

TOWN OF WAKE FOREST, NC AMERICANS WITH DISABILITIES ACT TRANSITION PLAN



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Introduction

The purpose of an Americans with Disabilities Act (ADA) Transition Plan is to ensure the residents and visitors of the Town of Wake Forest have full access to the Town of Wake Forest's programs, services, and activities. It is designed to accommodate people with disabilities and give fair access to facilities without limiting their quality of life. The Town of Wake Forest is committed to meeting all the accessibility needs of disabled individuals. This ADA Transition Plan includes those plan components specifically requested by the Town of Wake Forest to fulfill requirements of the ADA.

Transition Plan and Purpose

The Americans with Disabilities Act 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), the Town of Wake Forest has conducted a self-evaluation of its public rights-of-way (PROW); and has developed this Transition Plan detailing the methods to be used to ensure compliance with ADA accessibility requirements.

The Town of Wake Forest has complied with Title II of the Americans with Disabilities Act by creating this Transition Plan.

Agency and Requirements

Under Title II, the Town of Wake Forest 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)].
- Public entities are required to establish and publish grievance procedures to ensure the prompt and equitable resolution of ADA-related complaints [28 CFR Sec. 35.107(b)]. While individuals are not obligated to use this internal grievance process before filing a federal complaint, having a grievance procedure in place facilitates a timely, local resolution of accessibility issues and helps prevent conflicts from escalating to litigation or the formal federal complaint process.

Designation of Responsibility

In accordance with 28 CFR 35.107(a), the Town of Wake Forest has designated the following person to serve as ADA Title II Coordinator, to oversee the Town of Wake Forest's policies and procedures:

- Name: Mickey Rochelle
- Title: ADA Coordinator
- Phone: 919-435-9455
- Address: 317 Brooks Street | Wake Forest, NC 27587

In accordance with 28 CFR 35.150(d)(3), the Town of Wake Forest has designated the following person to serve as ADA Transition Plan Implementation Coordinator:

- Name: Mickey Rochelle
- Title: ADA Coordinator
- Phone: 919-435-9455
- Address: 317 Brooks Street | Wake Forest, NC 27587

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 rights-of-way, 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 (VHD) locations, severely degraded sidewalks requiring demolition and replacement, absence of curb ramps or detectable warnings, demolition and replacement, narrow or missing sidewalk sections. 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 and Findings

In 2023, a consultant on behalf of the Town of Wake Forest completed a self-evaluation of its programs, services, activities, facilities, and technology. This included accessibility-related barriers in each category. For example, right-of-way (ROW) deficiencies were reviewed for specific sidewalk areas:

- Vertical height displacement locations;
- Absence of curb ramps;
- General curb ramp assessments;
- Missing or narrow sidewalks;
- Cross slope issues generally;
- Areas that may require demolition and replacement;
- Pedestrian Access Route (PAR) areas under 4-ft in width due to structural issues or vegetation.

These deficiencies were cataloged in a geo-database and provided to the Town of Wake Forest. The methodology used to conduct the condition study followed the ADA Guidelines for ADA Transition Planning, Public Right of Way Accessibility Guidelines (PROWAG), 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](#)

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 the Town of Wake Forest plans to address as part of this Transition Plan.

The Town of Wake Forest also assessed public access facilities, programs and services, and the Town's public-facing website.

Public Involvement

The Town of Wake Forest 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.

Public involvement for preparation of this document has consisted of the following activities:

- Announcement of the ADA assessment at a Council Meeting and to the media.
- A public survey disseminated through the Town of Wake Forest's website and available at the Town of Wake Forest Town Hall.
- Community Engagement Survey information is further discussed in the Community Engagement section of this report.
- This document will also be made available to the public on the Town of Wake Forest's website.

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. If users of the Town of Wake Forest's facilities and services believe the Town of Wake Forest 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 of Wake Forest has developed a grievance procedure for the purpose of the prompt and equitable resolution of citizens' complaints or concerns.

Plan Implementation of Corrective Actions

- Prioritize identified issues.
- Inform and educate the Town of Wake Forest's 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 Wake Forest's website and a printed copy is available for review by request at Wake Forest Town Hall, at:

Wake Forest Town Hall
301 Brooks St,
Wake Forest, NC 27587

Public Accessibility to Plan

This ADA Transition Plan is hereby adopted by the Town of Wake Forest, effective date is included in Appendix E:

Mickey Rochelle, ADA Coordinator
ADA Title II Coordinator

Mickey Rochelle, ADA Coordinator
ADA Transition Plan
Implementation Coord.

Kip Padgett, Town Manager
Authorizing Official

TOWN OF WAKE FOREST, NC ADA PROGRAMMATIC ACCESS REVIEW



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Section 1

Introduction and Overview



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Introduction

The Town of Wake Forest (Wake Forest) partnered with Precision Infrastructure Management, Inc. (PIM CS LLC) in 2025 to conduct an updated Americans with Disabilities Act Programmatic Access Review. A Programmatic Access Review is an assessment that aims to identify barriers and ensure individuals with disabilities can participate fully in an organization's programs and services.

The ADA prohibits discrimination against individuals with disabilities and mandates equal access to public programs, services, and activities. This report provides recommendations to address identified barriers and support the Town of Wake Forest's overall ADA Transition Plan.

The Goal: Equal Access

Title II of the ADA mandates equal access to public services and programs for individuals with disabilities. Wake Forest must ensure:

- **Non-Discrimination:** People with disabilities cannot be denied participation or benefits.
- **Equality in Participation:** Services must be provided in a way that ensures equal opportunity, not guaranteed outcomes.
- **Integration:** Services should prioritize inclusion, avoiding separate programs unless necessary.
- **Reasonable Modifications:** Policies must be adjusted to ensure access unless doing so would fundamentally alter the nature of a service.
- **Effective Communication:** Auxiliary aids and services must be provided to ensure communications with individuals with disabilities are as effective as those with others.

These principles are essential for enabling individuals with disabilities to engage fully in Wake Forest's programs and services.

Approach: Good Faith Effort

The Town of Wake Forest demonstrates its commitment to accessibility by:

- Conducting a current ADA Self-Evaluation and Transition Plan.
- Maintaining a record of past efforts to remove barriers.
- Developing and implementing inclusive policies and procedures.
- Providing regular staff training on disability etiquette, ADA requirements, and effective communication.

By prioritizing these actions, the Town of Wake Forest reduces legal risks, promotes accessibility, and meets its ADA compliance responsibilities.

Purpose of Findings

This report fulfills the ADA's requirement to complete a self-evaluation (28 CFR §35.105) and provides a practical roadmap for planning and accountability. The findings and recommendations serve three purposes:

- Identify systemic and program-specific barriers to accessibility.
- Recommend actionable steps for removing or reducing those barriers.
- Document progress in a way that engages stakeholders and supports the Town's upcoming Transition Plan.

Scope & Assumptions of the Programmatic Review

This review encompassed the following areas, consistent with the Town's scope of work for this phase:

1. **Programmatic Access Review:** Evaluation of Town policies, procedures, programs, and communications to identify barriers to participation.
2. **Digital Accessibility Review:** Assessment of the Town's websites and documents against WCAG 2.1 and PDF/UA standards using Accessibility Insights Fast Pass.
3. **External Agreements:** Examination of vendor and intergovernmental agreements for ADA compliance requirements.
4. **Community Input:** Consideration of demographic trends and initial stakeholder feedback to ensure solutions reflect community needs.

The PIM project team views disability through a broad lens as an inclusive demographic of individuals with a wide range of disabilities. As Congress encouraged when the ADA Amendments Act was passed in 2008, the definition of disability should be construed in favor of broad coverage of individuals to the maximum extent permitted by the terms of the ADA and generally shall not require extensive analysis [\[PL 110-325\]](#).

Section 2

Title II Administrative Requirements



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Administrative Requirements

The ADA sets forth administrative requirements for Title II entities with 50 or more employees. These include public notice, designation of an employee responsible for ADA compliance activities, and development of a grievance procedure.

Public Notice

The Town of Wake Forest must provide notice to the public about its ADA obligations and accessible facilities and services. The notice should inform the public about the ADA's nondiscrimination requirements and describe how individuals with disabilities may contact officials to participate in the public process, request accommodation, or report accessibility barriers.

Findings:

- An accessibility statement is not present on the Town's website, www.wakeforestnc.gov.
- Some public-facing documents do not include nondiscrimination language specific to disability.
- Staff readiness to provide the notice in alternate formats (e.g., ASL interpreting, Braille, large print) is unclear.

Recommendations:

- Update the ADA public notice to explicitly state: "The Town of Wake Forest does not discriminate on the basis of disability in its programs, services, or activities."
- Ensure the notice, grievance procedures, and accommodation request processes are published on all departmental websites and prominently displayed in public facilities.
 - **Note:** This can be done by creating a centralized repository and linking assets to it.
- Train employees to respond to requests for alternative formats and auxiliary aids.
- Standardize notice language across all public communications, including promotional materials, flyers, and event announcements.

Responsible Employee

Entities with 50 or more employees are required to designate an individual responsible for ensuring compliance with the ADA. While the ADA does not specify the title of this individual, the term "ADA Coordinator" is commonly used.

The ADA Coordinator's primary responsibilities include:

- Overseeing the Town's ADA compliance efforts, including the Self-Evaluation and Transition Plan.
- Investigating ADA-related complaints and grievances.
- Developing and maintaining non-discriminatory policies and procedures.
- Providing training on disability-related topics to employees and volunteers.
- Coordinating activities across departments and department divisions to address accessibility issues.
- Engaging with the disability community to foster collaboration and inclusion.

Findings:

- Wake Forest has designated an ADA Coordinator, but visibility of this role across departments and the clarity of responsibilities could be improved.
 - Community survey data suggests that up to 78% of respondents are not aware of this position.

Recommendations:

- Standardize ADA Coordinator contact information across the Town of Wake Forest's digital assets. (**this can be the centralized repository**)
- Clarify the ADA Coordinator's authority, role, and resources to ensure they can support compliance across all Town programs.
- Consider assigning departmental ADA liaisons to support the central Coordinator, providing local accountability and ensuring program-specific issues are addressed quickly.

Grievance Procedure

Title II also requires that local government entities have an ADA grievance procedure. A grievance procedure encourages prompt and equitable resolution of discrimination claims on the basis of disability at the local level without having to force individuals to file a federal complaint or a lawsuit.

Findings:

- A grievance process exists but is not readily available online.
- Forms on wakeforestnc.gov provide varying levels of accessibility (e.g., fillable PDFs for screen reader users).
- No clear appeal process is documented.

Recommendations:

- Publish the Town's ADA grievance procedure and forms prominently online and in physical locations at public facilities.
- Ensure all grievance forms are accessible and fillable electronically.
- Designate the ADA Coordinator as the point of contact for grievances and accommodation requests.
- Establish and document a clear appeal process.
- Provide training for staff on intake, confidentiality, and resolution of ADA-related complaints.

This includes web pages and applications that are not hosted on www.wakeforestnc.gov.

Section 3

Program, Policy, and Services Review



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Program, Policy, and Services Review

The Program, Policy, and Services evaluation focuses on two key areas of Title II compliance:

- General areas of Title II requirements, such as effective communication, reasonable modification, integrated settings, and eligibility criteria.
- Initiative-specific recommendations for improving program access.

Under Title II, access means ensuring individuals with disabilities can participate fully in services, activities, and communications. This section reviews current practices against ADA requirements, identifies systemic gaps, and provides recommendations to strengthen compliance.

Title II Requirements for Programs and Services

Title II of the ADA prohibits discrimination based on disability in all Town programs, services, and activities. To meet these obligations, the Town must ensure:

- **Equal Opportunity** – Individuals with disabilities cannot be denied participation or benefits.
- **Integrated Services** – Services must be delivered in the most integrated setting appropriate.
- **Reasonable Modifications** – Policies must be adapted when necessary to avoid discrimination.
- **Effective Communication** – Auxiliary aids and services must be provided when needed.
- **Oversight of Contractors** – Services delivered by outside vendors or partners must meet the same standards.

Denial of Participation

Findings:

- Policies generally protect against discrimination but do not consistently reference disability as a protected category and lack clear discrimination language.

Recommendations:

- Standardize a nondiscrimination statement across all Town publications, forms, and web pages.
- Example: “The Town of Wake Forest does not discriminate on the basis of disability in its programs, services, or activities.”
- Ensure qualified participants are not denied access to any Town program on the basis of disability.

Reasonable Modification

Title II requires Wake Forest to reasonably modify policies, practices, or procedures to avoid disability discrimination. Ensuring all employees understand this requirement and are trained to provide reasonable modification is essential.

Findings:

- No single, Town-wide statement outlines how and when reasonable modifications will be provided. (**see Appendix B for reference**)
- Staff training on handling requests appears inconsistent.

Recommendations:

- Develop and adopt a Town-wide Reasonable Modification Policy that includes:
 - Definitions of reasonable vs. unreasonable modifications.
 - Guidance for responding to requests promptly.
 - Examples of common modifications.
- Provide all staff with training on the policy, including when to escalate requests to the ADA Coordinator.
- Include reasonable modification guidance in public-facing materials so residents understand how to make requests.

Effective Communication

According to Title II (CFR §35.160), the Town of Wake Forest must ensure that communication with individuals with disabilities is as effective as communication with others. To achieve this, the Town is required to provide appropriate auxiliary aids and services, including but not limited to qualified interpreters, video-remote interpreting (VRI), assistive listening devices, real-time captioning, braille materials, and large print documents.

When auxiliary aids or services are necessary, the Town must allow individuals with disabilities to request their preferred aid or service. The Town must honor the individual's choice unless an equally effective alternative is available or providing the requested aid would result in a fundamental alteration or undue financial burden.

It is critical to consult individuals with disabilities about their communication needs, as they are best positioned to determine what will work effectively for them. For example, individuals who are Deaf from birth or early life often rely on sign language rather than written English, which may be ineffective for their communication.

Wake Forest cannot impose additional fees or surcharges on individuals with disabilities for auxiliary aids or services. However, costs may be distributed across all participants in an event or program if necessary.

Findings:

- No publicly available and consistently implemented Town-wide policy exists regarding auxiliary aids and services.
- Staff knowledge about providing alternate formats varies.
- Digital documents and online content often fail WCAG 2.1 and PDF/UA standards (see Section 4).

Recommendations:

- Adopt a Town-wide Effective Communication Policy that specifies:
 - Auxiliary aids available (interpreters, captioning, Braille, large print, accessible digital formats).
 - Protocols for responding to requests.
 - Statement of no additional charge to individuals for aids or services.
- Provide ongoing training for staff on disability etiquette and communication strategies.
- Update forms, brochures, and digital documents to include a standard statement on requesting alternate formats.
- Build procurement relationships with auxiliary aid providers to ensure availability.

Relationships with Contractors & Outside Vendors/Procurement

Wake Forest collaborates with government agencies (federal, state, and local) and third-party vendors, including private companies and nonprofit organizations, through contractual, inter-local, and informal agreements. It is essential that third party vendors or partner organizations providing services on behalf of Wake Forest comply with ADA requirements to minimize liability risks and ensure accessibility in the delivery of Wake Forest's programs, services, and activities.

Findings:

- Contracts and vendor agreements reviewed do not consistently include ADA requirements.

Recommendations:

- Revise all contracts to include explicit ADA compliance clauses. (see **Appendix E for Procurement Guidance**)
- Require vendors and partners to demonstrate accessibility in both program delivery and digital communications.
- Develop procedures to monitor vendor compliance (annual reviews, certification statements, or audits).
- Provide contractors with the Town's ADA policies and expectations at the start of engagement.

When the Town partners with other organizations to deliver or support its programs and services, known barriers should be documented and reported. As an example:

- Inform other agencies or government officials of any accessibility shortcomings within the policies, programs and facilities of those governments or agencies, if known.
- Provide accessibility to the greatest extent feasible which corresponds with the Town's level of ownership, location of the service, nature or the contractual arrangement, etc.
- Examine each of the contractual, inter-local, and informal and/or customary agreements to ensure that the Town fully establishes which of the parties is responsible for accessibility of sites, facilities, buildings, programs, services, or activities.

Emergency Management

In recent years, the focus on whole-community emergency management and inclusive disaster planning has grown significantly, with the Department of Justice (DOJ) emphasizing the importance of ADA compliance in these efforts. To meet these standards, it is recommended the Department prioritize addressing the needs of residents and visitors with disabilities in all emergency management policies and procedures.

Findings:

- Emergency policies reference continuity of operations but lack detailed protocols for individuals with disabilities.
- No consistent approach to alternate format communication during emergencies.

Recommendations:

- Update emergency plans to specifically address individuals with disabilities, including:
 - Accessible evacuation routes and signage.
 - Procedures for communicating emergency alerts in alternate formats (TTY, captioned alerts, plain language).
 - Staff training on assisting individuals with disabilities during emergencies.
- Partner with local disability organizations to inform and test emergency procedures.
- Include ADA considerations in drills and tabletop exercises.

TOWN OF WAKE FOREST, NC DEPARTMENT INSIGHTS



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Department Programmatic Access Review

What Is A Department Programmatic Access Review?

A Programmatic Access Review is an evaluation of a local government's programs, services, activities, and policies to ensure they are accessible to people with disabilities, in accordance with Title II of the Americans with Disabilities Act. Unlike a facility assessment, which looks at physical barriers, this review focuses on how services are delivered. The goal is to remove barriers that limit participation by individuals with disabilities.

Why Are Department Programmatic Access Reviews Important?

People interact with government through programs (applying for permits, riding public transit, attending public meetings, or receiving emergency alerts). If these services are inaccessible, whether due to policy, communication gaps, or untrained staff, individuals with disabilities may be excluded. A Programmatic Access Review helps the Town identify and fix these barriers to:

- Ensure equal access and participation.
- Comply with federal law and avoid legal liability.
- Promote consistent service across departments.
- Support continuous improvement in service delivery.

Expected Outcomes Of A Department Programmatic Access Review

- A prioritized list of policy and communication gaps.
- Tailored recommendations for each department.
- Development of a Town-wide accessibility improvement strategy.
- Ongoing training and policy updates that reflect ADA best practices.

This process ensures accessibility is not a one-time task, but an evolving commitment embedded into Wake Forest's operations.

Department-Wide ADA Compliance Efforts

When reviewing publicly available Wake Forest information, common themes emerged regarding potential barriers for people with disabilities. In general, Wake Forest can take several proactive steps within all its departments that will enhance its level of accessible, inclusive services across the board, including:

- Development and implementation of consistent ADA language across all policies and documents.
- Ensuring program eligibility criteria do not inadvertently exclude individuals with disabilities.
- Providing annual ADA and accessibility training to all employees.
- Regularly reviewing social media, forms, other digital technologies, and public communications for accessibility.
- Building accessibility into procurement and planning processes to ensure consistency across services.

Department Insights

Board of Commissioners

The Wake Forest Board of Commissioners (BOC) sets the policies that shape how the Town grows, how its services are delivered, and how residents engage with their local government. With five members elected and the Town Mayor serving as BOC leadership, the Board convenes regularly to deliberate on the issues facing the community. Its decisions reach across every aspect of town life, from land use and infrastructure to budget priorities and public services.

The recommendations that follow are organized by topic and grouped for clarity, so each can be considered on its own merits or as part of a broader policy direction. Each recommendation is grounded in publicly available data, observed practice, or priorities the Town has articulated. To ensure the BOC continues to support the Town's effort to improve service outcomes and remove barriers to accessibility, the BOC should:

- Ensure all meetings, agendas, minutes, and presentations published on the BOC's pages/sites are accessible to users of assistive technology. As an example, the following document had no tags or semantic structure for assistive technology:
 - https://www.wakeforestnc.gov/sites/default/files/uploads/agendas/2-17-26_bocagenda.pdf
- Ensure all multi-media content includes text alternatives and/or transcripts and captions.
 - Example: <https://www.wakeforestnc.gov/communications/wftv-10>.
 - Note 1: The FCC requires captions for live television programming.
 - Note 2: WCAG 2.1 requires captions for all pre-recorded content.
 - Note 3: The ADA requires effective communication. If multi-media content is provided, the Town must ensure viewers can perceive and understand the information. Users who are deaf or hard-of-hearing face barriers when viewing content that does not include a text alternative.
- The BOC uses 3rd party services to encourage communication, collaboration, and transparency. The Town should ensure staff utilize best practices in accessibility when creating content on any of the following platforms:
 - **WFTV:** content provided by WFTV should be made accessible and include captions and/or transcripts for video content. In addition, multi-media content that is included in the video for sighted users should be included in a text transcript if it is not communicated audibly or via caption.
 - **Town of Wake Forest Mobile App:** this app should be tested for accessibility against WCAG 2.1 criteria.
 - **Social media accounts like Vimeo, Facebook, X, and Instagram:** A review of these accounts revealed images without alt text, inaccessible social posts, and videos without captions. (see Appendix G for Social Media best practices for accessibility).
- While the Town has published ADA Coordinator contact information and a non-discrimination statement, the BOC should consider adding a drop-down to the FAQs on its landing page that explicitly outline the steps participants can take to request an accommodation to participate or to request an alternative format for content that does not fully support assistive technologies.
 - **Note:** this statement should also be included on this form: <https://www.cognitoforms.com/TownOfWakeForest3/BoardOfCommissionersSignUpToSpeakForm>.

Department Insights

Budget Management

The Budget Management Department is responsible for directing the planning, development, and execution of the Town's annual operating and capital improvements budgets, and operational performance and benchmarking.

Functions of the Department include funding source identification, resource allocation, projections and forecasting, budget monitoring, capital planning, debt management, performance measurement tracking, program evaluation and operational studies.

The Budget Management Department works to support the Board of Commissioners, Town Manager and Departments in their service to Wake Forest residents.

The Budget Management Department also provides dashboards for the following programs:

- Financial Reports/Summaries
- Fire
- Police
- Planning
- Inspections
- Parks, Recreation & Cultural Services
- Communications
- Downtown Development
- Financial Services
- Public Works - Streets
- Engineering

Because the Budget Management Department shares information in a variety of delivery mechanisms, including images, charts, maps, digital documents, etc., careful attention should be given to ensuring the content of these platforms is accessible.

- The ClearGov platform should be assessed for digital accessibility. Automated errors were identified on the following page during review: https://cleargov.com/north-carolina/wake/town/wake-forest/dashboards/1515/financial-reports_or_data.
 - The link to this application should be updated on the Budget Management Office homepage as it links to a 404 error: <https://www.wakeforestnc.gov/budget-management/performance>.
- Documents published via ClearGov include some semantic structure and provide limited functional accessibility, but need to be remediated for assistive technology to ensure users with disabilities can access the information provided in its entirety.
 - Example: https://cleargov.com/north-carolina/wake/town/wake-forest/dashboards/1515/financial-reports_or_data.

Department Insights

Budget Management (continued)

- The annual budget document includes some semantic structure and provides limited functional accessibility, but needs to be remediated for assistive technology to ensure users with disabilities can access the information provided in its entirety.
 - Example: https://www.wakeforestnc.gov/sites/default/files/uploads/departments/finance/2025-26Budget/fy_25-26-adopted-budget-document-v1-1.pdf.
- The Capital Improvement document includes some semantic structure and provides limited functionality accessibility, but needs to be remediated for assistive technology to ensure users with disabilities can access the information provided in its entirety.
 - Example:
<https://www.wakeforestnc.gov/sites/default/files/uploads/BudgetManagement/approved-cip-26-31-update-web-version.pdf>.

Department Insights

Communications

The Communications Department endeavors to keep community members informed about Wake Forest programs, services, and special events, as well as the actions of the Town government.

The Department is responsible for developing newsletters, brochures, electronic and e-mail communications for community members, videos, press releases and other informational materials, as well as managing content on the Town website and Wake Forest TV 10. In addition, the Communications & Public Affairs Director works with the local media by providing information, arranging interviews and acting as a spokesperson for the Town. The Department should consider the following recommendations to ensure access and effective communication:

- Standardize use of plain language across all public notices, press releases, and outreach materials to improve accessibility for diverse audiences.
- Include ADA nondiscrimination and reasonable accommodation language in public communications, including flyers, newsletters, and social media.
- Establish procedures for providing alternate formats of all communication materials upon request (e.g., large print, Braille, accessible PDFs).
- Provide staff training on effective communication strategies for individuals with disabilities, including use of auxiliary aids and services.
- Formally adopt WCAG 2.1 AA as a Town standard for technology.

Note: the following recommendations are included in the BOC section for visibility (programs are also advertised on BOC pages) but are applicable to Communications as well:

- Ensure all multi-media content includes text alternatives and/or transcripts and captions.
 - Example: <https://www.wakeforestnc.gov/communications/wftv-10>.
 - Note 1: The FCC requires captions for live television programming.
 - Note 2: WCAG 2.1 requires captions for all pre-recorded content.
 - Note 3: The ADA requires effective communication. If multi-media content is provided, the Town must ensure viewers can perceive and understand the information. Users who are deaf or hard-of-hearing face barriers when viewing content that does not include a text alternative.
- The Town should ensure staff utilize best practices in accessibility when creating content on any of the following platforms:
 - **WFTV:** content provided by WFTV should be made accessible and include captions and/or transcripts for video content. In addition, multi-media content that is included in the video for sighted users should be included in a text transcript if it is not communicated audibly or via caption.
 - **Town of Wake Forest Mobile App:** this app should be tested for accessibility against WCAG 2.1 criteria.
 - **Social media accounts like Vimeo, Facebook, X, and Instagram:** A review of these accounts revealed images without alt text, inaccessible social posts, and videos without captions. (see Appendix F for Social Media best practices for accessibility).

Department Insights

Downtown Development

The Town of Wake Forest Downtown Development Department supports the vitality, growth, and preservation of Wake Forest's historic downtown district. Originally established as the nonprofit Wake Forest Downtown, Inc. (WFD), the organization formally joined the Town in October 2012 when the Board of Commissioners brought the director position in-house at the request of the WFD Board of Directors. WFD continues in its current capacity as a 501(c)(3) organization, working alongside the Town department to promote downtown as a vibrant destination for residents, visitors, and businesses.

The Department coordinates downtown events, supports food vendors and business owners, and maintains public-facing tools such as the Downtown Map, and the Downtown WF function of the Town of Wake Forest App to help the community experience and navigate Wake Forest.

- Add ADA nondiscrimination and reasonable accommodation statements to all Downtown Development program materials, contracts, and public notices. This will ensure users who book tours or other services understand what options are available to them for participation.
- Ensure all downtown event permits and co-sponsorship agreements include accessibility requirements for vendors, facilities, and communications. (see **Appendix F**)
- Provide guidance to business partners and downtown organizations on accessibility best practices (e.g., event accessibility, accessible marketing materials).
 - Examples:
 - Temporary event guidance: <https://adata.org/guide/planning-guide-making-temporary-events-accessible-people-disabilities>.
 - Creating accessible portable content: <https://accessibility.wfu.edu/resources/inclusive-flyers/>.
 - Additional resources: <https://adata.org/>.
- Develop procedures to review downtown revitalization projects and public events for ADA compliance during the planning stage.
 - Refer to Town building standards and guidance for temporary events.
- Train department staff and partner organizations on ADA Title II requirements, including effective communication, reasonable modification, and vendor compliance.
- Include accessibility information in all promotional campaigns and public outreach related to downtown programs and events.

Department Insights

Economic Development

The Economic Development Department serves the Town of Wake Forest by fostering business growth, attracting new investment, and supporting entrepreneurial ventures throughout the community. The Department works to create economic opportunities that enhance the quality of life for residents while maintaining the Town's character and values. The Economic Development team collaborates with local businesses, regional partners, and State agencies to develop strategic initiatives that promote job creation, increase tax base, and strengthen the local economy.

The Economic Development Department manages several digital platforms and resources to communicate with businesses and stakeholders, including economic data dashboards, development opportunity maps, business directory systems, and promotional materials. These platforms often utilize complex data visualizations, interactive maps, downloadable resources, and multimedia content to showcase economic trends and business opportunities.

Given the diverse digital content delivery methods employed by the Economic Development Department, including interactive maps, economic data visualizations, PDF reports, and multimedia presentations, digital accessibility compliance should be prioritized to ensure all community members and businesses can access critical economic information and resources regardless of their abilities or assistive technology needs.

- Economic Development's primary public repository is its own site (distinct from wakeforestnc.gov): <https://www.discoverwakeforest.org/>
 - This site needs to be tested for accessibility.
 - ADA and Accessibility governance need to be linked.
- Economic Development directs users to use this application: <https://properties.zoomprospector.com/wakeforestnc?page=1&s%5BSortDirection%5D=true&s%5BSortBy%5D=featured&s%5BSizeUnits%5D=1>
 - This site needs to be tested for accessibility.
- This shared site provides information for the Town of Wake Forest via Wake County Development Services: <https://raleigh-wake.org/invest-expand-thrive/incentives>
 - This site needs to be tested for accessibility.
- Economic Development hosts videos that rely on on-screen text to communicate information. Ensure all videos have captions and those that use text on-screen are accompanied with text transcripts.
 - Example: <https://www.discoverwakeforest.org/ldwf>.
- Some documents are presented inside of a frame on-screen. These documents and the application that hosts them need to be tested for accessibility.
 - Example: https://issuu.com/bmartinson/docs/wake_forest_big_city_energy_sm?e=4737722/58377178.
- Frames are used to provide interactive storyboards. These applications need to be tested for accessibility.
 - Example: https://issuu.com/wfbip/docs/wake_forest_2026_community_profile?fr=sOWVhYjgzOTEyNDc.

Department Insights

Engineering

The Town of Wake Forest Engineering Department is responsible for providing civil engineering services for municipal infrastructure projects, including street design and construction, stormwater management systems, traffic engineering, and capital improvement project oversight. This department conducts engineering studies, prepares technical drawings and specifications, manages construction contracts, and ensures compliance with state and local engineering standards. The Engineering Department also reviews and approves development plans submitted by developers, and coordinates with utility companies on infrastructure improvements. The Engineering Department utilizes various digital platforms to deliver engineering information and services to the public, including interactive GIS mapping applications, construction project tracking systems, and development review portals.

- The Department uses a variety of delivery mechanisms to communicate and interact with the public. This includes GIS, application portals, and customer service applications. These applications should be tested for accessibility.
 - Examples:
 - https://seeclixfix.com/web_portal/42XYLNX6DX4w9nde25FbugKs/report/location?device_os=Portal3-MapWidget&lat=35.97082216479624&lng=-78.5117725.
 - <https://wakeforest.geocivix.com/secure/>
 - Project status dashboards and tracking systems should be evaluated for keyboard navigation compatibility and ensure all interactive elements are accessible to assistive technology users.
- Engineering documents, including construction plans and technical specifications, often lack proper semantic tagging and alternative text for complex diagrams, creating barriers for users relying on screen readers.
- Document types assessed with accessibility issues:
 - Fillable forms.
 - Example: <https://www.wakeforestnc.gov/sites/default/files/uploads/planning/applications/contiguous-annexation-form-8-1-13.pdf>.
 - Checklists. Robust checklists are provided. However, these checklists often lack semantic structure for assistive technology.
 - Guides, drawings, and policies.

Department Insights

Engineering (continued)

- Ensure all multi-media content include captions and/or transcripts. In the following example, a video uses a combination of text and audio to convey information. Multi-media content should include a text alternative to ensure assistive technologies can access them.
 - Example: <https://www.wakeforestnc.gov/engineering/community-outreach>.
- Ensure all multi-media content include captions and/or transcripts. In the following example, a video uses a combination of text and audio to convey information. Multi-media content should include a text alternative to ensure assistive technologies can access them.
 - Example: <https://www.wakeforestnc.gov/engineering/community-outreach>.

Department Insights

Finance

The Town of Wake Forest Finance Department is responsible for the quality management of the Town's financial resources and related operations. The Department's work includes cash management, payroll, vendor payment, financial reporting, purchasing, utility management, and revenue collection. Through these functions, Finance supports the day-to-day fiscal operations of every Town department and ensures compliance with applicable accounting standards and financial regulations.

The Finance Department also produces and publishes the Town's primary financial documents, including the Annual Comprehensive Financial Report (CAFR) and the Popular Annual Financial Report (PAFR). In addition, the Department administers the Town's fee schedule, and manages bids and RFQs. Finance also provides customer service for utility accounts, assessments, and tax-related inquiries, working in coordination with County partners.

- Add ADA nondiscrimination and accessibility statements to all Finance publications, including annual financial reports, budgets, and citizen summaries.
- Ensure all financial reports, forms, and policies are formatted for screen reader accessibility, with proper table structures and heading levels.
- Develop a process for providing alternative formats (large print, Braille, accessible PDFs) upon request for all financial documents.
- Train Finance staff on digital accessibility and plain-language writing practices.
- Revise procurement and travel policies to include explicit ADA compliance requirements for vendors. (see **Appendix E**)

Department Insights

Fire

The Town of Wake Forest Fire Department is committed to saving lives and protecting the community through fire prevention education, fire suppression, emergency medical services, and response to other emergency and non-emergency incidents. The Department serves residents, visitors, and businesses throughout the Town of Wake Forest and surrounding areas, accomplishing its mission through continuous training, public education, and a steadfast dedication to the safety of both its members and the public.

In addition to emergency response, the Fire Department delivers a broad range of community programs and services, including CPR classes, fire prevention and public education, the WFFD Smoke House demonstration, kitchen fire safety outreach, and the Knox Homebox Program, which helps first responders reach vulnerable residents during emergencies. The Department also publishes annual reports, maintains Special Teams capabilities, supports the Wake Forest Firefighters Foundation, and has contributed to regional relief efforts such as Hurricane Helene Relief.

- Develop and publish an accessibility statement specific to Fire Department programs, services, and public communications.
- Ensure all emergency preparedness and evacuation plans include procedures for individuals with disabilities, with alternate formats available for effective communication (large print, Braille, audio, captioned alerts).
- Provide staff training on assisting individuals with mobility, sensory, and cognitive disabilities during emergencies.
- Incorporate accessibility into fire safety education programs and community outreach materials.
- Update emergency communication templates (e.g., adverse weather notices, disaster alerts) to follow digital accessibility standards and plain-language guidelines.
- Establish partnerships with local disability organizations to inform and test emergency management procedures.
- Require that all Fire Department facilities and temporary emergency shelters follow ADA accessibility standards. This means:
 - **Temporary shelters** for emergencies should be assessed for accessibility against standardized checklists.
 - Use the Access Board's [Temporary Event Guidance](#).
 - Ensure staff have training and resources to support temporary accessible structures.
 - Table-top exercises should be conducted on **permanent structures** to ensure persons with disabilities have ready access to areas of refuge in the event of an emergency and emergency personnel are equipped to evacuate them safely. This means:
 - Procuring equipment to move persons with mobility disabilities down stairways.
 - Procuring services to ensure effective communication.
 - Training emergency staff to serve vulnerable populations.
 - **If applicable:** Update emergency action plans to include procedures for assisting individuals with disabilities. Table-top exercises are used to identify emergency-specific barriers and safety hazards.
- Integrate ADA compliance clauses into vendor and mutual-aid agreements for emergency response services. (see **Appendix E**)

Department Insights

Human Resources

The Town of Wake Forest Human Resources Department supports the Town's workforce across a full range of personnel functions. The Department's responsibilities include recruitment and selection, employee relations, position classification, compensation, benefits management, employee training and development, personnel records management, and wellness and safety. The Human Resources Department partners with every department and agency in the Town of Wake Forest to attract and retain talented employees who serve the Wake Forest community.

