westgate area	4/21/2022 7:10 PM
3	At the moment I can only think of the one between the park and the raised bed gardens.	4/12/2022 4:20 PM
4	Village Road, S. Navassa Road, Old Fayetteville Road. Its more than just sidewalks. We need street trees and street lighting also.	4/11/2022 11:23 AM
5	Crossing Ploof Road over to Waterford to shop or visit doctor. It is definitely walkable except for the crossing of 17 Ocean Highway.	4/8/2022 7:21 PM
6	Founders Park sidewalk(walking track)	4/8/2022 10:31 AM
7	Lanvale Forest Lanvale Trace Mallory creek	4/1/2022 10:31 AM
8	Unable to answer at this time.	3/23/2022 6:18 PM
9	The area of the Village Road Strip Malls ..... seem confusing .....with no specific traffic pattern noted.....thus, difficult in a safe walking pattern.	3/23/2022 12:00 PM



## Q14 What conditions along Town streets / sidewalks affect your walking habits? (Rank in order from 1-6 with 1 being the most critical)

Answered: 18 Skipped: 3



	1	2	3	4	5	6	TOTAL	SCORE
Proximity to motor vehicles/driver	29.41% 5	23.53% 4	11.76% 2	11.76% 2	23.53% 4	0.00% 0	17	4.24
Unsafe street crossings	5.56% 1	22.22% 4	33.33% 6	22.22% 4	5.56% 1	11.11% 2	18	3.67
Sidewalks in poor condition or missing sections (gaps)	29.41% 5	29.41% 5	11.76% 2	5.88% 1	17.65% 3	5.88% 1	17	4.29
Missing or difficult curb ramps	12.50% 2	0.00% 0	12.50% 2	37.50% 6	25.00% 4	12.50% 2	16	3.00
Obstructions	12.50% 2	25.00% 4	12.50% 2	12.50% 2	6.25% 1	31.25% 5	16	3.31
Poor light	18.75% 3	6.25% 1	12.50% 2	6.25% 1	18.75% 3	37.50% 6	16	2.88

# APPENDIX D

## Grievance Procedure



## **AMERICANS WITH DISABILITIES ACT - GRIEVANCE PROCEDURE**

This Grievance Procedure has been established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). Any individual looking to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or facilities of the Town may review the procedure and submit a grievance report form.

The complaint should be in writing and may be submitted using the Town 's Grievance Form. This form can be found under the ADA Transition Plan tab on the Town 's website. 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. All received complaints will be kept confidential.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation took place. Complaints should be submitted to:

### **ADA Coordinator**

**Mr. Niel Brooks**  
**Assistant Town Manager**

Phone: 910-332-4818

Email: [nbrooks@townofleland.com](mailto:nbrooks@townofleland.com)

Postal Address: Town of Leland  
102 Town Hall Drive  
Leland, NC 28451

Physical Address: Town of Leland  
102 Town Hall Drive  
Leland, NC 28451

## ADA Title II – Grievance Procedure 8.22.2022

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact the grievant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print, Braille or audio tape. The response will explain the position of the Town of Leland regarding the complaint and, when appropriate, offer options for substantive resolution of the complaint.

If the response by the Town 's ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Town Manager of the Town of Leland.

Within fifteen (15) calendar days after receipt of the appeal, the Town Manager will meet with the grievant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Town Manager will respond with the Town 's final position on the issue. The response will be in writing and, if necessary, an alternative format that is accessible to the grievant.

All written complaints received by the ADA Coordinator, appeals to the Town Manager, and responses from these two officers will be retained by the Town of Leland for at least three years.



**Title II of the Americans with Disabilities Act Section 504 of  
the Rehabilitation Act of 1973**

**GRIEVANCE FORM**

Grievant's Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Business/Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

.....  
*This section to be completed only if the aggrieved person is not the individual completing this form.*

Reporting Individual: \_\_\_\_\_

Person(s) Affected by the Situation (if other than reporting individual): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Preferred Telephone or Email: \_\_\_\_\_

.....  
Program/Activity/Facility Alleged to Be Inaccessible: \_\_\_\_\_

When did the situation occur? (date and time): \_\_\_\_\_

Describe the situation or way in which the program is not accessible, providing the name(s) where possible of the individuals who were involved in the situation (please attach additional pages as needed).

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Have efforts been made to resolve this complaint through the Request for Accommodation with the ADA Coordinator? YES\_\_\_\_ NO\_\_\_\_

If yes, what were the results? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Send or deliver to:

**Mr. Niel Brooks**  
**ADA Coordinator**  
Assistant Town Manager  
102 Town Hall Drive  
Leland, NC 28451  
Ph. 910-332-4818  
Email: nbrooks@townofleland.com

Upon request, reasonable accommodation will be provided in completing this form or copies of the form. Please contact the ADA Compliance Coordinator.

# APPENDIX E

## ADA Plan Contact Information

### ADA Coordinator

#### Mr. Niel Brooks

Assistant Town Manager  
102 Town Hall Drive  
Leland, NC 28451  
(910) 332-4818  
Email: [nbrooks@townofleland.com](mailto:nbrooks@townofleland.com)

### ADA Transition Plan Implementation Coordinator

#### Mr. Lynn Vetter

Public Works Director  
102 Town Hall Drive  
Leland, NC 28451  
(910) 332-4652  
Email: [lvetter@townofleland.com](mailto:lvetter@townofleland.com)