The Human Resources Department also administers the Town's comprehensive benefits package and Employee Assistance Program. The Department also maintains the Town's strategic plan for workforce development, publishes current job openings, and provides organizational resources that support both prospective and current employees.

- Publish a clear ADA nondiscrimination statement on the Human Resources webpage and in all job postings.
- Ensure all job applications, forms, and employee documents are accessible (fillable, screen-reader compatible, and available in alternate formats upon request).
- Include instructions in all recruitment materials on how applicants may request accommodations for the hiring process.
- Provide ADA and disability etiquette training to all HR staff and hiring managers.
 - The Town's human resources are critical to ensuring compliance with the ADA and access for all Town customers. Ensuring these valuable resources have the training and assets they need to carry out the Town's mission to ensure access and accessibility is critical to success.
- Revise employee handbooks and policy manuals to explicitly address reasonable accommodations, service animals, and effective communication.
- Ensure grievance and complaint procedures are clearly posted, accessible, and available in multiple formats.
- Establish a consistent process for engaging in the interactive process with employees requesting accommodations.

Department Insights

Information Technology

The Information Technology Department is responsible for managing and maintaining the Town's digital infrastructure, network systems, cybersecurity protocols, and technology services across all municipal departments. The Department oversees the Town's website platform, email systems, database management, software licensing, hardware procurement, and technical support for staff. The IT Department also manages the implementation of new technology solutions, ensures compliance with data security standards, and provides training to municipal employees on digital tools and systems.

The Information Technology Department plays a critical role in digital accessibility compliance across all Town platforms and applications.

The IT Department manages multiple systems that require accessibility assessment, employee portal applications, public-facing service request systems, and various third-party integrations. All new systems should be evaluated against WCAG 2.1 AA standards to identify barriers and establish remediation priorities.

The Information and Technology Department can continue to support Town departments and agencies by ensuring:

- New procurements adhere to accessibility best practices. (**see Appendix E**)
- Support and training for accessibility best practices are provided for new content and technologies.
- Remediation efforts are monitored and managed efficiently.
- Engaging community resources and the Town's ADA Coordinator when new projects are initiated to ensure barriers are identified early and solutions are developed with the end-user in mind.

Department Insights

Inspections

The Town of Wake Forest Inspections Department provides building inspections and permitting services throughout the Town's jurisdiction. The Department's primary function is to ensure the health, safety, and welfare of the public through uniform enforcement of State and local laws and local ordinances. Inspections staff process applications, perform plan review, collect fees, and issue permits for construction activity regulated under State statutes, and conduct inspections during various phases of construction, including electrical, plumbing, and mechanical systems, to ensure code compliance.

The Inspections Department also issues certificates of compliance and occupancy and manages a range of permitting services for residential and commercial projects. Residents and contractors can access several online tools through the Department, including electronic plan review and permit submittal, online inspection scheduling and payments, and the Public Info Search. The Department also maintains the Inspections Fee Schedule, coordinates fire inspections, participates in Building Safety Month, and publishes resources and FAQs to guide applicants through the permitting and inspection process.

- Add ADA nondiscrimination and accessibility statements to all public-facing inspection forms, permits, and notices.
- Ensure all digital forms and inspection reports are accessible (fillable, properly tagged, and screen-reader compatible).
- Develop processes for providing accessible versions of inspection notices, citations, and follow-up communications upon request.
- Provide Department-wide training on ADA Title II program access requirements, with emphasis on reasonable modification and effective communication.

Department Insights

Organizational Performance

The Town of Wake Forest Organizational Performance Department is responsible for evaluating and assessing the outcomes of strategic initiatives implemented across the Town. The Department measures the success and effectiveness of new programs and improvements to existing ones, with a particular emphasis on customer service and the continued pursuit of performance excellence across municipal operations. Working closely with Human Resources and the Town Manager's Office, Organizational Performance also focuses on strengthening employee culture by implementing strategies that improve satisfaction, engagement, and professional growth, and by fostering a positive, diverse, and inclusive work environment.

The Organizational Performance Department also leads the Town's community outreach and engagement efforts, building and maintaining relationships with residents, faith groups, non-profit organizations, local businesses, and other community stakeholders. The Department manages several signature programs, including the Citizens Academy, Town Hall Tours, Guest Services Volunteers, Wake Forest Cares, and the Focus on Mental Wellness initiative, which addresses mental well-being for youth, veterans, and seniors. It also oversees the Northern Community Food Security Team (NCFST) to address food insecurity, maintains the Town's Strategic Plan and Title VI program, and coordinates volunteer opportunities and the Special Events Policy that guide community engagement across Wake Forest.

- Incorporate ADA nondiscrimination and accessibility commitments into all Department performance metrics and reporting frameworks. This means:
 - Identifying role-specific tasks for staff to support Town accessibility efforts, including but not limited to:
 - Ensuring staff create accessible documents to avoid costly remediations later.
 - Participating in ADA and accessibility training to ensure they are resourced, trained, and supported to follow and adhere to the Town's access policies.
 - Encouraging innovation that results in improvements in service delivery.
- Ensure that surveys, dashboards, and reports are designed using accessible formats (screen-reader compatibility, plain language, alt text for graphics).
 - Note: If this is the responsibility of staff building dashboards, ensure the platforms in which they are hosted are accessible using the provided procurement guidance. (**see Appendix E**)
- Add accessibility questions to customer satisfaction and community feedback surveys to identify service gaps.

Department Insights

Parks, Recreation, and Cultural Services

The Town of Wake Forest Parks, Recreation & Cultural Resources (PRCR) Department is committed to enhancing the lives of residents by promoting health and wellness through diverse, safe, accessible, and culturally enriching recreational opportunities. The Department manages 561 acres of parks, open space, natural land, and trails, including five baseball and softball fields, three soccer fields, one pool, six picnic areas, eight playgrounds, eight lighted tennis courts, Flaherty Dog Park, and more than 50 miles of developed and undeveloped greenway trails. PRCR operations are anchored by Joyner Park Community Center, Flaherty Park Community Center, the Alston-Massenburg Center, the Wake Forest Community House, and the Holding Park Aquatic Center, which together serve as the primary hubs for programs, classes, and community gatherings.

PRCR offers a wide range of programs through RecDesk, Team Sideline, and the RecConnect program guide, including youth and adult athletics, cultural programs, esports, facility rentals, and specialized offerings such as SPIRIT Wake Forest and the Holding Park Inclusive Playground. The Department also operates the Wake Forest Senior Center and the Wake Forest Center for Active Aging, manages community outreach events and the Play It Forward initiative, and maintains the PRCR Master Plan, which was originally developed in 2015 and updated in 2024. PRCR earned national CAPRA accreditation through the National Recreation and Park Association in 2018 and was re-accredited in 2023, recognizing the Department's rigorous standards in management, programming, and service to the Wake Forest community.

- Add ADA nondiscrimination and reasonable accommodation language to all program brochures, rental applications, and public-facing forms.
- Ensure all recreation program applications and contracts are accessible (fillable, screen-reader compatible, and available in alternate formats).
- Incorporate ADA compliance requirements into cosponsorship agreements, vendor contracts, and facility rental policies. (see **Appendix E**)
- Expand staff training on accessibility and inclusion, including effective communication and reasonable modification procedures.
- Update emergency action plans for recreation centers and cultural facilities to include procedures for assisting individuals with disabilities.
- Ensure Department social media accounts and promotional materials follow digital accessibility best practices (alt text, captions, plain language). (see **Appendix F**)

Department Insights

Planning

The Town of Wake Forest Planning Department administers the Town's land use management documents and supports the orderly growth and development of the community. The Department's work includes administration of the Wake Forest Unified Development Ordinance (UDO) and community plan, review of construction and land development projects, UDO and municipal code enforcement, and staff support to various elected and appointed boards. The Planning Department manages current planning, zoning, and plan review functions, including addressing, annexations, code enforcement, flood damage prevention, site and subdivision plan review, architectural design review, zoning administration, and sign permitting.

The Department also guides the future of Wake Forest through the development, implementation, maintenance, and evaluation of the Town's long-range plans, including small area and corridor planning, transportation planning, historic preservation, the public art vision, and the Greenways & Open Space program. The Planning Department also maintains key resources for residents, developers, and the public, including the Zoning Map, Overlay Districts Map, Electronic Plan Review, the Active Developments Map, the Public Meetings Portal, and Engage Wake Forest. In its efforts to maintain sustainability and compliance, the Department should consider the following enhancements to its services to improve access:

- Include ADA nondiscrimination and reasonable accommodation language in all planning documents, notices, and public meeting announcements.
 - The Department hosts voluminous document types and technologies that may fall short of technical compliance with WCAG 2.1 standards. Providing support options will help the Department ensure compliance with the ADA while it continues to work towards full compliance.
- Ensure all zoning, permitting, and land use applications are accessible (fillable, properly tagged, and screen-reader compatible).
 - Where complex documents, graphics, and drawings are required and are not accessible, the Town can improve its compliance and access for laymen and users of assistive technology by providing an accompanying summary that explains the purpose of complex documents and drawings. In practice, this could mean that developers submit a one paragraph summary that explains the purpose and expected outcomes of a project, so that users can obtain some understanding of how those initiatives and projects will impact them.
- Ensure planning-related maps and GIS data are published in accessible formats, with alt text and clear legends.
- Incorporate accessibility reviews into planning processes, ensuring new developments and projects comply with ADA standards.
- Develop accessible procedures for public hearings, including captioning, interpreters, and alternate format availability.

Department Insights

Police

The Town of Wake Forest Police Department serves the Wake Forest community through professional law enforcement, public safety, and community engagement. The Department is comprised of sworn officers and non-sworn personnel, and is internationally accredited through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). Guided by its mission, purpose statement, and core values, the Police Department works to protect residents, businesses, and visitors while building trust through transparency, accountability, and responsive service.

In addition to its core law enforcement operations, the Department provides a range of community-focused programs and services, including the Take Me Home Special Assistance Program, Operation Safe Sale and the Safe Transaction Zone, free child safety seat installations, and weekly fingerprinting services. The Department also maintains the Police-to-Citizen (P2C) portal that operates a dedicated Police Tip Line for community reporting. Through crime prevention initiatives, community outreach events, and ongoing public information efforts, the Wake Forest Police Department remains committed to strengthening its partnership with the community it serves. To ensure effective communication and program access, the Department should:

- Publish ADA nondiscrimination and accessibility statements on all Police Department webpages, forms, and public notices (or link to the central repository).
- Ensure all public safety documents (incident reports, complaint forms, community alerts) are accessible in digital and alternate formats.
- Provide staff training on interacting with individuals with disabilities, including effective communication, de-escalation strategies, and disability awareness.
- Incorporate auxiliary aids and services (e.g., interpreters, captioned video, TTY/relay) into police communication protocols.
- Update emergency management procedures to include protocols for assisting individuals with mobility, sensory, or cognitive disabilities during emergencies.
- Ensure all public outreach events and community policing programs provide accommodations and accessible and effective communication upon request.
- Revise internal policies to clarify Department obligations and responsibilities under ADA Title II, including service animal access and reasonable modifications.

Department Insights

Public Works

The Town of Wake Forest Public Works Department maintains the infrastructure, fleet, and public spaces that keep Wake Forest running day to day. The Department manages street maintenance, cemetery operations, urban tree canopy and right-of-way vegetation, the Town's vehicle fleet, and the full range of residential solid waste services.

The Wake Forest Public Works Department consists of the following divisions: Streets & Cemetery, Solid Waste, Urban Forestry, and Fleet Maintenance. To continue to support the Town's accessibility efforts, the Department should:

- Add ADA nondiscrimination and accessibility statements to all Public Works forms, contracts, and project communications.
- Ensure all construction notices, service updates, and community alerts are published in accessible formats (plain language, alt text, tagged PDFs, large print upon request).
- Incorporate accessibility checks into all capital improvement projects, ensuring compliance with ADA design standards from the planning stage forward.
- Revise procurement documents and vendor contracts to require ADA compliance for contractors performing public works projects. (see **Appendix E**)
- Provide staff training on ADA Title II program access requirements, with emphasis on reasonable modifications during service delivery.
- Develop procedures for accessible communication regarding street closures, infrastructure projects, and maintenance activities.
- Ensure GIS maps, roadwork notifications, and service schedules meet WCAG 2.1 AA standards.

Department Insights

Risk Management

The Risk Management Department is responsible for identifying, assessing, and mitigating potential liabilities that could impact Town operations, including workers' compensation claims, property damage assessments, insurance coordination, and legal compliance monitoring. The Department develops and implements risk management policies, conducts safety training programs, investigates incidents and accidents, and maintains comprehensive insurance coverage for municipal facilities and operations. The Risk Management team also coordinates with legal counsel on liability matters, manages claims processing procedures, and provides guidance to department heads on risk reduction strategies and safety protocols.

The Risk Management Department utilizes digital platforms to track incident reports, manage claims documentation, deliver safety training materials, and maintain compliance records through various online systems and databases. To support continued accessibility in Town operations, the Department should:

- Ensure all forms, documents, and applications have been tested for accessibility. This includes:
 - Digital forms
 - Training platforms
 - Document management systems
 - Platforms and applications used by the public or integrated with public applications
- Ensure all staff have accommodation and accessibility training and awareness. Risk Management's homepage states "Safety Training: Administering effective safety training programs is critical to our employee's safety and health."
 - Incorporate ADA training into staff onboarding that conveys the importance of personal mobility devices, assistive technology, and service animals.

Department Insights

Town Attorney

The Town Attorney is responsible for providing comprehensive legal services to the Town of Wake Forest, including advising the BOC and municipal departments on legal matters, reviewing contracts and ordinances, representing the Town in litigation, and ensuring compliance with State and federal laws.

Given the critical nature of information provided by the Town Attorney and the Town's obligation to provide equal access to legal resources and municipal codes, the Town Attorney's Office should ensure it stays aware of ADA obligations across the organization to provide guidance and resources as needed.

- Publish an ADA nondiscrimination statement on the Town Attorney's webpage and in all public-facing legal documents. (**note: link to central repository**)
- Incorporate ADA compliance language into all Town contracts, leases, and agreements. (**for procurement, see Appendix E**)
- Train staff on ADA Title II requirements, with emphasis on effective communication and reasonable modification standards.
- Ensure grievance and complaint procedures are clearly referenced in legal notices and documents.

Department Insights

Town Clerk

The Town of Wake Forest Town Clerk's Office serves as the official recordkeeper for the Town and provides essential administrative support to the Board of Commissioners. The Town Clerk is responsible for giving notice of Board of Commissioners meetings, preparing BOC meeting agendas, recording proceedings, and serving as custodian of all permanent Town records. The Office also keeps the Town Seal, attests all Town documents, maintains the Town Code, and provides ongoing support services to the Board.

The Town Clerk's Office also administers public records requests on behalf of the Town and provides access to the Code of Ordinances, which is maintained through Municode under contract with the Town. In keeping with the Town's commitment to open, transparent, and accessible government - known as "Sunshine" in government - the Clerk's Office supports residents in accessing public records, staying informed about public meetings, requesting meeting agendas, and understanding their rights under North Carolina's open government laws. To ensure continued transparency, the Clerk should:

- Publish ADA nondiscrimination and accessibility statements on all Clerk's Office webpages, meeting notices, and public documents. **(or link to the central repository)**
- Ensure agendas, minutes, election materials, and public records, for example, are created and posted in accessible formats (tagged PDFs, alt text for graphics, plain language summaries).
- Provide accommodations for public participation in public meetings, including interpreters, captioning, and accessible meeting spaces.
- Standardize a process for requesting alternate formats or auxiliary aids for all public meetings and hearings.
- Train Clerk's Office staff on ADA Title II program access requirements, with emphasis on effective communication and public records accessibility.
- Incorporate accessibility requirements into records retention and publishing procedures, ensuring long-term access to digital and physical records.

Department Insights

Town Manager

The Town Manager's Office is responsible for implementing policy directives from the BOC, overseeing daily municipal operations, and coordinating activities across all Town departments. This Office serves as the primary administrative hub for the Town of Wake Forest, managing strategic planning initiatives, budget oversight, personnel administration, and intergovernmental relations. The Town Manager's Office also handles citizen inquiries and serves as the primary liaison between elected officials and Town staff.

The Town Manager's Office frequently communicates with the public through various digital channels, including the Town's main website, social media platforms, electronic newsletters, public meeting streaming, and document management systems. These communications often include policy documents, meeting agendas and minutes, budget presentations, strategic planning materials, and public announcements that must be accessible to all residents.

As a leader in Town operations, the Town Manager's Office should:

- Ensure all ordinances, contracts, and public notices are available in accessible digital formats (tagged PDFs, alt text for graphics, proper headings).
- Incorporate ADA compliance language into all Town contracts, leases, and agreements to protect the Town from liability.
- Train staff on ADA Title II requirements, with emphasis on effective communication and reasonable modification standards.
- Develop a process for reviewing accessibility clauses in new contracts and agreements before approval. (**see Appendix E**)
- Partner with other departments to provide oversight on ADA-related risk management and policy development.

Department Insights

Wake Forest Center for Active Aging

The Wake Forest Center for Active Aging provides comprehensive programs and services designed to enhance the quality of life for older adults in the community. This Center offers fitness classes, educational workshops, social activities, and health and wellness programs specifically tailored to meet the needs of seniors. The Center serves as a hub for active aging initiatives, promoting physical fitness, mental stimulation, and social engagement through various recreational opportunities, support groups, and volunteer programs.

The Center utilizes digital platforms to communicate program schedules, registration systems, health resources, and community announcements to its members and the broader senior community. These digital touchpoints include online registration portals, program calendars, health education materials, and virtual class offerings that require careful accessibility consideration to ensure all older adults can participate regardless of their technological proficiency or disability status. As an agency that serves vulnerable populations, the Center should:

- Ensure digital touchpoints are built for assistive technology. This means:
 - Digital applications and portals for seniors.
 - Digital documents used to promote program information.
 - Kiosks and information boards.
- Ensure staff have training to provide accommodations and access to auxiliary aids and services.
- The Center offers programs for adults 55+. Ensure participants are placed in the most integrated setting feasible. Senior Centers should be aware of:
 - "Special needs" programming tracks that separate participants with dementia, physical disabilities, or communication disabilities from the general programming.
 - Adult day programs co-located with senior centers where the "day program side" and the "active senior side" never mix.
 - Memory care programming in isolated rooms when integration with modifications would work.
 - Vehicle routes that operate independently of the accessible vehicle routes and/or go places that accessible vehicles cannot go.
 - Activity gatekeeping (e.g. screening people out of tai chi, line dancing, etc. based on presumption of ability).
 - Segregated caregiver programming that implicitly assumes inability to participate.
- Given the Center's mandate, special consideration should be given to accessible routes, facilities, parking, and restrooms. This also includes but is not limited to:
 - Shared program spaces.
 - Kitchens.
 - Bathrooms.
 - Doors.
 - Lighting.
 - Flooring.
 - Seating.
 - Rest areas.

Department Insights

Wake Forest Center for Active Aging (continued)

- Consider the use of assistive technologies, acoustics platforms, and wayfinding technologies to improve access for deaf, hard-of-hearing, and blind or low vision seniors. Communication technologies may also include:
 - Hearing loops or assistive listening systems.
 - Captioned phones.
 - Video-phone stations for Deaf participants to make ASL calls.
 - ASL interpreters.
 - Tactile interpreters and SSPs for Deafblind seniors - without a contract in place, these services are almost never available but are required if requested (unless another equally effective alternative exists).
 - Real-time captioning (CART) for lectures, guest speakers, town halls.
 - Plain language notices and program materials.
 - Staff training on effective communication (no reliance on family, ability to problem solve communication challenges, recognize barriers, etc.).
- Programming and activity-level issues to be aware of:
 - Activity descriptions that list physical demands without justification.
 - Modification policies that do not provide staff the resources or training to ensure effective service delivery.
 - Field trips that are exclusive to seniors with specific abilities.
 - Facilities that do not provide modification or accommodation; pools without lifts, locker rooms without accessible stalls, etc.)
 - Fitness programs that offer separate "adaptive" classes, when a modification or accommodation would be sufficient.
 - Outdoor programming that are not physically accessible to some participants.
 - Volunteer opportunities that qualify participants based on ability without justification.
- Given the Center serves older residents and visitors who may rely on public transportation, the Center should be aware of:
 - Paratransit routes and the accessibility of routes to and from public transportation pick-up/drop-off locations.
 - Senior rides/volunteer driver programs that are unable to accommodate participants.
 - Risk and accessibility issues associated with door-through-door and door-to-door service.
 - Reservation/qualification/scheduling processes that are inaccessible to participants.

Department Insights

Wake Forest Power

Wake Forest Power, a function and agency of the Town of Wake Forest, provides relectric service to nearly 9,000 residential and commercial customers throughout the Wake Forest service area. The utility operates and maintains more than 95 miles of overhead electric distribution lines, regularly refurbishing or rebuilding lines that show signs of wear and upgrading facilities where electric load has grown.

Wake Forest Power also administers a range of customer programs and support services, including Customer Service Central, the Automated Meter Reading program, Energy Savings Programs, and the Key Accounts Program for commercial customers. Customers can start or stop service, pay utility bills, report outages, and access the live Outage Map through the Town's online tools and the Town of Wake Forest App. The utility also maintains the H.O.P.E. assistance program to help customers in need, offers medical emergency reconnection support, and provides guides and handbooks for customers. To ensure equal access, effective communication, and support for customers with disabilities, the utility should:

- Publish an ADA accessibility statement on the Wake Forest Power webpage and in all customer-facing documents.
- Ensure all billing statements, outage notices, and customer communications are available in alternate formats (large print, Braille, accessible PDFs, and screen-reader-friendly digital versions).
- Provide a clear process for requesting reasonable modifications (e.g., flexible billing, alternate service communication methods).
- Train customer service staff on effective communication with individuals who are deaf, hard of hearing, blind, low vision, or with cognitive disabilities.
- Require all digital tools (e.g., online payment systems, outage maps) to meet WCAG 2.1 AA standards.
- Incorporate ADA compliance language into contracts with vendors, contractors, and technology providers to ensure accessible service delivery. (**see Appendix E**)
- Develop emergency outage procedures that include accessible communication (TTY, relay services, captioned alerts, plain language).
- Review emergency and low-income programs to ensure life-saving support services are available.

Department Insights

Wake Forest Renaissance Center

The Wake Forest Renaissance Center provides cultural and educational programming for the Town of Wake Forest, including art classes, music performances, theater productions, and lifelong learning opportunities for residents of all ages. The Renaissance Center serves as a community hub for arts education and cultural enrichment.

The Renaissance Center uses various digital platforms to promote events, manage registrations, showcase artwork, and coordinate volunteer opportunities. These digital touchpoints include event booking systems, virtual gallery displays, online learning materials, and communication capabilities that require accessibility compliance to ensure all community members can participate in and enjoy cultural programming regardless of their abilities or assistive technology needs.

Physical Accessibility Considerations

As a venue, the Wake Forest Renaissance Center should be mindful of critical routes, parking, restroom and facility access, and how those facilities are used by people with disabilities to ensure accessibility. This includes maintaining accessible pathways between all public areas including performance spaces, galleries, classrooms, and administrative offices, providing adequate accessible parking spaces in close proximity to main entrances, ensuring restroom facilities meet ADA compliance standards with proper door clearances and fixture placement, and regularly evaluating how spaces accommodate mobility devices, service animals, and visitors with various physical disabilities. The Renaissance Center should also consider accessible seating options in performance venues, adjustable-height workstations in demonstrative art studios, and clear wayfinding signage with tactile elements to support visitors with visual impairments navigating the facility independently.

- Venue Access & Compliance
 - According to the floorplans.pdf, the theater configuration notes "This room configuration abides by fire safety regulations and is ada compliant"; however, it is not clear where the accessible seating is located.
 - Note: The technical specifications show stage access ramps and accessible routes, which is exemplary work; ensure those routes are maintained in the event of an emergency. Run table-top exercises to ensure users with disabilities have clear guidance on refuge and emergency exist routes.
 - Ensure tables and seating charts demonstrate accessible seating arrangements for future configuration considerations.

Digital Accessibility Considerations

There were several platforms noted during the review that operated adjacent to wakeforestnc.gov, which should be assessed for accessibility. Ensure those platforms and the documents they host are accessible to users with disabilities.

Department Insights

Wake Forest Renaissance Center

- Online ticketing systems, rental booking systems, and program registration touchpoints should be accessible to persons with disabilities. Several applications, documents, and forms were noted with accessibility.
 - Example:
 - <https://www.wakeforestrencen.org/>
 - <https://connect.eventpro.net/EP/PayInvoice/PayInvoice.aspx>
 - <https://map.threshold360.com/8445836>
 - https://issuu.com/bmartinson/docs/wake_forest_renaissance_centre_for_the_arts_sept?fr=sODMxZTg2NzlwMjU
 - <https://www.cognitoforms.com/TownOfWakeForest3/BecomeARenCenRewardsPartner>

Program Accessibility

As a covered Title II entity, the Wake Forest Renaissance Center has a programmatic access requirement under the ADA. This means that all programs, services, and activities offered by the Renaissance Centre must be accessible to individuals with disabilities, regardless of whether the physical facility itself was built before ADA requirements took effect. The Centre must ensure that persons with disabilities have equal opportunity to participate in and benefit from all programming, which may require reasonable modifications to policies, procedures, or practices when necessary to avoid discrimination. This includes providing auxiliary aids and services such as assistive listening devices, sign language interpreters for performances, and alternative formats for program materials, while maintaining the essential nature of the programs being offered. This means:

- This means:
 - Field trips and educational programs must accommodate students with disabilities.
 - Accommodations and modifications must be robust and reflected in policy.
 - Staff must be trained to communicate effectively with people with disabilities.
 - Alternative formats for programs and materials should be available.
 - Phone and in-person services must accommodate various communication needs.
- Recommendations:
 - Accessibility Policy: Develop a comprehensive accessibility policy statement for all web properties to ensure accommodation is available while web work is underway.
 - Staff Training: Implement regular ADA compliance training for all staff. Providing regular training will help ensure program access across the organization.
 - Accommodation Process: Establish clear procedures for requesting accommodations and link back to Wake Forest's central repository.
 - Regular Audits: Conduct periodic accessibility assessments of facilities and programs.

TOWN OF WAKE FOREST, NC DIGITAL ACCESSIBILITY ASSESSMENT



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Digital Accessibility Review (January 2025)

Website Accessibility

The Town of Wake Forest underwent a significant website update in **November 2025**. During this transition, the Town's web vendor collaborated closely with the Communications Department to integrate accessibility improvements.

However, the Town has not conducted another evaluation since the Digital Accessibility Assessment performed in **January 2025**. A new evaluation should be conducted on the new website to re-evaluate gaps and verify improvements. The prior January 2025 assessment utilized Accessibility Insights for Web (Fast Pass) scans, supplemented by manual spot checks, and covered more than 100 individual pages and applications across departments and services.

Positive Momentum: The January 2025 Fast Pass scan revealed a **low number of overall findings**.

Although this progress is evident and positions the Town favorably for future improvements in maturity, the potential for systemic accessibility barriers remains. The current state of compliance cannot be definitively confirmed until a subsequent comprehensive evaluation of the newly updated website is conducted. These barriers impact residents' ability to interact with core government services, such as job applications, bill payments, permit requests, and public records requests. Findings are consistent across departments and confirm that accessibility must move from a one-time project to an ongoing standard embedded in design, procurement, and governance.

Digital Accessibility Review (January 2025)

Website Key Findings

(Note: These findings were identified during the January 2025 evaluation prior to the website update.)

Structural Navigation

- Heading hierarchy frequently skipped levels or repeated <h1> elements, limiting screen reader navigation.
- Some pages lacked consistent use of landmarks (<main>, <nav>, <form>), forcing assistive technology users to parse large amounts of content without orientation.

Forms and Inputs

- Critical services (permit applications, public records requests, bill payments, job applications, police ticketing) lacked proper field labels, error messaging, and required field identification.
 - Note: Inaccessible forms create a Title II ADA compliance risk, since they directly block access to core municipal functions (user cannot complete form & there is no support available = barrier to program access).

Color and Contrast

- Department-branded headers, buttons, and link styles failed WCAG 2.1 AA contrast minimums on multiple pages.
- This issue was especially acute on promotional/event pages and department landing pages where visual branding dominated.

Images and Media

- Widespread issues with missing or redundant alternative text on promotional flyers, staff images, and program logos.
- Documents or flyers embedded as images were not accompanied by accessible alternatives.

Consistency Across Departments

- Findings were identical across all major service areas. The repetition suggests a systemic governance gap, not an isolated developer oversight.

Immediate Remediation Priorities

- Correct form labeling and error messaging for payment portals, applications, and public records requests.
- Standardize heading structure and ARIA landmarks across templates.
- Address high-contrast violations in branding and design.
- Ensure all images have accurate, meaningful alt text or are marked decorative where appropriate.

Digital Accessibility Review (January 2025)

Document Accessibility (PDF/UA Testing)

In addition to the website evaluation, a comprehensive assessment of the Town's digital documents was conducted in **January 2025**. This evaluation focused on measuring compliance with PDF/Universal Accessibility (PDF/UA) standards to ensure that essential public records, forms, and informational materials are fully accessible to individuals utilizing assistive technologies.

Document Key Findings

(Note: These findings were identified during the January 2025 evaluation.)

Findings

- 198,000+ errors across 1,492 pages.
- Issues: missing metadata, improper tagging, untagged images, inaccessible forms.

Recommendations

- Remediate high-priority PDFs first (budgets, public notices, council docs).
- Adopt phased remediation schedule.
- Train staff on accessible document creation.
- Add accessibility checks into publishing workflows.

Digital Accessibility Review (January 2025)

Governance, Policy, and Maintenance

To ensure the gains made during the November 2025 update are not lost as new content is added, the following structures should be implemented:

- **Digital Accessibility Standard:** Adopt a comprehensive Digital Accessibility Standard based on WCAG 2.1 AA for all new digital content, including but not limited to mobile applications, websites, documentation, and web and software development. This standard ensures compliance with Subpart H and aligns with the impending regulatory deadlines mandated by the updated law (April 24, 2027, or April 26, 2028, depending on population size).
- **Mandatory Policy Document:** Develop and formally adopt a Town-wide policy document stipulating that all staff and departments must provide WCAG-compliant content prior to digital publication.
- **Training for Staff and Vendors:** Establish mandatory accessibility training for all staff, vendors, digital content creators, and document authors contributing digital content.
- **Procurement Language:** Integrate strict accessibility requirements into procurement. Contracts must contain explicit language stating that vendors are expected and required to provide fully accessible digital deliverables. (see Appendix F)
- **Accessibility Procurement Training:** Provide specialized training for personnel responsible for managing procurement and contract oversight. This training must equip them with the necessary tools and methodologies to accurately evaluate and verify whether a digital deliverable meets required accessibility standards upon delivery.
- **Accessibility Statement and Feedback Mechanism:** Develop and prominently publish a comprehensive accessibility statement on the newly updated website. This statement must articulate the Town's ongoing commitment to digital accessibility and include a direct, accessible feedback mechanism (such as a form or dedicated contact information) allowing users to easily report digital barriers or request alternative formats.
- **Proactive Maintenance Plan:** Implement a structured maintenance plan dictating how often web editors should use accessibility tools based on the frequency of content creation. This plan must include:
 - **Quarterly Reviews:** To evaluate new, actively created, and frequently updated content.
 - **Bi-Annual (Every 6 Months) Reviews:** To audit "stagnant" or archived items, ensuring legacy pages and older documents remain compliant as standards evolve.

Digital Accessibility Review (January 2025)

Strategic Recommendations

- Adopt Town-wide digital accessibility governance framework.
- Require accessibility clauses in vendor/technology contracts.
- Establish ongoing monitoring with automated + manual testing.
- Add public feedback form for reporting accessibility issues.
- Integrate results into the maturity model roadmap.

Section 4

Maturity Model Roadmap



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Maturity Model Roadmap

The findings in this Programmatic and Digital Accessibility Review provide a baseline of Wake Forest's current compliance with Title II of the Americans with Disabilities Act (ADA) - based on publicly available or Town-provided information. To move beyond compliance toward sustainable progress, the Town should adopt a maturity model framework for accessibility. This approach emphasizes continuous improvement, accountability, and integration of accessibility into all Town operations.

Current State

- Compliance-Oriented – Accessibility efforts are largely reactive, focused on meeting minimum ADA requirements.
- Policy Gaps – ADA notices, grievance procedures, and reasonable modification policies exist but are inconsistently applied across departments.
- Digital Weaknesses – Document accessibility is poor, policies and procedures need to be strengthened to ensure consistent service delivery, and staff training is inconsistent.
- Training Needs – Employees have limited knowledge of effective communication and reasonable modification requirements.

Stages of Growth

The maturity model defines progress across five stages:

- Undefined - No action is being taken.
- Defined – Fragmented compliance efforts, limited training, inconsistent policies.
- Repeatable – ADA Coordinator role visible, policies in place, but not consistently applied across departments.
- Managed – Accessibility embedded into governance, procurement, staff training, and program planning.
- Optimized – Accessibility is part of organizational culture, measured with performance metrics, and supported through community partnerships.

Wake Forest currently sits between the Foundational and Emerging stages.

Roadmap Priorities

Short-Term (1–2 Years)

- Standardize ADA notices, grievance procedures, and reasonable modification policies across all departments.
- Provide ADA and digital accessibility training to staff.
- Begin phased remediation of PDFs and web content.
- Establish a Digital Accessibility Governance Framework.
- Integrate accessibility into procurement, vendor contracts, and public engagement processes.
- Launch an accessibility dashboard to monitor progress.
- Integrate accessibility into procurement, vendor contracts, and public engagement processes.

Medium-Term (3–5 Years)

- Conduct periodic maturity model self-assessments.
- Expand public engagement to foster innovation and inclusion.

Long-Term (5+ Years)

- Ensure new programs, services, activities, and other Town initiatives evaluate all programs and materials with an ADA lens.
- Achieve consistent WCAG 2.1 AA and PDF/UA compliance.

Next Steps

- Conduct baseline maturity model surveys with Town departments to establish initial scores.
- Build a phased implementation plan tied to resources, timelines, and departmental responsibility.
- Integrate these priorities into the Town's ADA Transition Plan, ensuring that compliance requirements evolve into a sustainable accessibility strategy.

TOWN OF WAKE FOREST, NC RIGHT-OF-WAY ASSESSMENT



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Introduction

The Town of Wake Forest, NC, contracted with Precision Infrastructure Management (PIM CS LLC) in **August 2023** to complete an Americans with Disabilities Act Self-Assessment of the Town's public right-of-way assets. PIM CS LLC completed the Self-Assessment in **March 2024**. This report is a comprehensive review of the assessment and includes an asset management plan to support the Town's budgeting and work planning processes.

The Study found a total of **30,109 unique ADA barriers across 192.7 miles of Right of Way sidewalk**. A breakdown of the barriers by category is covered in the ADA Barrier Detail 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 rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. The general categories of items evaluated for the Town's ROW include:

- Sidewalk mileage calculation
- Vertical Height Displacement locations
- Absence of curb ramps
- Curb ramps assessments
- Demolition and replacement areas
- Driveway cross slope issues
- Sidewalk with width < 4 ft.
- Cross slope > 4% for more than 50 ft.,
- Sidewalk gaps and footpaths
- Obstructions
- Ponding in the Pedestrian Access Route and street

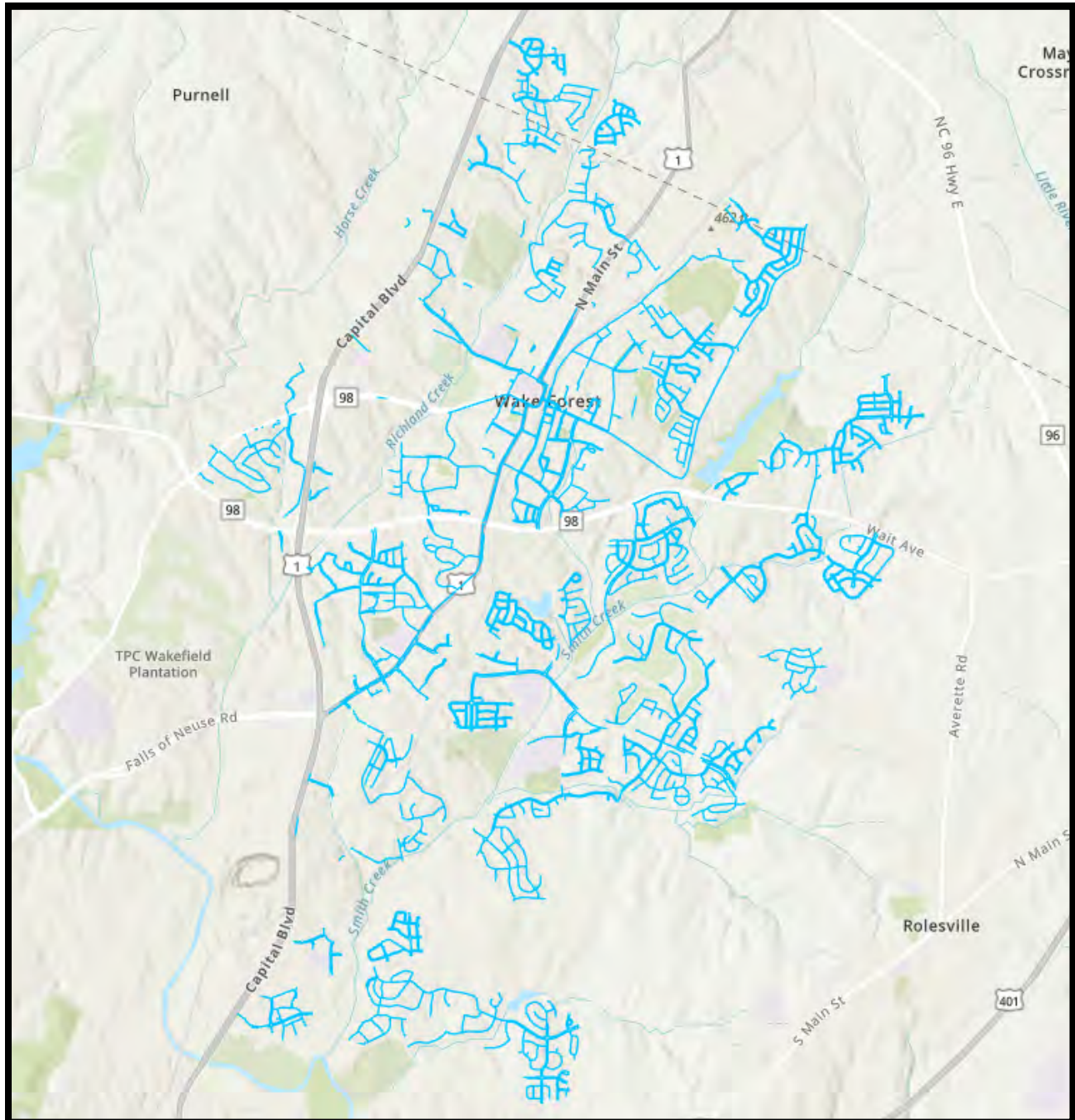
Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically traverse each mile of sidewalk in Wake Forest. Technicians used 2 ft. smart levels and tape measures to identify ADA barriers within the ROW. All data is stored within ESRI's ArcGIS program with photographs, GPS coordinates, and other associated metadata. The methodology used to conduct the condition study followed the Public Right of Way Access Guidelines. These guidelines were officially adopted by the United States Access Board in 2023. While they are not yet enforceable standards, it is current ADA best practice to use PROWAG standards for assessments as the expectation is that the standards will be enforceable in the future. In addition, the standards either equal or exceed current enforceable ADA requirements.

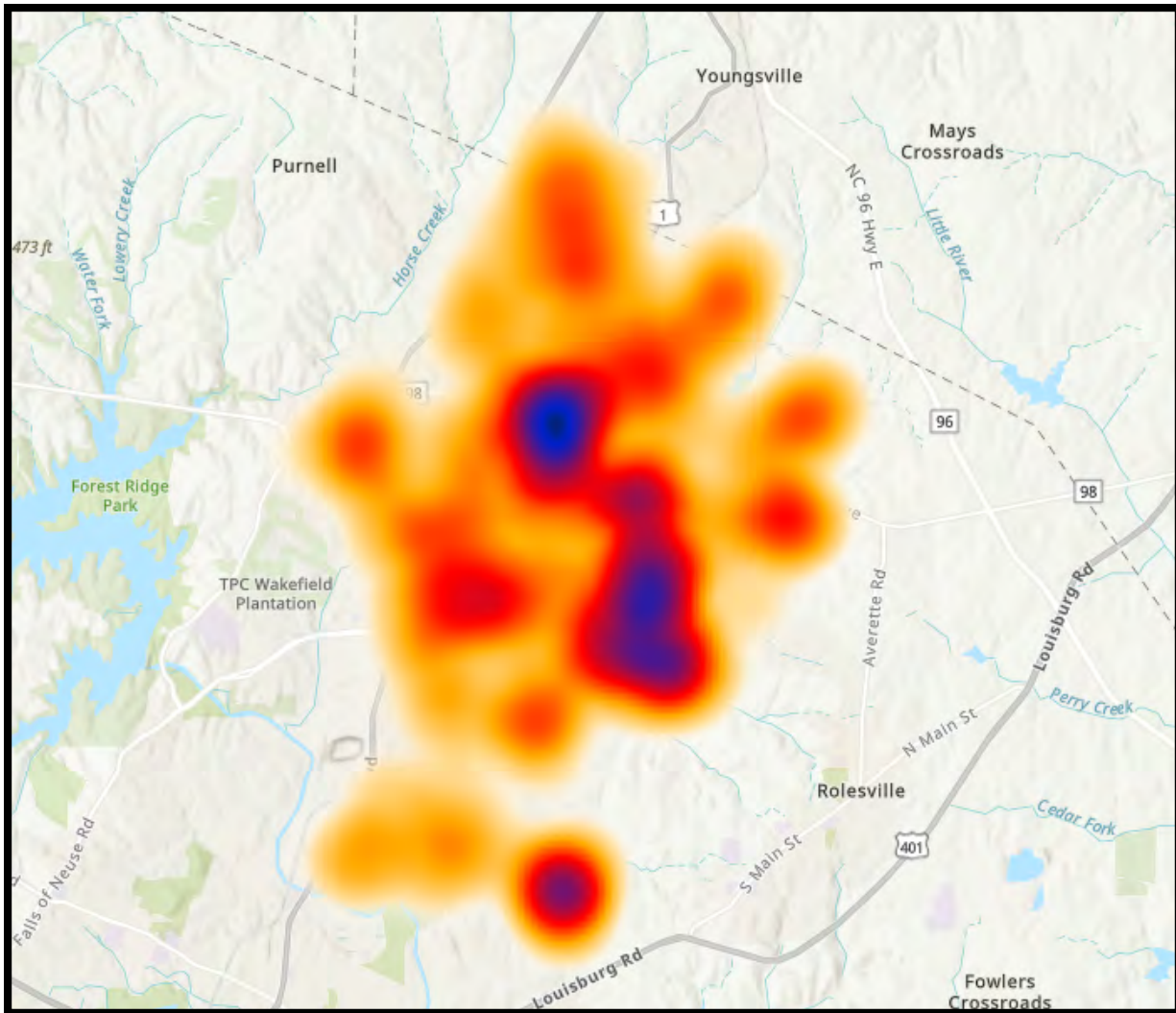


Assessment Findings Summary

The field assessment of 192.7 miles of ROW sidewalk included in the Town of Wake Forest sidewalk network identified a total of 30,109 ADA barriers across the assessment categories within the scope of the project. The deficiencies are reviewed in detail in the following sections. The map image below shows sidewalk locations across the Town. Deficiencies have been provided in GIS data format to assist with tracking.



Caption: Map of the Town of Wake Forest with light blue lines portraying assessment finding locations.



Heatmap Legend

In the heatmaps shown in each barrier section, the legend shown here can be applied. Areas of no color have no barriers within them; Areas shown in red have a moderate number; Areas shown in blue have a higher concentration of barriers. The heatmap above shows the relative density of ADA barriers on different portions of Wake Forest sidewalk.

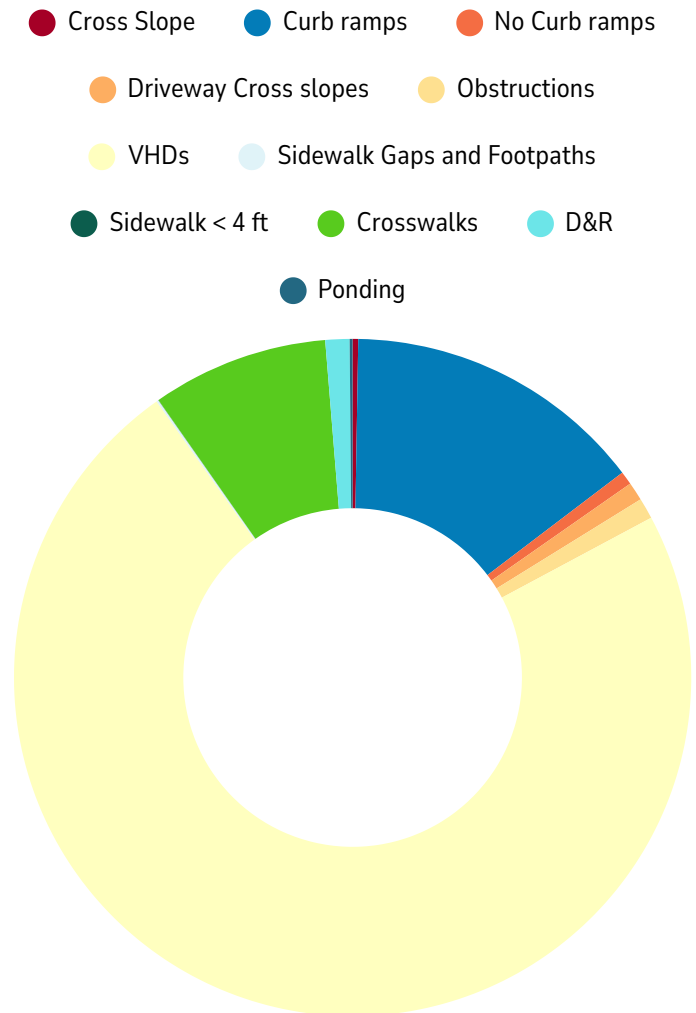


SPARSE

DENSE

Total Findings - ADA Barriers

Cross Slope > 50 ft.	80
Crosswalks	2,540
Curb Ramps	4,340
Driveway Cross Slopes	267
No Curb Ramp	192
Obstructions	301
Vertical Height Displacements	22,008
Demolition & Replacement	348
Sidewalk Gaps and Footpaths	30
Sidewalk < 4 ft.	3
Ponding	42



Vertical Height Displacements make up **73%** of the total findings.

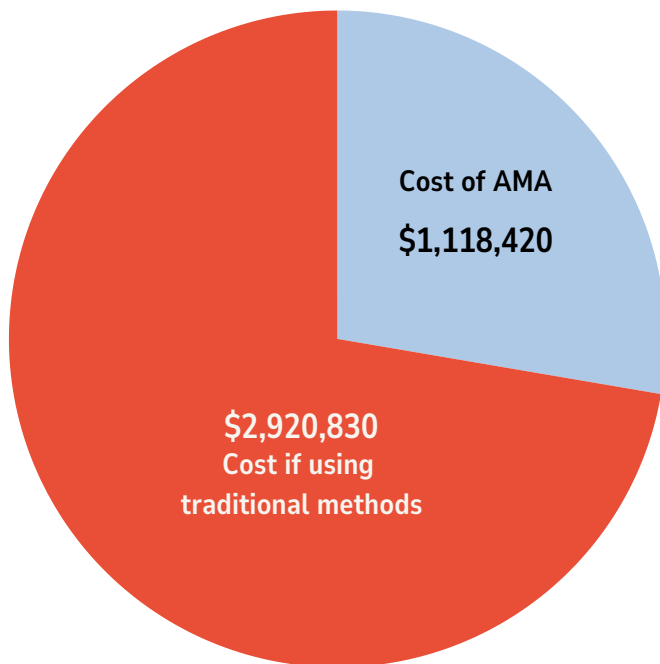
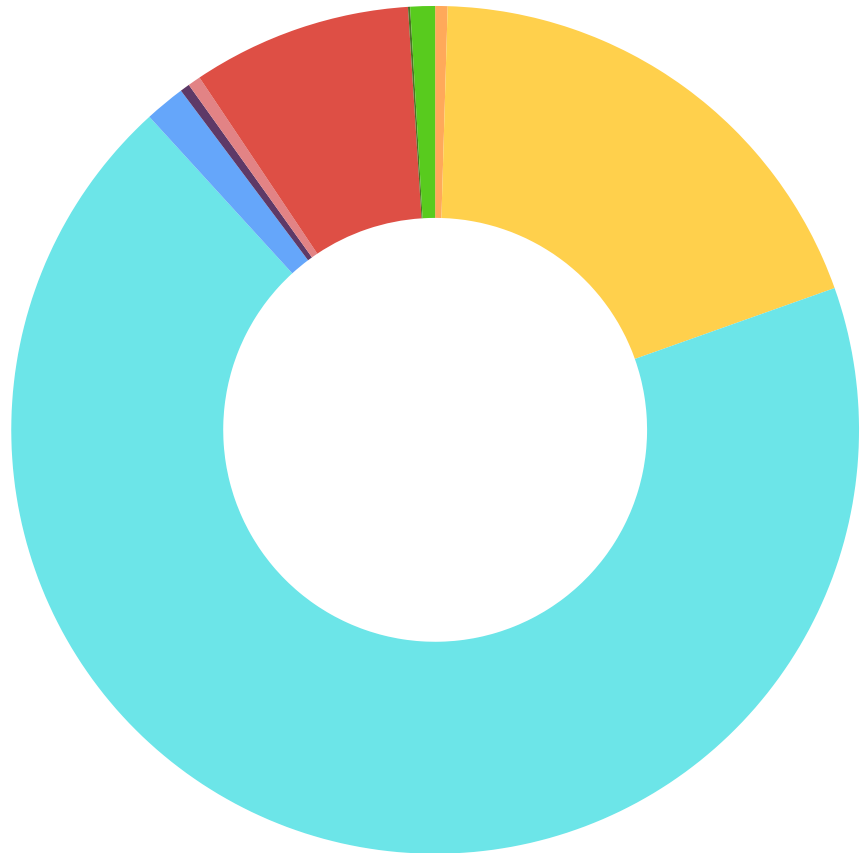
Curb Ramps make up **14.4%** of the total findings.

Driveway Cross Slopes make up **0.9%** of the total findings.

The combined other deficiencies consists of **11.7%** of the total findings.

Cost by Barrier Class

Cross Slope	\$108,750
Crosswalks	\$4,408,250
Curb Ramps	\$15,844,500
Driveway Cross Slopes	\$355,125
Obstructions	\$84,500
Sidewalk Gaps	\$112,500
Vertical Height Displacements	\$1,929,625
Sidewalk < 4ft	\$18,750
Demo & Replacements	217,125



Alternative Maintenance Activities vs. Total Cost Replacement

There are multiple methods for remediating certain ADA barriers. While some areas require full demolition and replacement of affected panels, other barriers can be mitigated using alternative maintenance activities. PIM collected data in such a manner to ensure that alternative maintenance activities could be utilized to remediate certain barriers, such as vertical height displacements or, more rarely, curb ramps. **Utilizing alternative maintenance activities would save Wake Forest more than \$1,802,410.**

STEPS IN SIDEWALK ASSET MANAGEMENT PLAN

01

Identify &
Inventory

02

Inspect &
Assess Condition

03

Analyze & Decide

04

Prioritize Work

05

Repair or Demolish
& Replace

Prioritization Methodology

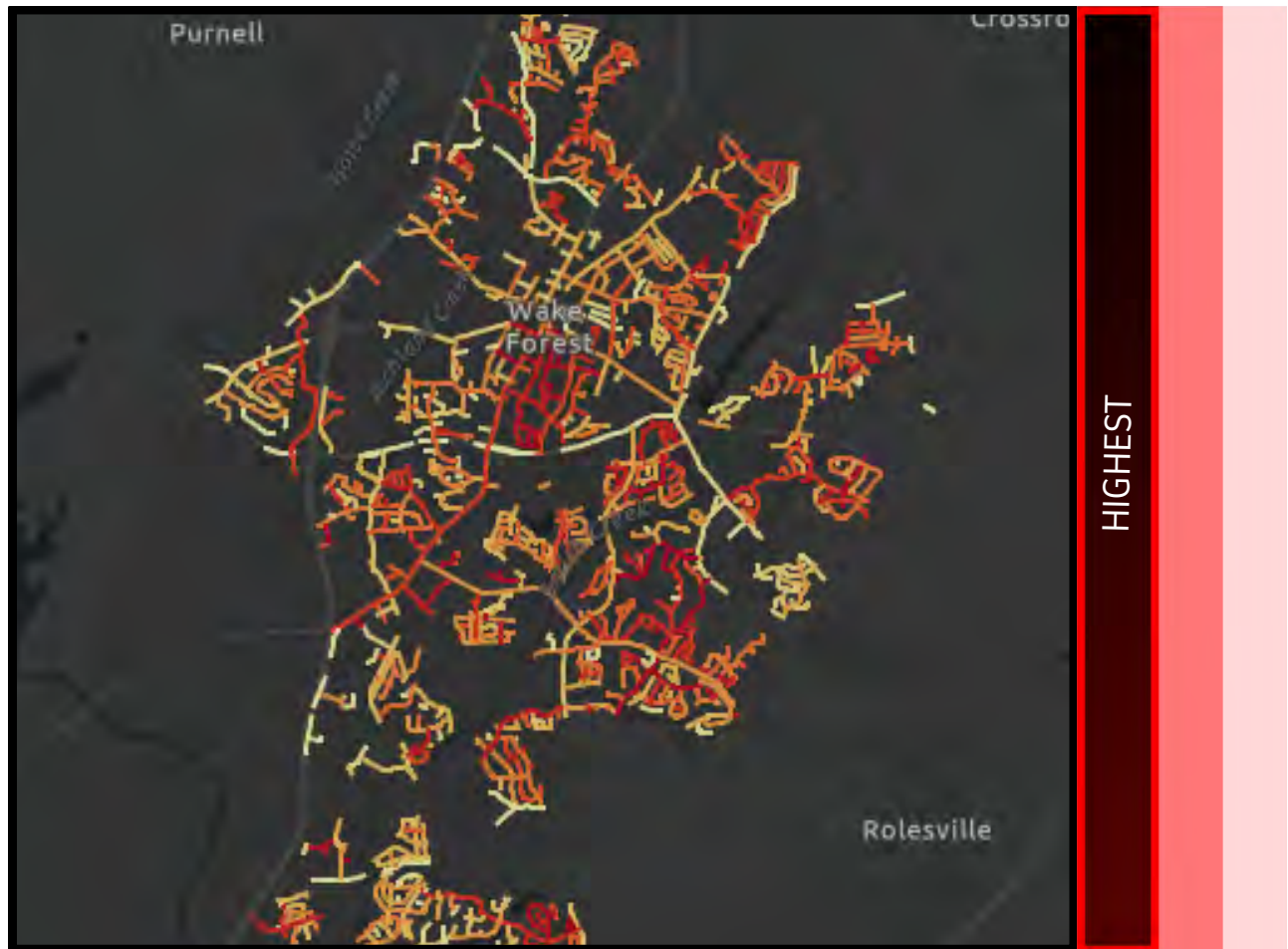
Risk, in the context of Wake Forest's Sidewalk Asset Management Plan (SAMP), is defined as exposure to the chance of injury or loss. In asset management, risk is defined in a similar way, where risk = condition of an asset x consequence of failure. The technique that Precision uses allows for the prioritization of sidewalk ROW assets using a risk-based approach comprising barriers referenced per mile of accessible routes (barriers per mile of sidewalk). The higher the barriers per mile of accessible route, the higher the risk. This risk-based approach allows the Town of Wake Forest to measure the risk to pedestrians using accessible routes in the Town.

Barriers and Prioritization

Self-Assessments surface a wealth of information about the condition of a Town's sidewalks, often leading to difficulty in deciding when/where/how to remediate barriers found during the assessment. To help prioritize areas that need remediation first, PIM sorted data by risk by street and by Census Block Groups.

These zones are used to collect United States Census and American Community Survey Data and allow Towns to prioritize remediation based on selected demographic information.

For purposes of this assessment, risk is defined as the number of barriers per mile of sidewalk.



Above is a map of the Town of Wake Forest's sidewalks, color coded by risk. Red sidewalks have the highest risk factor, which is computed as ADA barriers per mile of sidewalk. Progressively lighter colors show streets with lower risk factors. A table of the top 10 streets with the highest barriers/mile is presented on the next page. The full list of streets that have ADA barriers is in appendix D at the end of this report.

Sidewalk Risk - Street Prioritization (With > 50 ADA Barriers)

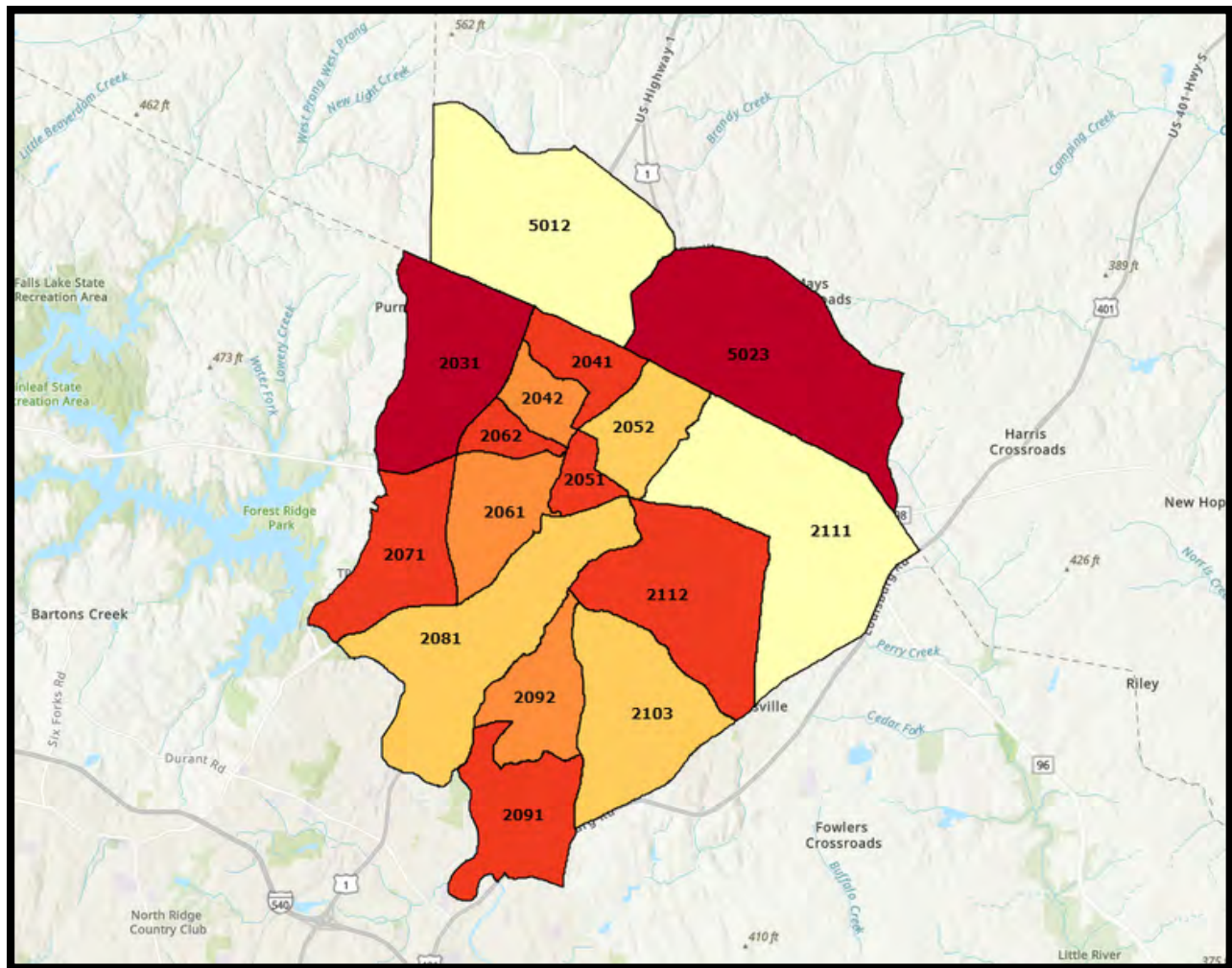
Rank	Street Name	Barriers	Street Mileage	Barriers/Mile (Risk)
1	Heritage Club Ave	436	1.13	384.59
2	Sweet Annie Way	59	0.16	379.33
3	S Taylor St	74	0.26	279.71
4	Fairview Club Dr	83	0.31	269.74
5	W Sycamore Ave	67	0.26	262.57
6	E Roosevelt Ave	60	0.24	245.32
7	Sugar Maple Ave	53	0.22	238.46
8	Leighton Ridge Dr	70	0.30	231.25
9	Austin View Blvd	143	0.63	226.90
10	Marshall Farm St	396	1.79	220.87

Barriers and Prioritization- Continued

Self-Assessments surface a wealth of information about the condition of a Town's sidewalks, often leading to difficulty in deciding when/where/how to remediate barriers found during the assessment. To help prioritize areas that need remediation first, PIM sorted data by risk by street and by Census Block Groups.

These zones are used to collect United States Census and American Community Survey Data and allow Towns to prioritize remediation based on selected demographic information.

For purposes of this assessment, risk is defined as the number of barriers per mile of sidewalk.



A map of the Town of Wake Forest's Block Groups, color coded by risk. Red Block Groups have the highest risk factor, which is computed as ADA barriers per mile of sidewalk. Progressively lighter colors show streets with lower risk factors. A table of the Block Group data is presented on the next page.

Block Groups	Barriers	Sidewalk Mileage	Barriers/ Sidewalk Mile (Risk)
5023	70	0.53	130.93
5012	415	9.55	43.47
2112	2512	25.58	98.20
2111	613	12.30	49.83
2103	818	11.49	71.20
2092	1116	13.93	80.10
2091	771	7.63	101.10
2081	2614	34.60	75.55
2071	477	4.22	113.14
2062	208	1.95	106.40
2061	1873	22.70	82.52
2052	1231	18.33	67.17
2051	1236	11.88	104.02
2042	540	6.32	85.41
2041	773	7.56	102.28
2031	92	0.77	119.59

CURB RAMP

Assessment



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Assessment Specification

- Absence of Ramp (where required)
- No Compliant Detectable Warning Device
- Running Slope too Great
- Cross Slope too Great
- Flare Slope too Great
- Counter Slope too Great
- Width Less Than 4 ft.
- No Flush Transition
- No Compliant Landing
- Ponding at Curb Ramp within Pedestrian Access Route (PAR)
- Vertical Height Displacement (VHD) on Curb Ramp

*Many of the items mentioned were sufficient at the time of building, following older ADA guidelines. However, it is the expectation that infrastructure be upgraded over time to meet current ADA/PROWAG standards

Assessment Results

There were 4,340 curb ramps evaluated during the assessment. There were 192 locations requiring curb ramps that did not have them.

Priority Repairs

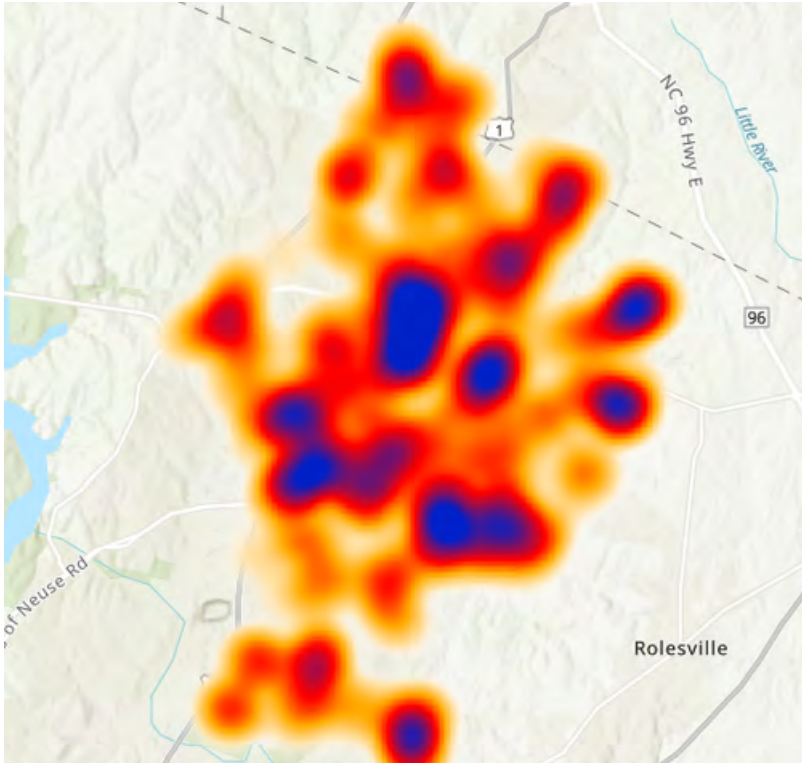
Attribute	Qty
No Curb Ramp Locations	192
Compliant Curb Ramps According to Utilized Specifications	5
Total Assessed Curb Ramps	4,340

Estimated Repair Costs

Curb Ramp Installation is projected to average \$3,500 per location. A prioritized summary of repair costs is provided in the report appendices.



Locations & Examples of Curb Ramp Barriers



Location: S Taylor St



Location: Trentini Ave

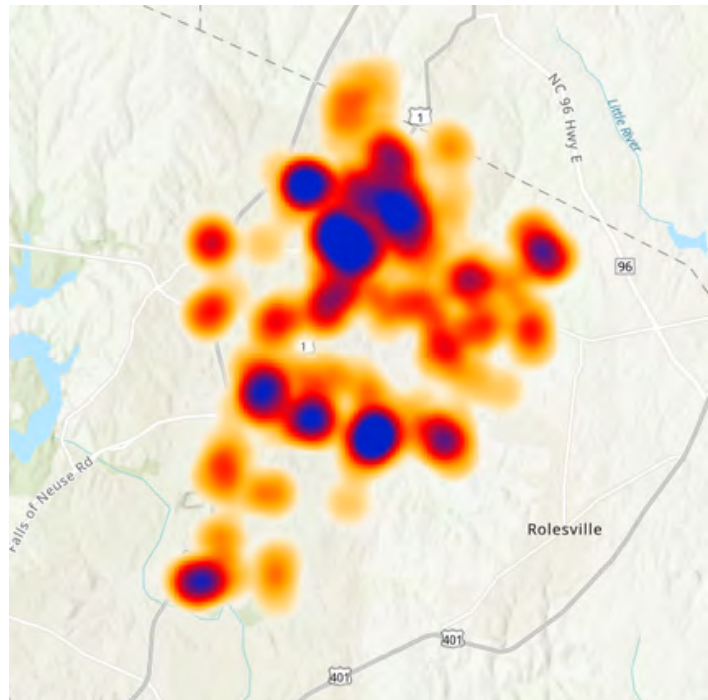
Locations & Examples with No Curb Ramp



Location: E Roosevelt Ave



Location: S Taylor St



Repair Prioritization Methodology

Curb Ramps were prioritized for repair according to the severity of their deficiencies as well as -- for the most severe cases -- proximity to residential disability ramps, public facilities, and parks.

Priority 1

Priority 1 includes curb ramps with any of the following barriers that are also within 1/16th mile of either a residential disability ramp, public facility, or park.

- No curb ramp
- Replacement required
- Inaccessible
- No compliant landing
- Width < 4 ft..
- Running slope > 12%
- Cross slope > 2.8%

Priority 2

Priority 2 includes curb ramps with any of the following barriers.

- No curb ramp
- Replacement required
- Inaccessible
- No compliant landing
- Width < 4 ft.
- Running slope > 12%
- Cross slope > 2.8%

Priority 3

Priority 3 includes curb ramps any of the following barriers.

- Running slope between 8.3-12%
- Cross Slope between 2.1-2.8%

Priority 4

Priority 4 includes curb ramps that contain any of the following barriers.

- Non-compliant detectable warning
- No flush transition
- Flare slope > 10%
- Counter slope > 5%
- Trip hazards on curb ramp

The following table shows the breakdown of each priority outlined above.

Priority 1	47
Priority 2	3,646
Priority 3	252
Priority 4	582

Water Ponding in Accessible Routes

Water ponding at the bottom of curb ramps can create significant ADA barriers in the pedestrian access route, especially for those using wheelchairs. This accumulation of water can lead to slippery surfaces, increasing the risk of falls and injuries.

For wheelchair users, water ponding presents a barrier that can make it difficult or even impossible to navigate the ramp. The wheels of a wheelchair can get stuck in the water, causing delays or forcing users to find alternative routes in the traffic lane, creating hazardous pedestrian experiences.

Additionally, standing water can cause structural damage over time, leading to uneven surfaces that further impede accessibility. Such conditions are ADA barriers and pose safety hazards, reducing the overall usability of pedestrian pathways for everyone.

Ponding at the bottom of a curb ramp is a separate remediation issue from retrofitting a curb ramp, as installing a new ramp does not necessarily eliminate ponding issues.

Assessment Results

42 locations had standing water or had signs of water ponding in Wake Forest. This was assessed between November 2023 and March 2024. While assessment would have not taken place on a day it was raining, surveyors would look for standing water or signs like sedimentation that show evidence of ponding.

Estimated Repair Costs

Remediation for ponding can cost between \$2,500 and \$15,000 depending on the severity of the ponding issue and whether alternative maintenance activity options are available.



Location: Front St

Locations & Examples of Ponding

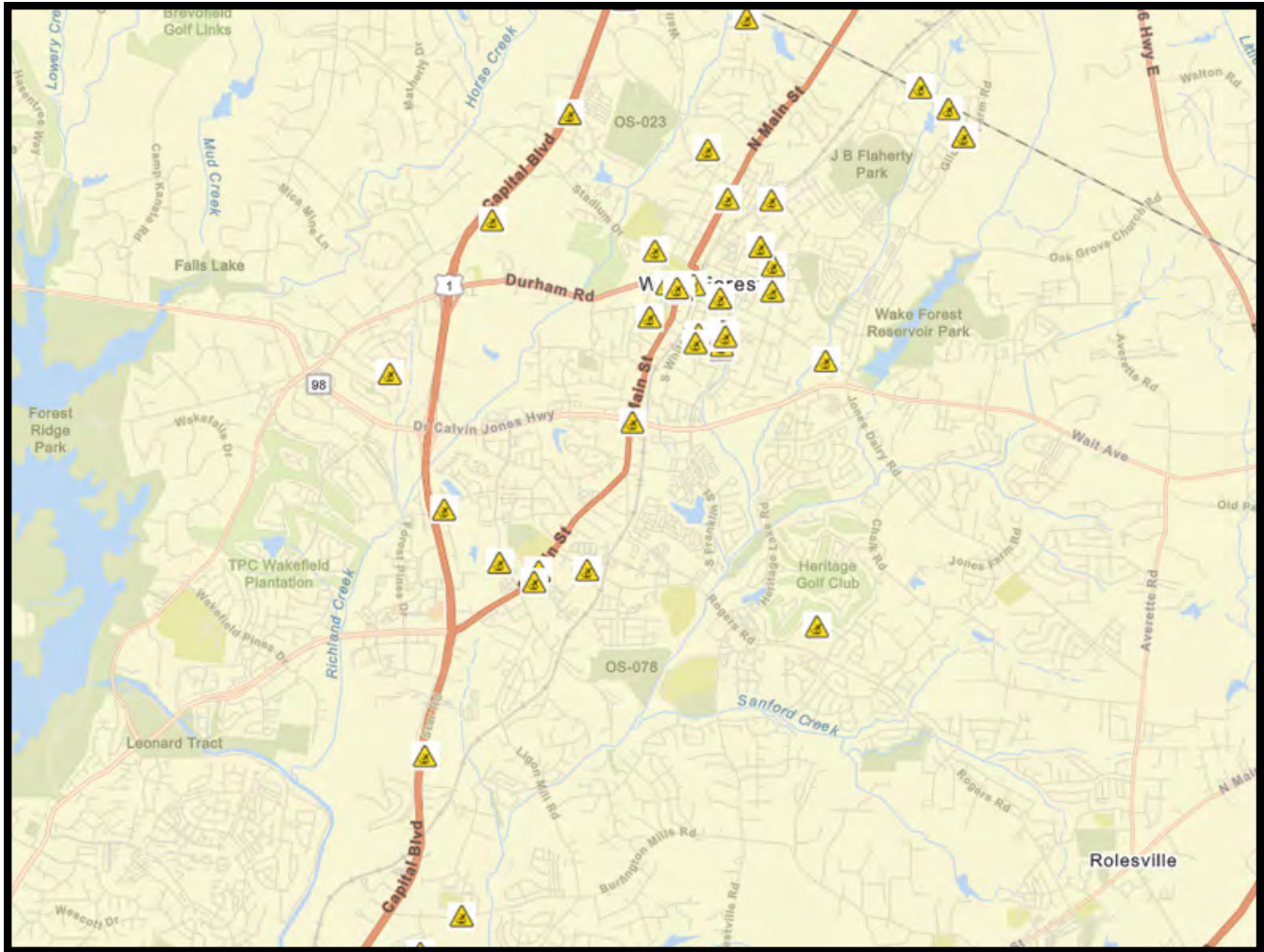


Photo 1: Location: Iyar Way



Photo 2: Location: Haltwhistle St

Photo 3:
Location: Rainy Lake St



Photo 4: Location: Flemming House St



SIDEWALK CONDITIONS

Assessment



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Sidewalk Conditions

Assessment Specification

Sidewalk Vertical Height Displacement (VHD)
Severity class:

- Small (.25 in. up to .49 in.)
- Medium (.5 in. up to .99 in.)
- Large (1.0 in. up to 2.5 in.)
- Demolish and Replace (>2.5 in. or >4 cracks, significant spalling, unstable sections, large voids) [D&R]

Sidewalk Conditions Results

There were 22,356 sidewalk conditions (VHD and D&R locations) recorded during the assessment. Statistical sampling was used to augment the “small” hazard class, as this class of barrier is frequently under-surveyed due to the difficulty in consistently recording VHDs just over .25 inches.

Vertical Height Displacement (VHD) & Demolition and Repairment (D&R) Totals

Small	14,865
Medium	6,027
Large	1,116
D & R	348

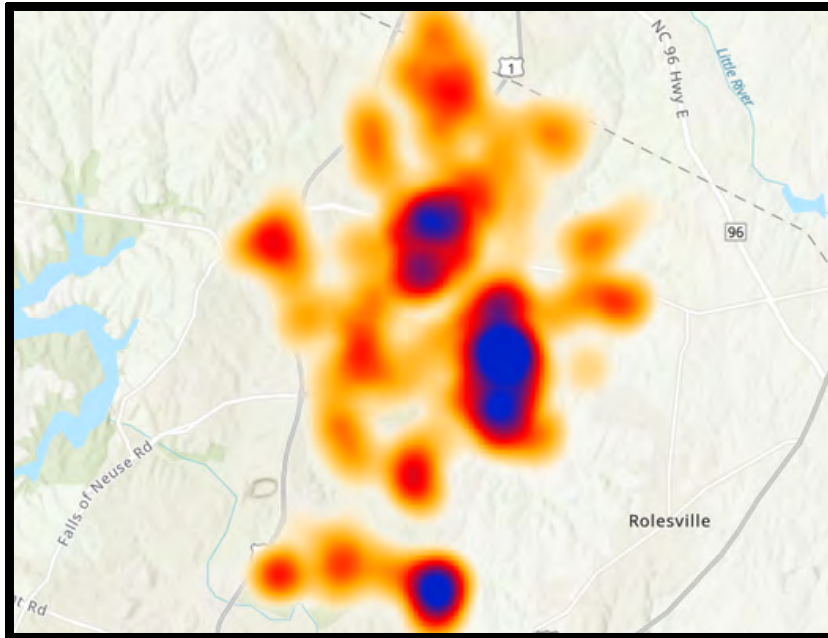
Estimated Repair Costs

VHD repairs are based on an average cost of \$5 per square foot for remediation using an alternative maintenance activity.

D&R cost will be approximately \$15 per square foot of panel replaced.



VHD Locations



SMALL (.25 in. up to .49 in.)

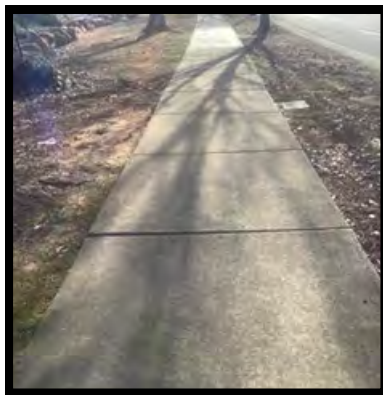


Example: Not in Wake Forest



Example: Not in Wake Forest

MEDIUM (.5 in. up to .99 in.)



Location: S Franklin St

LARGE (1.0 in. up to 2.5 in.)

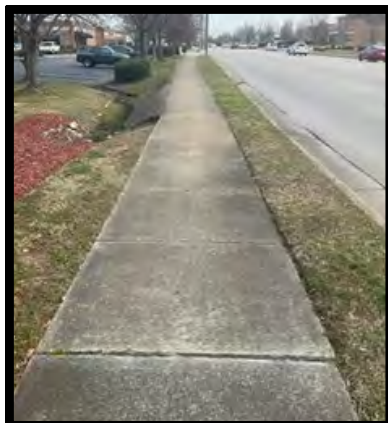


Location: Amaryllis Way

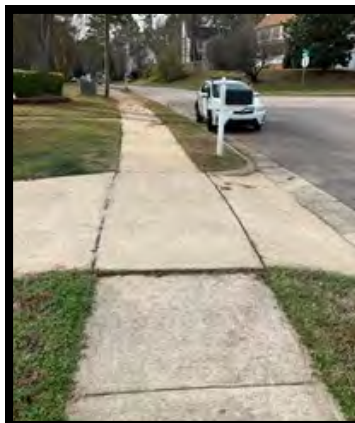
DEMOLISH AND REPLACE
(>2.5 in.)



Location: E Juniper Ave



Location: S Main St



Location: Galashiels Pl



Location: E Juniper Ave

Obstructions

Assessment Specification

The assessment looked at objects protruding within the ROW, of which a total of 301 were found during the assessment. The 301 obstructions are broken down into 3 fields shown below:

- Vegetative – Significant vegetation blocking the ROW.
- Ground – Physical barriers that obstruct the ROW. Examples include signposts, fire hydrants, and telephone poles.
- Vertical – Physical obstructions less than 80 inches off the ROW that create head clearance issues.

VHD Assessment Results

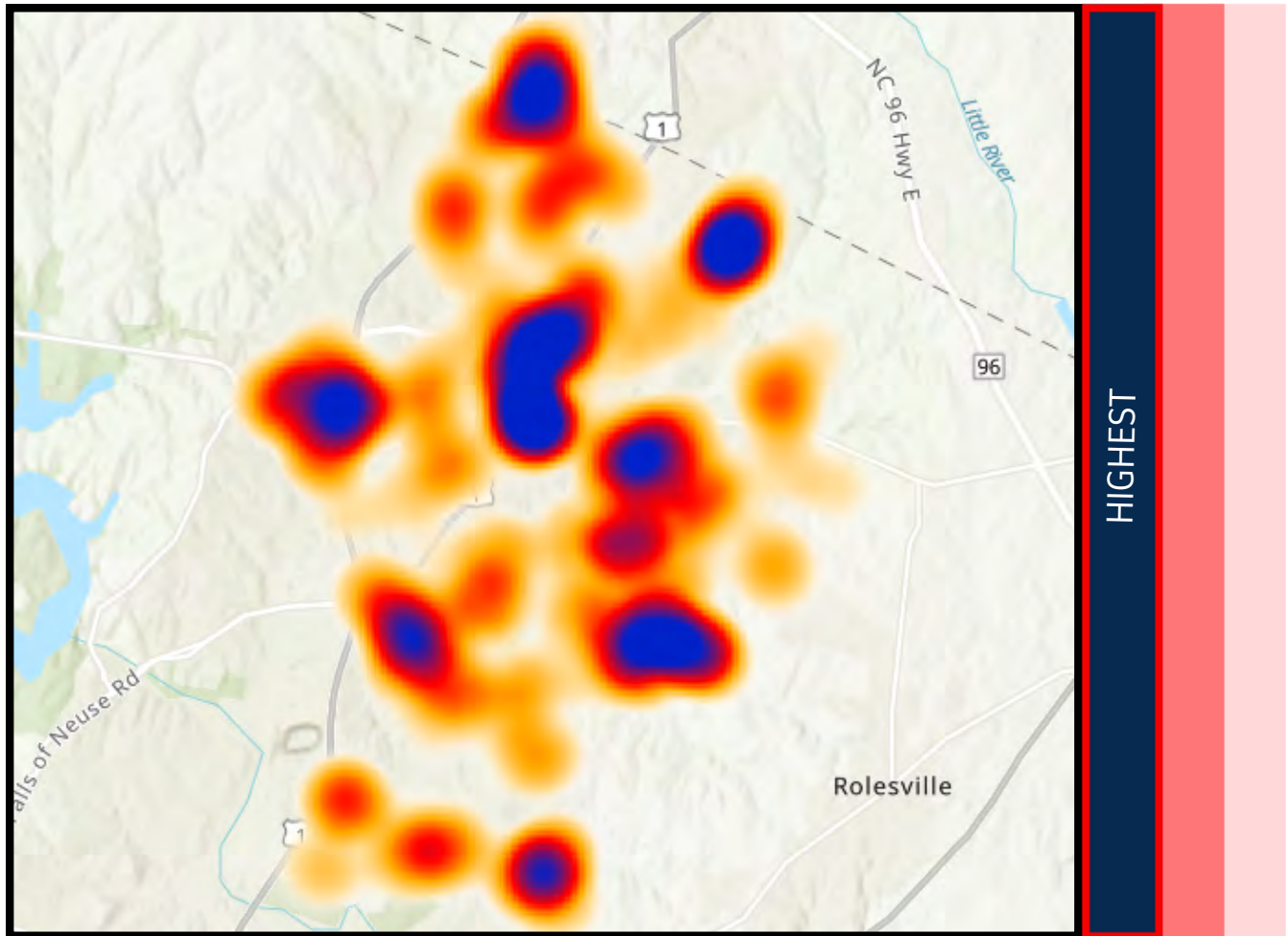
Vegetative	264
Ground	30
Vertical	7

Estimated Repair Costs

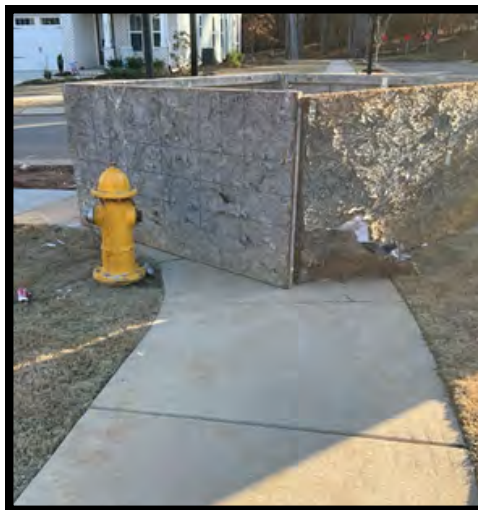
Using data from previous projects, PIM estimates the cost of removing vegetative barriers at \$250 per obstruction and \$500 to mitigate ground/vertical obstructions. Costs for these items, especially ground obstructions, can vary widely depending on the nature of the obstruction.



Obstruction Locations and Examples



Location: Hertiage Hills Way



Location: Whistable Ave



Location: Wallridge Dr

Less Than 4 ft. Passable Surface

Assessment Specification

PROWAG requires sidewalks to be 4 ft. wide or greater to provide adequate space for walking/wheeling.

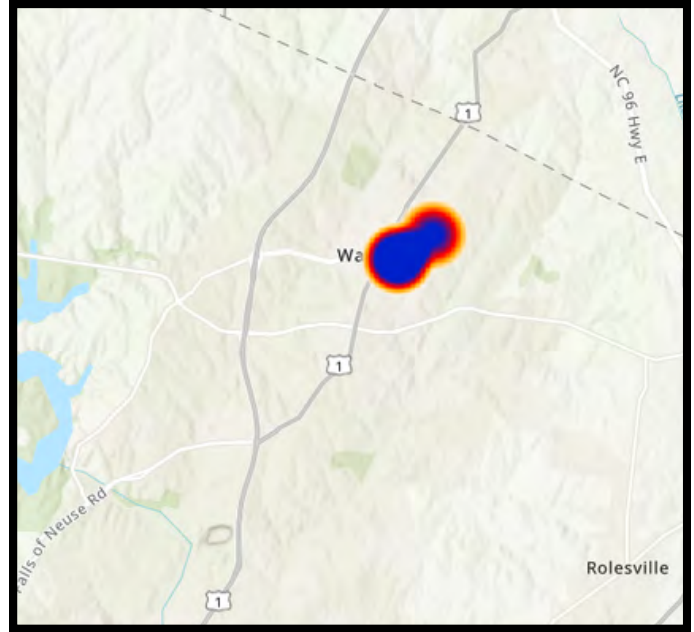
Assessment Results

There were 3 sections of non-4 ft. wide passable sidewalk surfaces identified during the assessment due either to less than 4 ft. wide concrete pours or to erosion of the sidewalk resulting in a less than 4 ft. passable surface.

Estimated Repair Costs

The only remedial action for sidewalk that is less than 4 ft. by design or by degradation is to demolish and replace the existing sidewalk. PIM is not able to accurately price due to the complexity of each location due to ROW Ownership.

Locations and Examples



EXAMPLES



Location: Wait Ave



Location: N Allen Rd

Cross Slopes > 4% for more than 50 ft.

Assessment Specification

PIM collected locations on Town sidewalk that had a greater than 4% cross slope for more than 50 ft. This collection item is intended to find the highest priority and most pervasive issues creating ADA barriers.

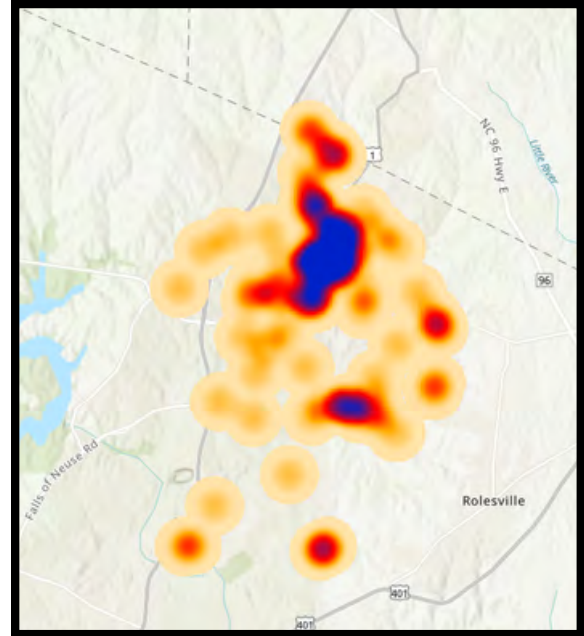
Assessment Results

There were 80 such locations encountered during the assessment.

Estimated Repair Costs

The only remedial action for extreme cross slope issues is to demolish and replace the existing sidewalk. PIM estimates the total cost of remediation for these cross slope issues is \$108,750.

Locations and Examples



EXAMPLES



Location: E Holding Ave



Location: Wait Ave

Driveway Cross Slopes

Assessment Specification

For many decades driveways were designed in ways that are now considered non-compliant for the ROW. Typical design allowed homeowners or builders to cut through the existing sidewalk at slopes exceeding current cross slope requirements. PIM collected these barriers separately to allow Wake Forest flexibility in remediation strategies.

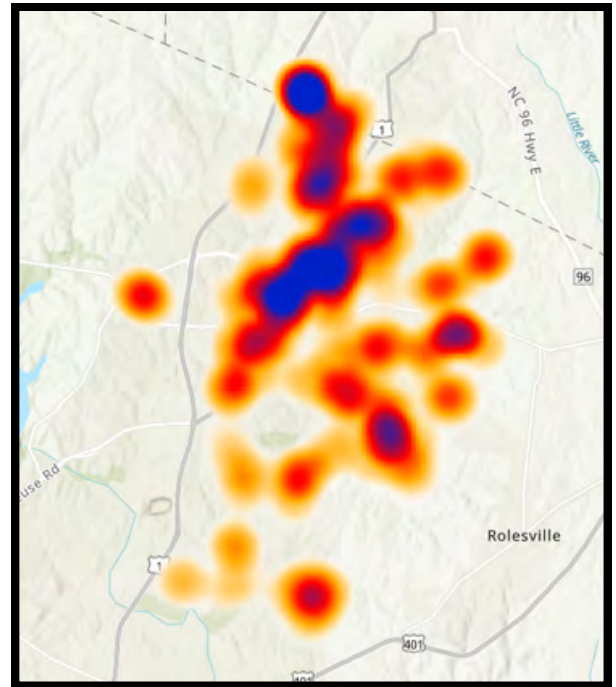
Assessment Results

There were 267 such locations encountered during the assessment.

Estimated Repair Costs

The only remedial action for driveway cross slope issues is to demolish and replace the existing sidewalk. PIM estimates the total cost of remediation for these cross slope issues is \$355,125.

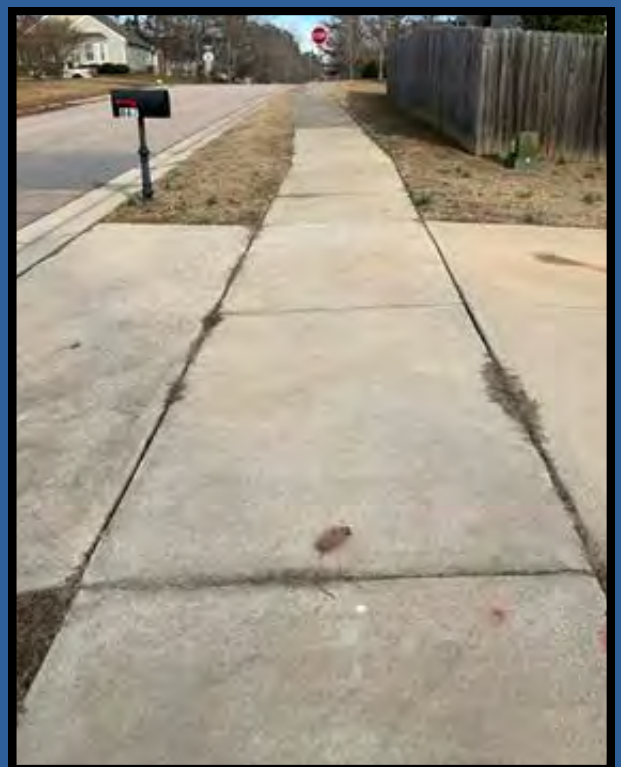
Locations and Examples



EXAMPLES



Location: W Holding Ave



Location: N Franklin St

CROSSWALKS and GAPS

Assessment



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Crosswalks

Assessment Specification

PIM assessed both ends of marked crosswalks within the ROW to determine if their slope was compliant with the 5% running slope maximum allowable under PROWAG.

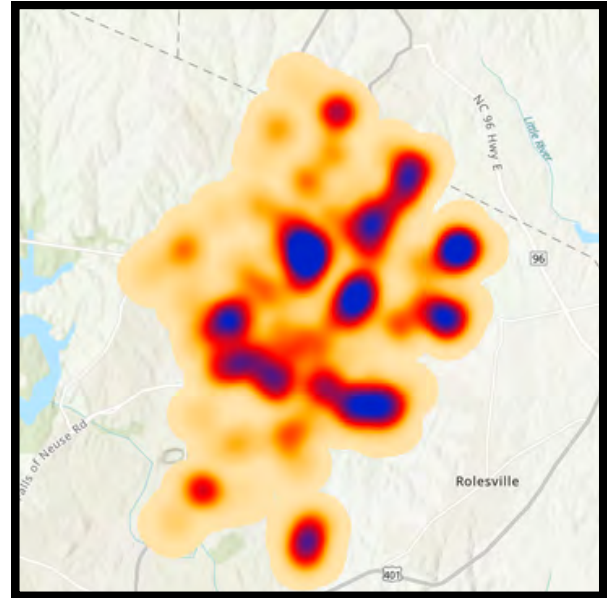
Assessment Results

During the assessment, 2,540 crosswalks were found to have barriers.

Estimated Repair Costs

The replacement/repair costs for these items vary widely due to the different nature of work required. PIM used \$1,750 as an estimate for cost per location. Total cost for repair is estimated to be \$4,408,250.

Locations and Examples



EXAMPLES



Location: Woodland Dr; Running Slope GT 12%



Location: Oakbrook Pass Way; Running Slope GT 12%

Gaps and Footpaths

Assessment Specification

In addition to ADA compliance items, Wake Forest requested that PIM flag sidewalk gaps and footpaths. These are areas where additional sidewalk would improve the pedestrian experience in a Town and generally increase accessibility for all residents and visitors.

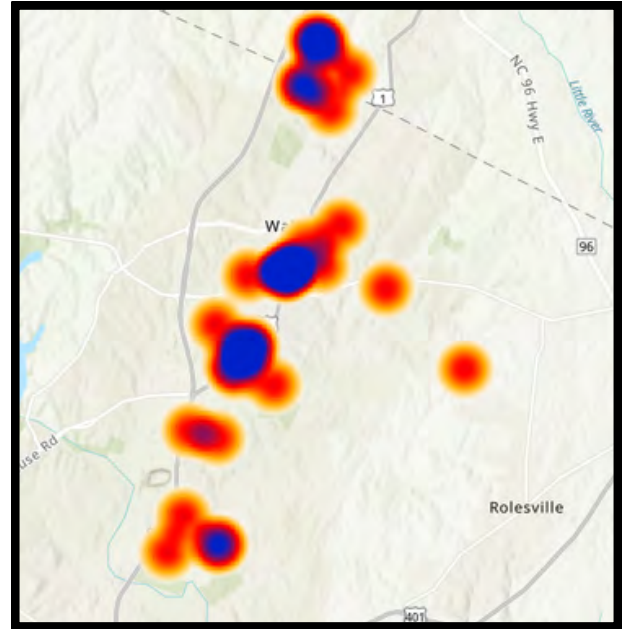
Assessment Results

There were 30 such locations encountered during the assessment.

Estimated Repair Costs

PIM is not able to accurately price due to the complexity of each location due to ROW ownership.

Locations and Examples



EXAMPLES



Location: Gateway Commons Cir



Location: S Main St

NON-DEFICIENT

Findings



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RESIDENTIAL RAMPS

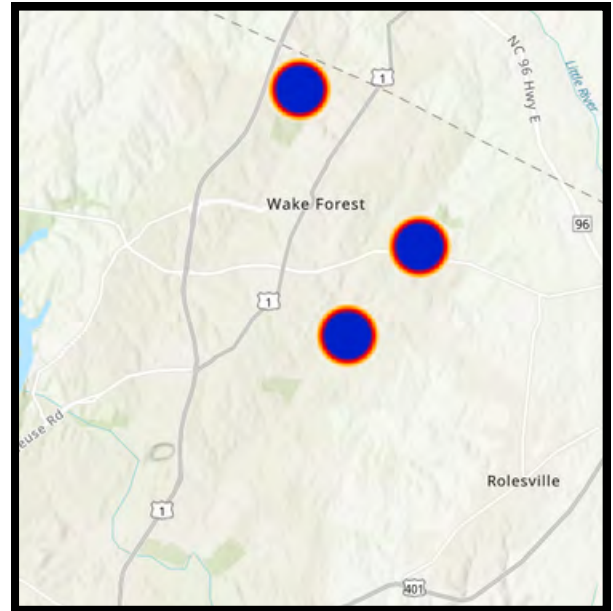
Assessment Specification

PIM collected residential disability ramps connecting residences to driveways or TROW. These ramps are reliable, but imperfect, indicators that someone with a disability lives in the home. This is not a barrier item but is instead used to prioritize repairs.

Assessment Results

There were 3 such locations encountered during the assessment.

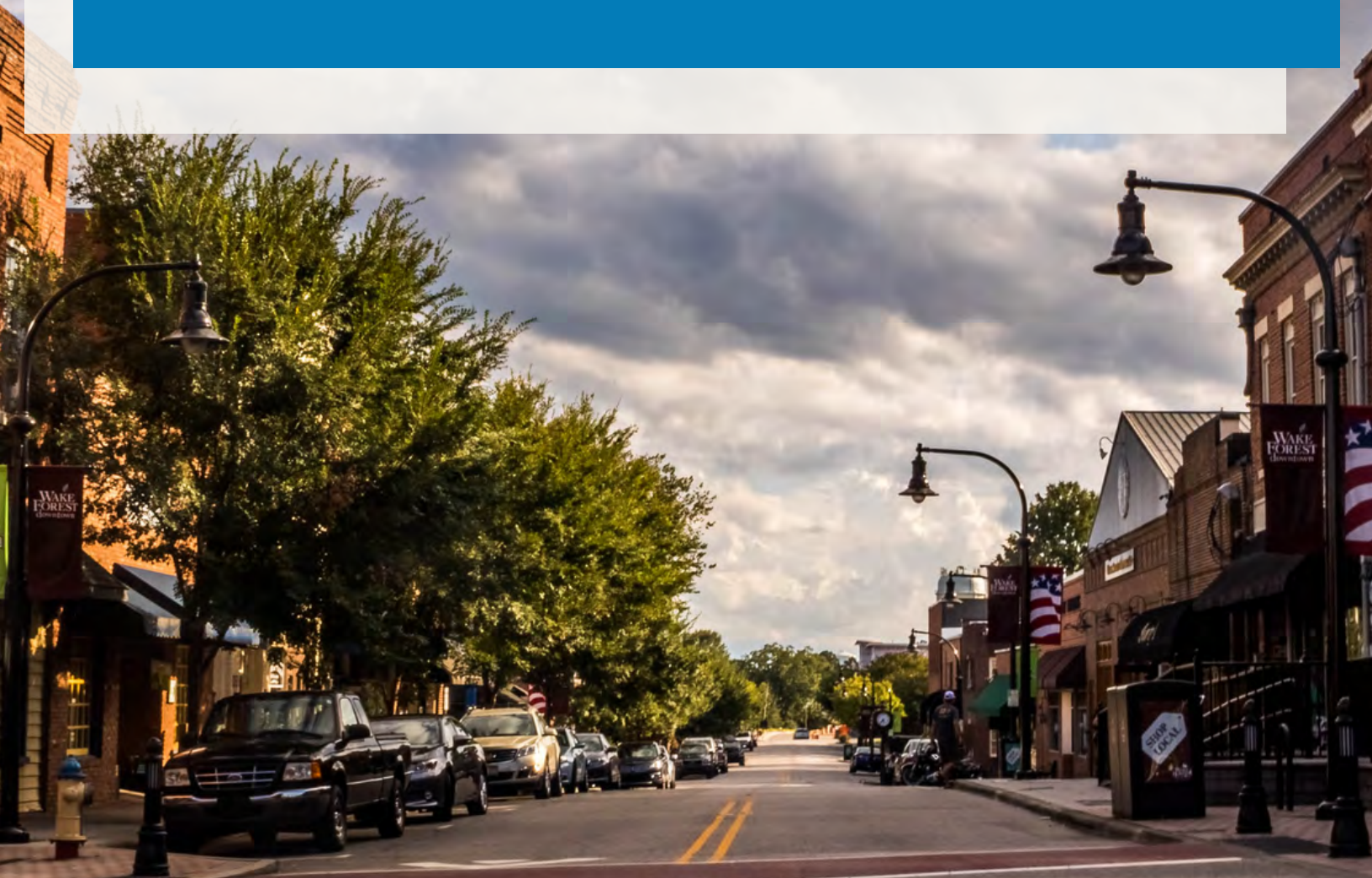
Locations and Examples



EXAMPLES



TOWN OF WAKE FOREST, NC FACILITY ASSESSMENT



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Introduction

The Town of Wake Forest, NC, contracted with Precision Infrastructure Management (PIM CS LLC) to complete an Americans with Disabilities Act Self-Assessment of the County's parks and facilities. PIM CS LLC completed the Self-Assessment in April 2024. This report is a comprehensive review of the facilities assessment.

The Study found a total of **356 unique ADA barriers across 15 facilities**. A breakdown of the barriers by category is covered in the ADA Barrier Detail section of this report. The RFP in 2023 issued by the town prioritized 15 facilities and the following reports on those findings.

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 rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. This includes park facilities owned and operated by Title II entities. The general categories of items evaluated for the Town's Facilities include:

- Accessible Routes
- on and off-street Parking
- Absence of curb ramps
- Curb ramps assessments
- Doors and Gates
- Signs and Alarms
- Play Areas
- Assembly Areas
- Hazards & Protruding Objects
- Kitchens, Kitchenettes, and Wet bars
- Counters, Surfaces, & Fountains
- Knee Clearance
- Toilets, Bathing Rooms, and Saunas

Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically traverse each facility in Wake Forest. Technicians used a number of tools to identify ADA barriers within the Facilities. All data is stored within BlueDAG, an industry-leading ADA assessment software. Data includes photographs, GPS coordinates, and other associated metadata. The methodology used to conduct the condition study followed the 2010 ADA Standards for Accessible Design. After surveying, PIM estimates prices and assigns priorities to each barrier. Certain barriers require additional levels of assessment to provide accurate costing information. These barriers have been labeled as requiring "Capital Investment."



15
FACILITIES



356
ADA BARRIERS

General Barrier Removal Information

The ADA does not have a specific prioritization schema for remediating accessibility barriers. However, the Department of Justice's Title III Technical Assistance Manual says the following with respect to the priority for removing barriers where readily achievable:

III-4.4500 Priorities for barrier removal. The Department's regulation recommends priorities for removing barriers in existing facilities. Because the resources available for barrier removal may not be adequate to remove all existing barriers at any given time, the regulation suggests a way to determine which barriers should be mitigated or eliminated first. The purpose of these priorities is to facilitate long-term business planning and to maximize the degree of effective access that will result from any given level of expenditure. these priorities are not mandatory. Public accommodations are free to exercise discretion in determining the most effective "mix" of barrier removal measures to undertake in their facilities.

Prioritization Process

This regulation suggests that a public accommodation's **first priority should be to enable individual with disabilities to physically enter its facility**. This priority on "getting through the door" recognizes that providing physical access to a facility from public sidewalks, public transportation, or parking is generally preferable to any alternative arrangements in terms of both business efficiency and the dignity of individuals with disabilities.

The next priority is for measures **that provide access to those areas of a place of public accommodation where goods and services are made available to the public**.

The third priority should be **providing access to restrooms, if restrooms are provided for use by customers or clients**.

The fourth priority is to remove **any remaining barriers to using the public accommodation's facility by, for example, lowering telephones**.

The priority order for addressing barriers on a path of travel to a primary function area can provide some guidance. Those issues are to be addressed in this order:

1. An accessible entrance
2. An accessible route to the primary function area
3. Restroom access
4. An accessible telephone, an accessible drinking fountain, access to other elements such as parking and storage

Also, if there is someone with a disability who has had difficulty accessing the goods, services, or programs of a facility, priority could be given to removing the barriers that are causing that barrier.

List of Facilities Assessed

Downtown Development*

149 S White St,
Wake Forest, NC 27587

Downtown Substation

225 S Taylor St,
Wake Forest, NC 27587

Facilities Operations

317 Brooks St,
Wake Forest, NC 27587

Fire Station #1

420 Elm Ave,
Wake Forest, NC 27587

Fire Station #2

9925 Ligon Mill Rd,
Wake Forest, NC 27587

Fire Station #3

1412 Forestville Rd,
Wake Forest, NC 27587

Fire Station #4

1505 Jenkins Rd,
Wake Forest, NC 27587

Fire Station #5

11908 Holmes Hollow Rd,
North Raleigh, NC 27587

**Parks and Recreation
Maintenance**

327 Brooks St,
Wake Forest, NC 27587

Police Headquarters

745 Merritt Capital Dr,
Wake Forest, NC 27587

Public Works Complex

234 Friendship Chapel Rd,
Wake Forest, NC 27587

Wake Forest Power

5031 Unicon Dr,
Wake Forest, NC 27587

**Wake Forest Renaissance
Centre**

405 Brooks St,
Wake Forest, NC 27587

Wake Forest Reservoir

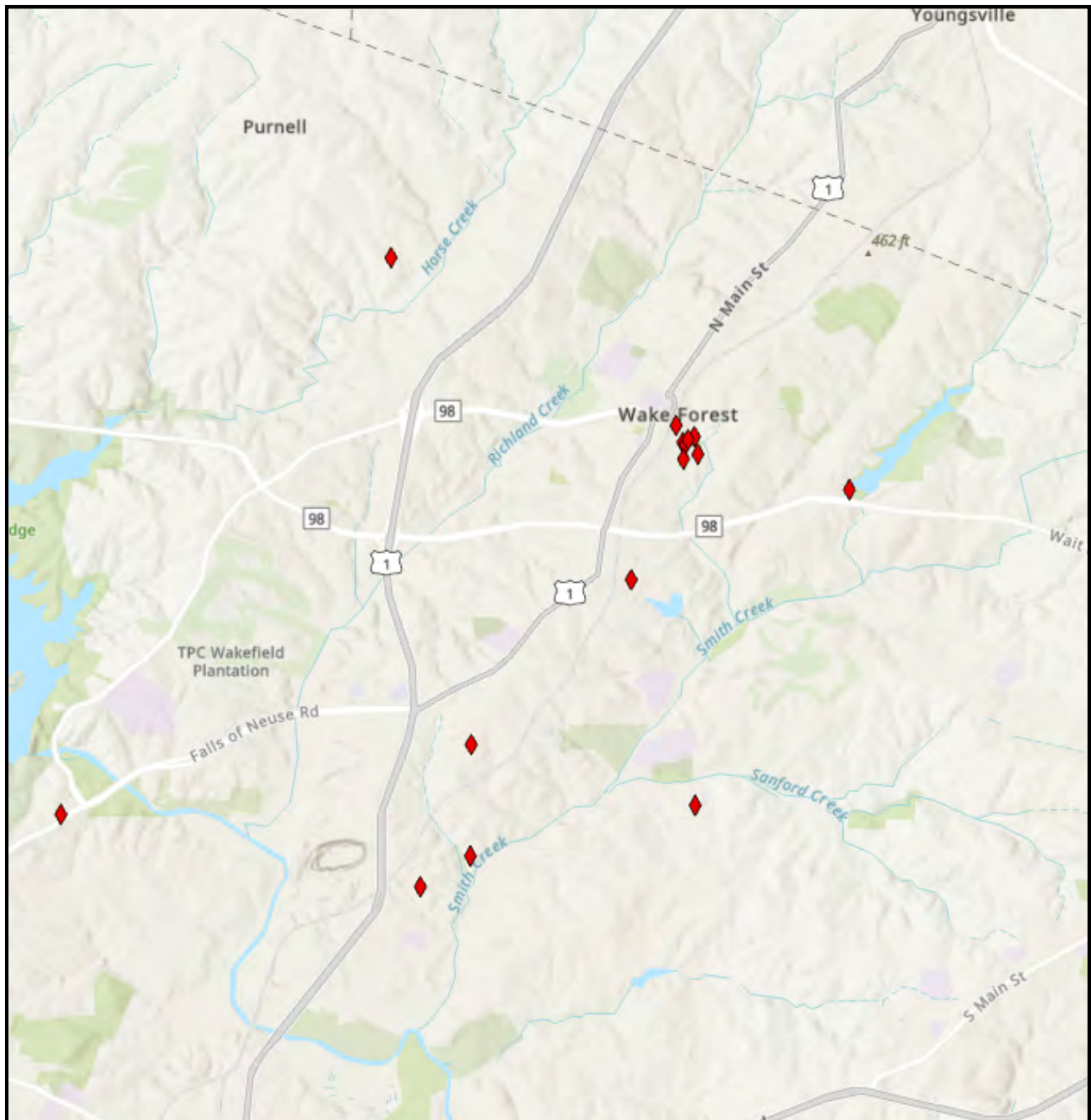
Traditions Grande Blvd,
Wake Forest, NC 27587

Wake Forest Town Hall

301 Brooks St,
Wake Forest, NC 27587

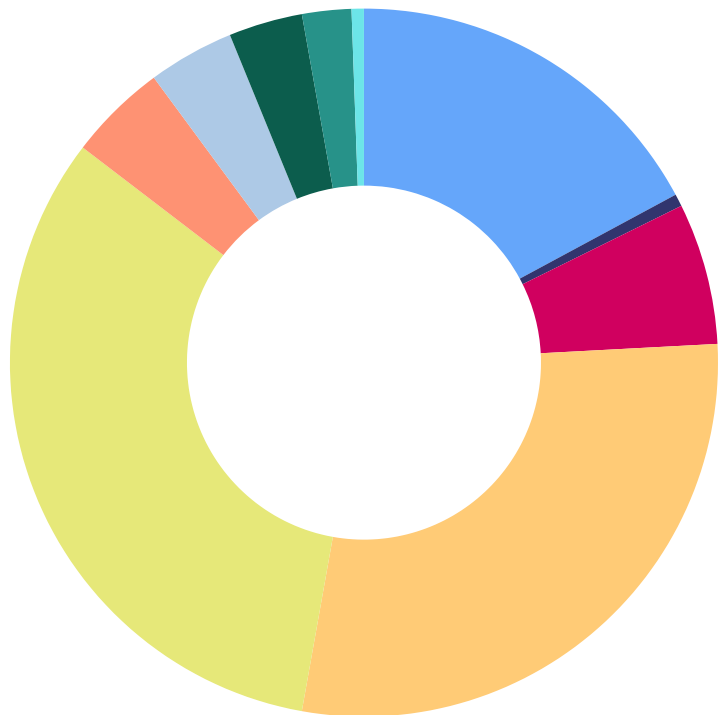
*Although Downtown Development is not a Town of Wake Forest owned facility, the town did conduct the inspection.

Map of Facilities Assessed



Total Findings: Facility Groups

Accessible Routes	61
Detention/Correctional Facilities	2
Parking	23
Toilets, Bathing Rooms, And Saunas	102
Doors and Gates	116
Reach Ranges	12
Kitchens, Kitchenettes, and Wet Bars	16
Signs and Alarms	14
Counters/Surfaces/Fountains	8
Assembly Areas	2



Toilet and Bathing Rooms barrier comprise **28.7%** of the total findings.

Doors and Gate barriers comprise **32.6%** of the total findings.

Accessible Route barriers comprise **17.4%** of the total findings.

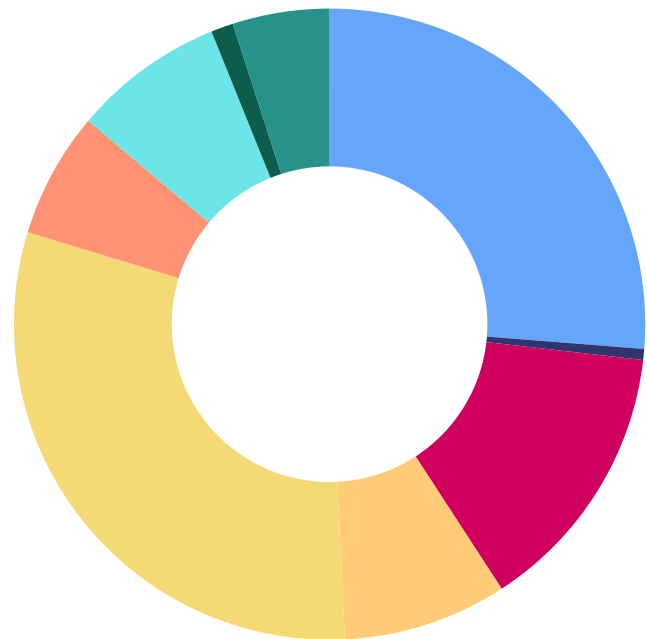
The remaining barriers comprise **21.3%** of the total findings.

Budget and Capital Investments

The numbers below are the combined high estimates of the cost to repair these barriers in each group. However, this number does not reflect total cost to repair all barriers. There are a number of barriers that fall under the term “Capital Investment.” Capital Investment is used in place of an estimated cost when a barrier is too complex to estimate remediation cost due to the size and scope of the barrier noted. Material cost is included in the estimate, but labor is not. Typically labor is expected to be 100% of the cost of material, though this percentage varies dramatically per project.

Cost by Group Budget High

Accessible Routes	\$103,160
Detention Facilities	\$2,200
Parking	\$55,060
Toilets, Bathing Rooms, And Saunas	\$33,020
Doors and Gates	\$119,790
Reach Ranges	\$2,270
Kitchens, Kitchenettes, and Wet Bars	\$25,300
Signs and Alarms	\$30,450
Play Areas	\$4,490
Counters/Surfaces/Fountains	\$19,500



Overviews

Assessment Results



WAKE
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PIM

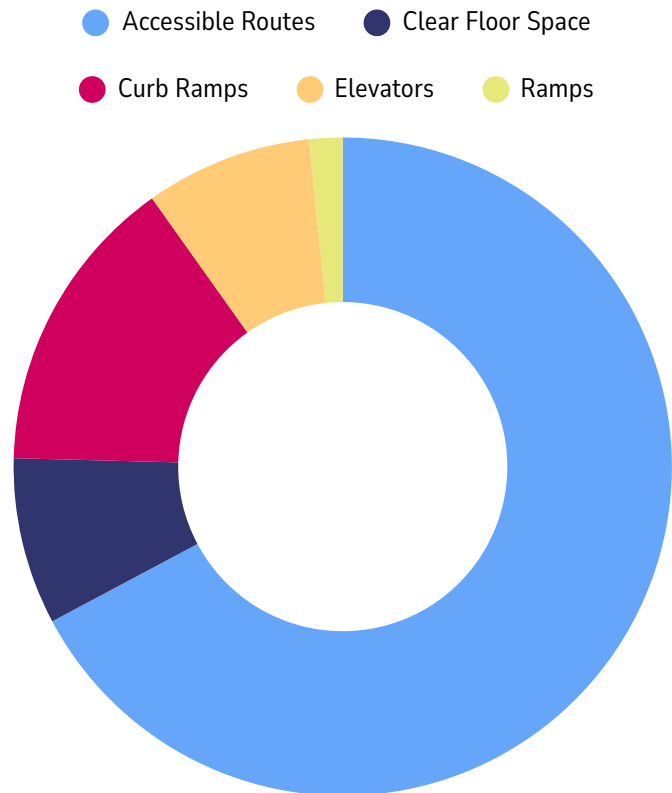
PRECISION
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Assessment Results

There were 61 total findings related to Accessible Route barriers.

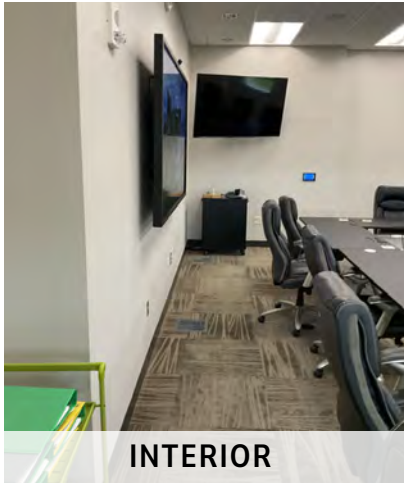
Accessible Route Type Breakdown

Accessible Routes	41
Clear Floor Space	5
Curb Ramps	9
Elevators & Lifts	5
Ramps	1



Type	Barriers	Low End Cost	High End Cost
Accessible Routes	41	\$11,245.00	\$57,760.00
Clear Floor Space	5	-	\$250.00
Curb Ramps	9	\$10,050.00	\$36,100.00
Elevators & Lifts	5	\$4,825.00	\$9,050.00
Ramps	1	-	-
Totals	61	\$26,120.00	\$103,160.00

Examples of Accessible Route Barriers



The element projects more than 4 inches into the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

Citation: 2010 ADAS 307.2

Recommendation: Relocate television to compliant height or provide cane detection

Location: Wake Forest Town Hall



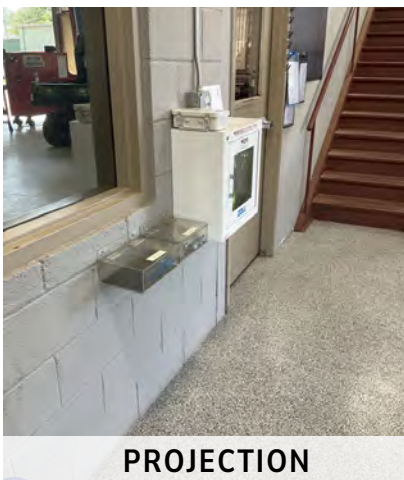
The curb ramp does not have a compliant top landing and the side flares are too steep.

In alterations, where there is no landing at the top of curb ramps, curb ramp flares shall be provided and shall not be steeper than 1:12.

Citation: 2010 ADAS 406.2 Exception

Recommendation: replace with complaint curb ramp

Location: Wake Forest Town Hall



The element projects more than 4 inches into the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

Citation: 2010 ADAS 307.2

Recommendation: Move to compliant location or provide cane detection.

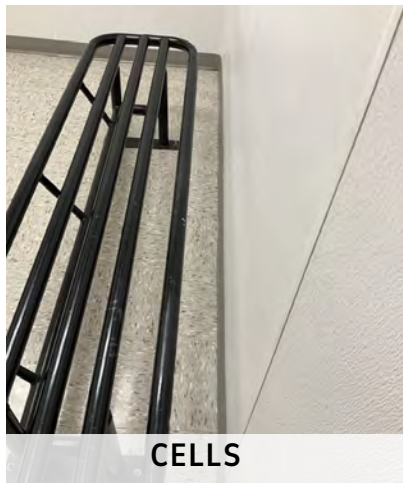
Location: Public Works Complex

Detention and Correctional Facilities

There were 2 total findings related to Detention And Correctional Facilities barriers.

Type	Barriers	Low End Cost	High End Cost
Detention Facilities	2	-	\$2,200.00

Examples



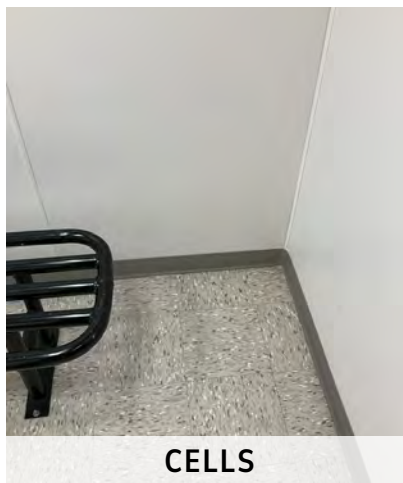
The bench's seat is too far from the back rest.

Back support shall be 2 1/2 inches maximum from the rear edge of the seat measured horizontally.

Citation: 2010 ADAS 903.4

Recommendation: Move to compliant location or replace bench.

Location: Downtown Substation



Clear floor space adjacent to the bench has not been provided.

Clear floor or ground space shall be provided and be positioned at the end of the bench seat parallel to the short axis of the bench.

Citation: 2010 ADAS 903.2

Recommendation: Move bench to allow for compliant clear floor space.

Location: Downtown Substation

Parking

There were 347 total findings related to Parking barriers.

Type	Barriers	Low End Cost	High End Cost
Off Street	23	\$10,700.00	\$55,060.00

Example



PARKING LOT

There are not enough accessible stalls.

There are 2 accessible parking stalls including 1 designated for a van. There should be a minimum of 3 accessible parking stalls including a minimum of 1 van accessible stalls.

Citation: 2010 ADAS 208.2

Recommendation: Create additional accessible parking stall, with accompanying signage and access aisle

Location: Public Works Complex



PARKING SPACE

The running slope (long dimension) of the accessible parking stall exceeds 2%.

The running slope in an accessible parking stall and the access aisle must not exceed 2%.

Citation: 2010 ADAS 502.4

Recommendation: Level, repave and repaint 3 spaces

Location: Fire Station #3

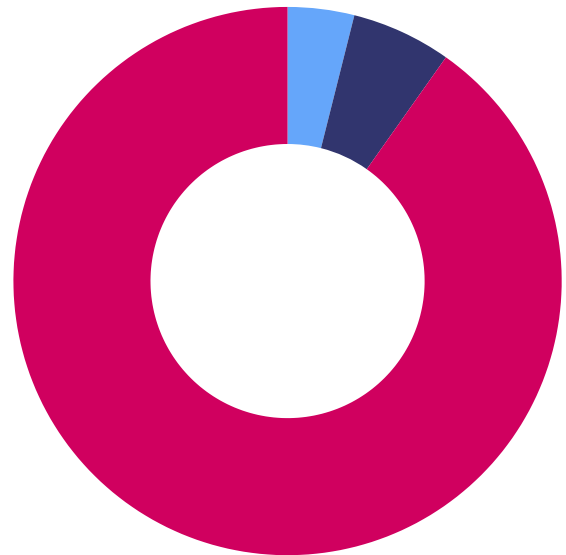
Toilet & Bathing Rooms Breakdown

There were 483 total findings related to Toilet & Bathing barriers.

Toilet & Bathing Room Breakdown

Dressing/Locker Rooms	4
Saunas and Steam Rooms	6
Toilet and Bathing Rooms	92

Locker Rooms Saunas Bathing Rooms



	Barriers	Low End Cost	High End Cost
Dressing / Fitting / Locker Rooms	4	\$850.00	\$4,385.00
Saunas and Steam Rooms	6	\$2,100.00	\$9,000.00
Toilet and Bathing Rooms	92	\$1,165.00	\$19,635.00
Totals	102	\$4,115.00	\$33,020.00

Examples



ACCESSORIES

The coat hook is not mounted within the required range.

Coat hooks shall be located within one compliant reach range. Shelves shall be located 40 inches minimum and 48 inches maximum above the finish floor.

Citations: 2010 ADAS 604.8.3

Recommendation: Lower coat hook to compliant height.

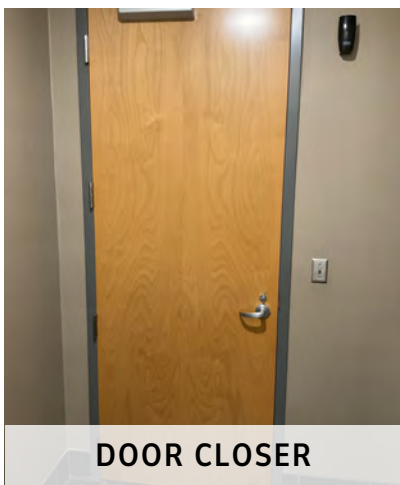
Location: Wake Forest Town Hall

Doors and Gates

There were 116 total findings related to Door and Gate barriers.

Type	Barriers	Low End Cost	High End Cost
Doors	116	\$8,045.00	\$119,790.00

Examples



The door exceeds the maximum allowable opening force.

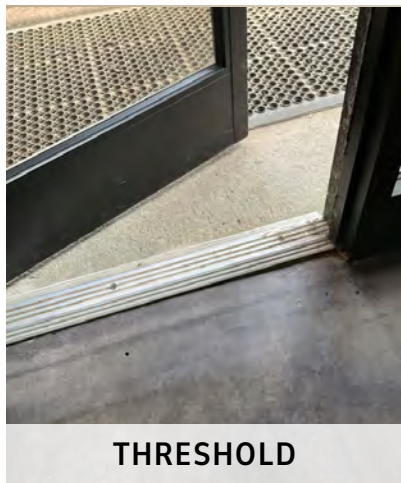
Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

Citation: ADAS 2010 404.2.9

Recommendation: Adjust or replace door closer.

Location: Wake Forest Town Hall



The threshold is greater than 1/2 inch high.

The threshold at a doorway shall be no higher than 1/2 inch. Changes in level between 1/4 inch and 1/2 inch must be beveled at 1:2 or less. 1/4 inch is the maximum vertical rise.

Citation: ADAS 2010 404.2.5

Recommendation: Install compliant threshold

Location: Wake Forest Renaissance Centre

Kitchens, Kitchenettes, & Wet Bars

There were 16 Total Findings related to Kitchen, Kitchenette, and Wet Bar barriers.

Type	Barriers	Low End Cost	High End Cost
Kitchens, Etc	16	\$1,280.00	\$25,300.00

Examples



The controls are located such that operation require reaching across burners.

Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners

Citation: ADAS 2010 804.6.4
Recommendation: Install compliant range
Location: Fire Station #5



The sink drain pipes are exposed.

Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories and sinks.

Citation: ADAS 2010 606.5
Recommendation: Install pipe insulation kit.
Location: Parks and Recreation Maintenance

Reach Ranges

There were 12 Total Findings related to Reach Range barriers.

Type	Barriers	Low End Cost	High End Cost
Reach Ranges	12	\$50.00	\$2,270.00

Examples



SIDE OR FRONT

The (microwave) is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Citation: ADAS 2010 308.1

Recommendation: Relocate microwave to an accessible position.

Location: Wake Forest Town Hall



SIDE OR FRONT

The receptacle/switch is not positioned correctly for either a side or front approach.

Where a clear floor or ground space allows a parallel or front approach to a switch or receptacle and the side reach is unobstructed, the high side reach shall be 48 inches maximum above the finish floor or ground and the low side reach shall be 15 inches minimum above the finish floor or ground.

Citation: ADAS 2010 308.3.1

Recommendation: Install motion activated switch.

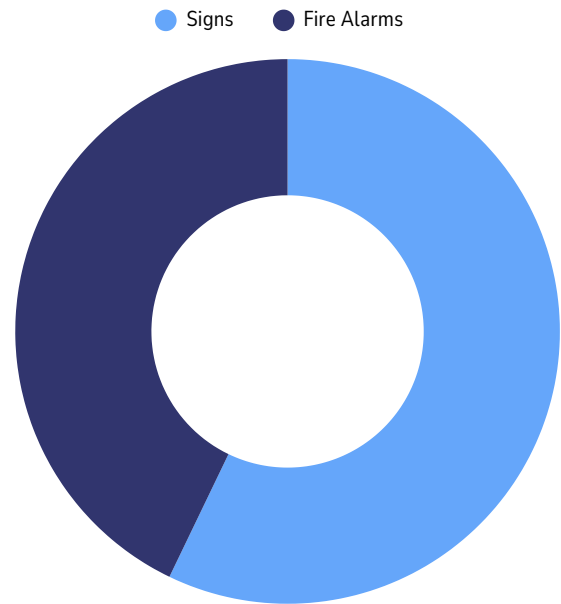
Location: Wake Forest Power

Signs/Fire Alarms

There were 14 total findings related to Sign/Fire Alarm/Operable Part barriers.

Accessible Route Type Breakdown

Signs	8
Fire Alarms	6



Type	Barriers	Low End Cost	High End Cost
Fire Alarms	6	\$1,070.00	\$3,650.00
Signs	8	\$125.00	\$840.00
Totals	14	\$1,195.00	\$4,490.00

Examples



SIGNAGE

Clear floor space is not provide at the tactile door sign.

Signs containing tactile Characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile Characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Citation: ADAS 2010 703.4.2

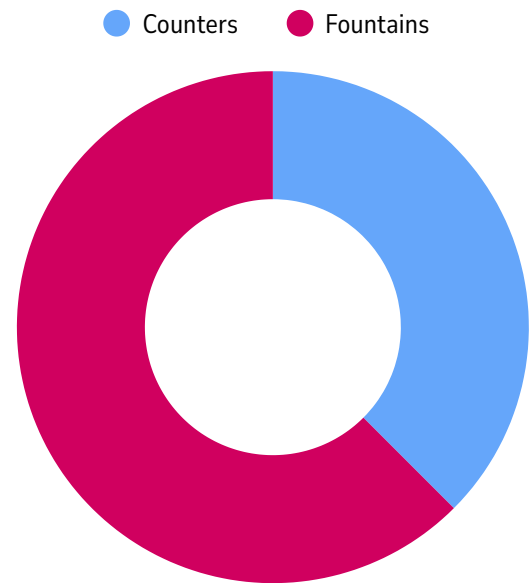
Recommendation: Remove obstructions

Location: Wake Forest Town Hall

Counters, Surfaces, and Fountains

There were 8 total findings related to Counter, Surface, and Fountain barriers.

Sales and Service Counters/Tables	3
Drinking Fountains	5



Type	Barriers	Low End Cost	High End Cost
Counters	3	\$200.00	\$4,000.00
Fountains	5	\$600.00	\$15,500.00
Totals	25	\$800.00	\$19,500.00

Examples



FOUNTAIN

There is not enough knee clearance under the drinking fountain.

The drinking fountain must have a clear knee space between the bottom of the drinking fountain and the floor not less than 27 inches in height, 30 inches in width, and 8 inches in depth.

Citation: 2010 ADAS 602.2

Recommendation: Relocate fountain to compliant height.

Location: Public Works Complex

Assembly Areas

There were 2 total findings related to Assembly Area barriers.

Type	Barriers	Low End Cost	High End Cost
Assembly Areas	2	-	-

Examples



SEATING

Based on the number of seats provided in this area (4), there should be a minimum of (1) wheelchair seating spaces.

Wheelchair spaces shall be provided in assembly areas with fixed seating.

Citation: 2010 ADAS 221.2.1.1

Recommendation: Reconfigure furniture to accommodate wheelchair seating space.

Location: Downtown Substation



SEATING

Based on the number of seats provided in this area (7), there should be a minimum of (1) wheelchair seating spaces.

Wheelchair spaces shall be provided in assembly areas with fixed seating.

Citation: 2010 ADAS 221.2.1.1

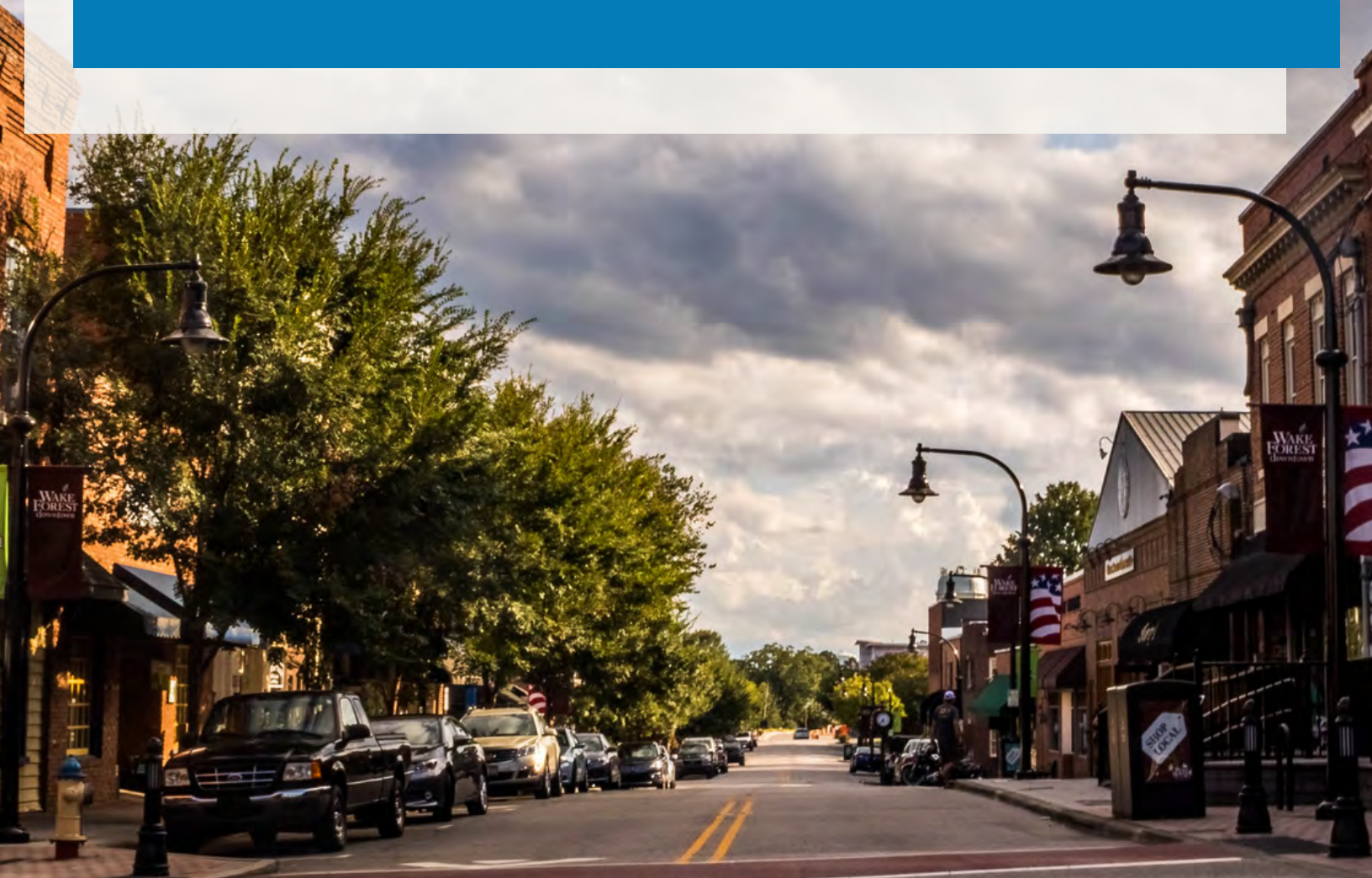
Recommendation: Reconfigure furniture to create accessible seating space

Location: Downtown Substation

PER FACILITY COST

Evaluation Title	Address	Budget Low	Budget High
Downtown development	149 S White St	\$ 550.00	\$ 1,700.00
Downtown Substation	225 S Taylor St	\$ 1,300.00	\$ 15,200.00
Facilities operations	317 Brooks St	\$ 1,550.00	\$ 16,210.00
Fire Station #2	9925 Ligon Mill Rd	\$ 970.00	\$ 19,075.00
Fire Station #3	1412 Forestville Rd	\$ 1,675.00	\$ 9,675.00
Fire Station #4	1505 Jenkins Rd	\$ 4,445.00	\$ 31,145.00
Fire Station #5	11908 Holmes Hollow Rd	\$ 3,295.00	\$ 18,020.00
Fire Station 1	420 Elm Ave	\$ 4,205.00	\$ 30,295.00
Parks and recreation maintenance	327 Brooks St	\$ 1,430.00	\$ 7,550.00
Police Headquarters	745 Merritt Capital Dr	\$ 25.00	\$ 50.00
Public works complex	234 Friendship Chapel Rd	\$ 6,780.00	\$ 61,025.00
Wake Forest Power	5031 Unicon Dr	\$ 1,550.00	\$ 10,750.00
Wake Forest Renaissance Centre	405 Brooks St	\$ 7,275.00	\$ 38,550.00
Wake Forest Reservoir	Traditions Grande Blvd	\$ 6,000.00	\$ 38,000.00
Wake Forest Town Hall	301 Brooks St	\$ 11,255.00	\$ 67,545.00

TOWN OF WAKE FOREST, NC PARKS ASSESSMENT



WAKE
FOREST



PIM

PRECISION
INFRASTRUCTURE
MANAGEMENT

Introduction

The Town of Wake Forest, NC, contracted with Precision Infrastructure Management (PIM CS LLC) to complete an Americans with Disabilities Act Self-Assessment of the County's parks and facilities. PIM CS LLC completed the Self-Assessment **in April 2024**. This report is a comprehensive review of the facilities assessment.

The Study found a total of **379 unique ADA barriers across 10 parks**. A breakdown of the barriers by category is covered in the ADA Barrier Detail 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 rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. This includes park facilities owned and operated by Title II entities. The general categories of items evaluated for the Town's Facilities include:

- Accessible Routes
- On and off-street Parking
- Absence of curb ramps
- Curb ramps assessments
- Doors and Gates
- Signs and Alarms
- Play Areas
- Assembly Areas
- Hazards & Protruding Objects
- Kitchens, Kitchenettes, and Wet bars
- Counters, Surfaces, & Fountains
- Knee Clearance
- Toilets, Bathing Rooms, and Saunas

Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically traverse each park in Wake Forest. Technicians used a number of tools to identify ADA barriers within the Facilities. All data is stored within BlueDAG, an industry-leading ADA assessment software. Data includes photographs, GPS coordinates, and other associated metadata. The methodology used to conduct the condition study followed the 2010 ADA Standards for Accessible Design. After surveying, PIM estimates prices and assigns priorities to each barrier. Certain barriers require additional levels of assessment to provide accurate costing information. These barriers have been labeled as requiring "Capital Investment."



General Barrier Removal Information

The ADA does not have a specific prioritization schema for remediating accessibility barriers. However, the Department of Justice's Title III Technical Assistance Manual says the following with respect to the priority for removing barriers where readily achievable:

III-4.4500 Priorities for barrier removal. The Department's regulation recommends priorities for removing barriers in existing facilities. Because the resources available for barrier removal may not be adequate to remove all existing barriers at any given time, the regulation suggests a way to determine which barriers should be mitigated or eliminated first. The purpose of these priorities is to facilitate long-term business planning and to maximize the degree of effective access that will result from any given level of expenditure. these priorities are not mandatory. Public accommodations are free to exercise discretion in determining the most effective "mix" of barrier removal measures to undertake in their facilities.

Prioritization Process

This regulation suggests that a public accommodation's **first priority should be to enable individual with disabilities to physically enter its facility**. This priority on "getting through the door" recognizes that providing physical access to a facility from public sidewalks, public transportation, or parking is generally preferable to any alternative arrangements in terms of both business efficiency and the dignity of individuals with disabilities.

The next priority is for measures **that provide access to those areas of a place of public accommodation where goods and services are made available to the public**.

The third priority should be **providing access to restrooms, if restrooms are provided for use by customers or clients**.

The fourth priority is to remove **any remaining barriers to using the public accommodation's facility by, for example, lowering telephones**.

The priority order for addressing barriers on a path of travel to a primary function area can provide some guidance. Those issues are to be addressed in this order:

1. An accessible entrance
2. An accessible route to the primary function area
3. Restroom access
4. An accessible telephone, an accessible drinking fountain, access to other elements such as parking and storage

Also, if there is someone with a disability who has had difficulty accessing the goods, services, or programs of a facility, priority could be given to removing the barriers that are causing that barrier.

List of Parks Assessed

Ailey Young Park
800 E Juniper Ave,
Wake Forest, NC 27587

Holding Park
133 W Owen Ave.
Wake Forest, NC 27587

Smith Creek Soccer Center
690 Heritage Lake Rd,
Heritage, NC 27587

Alston-Massenburg Center
416 N Taylor St,
Wake Forest, NC 27587

Joyner Park Community Center
701 Harris Rd,
Wake Forest, NC 27587

Taylor Street Park
416 N Taylor St,
Wake Forest, NC 27587

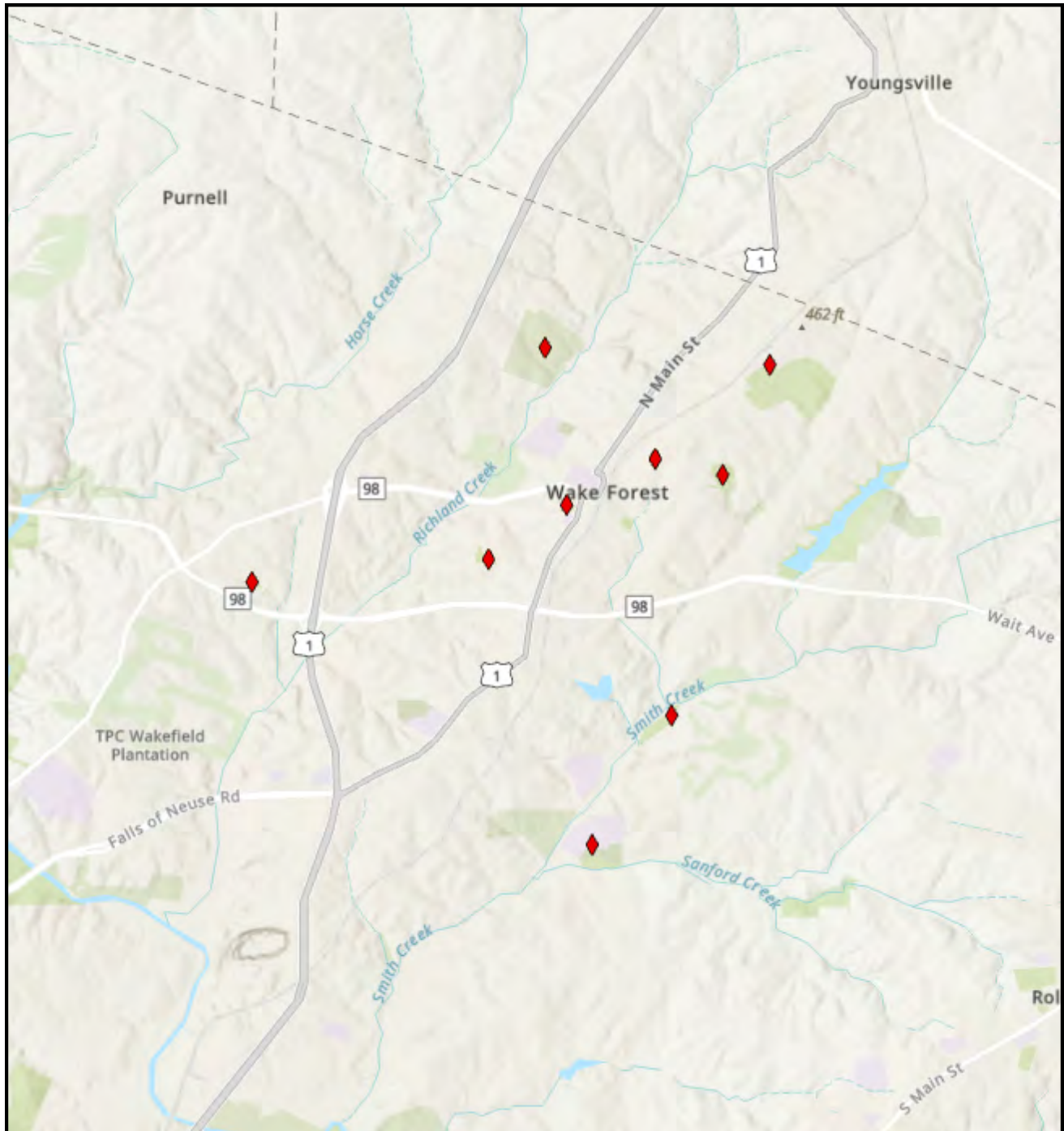
Flaherty Park Community Center
1226 N White St,
Wake Forest, NC 27587

Plummer Park
965 Jones Wynd,
Crenshaw Manor, NC 27587

Tyler Run Park
830 Pineview Dr,
Tyler Run, NC 27587

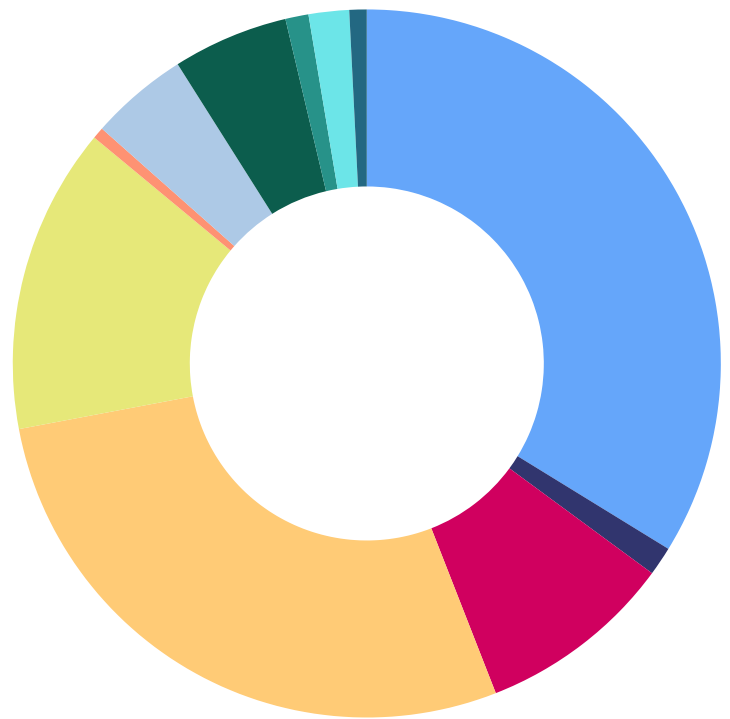
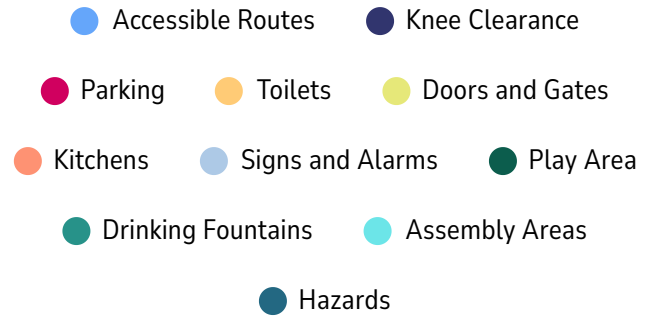
Heritage School Park
1150 Forestville Rd,
Wake Forest, NC 27587

Map of Parks Assessed



Total Findings: Facility Groups

Accessible Routes	128
Knee Clearance	5
Parking	34
Toilets, Bathing Rooms, And Saunas	106
Doors and Gates	53
Hazards & Protruding Objects	3
Kitchens, Kitchenettes, and Wet Bars	2
Signs and Alarms	17
Play Area	20
Counters/Surfaces/Fountains	4
Assembly Areas	7



Toilet and Bathing Rooms barrier comprise **28%** of the total findings.

Doors and Gate barriers comprise **14%** of the total findings.

Accessible Route barriers comprise **33.8%** of the total findings.

The remaining barriers comprise **24.2%** of the total findings.

Budget and Capital Investments

The numbers below are the combined high estimates of the cost to repair these barriers in each group. However, this number does not reflect total cost to repair all barriers. There are a number of barriers that fall under the term “Capital Investment.” Capital Investment is used in place of an estimated cost when a barrier is too complex to estimate remediation cost due to the size and scope of the barrier noted. Material cost is included in the estimate, but labor is not. Typically labor is expected to be 100% of the cost of material, though this percentage varies dramatically per project.

Cost by Group Budget High

Accessible Routes	\$143,310
Knee Clearance	\$11,200
Parking	\$75,540
Toilets, Bathing Rooms, And Saunas	\$36,700
Doors and Gates	\$47,315
Hazards & Protruding Objects	\$600
Signs and Alarms	\$540
Play Areas	\$437,200
Counters/Surfaces/Fountains	\$8,500
Assembly Areas	\$11,700



Overviews

Park Assessment Results



WAKE
FOREST



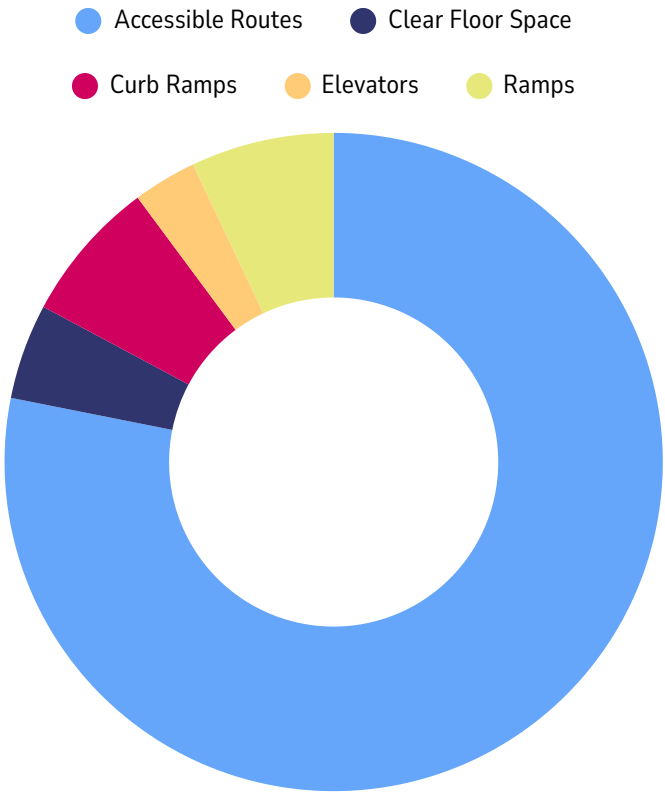
PIM | PRECISION
INFRASTRUCTURE
MANAGEMENT

Park Assessment Results

There were 128 total findings related to Accessible Route barriers.

Accessible Route Type Breakdown

Accessible Routes	100
Clear Floor Space	6
Curb Ramps	9
Elevators & Lifts	4
Ramps	9



Type	Barriers	Low End Cost	High End Cost
Accessible Routes	100	\$26,625.00	\$88,730.00
Clear Floor Space	6	\$1,500.00	\$3,000.00
Curb Ramps	9	\$9,500.00	\$32,060.00
Elevators & Lifts	4	\$10.00	\$20.00
Ramps	9	\$5,550.00	\$19,500.00
Totals	128	\$43,185.00	\$143,310.00

Examples of Accessible Route Barriers



EXTERIOR

The accessible route has running slopes greater than 5% and has not been constructed as a ramp (i.e. handrails, edge protection, etc.). Cross slopes are greater than 2% across the width of the walk.

When the slope in the direction of travel of any walk exceeds 1 unit vertical in 20 units horizontal (5-percent slope), it must be constructed as a ramp. Surface cross slopes must not exceed 1 unit vertical in 48 units horizontal (2-percent slope).

Citation: 2010 ADAS 403.3

Recommendation: Re-pour accessible route.

Location: Ailey Park



CURB RAMP

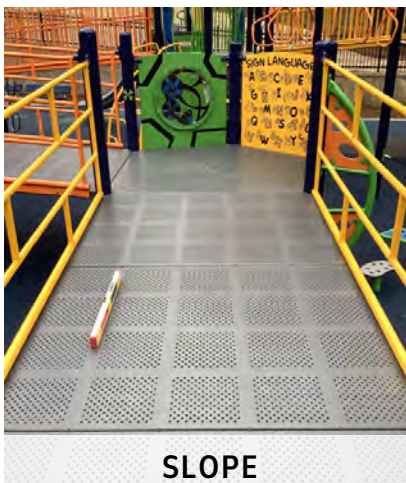
The curb ramp on the accessible route has cross slopes greater than 2 percent and running slopes greater than 8.33 percent.

Surface cross slopes shall not exceed one unit vertical in 48 units horizontal (2-percent slope). Surface running slopes shall not exceed one unit vertical in 12 units horizontal (8.33-percent slope).

Citation: 2010 ADAS 405.2 + 405.3 + 406.1

Recommendation: Replace and install compliant curb ramp

Location: Holding Park



SLOPE

The ramps exceeds the maximum running slope (direction of travel) allowable of 8.33%.

Ramps should have the least possible slope but in no case more than 8.3% (1:12).

Citation: 2010 ADAS 405.2

Recommendation: Reset ramps to compliant slope. capital investment.

Location: Holding Park

Knee Clearance

There were 5 total findings related to Knee Clearance barriers.

Type	Barriers	Low End Cost	High End Cost
Knee Clearance	5	\$3,400.00	\$11,200.00

Examples



KNEE CLEARANCE

The knee clearance is not compliant.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3

Recommendation: Replace with or add ADA picnic table.

Location: Plummer Park



KNEE CLEARANCE

The knee clearance is not compliant.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3

Recommendation: Install compliant picnic table and grill.

Location: Ailey Park

Parking

There were 34 total findings related to Parking barriers.

Type	Barriers	Low End Cost	High End Cost
Off Street	34	\$16,275.00	\$75,540.00

Example



ACCESS AISLE

The access aisle contains abrupt edges and surface irregularities over a 1/4 inches.

Parking spaces and access aisles serving them shall be stable, firm, and slip resistant. Access aisles shall be at the same level as the parking spaces they serve. Changes in level are not permitted and shall not be sloped steeper than 2% in any direction.

Citation: 2010 ADAS 502.4

Recommendation: Re-pave access aisle.

Location: Ailey Park



ACCESS AISLE

The running slope of the access aisle (long dimension) exceeds 2%.

The running slope in an accessible parking stall and the access aisle must not exceed 2%.

Citation: 2010 ADAS 502.4

Recommendation: Repave accessible spots to compliant slope

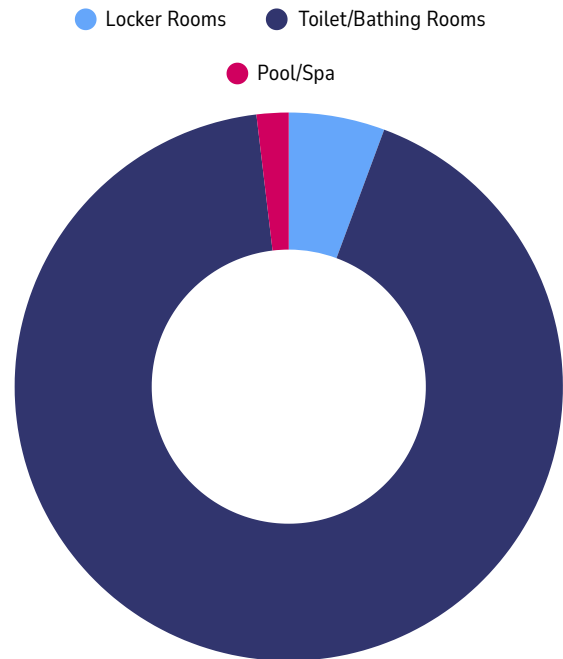
Location: Holding Park

Toilet, Locker Rooms, and Pools/Spas

There were 106 total findings related to toilets, Locker rooms, and Pool/Spa barriers.

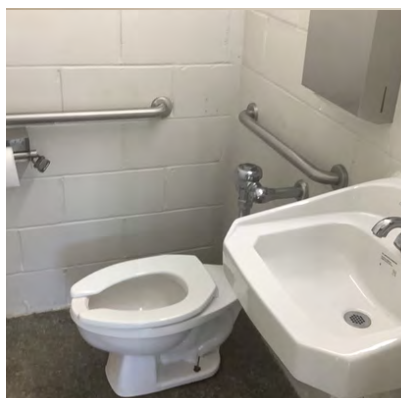
Toilet/Locker Rooms/ Pools Breakdown

Locker Rooms	6
Toilet/Bathing Rooms	98
Pool/Spa	2



Type	Barriers	Low End Cost	High End Cost
Locker Rooms	6	\$1,265.00	\$9,000.00
Bathing Rooms	98	\$3,200.00	\$27,700.00
Pool / Spa	2	-	-
Totals	106	\$4,465.00	\$36,700.00

Examples



LAVATORY

The lavatory is located in a toilet compartment.

Accessible lavatories shall not be located in toilet compartments.

Citation: ADAS 2010 213.3.4

Recommendation: Move lavatory to compliant location.

Capital investment.

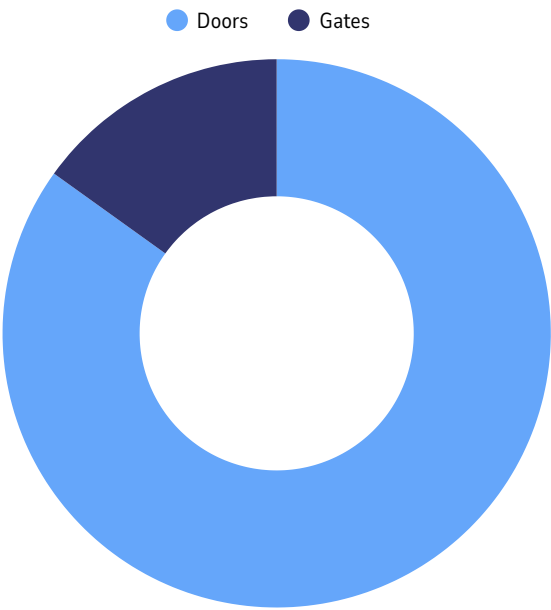
Location: Ailey Park

Doors and Gates

There were 53 total findings related to Door and Gate barriers.

Doors and Gates Breakdown

Doors	45
Gates	8



Type	Barriers	Low End Cost	High End Cost
Doors	45	\$975.00	\$43,965.00
Gates	8	\$750.00	\$3,350.00
Totals	53	\$1,725.00	\$47,315.00

Examples



The door exceeds the maximum allowable opening force.

Interior doors shall have a maximum opening force of 5 pounds.

These forces do not apply to the force required to retract latch bolts or disengage other devices that hold the door or gate in a closed position.

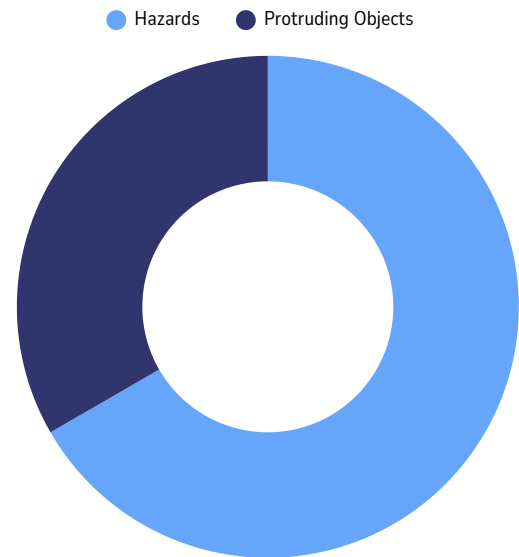
Citation: ADAS 2010 404.2.9
Recommendation: Adjust or replace door closer.
Location: Holding Park

Hazards & Protruding Objects

There were 3 total findings related to Hazard and Protruding Object barriers.

Hazards & Protruding Objects Breakdown

Hazards	2
Protruding Objects	1



Type	Barriers	Low End Cost	High End Cost
Hazards	2	\$400.00	\$600.00
Protruding Objects	1	-	-
Totals	3	\$400.00	\$600.00

Examples



PROJECTION

The drinking fountain projects into the clearance in the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

Citation: ADAS 2010 307.2

Recommendation: install detectable warning bars or partitions.

Location: Taylor Street Park

Kitchens, Kitchenettes, & Wet Bars

There were 2 Total Findings related to Kitchen, Kitchenette, and Wet Bar barriers.

Type	Barriers	Low End Cost	High End Cost
Kitchens, Etc	2	-	-

Examples



SINK

The top of the sink is above the allowable height requirement.

Sinks shall be installed with the front of the higher of the rim or counter surface 34 inches maximum above the finish floor or ground.

Citation: ADAS 2010 606.3

Recommendation: Re-build counter space to compliant height. Capital investment.

Location: Holding Park



SINK

The top of the sink is above the allowable height requirement.

Sinks shall be installed with the front of the higher of the rim or counter surface 34 inches maximum above the finish floor or ground.

Citation: ADAS 2010 606.3

Recommendation: Provide compliant height sink. Capital investment.

Location: Flaherty Park and Community Center

Signs

There were 17 total findings related to Sign/Fire Alarm/Operable Part barriers.

Type	Barriers	Low End Cost	High End Cost
Signs	17	\$75.00	\$540.00

Examples



The wall sign is incorrectly located.

Where permanent identification signs are provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space on the latch side, including at double leaf doors, signs shall be placed on the nearest adjacent wall, preferably on the right.

Citation: ADAS 2010 703.4.1

Recommendation: Move sign to compliant location.

Location: Heritage School Park



The wall sign is incorrectly located.

Where permanent identification signs are provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space on the latch side, including at double leaf doors, signs shall be placed on the nearest adjacent wall, preferably on the right.

Citation: ADAS 2010 703.4.1

Recommendation: Move sign to compliant location.

Location: Ailey Park

Play Areas

There were 20 total findings related to Play Area barriers.

Type	Barriers	Low End Cost	High End Cost
Play Areas	20	\$6,880.00	\$437,200.00

Examples



GROUND LEVEL

There are not enough accessible ground level play components based on the number of elevated play components.

There should be a minimum of two different types of accessible ground level play components.

Citation: ADAS 2010 240.2.1.2

Recommendation: Install 2 ground level components.

Location: Ailey Park



TRANSFER PLATFORM

The transfer platform is not within the compliant range above the ground.

The height of transfer platforms shall be 11 inches minimum and 18 inches maximum measured to the top of the surface from the ground or floor surface.

Citation: ADAS 2010 1008.3.1.2

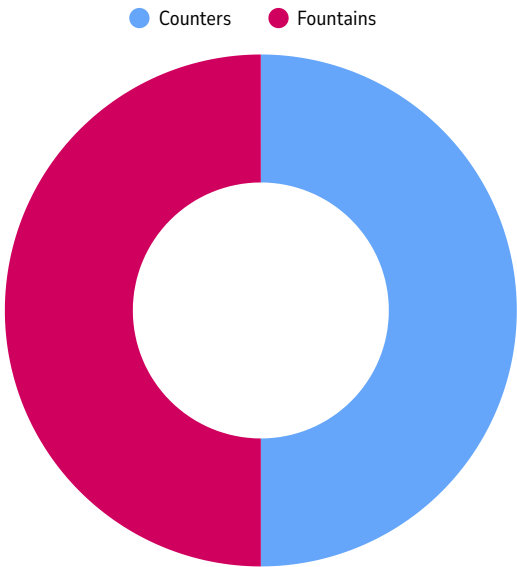
Recommendation: Maintain woodchips.

Location: Plummer Park

Counters, Surfaces, and Fountains

There were 4 total findings related to Counter, Surface, and Fountain barriers.

Sales and Service Counters/Tables	2
Drinking Fountains	2



Type	Barriers	Low End Cost	High End Cost
Fountains	2	\$2,550.00	\$8,500.00
Counters	2	-	-
Totals	25	\$2,550.00	\$8,500.00

Examples



FOUNTAIN

The required types of drinking fountains are not provided.

Where drinking fountains are provided, a minimum of one must be designed for wheelchair users and one must be designed for standing persons unless a single fountain meets the requirements for both.

Citation: 2010 ADAS 211.2
Recommendation: install standing persons drinking fountain.
Location: Holding Park

Assembly Areas

There were 7 total findings related to Assembly Area barriers.

Type	Barriers	Low End Cost	High End Cost
Assembly Areas	7	\$5,700.00	\$11,700.00

Examples



SEATING

An accessible wheelchair space is not provided in the team/player seating area.

At least one wheelchair space shall be provided in team or player seating areas serving areas of sport activity.

Citation: 2010 ADAS 221.2.1.4

Recommendation: reconfigure bench to allow for wheelchair space or purchase new bench

Location: Heritage School Park



SEATING

An accessible wheelchair space is not provided in the team/player seating area.

At least one wheelchair space shall be provided in team or player seating areas serving areas of sport activity.

Citation: 2010 ADAS 221.2.1.4

Recommendation: Create wheelchair space in both dugouts by reconfiguring bench or replacing with shorter bench.

Location: Tyler Run Park

PER FACILITY COST

Evaluation Title	Address	Budget Low	Budget High
Ailey Park	800 E Juniper Ave	\$ 3,830.00	\$ 121,740.00
Alston Massenburg	416 N Taylor St	\$ 1,405.00	\$ 18,880.00
Flaherty Park Community Center	1226 N White St	\$ 8,145.00	\$ 37,790.00
Heritage School Park	1150 Forestville Rd	\$ 7,700.00	\$ 31,840.00
Holding Park	133 W Owen Ave	\$ 12,810.00	\$ 63,160.00
Joyner Park Community Center	701 Harris Rd	\$ 34,350.00	\$ 131,645.00
Plummer Park	965 Jones Wynd	\$ 820.00	\$ 90,600.00
Smith Creek Soccer Center	690 Heritage Lake Rd	\$ 7,245.00	\$ 106,750.00
Taylor Street Park	416 N Taylor St	\$ 6,200.00	\$ 95,300.00
Tyler Run Park	830 Pineview Dr	\$ 2,150.00	\$ 74,900.00

WAKE FOREST, NC GREEWAYS ASSESSMENT

Community center



WAKE
FOREST



PIM

PRECISION
INFRASTRUCTURE
MANAGEMENT

Introduction

The Town of Wake Forest, NC, contracted with Precision Infrastructure Management (PIM CS LLC) in 2024 to complete an Americans with Disabilities Act (ADA) Self-Assessment of the Town of Wake Forest's public greenway assets. PIM CS LLC completed the Self-Assessment in **May 2026**. This report is a comprehensive review of the assessment and includes an asset management plan to support the Town of Wake Forest's budgeting and work planning processes.

The Study found a total of **285 unique ADA barriers across 16.8 miles of greenways**. A breakdown of the barriers by category is covered in the ADA Barriers Detail 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 rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. The general categories of items evaluated for the Town's ROW include:

- Sidewalk mileage calculation
- Vertical Height Displacement (VHD) locations
- Absence of curb ramps
- Curb ramps assessments
- Demolition and replacement (D&R) areas
- Driveway cross slope issues
- Sidewalk with width < 4 ft.
- Cross slope > 4% for more than 50 ft.
- Sidewalk gaps and footpaths
- Obstructions
- Ponding in the Pedestrian Access Route and street

Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically traverse each mile of greenways in the Town of Wake Forest. Technicians used 2 ft. smart levels and tape measures to identify ADA barriers within the ROW. All data is stored within ESRI's ArcGIS (geospatial mapping software) program with photographs, GPS coordinates, and other associated metadata. The methodology used to conduct the condition study followed the Public Right of Way Access Guidelines (PROWAG). These guidelines were promulgated into final rules for adoption by the United States Access Board in 2023. While they are not yet enforceable standards, it is current ADA best practice to use PROWAG for assessments as the expectation is that the guidelines will be enforceable in the future. In addition, the guidelines either equal or exceed current enforceable ADA requirements.



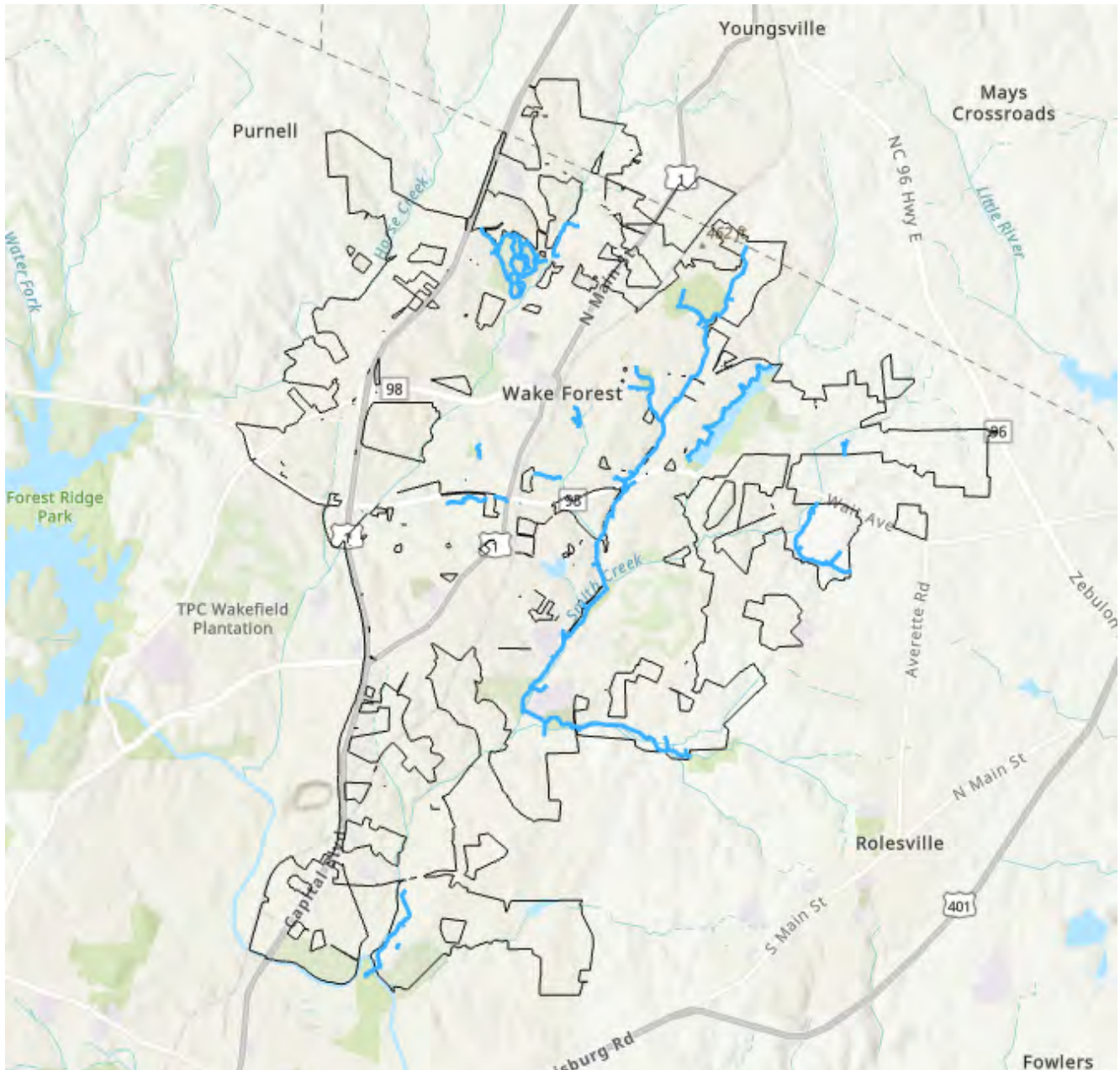
16.8
MILES
of Greenways



285
ACCESSIBILITY
BARRIERS

Assessment Findings Summary

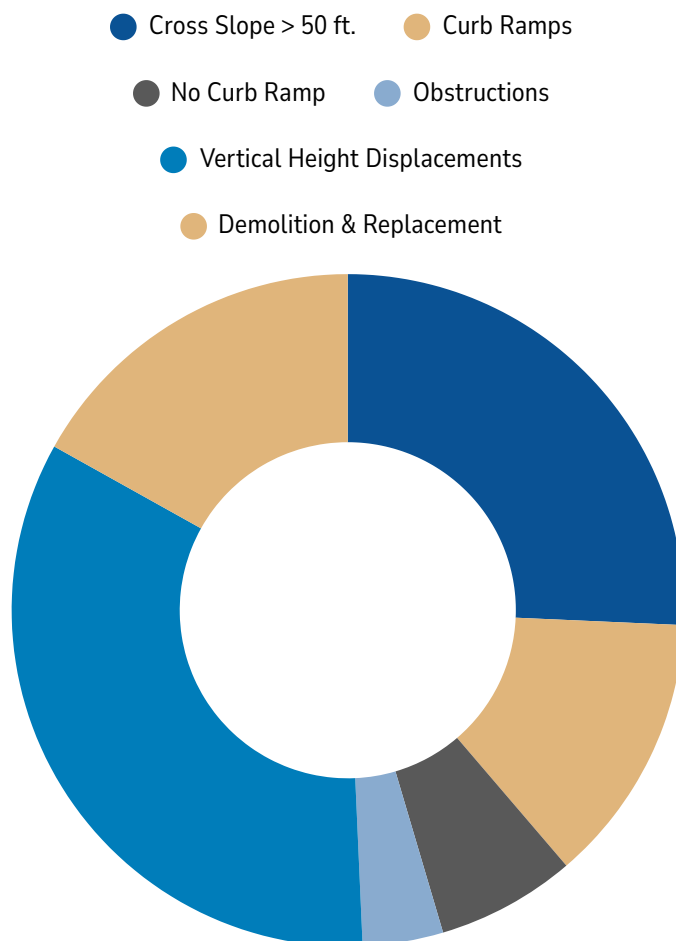
The field assessment of **16.8 miles** of greenways included in the Town of Wake Forest sidewalk network identified a total of **285 ADA barriers** across the assessment categories within the scope of the project. The deficiencies are reviewed in detail in the following sections. The map image below shows sidewalk locations across the Town of Wake Forest.



Caption: Map of the Town of Wake Forest, NC. Greenway locations are marked with a blue line.

Total Findings - ADA Barriers

Cross Slope > 50 ft.	74
Non-Compliant Curb Ramps	37
No Curb Ramp	19
Obstructions	11
Vertical Height Displacements	96
Demolition & Replacement	48



Vertical Height Displacements make up **33.7%** of the total findings.

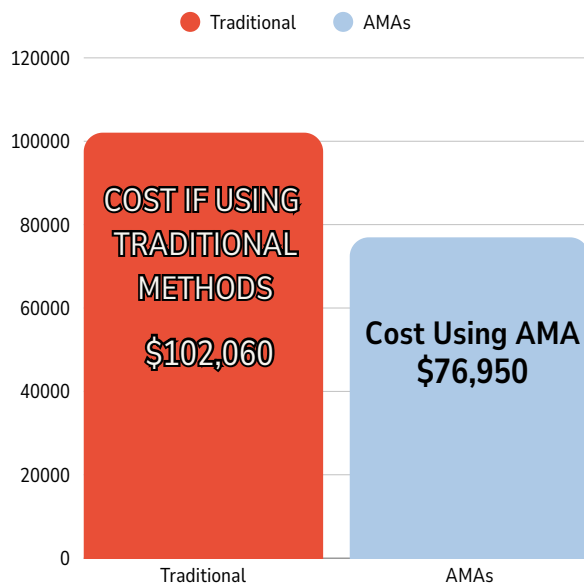
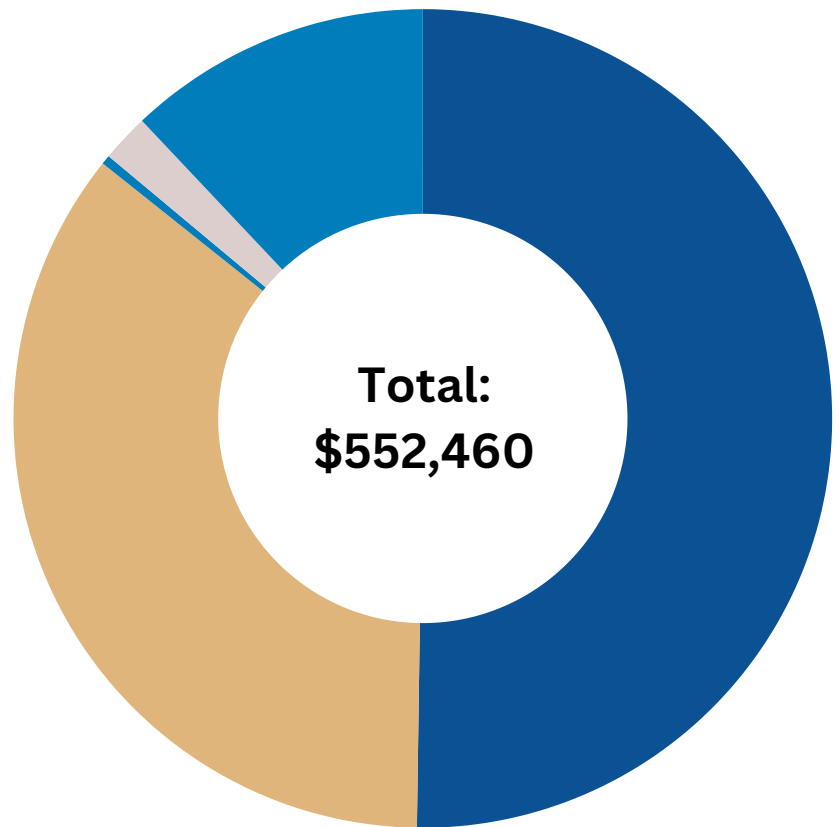
Curb Ramps make up **13%** of the total findings.

Demolition & Replacement make up **16.8%** of the total findings.

The combined other deficiencies make up **36.5%** of the total findings.

Cost by Barrier Class

Cross Slope	\$277,500
Curb Ramps	\$196,000
Obstructions	\$2,000
Vertical Height Displacements	\$10,460
Demo & Replacements	\$66,500



Alternative Maintenance Activities vs. Total Cost Replacement

There are multiple methods for remediating certain ADA barriers. While some areas require full demolition and replacement of affected panels, other barriers can be mitigated using Alternative Maintenance Activities (AMA). PIM collected data in such a manner to ensure that alternative maintenance activities could be utilized to remediate certain barriers, such as vertical height displacements or, more rarely, curb ramps. **Utilizing alternative maintenance activities would save the Town of Wake Forest more than \$25,000.**

Assessment Specification

- Absence of Ramp (where required)
- No Compliant Detectable Warning Device
- Running Slope too Great
- Cross Slope too Great
- Flare Slope too Great
- Counter Slope too Great
- Width Less Than 4 ft.
- No Flush Transition
- No Compliant Landing
- Ponding at Curb Ramp within Pedestrian Access Route (PAR)
- Vertical Height Displacement on Curb Ramp

Assessment Results

There were 38 curb ramps evaluated during the assessment. There were 19 locations requiring curb ramps that did not have them.

Priority Repairs

Attribute	Qty
No Curb Ramp Locations	19
Compliant Curb Ramps According to Utilized Specifications	1
Total Assessed Curb Ramps	38

Estimated Repair Costs

Curb Ramp Installation is projected to average \$3,500 per location. A prioritized summary of repair costs is provided in the report appendices.



Examples of Curb Ramp Barriers



Location: Joyner Park



Location: Sienna Office Park



Location: Corporate Chaplains of America



Location: Joyner Park

Examples with No Curb Ramp



Location: Miller Park Greenway



Location: N Allen Rd



Location: Joyner Park



Location: Tyler Run Park

Sidewalk Conditions

Assessment Specification

Sidewalk Vertical Height Displacement Severity class:

- Small (.25 in. up to .49 in.)
- Medium (.5 in. up to .99 in.)
- Large (1.0 in. up to 2.5 in.)
- Demolish and Replace (>2.5 in. or > 4 cracks, significant spalling, unstable sections, large voids)

Sidewalk Conditions Results

There were 144 sidewalk conditions (VHD and D&R locations) recorded during the assessment. Statistical sampling was used to augment the “small” hazard class, as this class of barrier is frequently under-surveyed due to the difficulty in consistently recording VHDs just over .25 inches.

Vertical Height Displacement & Demolition and Replace Totals

Small	9
Medium	50
Large	37
D & R	48

Estimated Repair Costs

VHD repairs are based on an average cost of \$5 per square foot for remediation using an alternative maintenance activity.

D&R cost will be approximately \$15 per square foot of panel replaced.



Location: Moss Creek

Obstructions

Assessment Specification

The assessment looked at objects protruding within the ROW, of which a total of 11 were found during the assessment. The 11 obstructions are broken down into 3 fields shown below:

- Vegetative – Significant vegetation blocking the ROW.
- Ground – Physical barriers that obstruct the ROW. Examples include signposts, fire hydrants, and telephone poles.
- Vertical – Physical obstructions less than 80 inches off the ROW that create head clearance issues.

Assessment Results

Vegetative	10
Ground	1
Vertical	0

Estimated Repair Costs

Using data from previous projects, PIM estimates the cost of removing vegetative barriers at \$150 per obstruction and \$500 to mitigate ground/vertical obstructions. Costs for these items, especially ground obstructions, can vary widely depending on the nature of the obstruction.

EXAMPLES



Location: Heritage South



Location: Joyner Park

Cross Slopes > 4% for more than 50 ft.

Assessment Specification

PIM collected locations on the Town of Wake Forest sidewalk that had a greater than 4% cross slope for more than 50 ft. This collection item is intended to find the highest priority and most pervasive issues creating ADA barriers.

Assessment Results

There were 74 such locations encountered during the assessment.

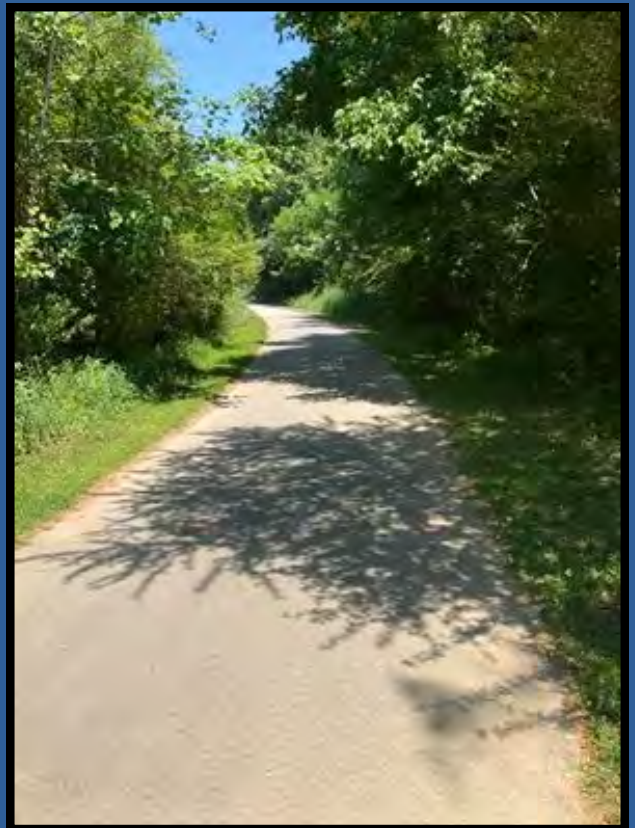
Estimated Repair Costs

The only remedial action for extreme cross slope issues is to demolish and replace the existing sidewalk. PIM estimates the total cost of remediation for these cross slope issues is \$277,500.

EXAMPLES



Location: Dunn Creek Greenway



Location: Dunn Creek Greenway

TOWN OF WAKE FOREST, NC COMMUNITY ENGAGEMENT SURVEY



WAKE
FOREST



PIM

PRECISION
INFRASTRUCTURE
MANAGEMENT

Introduction

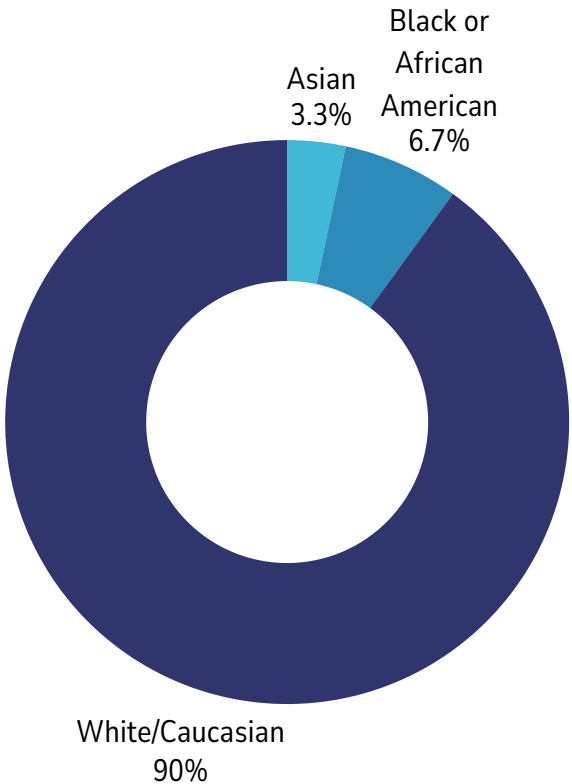
In 2023, the Town of Wake Forest initiated an assessment for its Americans with Disabilities Act Transition Plan to improve accessibility across town facilities, programs, and services. A key part of this effort was the ADA Transition Plan Community Engagement Survey, which aimed to gather feedback from residents on barriers faced by individuals with disabilities. The survey covered public rights-of-way, Town facilities, parks, programs, and digital accessibility to ensure a comprehensive assessment of accessibility needs.

This survey was administered online through SurveyHero, and was distributed through the Town of Wake Forest website. The insights gained from the survey will help identify barriers, guide self-evaluation efforts, and shape a detailed transition plan. This plan will outline specific actions and timelines to address accessibility challenges, reinforcing Wake Forest's commitment to fostering an inclusive and accessible environment for all residents.

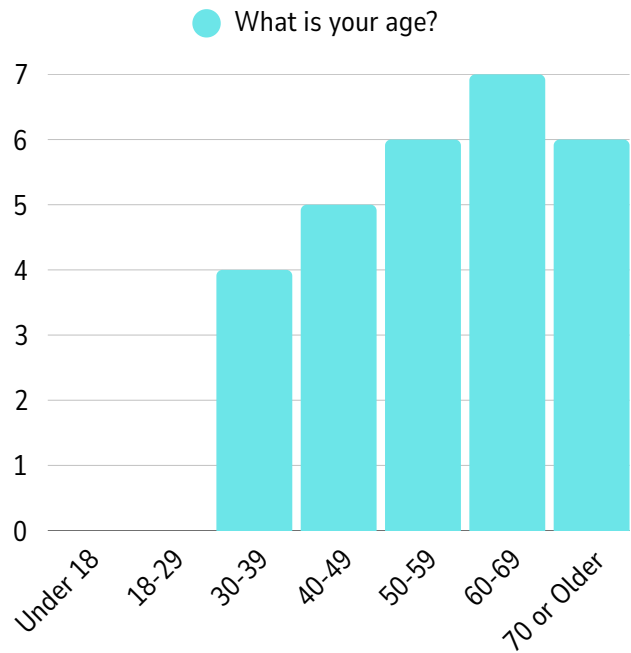


Demographic Information

The majority of respondents (90%) identify as White/Caucasian, with the next largest group being those who identified as Black or African American (6.7%). Other racial/ethnic groups each make up a small percentage of the total responses, with Asian / Pacific Islander and Hispanic each representing 3.3% of the participants.



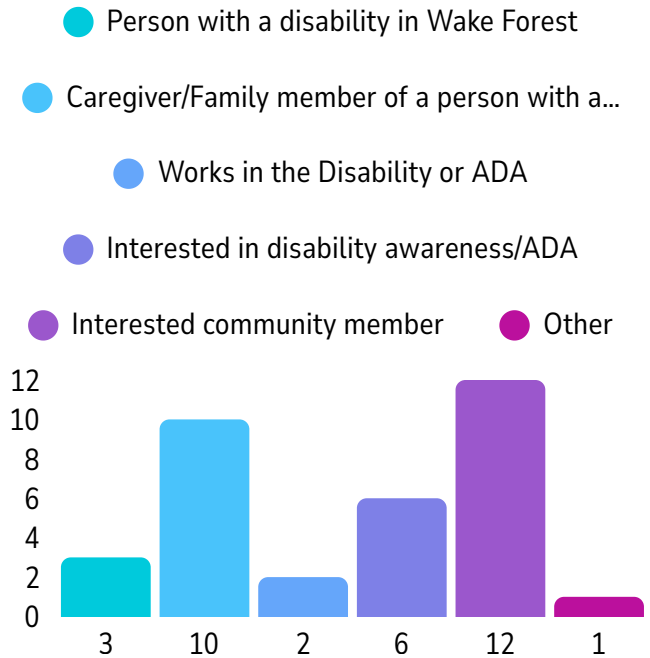
The survey results show that the majority of respondents identified as White/Caucasian (27), with smaller representations from Black or African American (2), and Asian/Pacific Islander (1).



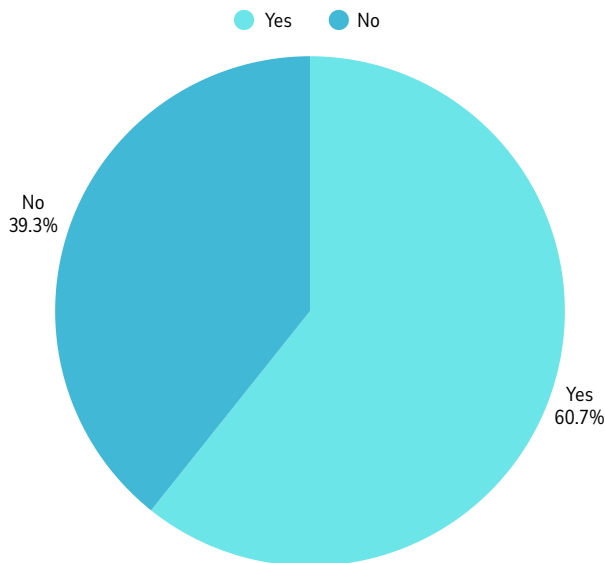
This chart presents the age distribution of 28 respondents, with the majority (25%) falling in the 60–69 age group. The lowest representation comes from those under 18 (0%) and the 18-29 category (0%), indicating an older demographic among participants.

Interest and Participation

The majority of respondents (42.86%) identified themselves as interested community members, demonstrating strong public engagement with and interest in the Town of Wake Forest's ADA Self-Evaluation and Transition Plan. Additionally, 21.43% of respondents indicated interest in the ADA in general, with responses including individuals who work in the Town of Wake Forest, family members of someone with a disability, Town planners, and Town employees, highlighting a diverse range of stakeholders invested in accessibility and ADA-related initiatives.



Do you participate in a program or service offered by the Town of Wake Forest?

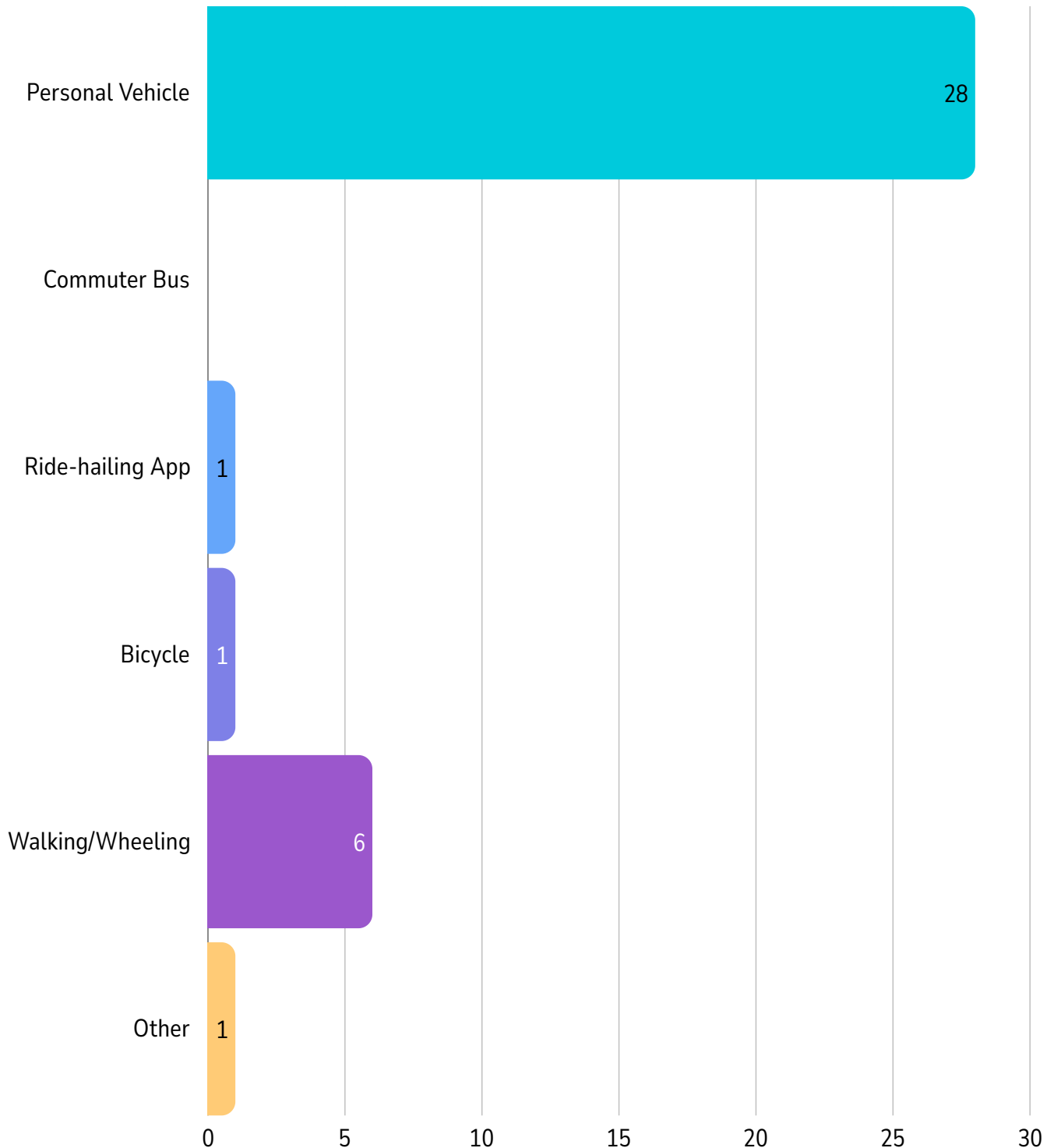


Reported Programs, Services, and Activities

- **Active Transportation & Public Infrastructure**
 - Focus: Daily mobility, safe streets, and use of transit and sidewalks.
- **Parks, Recreation & Community Amenities**
 - Focus: Enjoyment and use of public open spaces, recreational facilities, and community events.
- **Civic Engagement, Social Services & Community Involvement**
 - Focus: Active participation in civic processes, social services, and broader community initiatives.

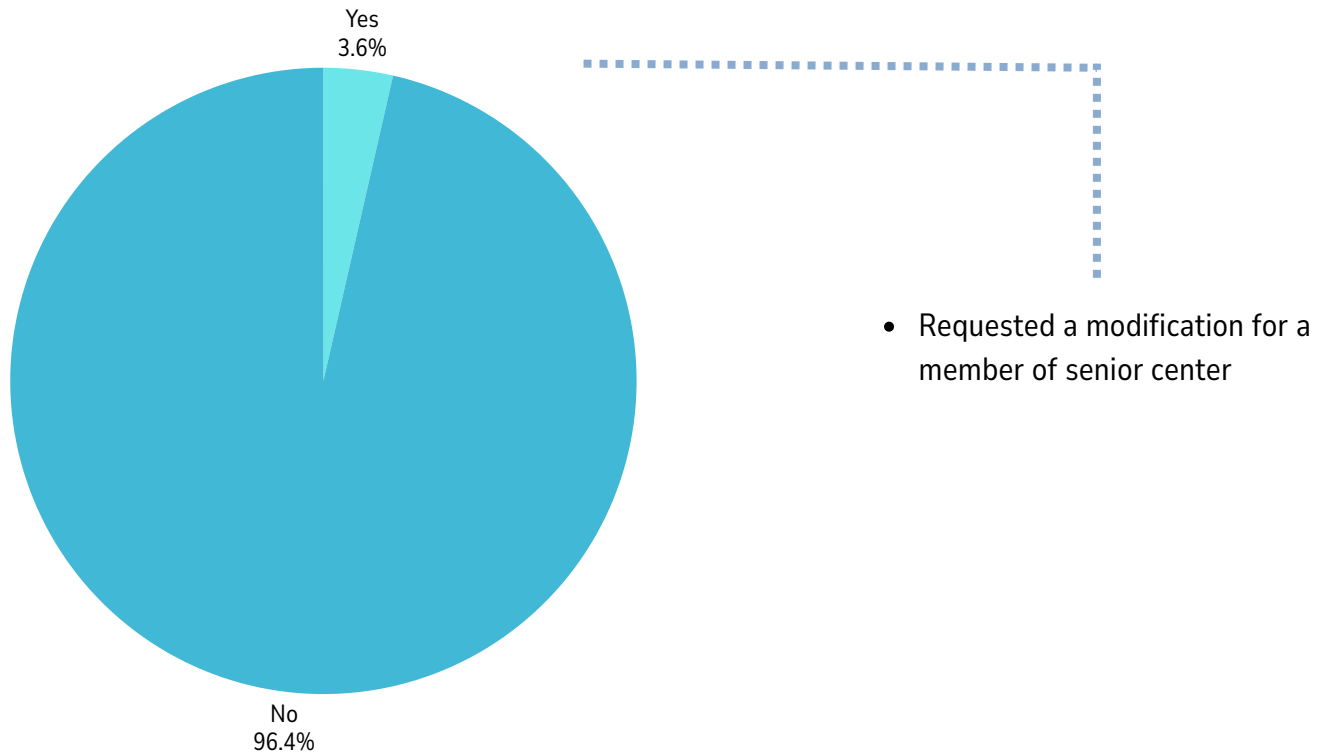
Transportation

The majority of respondents (100%) rely on personal vehicles as their primary mode of transportation, while 21.43% also engage in walking or wheeling. A smaller portion (3.57%) use bicycles and Ride-hailing Apps.



Reasonable Modifications

Have you ever requested a reasonable modification for a disability from the Town?



Are there any Town services or buildings that are hard to access or could be made better for accessibility? Please list them and share details.

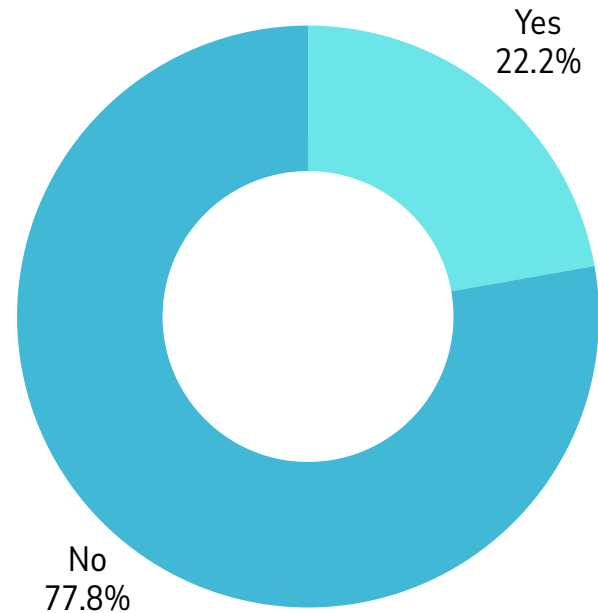
- Programs to support financial burdens of a disability for residents
- Improvements related to parking
- Sidewalks and walkability improvements
- Park and facility improvements

Wake Forest Staff

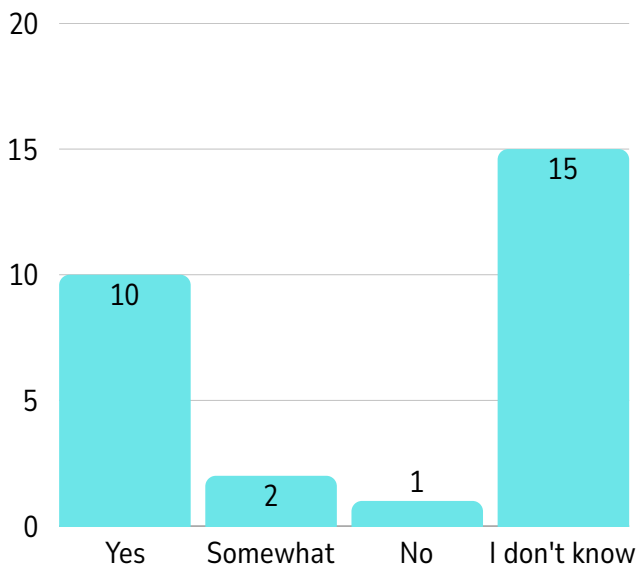
Do you know which Town staff member to contact if you need help accessing a service or building?

Common Answers:

- Mickey Rochelle



Do Town staff usually help when solving problems for people with disabilities? Are they supportive and positive?

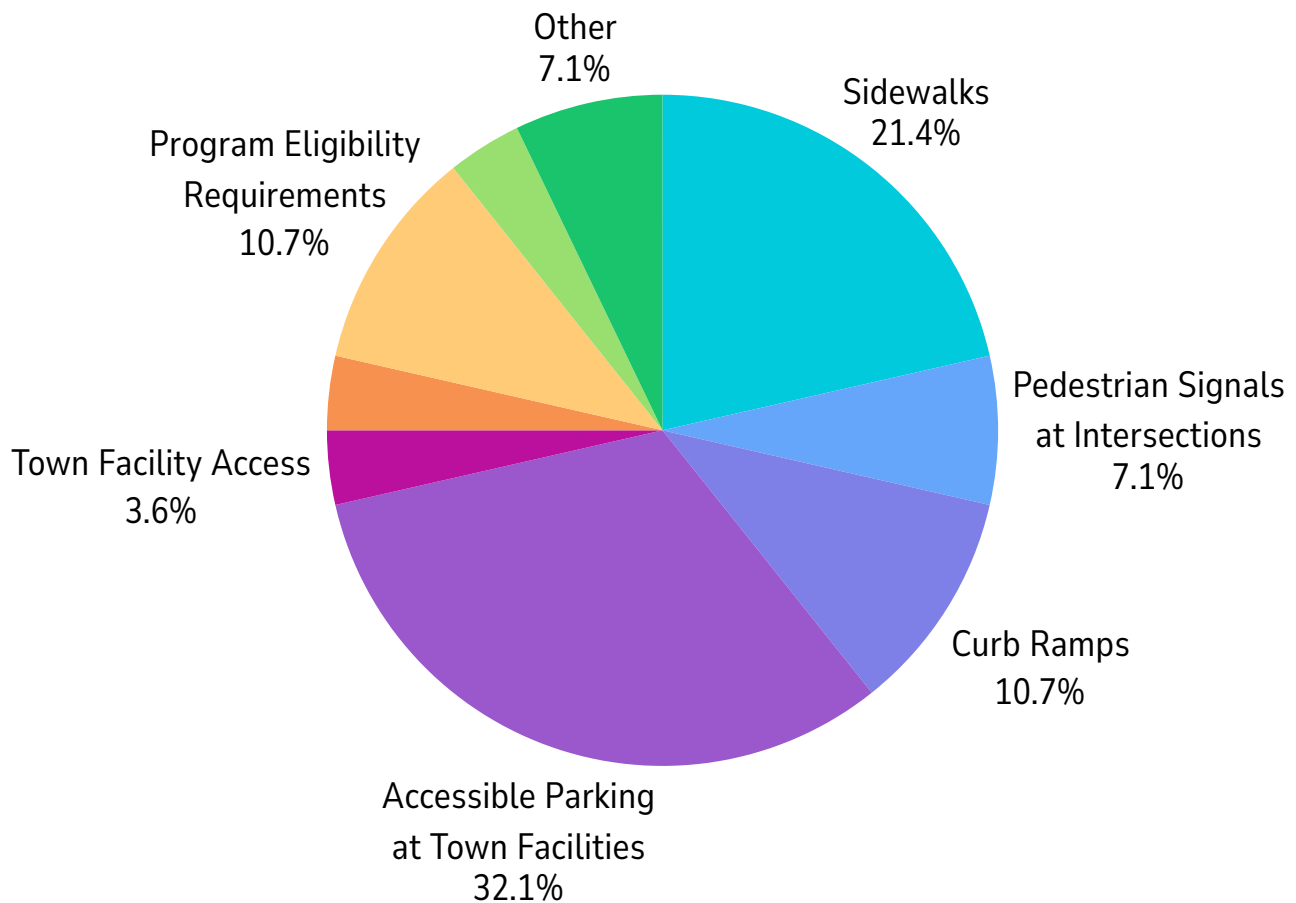


10 (35.71%) stated that town staff are helpful in addressing accessibility issues, while 2 (7.14%) found them somewhat helpful. 1 respondents (3.57%) reported negative experiences, and 15 (53.57%) selected "Do not know"

Highest Priorities to Improve Accessibility

What are the top priorities for Wake Forest to improve accessibility?

Sidewalk improvements (21.4%) and Accessible Parking (32.1%) were the top concerns. Respondents also highlighted the need for more curb ramps (10.7%), better Pedestrian Signals at intersections (7.1%), and improved facility access (3.6%).



General Concerns

Do you have any more feedback about accessibility in Town parks or facilities? Is there anything else you'd like to share about public facilities?

- Respondents identified uneven sidewalks, long distances between safe crossings, inaccessible paths (e.g., stairs without ramps), and poor connectivity between facilities.
- Key concerns include lack of handicap parking, unreliable elevators, insufficient accessible restrooms (especially for larger individuals), and limited accommodations for specialized needs (e.g., food warming).
- Some noted limited recreational programming (particularly for teens) and general concerns about cost or resource allocation, though several respondents reported no issues.

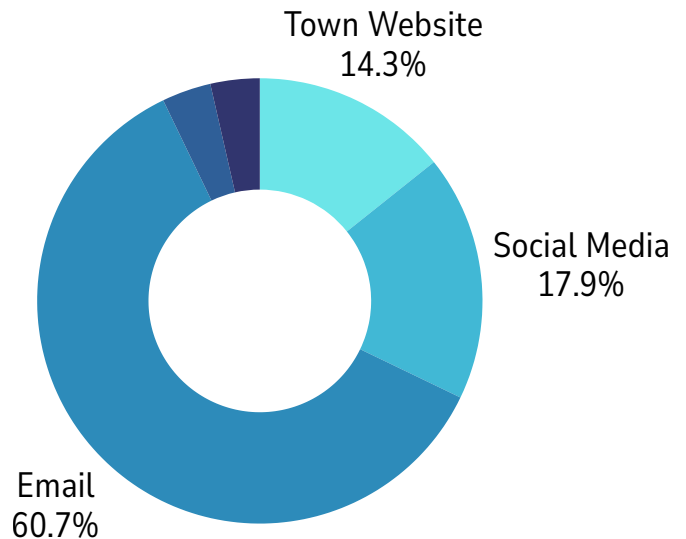
Please list the general address or area of sidewalk in Wake Forest that you find particularly unusable/dangerous and why.

- Key areas identified include Heritage Lake Road, Rogers Road, Ligon Mill Road (notably lacking sidewalks), and the E. Chestnut/Brewer/Brick corridor between N. Main and N. White.
- Respondents noted uneven surfaces (e.g., near Town Hall) and curb ramps that are too narrow, reducing usability for wheelchairs and mobility devices.
- Feedback suggests broader dissatisfaction with the overall town layout, including incomplete sidewalk networks and inconsistent pedestrian infrastructure.

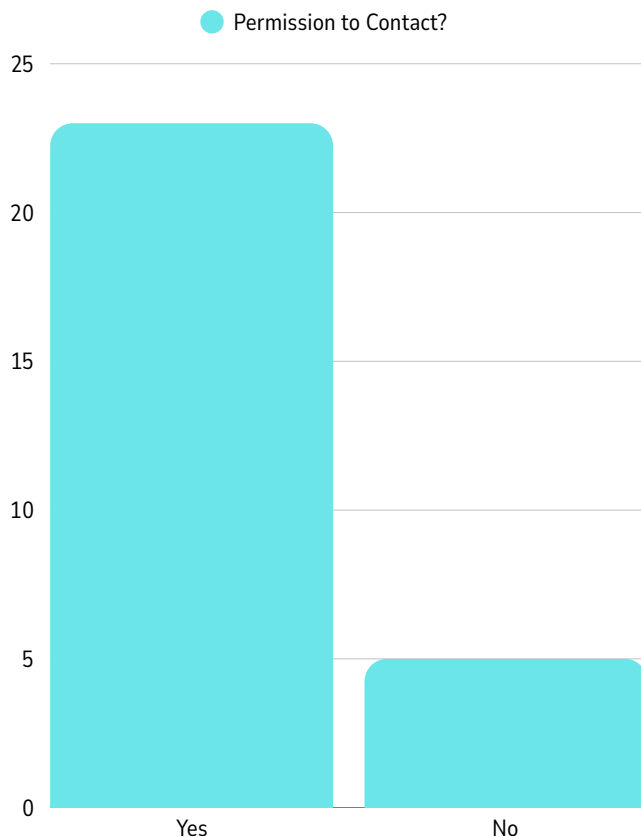
Respondent Information

How did you hear about this community engagement survey?

Respondents learned about the survey's availability primarily from email (60.7%), while Town website and social media made up 35.2% of total responses.



Does the Town or their representatives have your permission to follow up with you for additional information on any of the above responses?



The majority of respondents (82.14%) gave permission for Town officials to contact them about their responses.

GLOSSARY OF TERMS

APPENDIX A

Community center



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INFRASTRUCTURE
MANAGEMENT

Glossary of Terms

The following list of ADA-related terminology is offered for reference purposes. For complete information about these definitions, refer to Public Law 101-336, Title I, Sections 101 and 201 and 29 Code of Federal Regulations (CFR) part 1630 of the Equal Employment Opportunity Commission (EEOC) Regulations Sections 1630.2 and 1630.3 for detailed definitions.

ADA Coordinator: One or more employees of a state or local government entity (Title II) with more than 50 full time employees. The ADA coordinator(s) are required under CFR §35.107 with developing and reviewing the government's facilities, policies, programs, services and activities for citizens and employees with disabilities, establishing specific grievance procedures and other duties related to preventing and responding to issues of discrimination.

Effective Communication: Title II requirement (§35.160) ensuring that communication with individuals with disabilities is as effective as with others, including providing auxiliary aids and services such as interpreters, captioning, Braille, large print, and accessible digital formats.

Grievance Procedure: A required process for resolving ADA-related complaints locally in a prompt and equitable manner, helping reduce the need for federal enforcement or litigation.

Program Accessibility: The principle that programs, services, and activities of a public entity must be accessible to individuals with disabilities when viewed in their entirety, even if every facility is not barrier-free.

Reasonable Modification: Changes or adjustments to policies, practices, or procedures necessary to avoid discrimination against individuals with disabilities, unless such modifications would fundamentally alter the service, program, or activity.

Self-Evaluation: An internal assessment required under §35.105, in which a public entity reviews programs, services, policies, and practices to identify barriers and plan corrective actions.

Transition Plan: A planning document required when structural modifications are needed to achieve program access. It outlines barriers, methods of removal, timelines, and responsible parties.

Public Entity: Any state or local government, or department, agency, or instrumentality of a state or local government, covered by Title II of the ADA.

Glossary of Terms

Undue Burden: A significant difficulty or expense, determined on a case-by-case basis, that may excuse a public entity from providing a particular auxiliary aid, service, or modification.

Web Content Accessibility Guidelines (WCAG): International standards developed by the World Wide Web Consortium (W3C) that define best practices for digital accessibility. WCAG 2.1 AA is the most widely adopted legal benchmark.

PDF/UA (PDF/Universal Accessibility): An ISO standard for accessible PDF documents that ensures proper tagging, logical reading order, and compatibility with assistive technologies.

REASONABLE MODIFICATION GUIDE APPENDIX B

Community center



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Reasonable Modification of Policies Reference

The fundamentals of reasonable modification guidance should include:

- When is a modification not reasonable? If the modification is:
 - A fundamental alteration of service.
 - Direct threat to the health or safety of others.
 - Not needed by the requester to use the service.
 - Undue financial / administrative burden.
- Examples of fundamental alteration: A change that is so significant that it alters the nature of the service:
 - Specific vehicle requests.
 - Exclusive rides.
 - PCA functions like carrying packages, staying with unattended passengers.
 - Operating outside service area or hours.
 - Basic concepts:
 - Example 1:
 - The service is shared-ride public transportation to get people from point A to point B.
 - The bus driver is not a personal care attendant.
- Examples of direct threat: A significant risk to the health or safety of others:
 - Clear and present danger to someone else.
 - Basic concepts:
 - Example1: Exposing vehicles to hazards (reversing down a narrow alley, striking overhead objects, etc.)
 - Example 2: Allowing a service animal that has been deemed a threat to safety to linger in areas of public accommodation in which the public's safety may be in question.
- Examples of not needed: Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.
- Basic concepts:
 - Example 1: Request for a specific driver.
 - Example 2: Request for a new computer to access the Tax Collector's online filing system.

Reasonable Modification of Policies Reference

- Examples of undue burden:
- Depends on facts and circumstances of each individual case.
- Burden of proof on agency.
- Accommodation requested may be unreasonable based on more than one principle.
 - Basic concepts:
 - Example 1: Asking to not ride with a particular passenger.
 - Example 2: Fix all Transition Plan barriers by COB, Friday.

SIDEWALK ASSET MANAGEMENT PLAN APPENDIX C

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FIRST YEAR COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

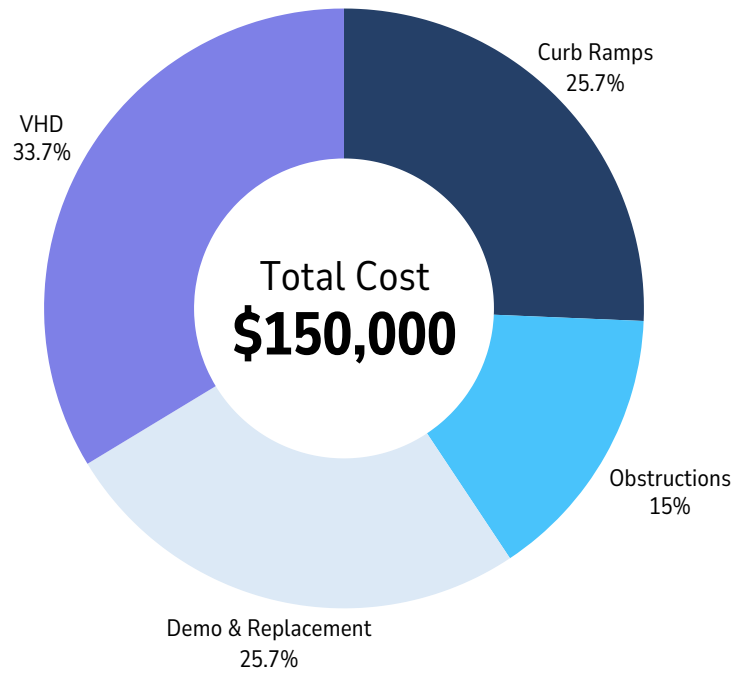
	Cost (\$)	Locations
P1 - Curb Ramp	38,500	11
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		

OBSTRUCTIONS

Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions	22,500	90

DEMO & REPLACEMENT

Sidewalk D&R Panels	38,500	102
Vertical Height Displacement Panels	50,500	404
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



First Year Management Plan

Total Cost estimated for the first year over four categories is \$150,000.

23% of P1 Curb Ramp Repair is completed during 1st year. The total cost for Curb Ramp repair is \$38,500 for 11 locations.

34% of Vegetative Obstructions are completed during 1st year. The total cost is \$22,500 for 90 locations.

1% of Demo & Replacement is completed during 1st year. The total cost is \$38,500 for 102 locations.

3% of VHD Repair is completed during 1st year. The total cost is \$50,500 for 404 locations

1%
OF ENTIRE PLAN 1% of the entire management costs are scheduled for the first year.

SECOND YEAR COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

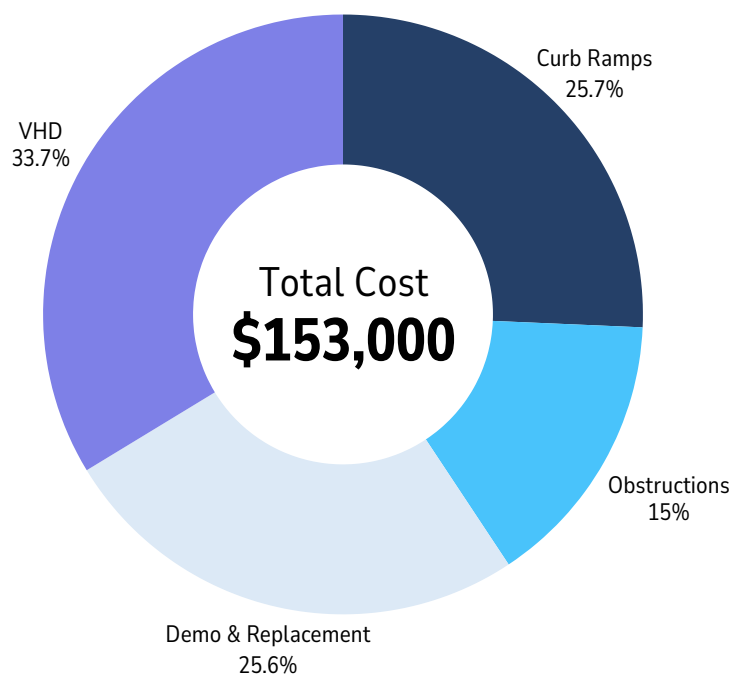
	Cost (\$)	Locations
P1 - Curb Ramp	39,300	11
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		

OBSTRUCTIONS

Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions	22,950	90

DEMO & REPLACEMENT

Sidewalk D&R Panels	39,250	102
Vertical Height Displacement Panels	51,500	404
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Second Year Management Plan

Total Cost estimated for the second year over four categories is \$153,000.

23% of P1 Curb Ramp Repair is completed during 2nd year. The total cost for Curb Ramp repair is \$39,300 for 11 locations.

34% of Vegetative Obstructions are completed during 2nd year. The total cost is \$22,950 for 90 locations.

1% of Demo & Replacement is completed during 2nd year. The total cost is \$39,250 for 102 locations.

3% of VHD Repair is completed during 2nd year. The total cost is \$51,550 for 404 locations.

1%
OF ENTIRE PLAN

1% of the entire management costs are scheduled for the second year.

THIRD YEAR COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

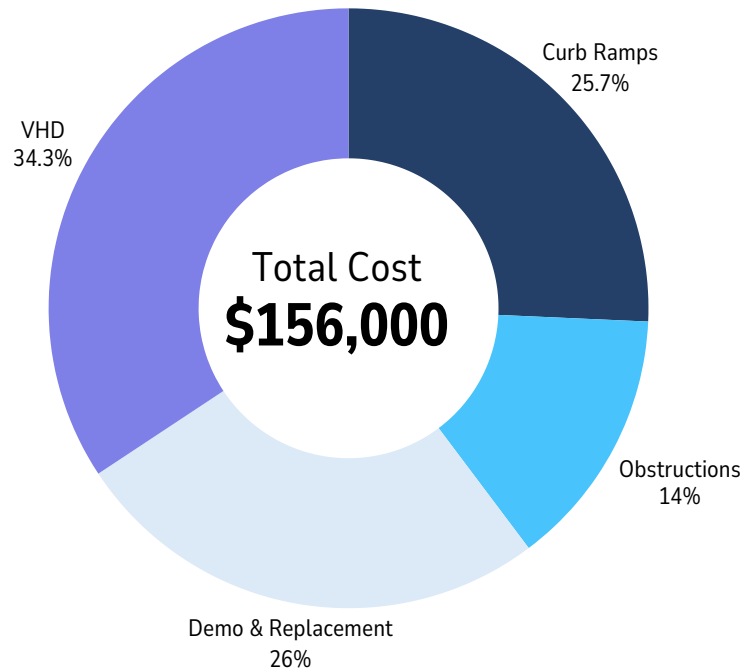
	Cost (\$)	Locations
P1 - Curb Ramp	40,100	11
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		

OBSTRUCTIONS

Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions	21,900	84

DEMO & REPLACEMENT

Sidewalk D&R Panels	40,170	103
Vertical Height Displacement Panels	53,830	414
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Third Year Management Plan

Total Cost estimated for the third year over four categories is \$156,000.

23% of P1 Curb Ramp Repair is completed during 3rd year. The total cost for Curb Ramp repair is \$40,100 for 11 locations.

32% of Vegetative Obstructions are completed during 3rd year. The total cost is \$21,900 for 84 locations.

1% of Demo & Replacement is completed during 3rd year. The total cost is \$40,170 for 103 locations.

3% of VHD Repair is completed during 3rd year. The total cost is \$53,830 for 414 locations.

1% OF ENTIRE PLAN 1% of the entire management costs are scheduled for the third year.

FOURTH YEAR COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

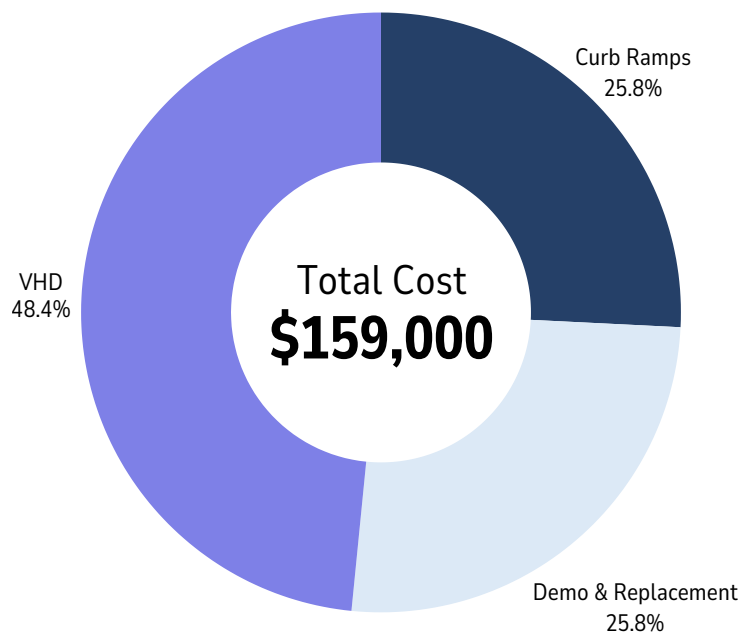
	Cost (\$)	Locations
P1 - Curb Ramp	41,000	11
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		

OBSTRUCTIONS

Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

DEMO & REPLACEMENT

Sidewalk D&R Panels	41,000	103
Vertical Height Displacement Panels	77,000	580
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Fourth Year Management Plan

Total Cost estimated for the fourth year over three categories is \$159,000.

23% of P1 Curb Ramp Repair is completed during 4th year. The total cost for Curb Ramp repair is \$41,000 for 11 locations..

1% of Demo & Replacement is completed during 4th year. The total cost is \$41,000 for 103 locations.

4% of VHD Repair is completed during 4th year. The total cost is \$77,000 for 580 locations.

1% OF ENTIRE PLAN 1% of the entire management costs are scheduled for the fourth year.

FIFTH YEAR COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

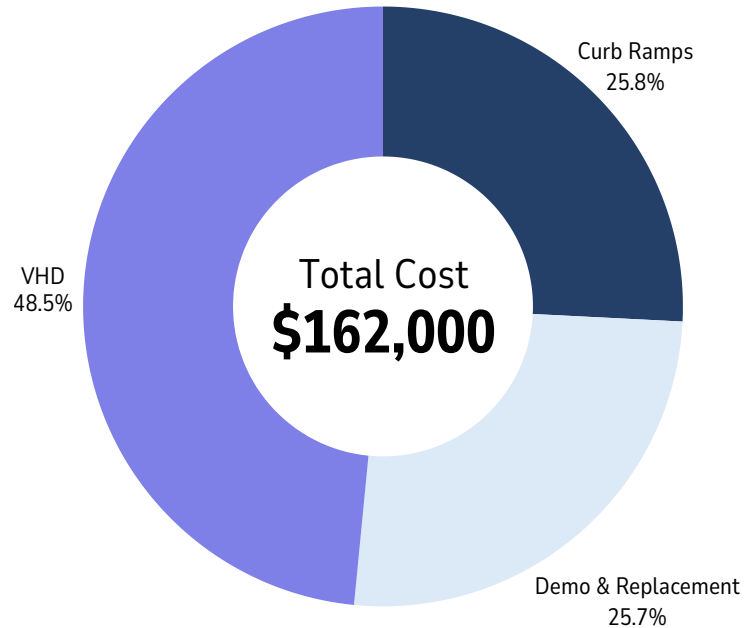
	Cost (\$)	Locations
P1 - Curb Ramp	11,400	3
P2 - Curb Ramp	30,400	8
P3 - Curb Ramp		
P4 - Curb Ramp		

OBSTRUCTIONS

Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

DEMO & REPLACEMENT

Sidewalk D&R Panels	41,700	102
Vertical Height Displacement Panels	78,500	580
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Fifth Year Management Plan

Total Cost estimated for the fifth year over four categories is \$162,000.

23% of P1 Curb Ramp Repair is completed during 5th year. The total cost for Curb Ramp repair is \$11,400 for 3 locations.

1% of P2 Curb Ramp Repair is completed during 5th year. The total cost for Curb Ramp repair is \$30,400 for 8 locations.

1% of Demo & Replacement is completed during 5th year. The total cost is \$41,700 for 102 locations.

4% of VHD Repair is completed during 5th year. The total cost is \$78,500 for 580 locations.

1%
OF ENTIRE PLAN 1% of the entire management costs are scheduled for the fifth year.

LONGTERM COSTS

TOWN OF WAKE FOREST, NC ADA SELF ASSESSMENT

CURB RAMPS

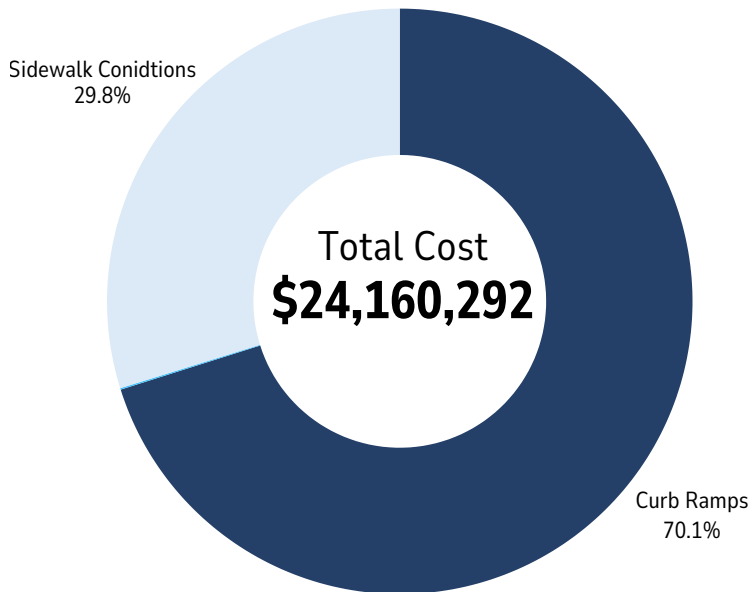
	Cost (\$)	Locations
P1 - Curb Ramp		
P2 - Curb Ramp	13,782,609	3638
P3 - Curb Ramp	954,705	252
P4 - Curb Ramp	2,204,914	582

OBSTRUCTIONS

Vertical Obstructions	3,789	7
Ground Obstructions	16,262	30
Vegetative Obstructions		

SIDEWALK CONDITIONS

Sidewalk D&R Panels	27,196	67
Vertical Height Displacement Panels	1,755,028	12971
Sidewalks < 4 ft	20,269	50
Sidewalk Gaps	121,774	30
Cross Slope > 100 Ft	117,714	290
Driveway Cross Slope	384,399	947
Crosswalks	4,771,632	2519



Long Term Costs

Total Cost estimated for the long term over three categories is **\$24,160,292**.

87% of total locations remain past the first 5 years of remediation.

Due to inflation over the five year management plan, even though \$780,000 was spent on repairs, there is a \$1,081,167 increase of cost remaining, leaving \$24,160,292 worth of barriers still remaining.

104%
OF ENTIRE PLAN

104% of the entire original management costs remain in the long term.

FULL STREET RANKINGS APPENDIX D

Community center



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Rank	Street Name	Barriers	Street Mileage	Barrier/Mi (Risk)
1	Finger Lakes Dr	34	0.08	411.27
2	Heritage Club Ave	436	1.13	384.59
3	Sweet Annie Way	59	0.16	379.33
4	Lawson Creek Way	16	0.05	350.08
5	Heritage Commerce Ct	29	0.09	341.11
6	Prince Noah Loop	36	0.11	331.50
7	Oak Knoll Ln	12	0.04	290.54
8	S Taylor St	74	0.26	279.71
9	Old Magnolia Ln	35	0.13	273.30
10	Fairview Club Dr	83	0.31	269.74
11	Vodin St	21	0.08	267.44
12	E North Ave	23	0.09	262.89
13	W Sycamore Ave	67	0.26	262.57
14	Glamis Cir	13	0.05	260.42
15	E Owen Ave	23	0.09	258.39
16	E Roosevelt Ave	60	0.24	245.32
17	Mountain Top Rd	12	0.05	243.59
18	Royall Cotton Rd	50	0.21	242.76
19	Meadow Flowers Ave	12	0.05	241.93
20	Bowling Forest Dr	31	0.13	240.44
21	Wild Meadow Ln	10	0.04	240.03
22	Heritage Farm Rd	25	0.10	238.53
23	Sugar Maple Ave	53	0.22	238.46
24	Leighton Ridge Dr	70	0.30	231.25
25	Rally Point Pl	42	0.18	229.16
26	Heritage Center Dr	37	0.16	228.90
27	Wake Dr	26	0.11	227.50
28	Austin View Blvd	143	0.63	226.90
29	E South Ave	20	0.09	225.11
30	Sawtooth Ave	8	0.04	224.16
31	Carraway Garden Dr	35	0.16	223.05
32	Marshall Farm St	396	1.79	220.87
33	Trinchero Way	16	0.07	220.84
34	Bonny Doon Ln	19	0.09	217.50
35	Windsnap Dr	7	0.03	217.33
36	Elm Ave	162	0.75	215.30
37	Bolus Ct	9	0.04	213.50
38	Heritage View Trl	171	0.82	207.99
39	Meadow Grove Dr	14	0.07	207.71
40	Yellow Poplar Ave	55	0.26	207.57
41	Odham Ln	14	0.07	206.78
42	Heritage Trade Dr	71	0.34	206.61
43	Etteinne Garden Ln	35	0.17	206.46
44	Shropshire Ct	4	0.02	206.21
45	W South Ave	38	0.19	205.14

46	Stony Hummock Ln	12	0.06	205.08
47	Stillhaven Ln	15	0.07	205.02
48	Pressler St	19	0.09	204.14
49	Pleasant Falls Ct	5	0.02	202.72
50	Venflor Ct	6	0.03	202.43
51	Silver Linden Ln	33	0.16	201.41
52	Noir Coast Dr	14	0.07	201.24
53	Leeland Ridge Dr	19	0.10	198.50
54	Wooten Ct	15	0.08	195.55
55	Turnberry Club Dr	9	0.05	194.04
56	Heritage Hills Way	183	0.94	193.68
57	Loftwood Ln	11	0.06	192.05
58	Hysop Ln	7	0.04	191.73
59	Triumph Ln	35	0.18	191.49
60	Treetop Meadow Ln	43	0.23	190.95
61	Grandmark St	77	0.40	190.43
62	Sandy Camp St	7	0.04	190.40
63	Pilot Cove Way	17	0.09	189.89
64	Lee St	17	0.09	188.24
65	Rainy Lake St	257	1.38	185.84
66	Battleboro Dr	10	0.05	185.65
67	Colin Ct	7	0.04	185.01
68	Hawks Manor Ln	30	0.16	184.92
69	Ivy Stone Ct	6	0.03	183.62
70	Brooks St	138	0.76	181.75
71	Sunset Falls Dr	26	0.14	180.14
72	Gateway Crossing Ln	32	0.18	175.46
73	Cedar Rock Dr	57	0.33	174.55
74	Freeman House Ln	18	0.10	174.28
75	Dumas Ct	19	0.11	173.89
76	Vann Dowda Pl	22	0.13	173.83
77	Pitchback Mill Ct	11	0.06	173.39
78	Cats Paw Ct	17	0.10	171.39
79	Sunshade Creek Dr	13	0.08	171.31
80	Gateway Townes Blvd	24	0.14	170.88
81	Quatrefoil St	23	0.13	170.44
82	Swirling Wind Way	7	0.04	170.16
83	Union Point Way	24	0.14	170.15
84	Hawkbit Ct	17	0.10	169.92
85	Albino Deer Way	13	0.08	166.74
86	Tansley St	37	0.22	165.76
87	Lotus Ln	14	0.08	165.21
88	Cottesbrook Dr	48	0.29	165.07
89	Wilts Dairy Pt	17	0.10	163.39
90	Treehouse Ln	33	0.20	162.65
91	Margots Ave	61	0.38	162.54
92	Sky Hill Pl	42	0.26	162.22

93	Stanly House St	31	0.19	161.18
94	Hillswick Pl	6	0.04	161.00
95	Remnick Ave	6	0.04	160.66
96	Whistling Swan Dr	22	0.14	160.46
97	Green Mountain Dr	49	0.31	159.23
98	Golden Poppy Ct	26	0.16	158.85
99	White Rocks Rd	39	0.25	158.11
100	Song Sparrow Dr	178	1.13	157.97
101	Tackwood Ct	9	0.06	157.38
102	Crozier Ct	11	0.07	156.79
103	Calistoga Dr	17	0.11	156.21
104	Sand Hollow Cir	12	0.08	155.35
105	Lantus Ct	8	0.05	155.17
106	Fountainview Dr	26	0.17	154.97
107	Shearon Farms Ave	125	0.81	154.14
108	Reynolds Mill Rd	45	0.29	153.72
109	Gateway Commons Cir	141	0.92	153.34
110	Rain Drizzle Ct	12	0.08	153.28
111	S White St	181	1.18	152.77
112	Hobblebush Way	24	0.16	151.69
113	Piazza Way	22	0.15	151.65
114	Willow Stone Ln	56	0.37	151.41
115	Heritage Knoll Dr	39	0.26	151.30
116	Wallridge Dr	121	0.80	151.03
117	Amberwine Ln	24	0.16	150.97
118	Checkmate Cir	15	0.10	150.11
119	E Holding Ave	115	0.77	150.03
120	Govan Ferry Dr	7	0.05	149.92
121	Parks Edge Way	4	0.03	149.43
122	Mendocino St	78	0.52	148.78
123	Lumbermill Pt	5	0.03	148.73
124	Greenville Loop Rd	69	0.46	148.50
125	Perini Ct	16	0.11	148.30
126	West Ave	8	0.05	148.19
127	Strategy Way	53	0.36	148.08
128	Sinewell Dr	20	0.14	148.05
129	Monterey Bay Dr	150	1.02	147.29
130	W Chestnut Ave	24	0.16	147.05
131	Windmeade Rd	33	0.22	146.99
132	Sixth St	6	0.04	146.80
133	Wrigley Dr	39	0.27	146.76
134	Hallburg Ct	22	0.15	146.07
135	Lifespring Ln	14	0.10	144.77
136	Provision Pl	38	0.26	144.36
137	Capcom Ave	57	0.40	143.93
138	Woodfield Creek Dr	5	0.03	143.80
139	Hammond Oak Ln	18	0.13	143.71

140	Brushford Ln	14	0.10	143.61
141	Capefield Dr	69	0.48	143.28
142	Middle Bridge Rd	24	0.17	142.61
143	Heritage Links Dr	146	1.02	142.52
144	Bankwell St	7	0.05	142.48
145	Park Vista Dr	21	0.15	141.45
146	Goldfinch Nest Ct	9	0.06	140.55
147	Richland Hills Ave	69	0.49	140.17
148	Retail Dr	170	1.22	139.54
149	Prairie Smoke St	44	0.32	138.94
150	Heritage Reserve Ct	26	0.19	138.93
151	Grason Crockett Dr	19	0.14	138.91
152	Fairburn Ct	4	0.03	138.00
153	Barley Green St	38	0.28	137.76
154	Coach Lantern Ave	248	1.80	137.69
155	Highgate Cir	56	0.41	137.19
156	E Jones Ave	50	0.36	137.11
157	Tise Ave	22	0.16	136.46
158	Dunn Ave	9	0.07	135.83
159	Wheddoncross Way	15	0.11	135.58
160	Galashiels Pl	33	0.24	135.44
161	Colonial Club Rd	130	0.96	135.04
162	Pasture Walk Dr	41	0.30	134.95
163	Heritage Branch Rd	78	0.58	134.86
164	Forbes Rd	101	0.75	134.28
165	Verdant Ct	8	0.06	134.11
166	Toran Dr	28	0.21	133.19
167	Hampton Way Dr	44	0.33	131.97
168	Grande Lamp Ln	6	0.05	131.87
169	Dunn Maple Dr	29	0.22	131.70
170	Eppes Ln	17	0.13	131.40
171	Heritage Spring Cir	28	0.21	131.29
172	Birdhouse Ln	63	0.48	131.25
173	Coram Fields Rd	64	0.49	131.01
174	Soho Sq	7	0.05	129.71
175	Gallivant Way	32	0.25	129.17
176	Main Divide Dr	148	1.15	128.91
177	Penstock Ln	38	0.30	128.47
178	Rowsby Ct	3	0.02	128.41
179	Whispering Ridge Ct	16	0.12	128.12
180	Dotted Mint Ave	18	0.14	127.57
181	Old Ash Ct	7	0.05	127.40
182	Clover Bank St	42	0.33	127.13
183	Montonia St	20	0.16	127.03
184	Selsey Dr	38	0.30	126.31
185	Cascade Hills Ln	14	0.11	126.25
186	Rocky Crest Ln	14	0.11	126.14

187	S Main St	457	3.62	126.11
188	Sparrowhawk Ln	27	0.22	125.35
189	Reezy Ln	20	0.16	124.78
190	Country Downs Rd	11	0.09	124.71
191	Santa Cruz St	55	0.44	124.68
192	Branch Ferry Ct	9	0.07	124.63
193	Caladium Dr	18	0.14	124.49
194	Pout Pond Way	23	0.18	124.47
195	Forest Lynks Dr	13	0.10	123.94
196	Devon Cliffs Dr	37	0.30	123.21
197	Salinas Valley Dr	21	0.17	122.43
198	Clifton Blue St	33	0.27	122.36
199	Dunn Creek Crsg	33	0.27	122.20
200	Calista Dr	73	0.60	122.00
201	Falcate Dr	23	0.19	122.00
202	Warmoven St	34	0.28	121.79
203	Franklin Park Ave	4	0.03	121.56
204	Wylie Way	3	0.02	120.70
205	Naxos Dr	19	0.16	120.62
206	Burdock Ln	14	0.12	120.49
207	Wildflower Ridge Rd	90	0.75	120.39
208	Vanagrif Ct	17	0.14	120.36
209	Prevenient Dr	38	0.32	120.22
210	Havenfaire Ln	15	0.13	119.77
211	Laurel View Ave	4	0.03	119.58
212	Kingside Ct	5	0.04	119.34
213	McDowell Dr	71	0.60	119.02
214	Brunello Dr	36	0.30	118.90
215	Recapture Ct	4	0.03	118.85
216	Gambit Cir	17	0.14	117.61
217	Headrace Mill St	14	0.12	117.19
218	Joyner Bluff Dr	27	0.23	116.75
219	W North Ave	21	0.18	116.59
220	Amersham Ln	22	0.19	116.34
221	Northpark Dr	24	0.21	116.16
222	Hawks Bluff Ct	8	0.07	116.00
223	Trent River Ave	43	0.37	115.84
224	Del Webb Manor Ave	18	0.16	115.80
225	Cypress Glen Dr	18	0.16	115.70
226	Copper Trace Ct	9	0.08	113.90
227	Hazelmist Dr	32	0.28	112.71
228	Austin Ridge Pkwy	51	0.45	112.59
229	Brimfield Springs Ln	21	0.19	112.43
230	Deacon Ridge St	75	0.67	112.03
231	Cornwell Dr	98	0.88	111.99
232	Lacala Ct	9	0.08	111.85
233	S Franklin St	238	2.13	111.73

234	Alexander Springs Ln	13	0.12	111.33
235	Findhorn Ln	18	0.16	111.27
236	Barnford Mill Rd	134	1.20	111.26
237	Philbeck Ln	26	0.24	110.38
238	Plunket Dr	26	0.24	110.36
239	Dashwood Dr	7	0.06	110.25
240	Dimock Way	54	0.49	110.24
241	Hatters Creek Ln	29	0.26	110.06
242	Fairstone Rd	63	0.57	109.78
243	Legacy Heritage Ln	5	0.05	109.60
244	Fawn Chase Ct	5	0.05	109.53
245	Carneros St	24	0.22	109.24
246	Cantlemere St	35	0.32	109.22
247	Lantern Walk Ln	19	0.17	109.13
248	Lowes Ave	28	0.26	109.05
249	Trentini Ave	53	0.49	108.94
250	Moultonboro Ave	55	0.51	108.85
251	Lower Lake Rd	20	0.18	108.76
252	Groves Field Ln	17	0.16	108.55
253	Strawberry Fields Ct	6	0.06	107.89
254	Conrad Ln	13	0.12	107.84
255	Gold Banks Rd	13	0.12	107.61
256	Winter Meadow Dr	11	0.10	107.55
257	N Allen Rd	96	0.89	107.54
258	Hosta Valley Ct	11	0.10	107.36
259	Agora Dr	25	0.23	106.83
260	Tailrace Falls Ct	12	0.11	106.56
261	Dixon House Ct	19	0.18	106.25
262	Carroll St	34	0.32	106.21
263	Loghouse St	41	0.39	106.05
264	Hartsfield Forest Dr	34	0.32	105.96
265	Firefly Light Trl	9	0.09	105.67
266	Thompson Glenn Pl	26	0.25	105.61
267	Templeridge Rd	41	0.39	105.39
268	Fern Hollow Trl	52	0.50	103.80
269	Curly Willow Ln	12	0.12	103.51
270	Stephen Taylor Rd	4	0.04	103.12
271	Morningside Creek Way	11	0.11	102.99
272	Millers Mark Ave	31	0.30	102.86
273	Conifer Forest Ln	24	0.23	102.63
274	Silo Point Dr	22	0.21	102.61
275	Slate Rock Dr	10	0.10	102.59
276	Thorny Vine Ct	14	0.14	102.45
277	Caveness Shoppes Dr	10	0.10	102.03
278	Fanning Dr	43	0.42	101.91
279	Edens Ridge Ave	27	0.27	101.82
280	Ferry Ct	23	0.23	101.77

281	Whistable Ave	52	0.51	101.36
282	Amaryllis Way	34	0.34	101.24
283	Carter St	21	0.21	100.85
284	Tubberson Trl	21	0.21	100.78
285	Heritage Garden St	56	0.56	100.65
286	Drogheda Pl	4	0.04	100.38
287	Old College Cir	29	0.29	99.80
288	Crimson Clover Ave	30	0.30	99.12
289	Pompeii Pl	16	0.16	98.86
290	Overlook Ridge Rd	67	0.68	98.77
291	Precipice Way	21	0.21	98.68
292	Forgotten Pond Ave	56	0.57	98.56
293	Trailing Rose Ct	8	0.08	98.12
294	Vestal St	18	0.18	97.93
295	Shadow Shade Dr	34	0.35	97.74
296	Meadowgrass Ln	28	0.29	97.64
297	E Sycamore Ave	12	0.12	97.37
298	Tilgate Ct	4	0.04	97.15
299	Alberbury Commons Ct	22	0.23	96.96
300	Everly Mist Way	17	0.18	96.91
301	Stroud Cir	35	0.36	96.82
302	Everstone Rd	49	0.51	96.73
303	Clearsprings Dr	40	0.41	96.51
304	Comphrey Ct	2	0.02	95.90
305	Upper Park Rd	15	0.16	95.88
306	Stone Monument Dr	60	0.63	94.80
307	Poppy Fields Ln	36	0.38	94.79
308	Haltwhistle St	73	0.77	94.41
309	Stoningham Pl	10	0.11	94.10
310	E Vernon Ave	7	0.07	94.02
311	Glazebrook Dr	11	0.12	93.94
312	Watchet Pl	17	0.18	93.93
313	Rogers Branch Rd	33	0.35	93.53
314	Tryon Palace St	42	0.45	93.49
315	Copper Beech Ln	102	1.09	93.39
316	Siena Dr	90	0.96	93.37
317	Little Turtle Way	12	0.13	92.94
318	Steeple Run Dr	50	0.54	92.84
319	Lemon Chiffon St	5	0.05	92.79
320	Springtime Fields Ln	44	0.47	92.78
321	Freeman Falls Ct	9	0.10	92.70
322	Simwood Ave	36	0.39	92.53
323	Holding Creek Dr	13	0.14	92.39
324	Icarus Ln	4	0.04	92.12
325	Gray Wolf Ct	5	0.05	91.89
326	Winter Wren Cir	18	0.20	91.67
327	Mangia Dr	12	0.13	91.44

328	Stonemill Falls Dr	62	0.68	91.29
329	Rock Spring Rd	32	0.35	90.95
330	Coast Grade St	76	0.84	90.93
331	Melksham Rd	36	0.40	90.82
332	Hope Passage Ct	5	0.06	90.72
333	Glencoe Dr	24	0.27	90.39
334	W Dunpatrick Pl	4	0.04	90.00
335	Flaherty Ave	57	0.63	89.81
336	Longmont Dr	149	1.66	89.72
337	Deer Hollow Ct	5	0.06	89.67
338	Brason Ln	15	0.17	88.78
339	Orange Cosmos Ave	16	0.18	88.68
340	Front St	21	0.24	88.65
341	Wrights Creek Way	25	0.28	88.22
342	St Catherines Dr	55	0.63	87.88
343	Fairway Villas Dr	17	0.19	87.71
344	Whispering Wind Way	22	0.25	87.29
345	Edgeford Park Ln	7	0.08	87.18
346	Opposition Way	63	0.72	87.12
347	Burge Ct	15	0.17	87.05
348	Lilliput Ln	34	0.39	86.91
349	Linslade Way	81	0.93	86.87
350	W Holding Ave	85	0.98	86.60
351	Knights Crest Way	39	0.45	86.10
352	Clatter Ave	65	0.76	86.00
353	Daisy Meadow Ln	16	0.19	86.00
354	Sawnwork Ct	5	0.06	85.88
355	Tillamook Dr	52	0.61	85.63
356	Trawden Dr	46	0.54	85.55
357	Caveness Farms Ave	48	0.56	85.37
358	Creek Moss Ave	47	0.55	84.88
359	Heritage Heights Ln	44	0.52	84.79
360	Birkstone Ct	8	0.09	84.59
361	Ashlar Ct	3	0.04	84.52
362	Traditions Ridge Dr	39	0.46	84.31
363	Thicketon Cir	18	0.21	84.28
364	Hydrangea Field Ct	9	0.11	83.49
365	Porto Fino Ave	39	0.47	83.29
366	Haven Peak Ln	5	0.06	83.01
367	Appleberry Ct	8	0.10	82.82
368	Cormiche Ln	25	0.30	82.79
369	Penfield St	30	0.36	82.72
370	E Juniper Ave	123	1.49	82.54
371	Latham Oaks Ave	28	0.34	82.09
372	Precious Stone Dr	35	0.43	81.54
373	Cala Lilly Ln	12	0.15	81.29
374	Longbourn Dr	46	0.57	81.25

375	Wood Poppy St	15	0.18	81.23
376	Rainsong Dr	25	0.31	81.19
377	Federal House Ave	48	0.59	81.11
378	Mother Nancy Dr	14	0.17	80.75
379	Old Dairy Dr	50	0.62	80.70
380	Hillside Falls Dr	7	0.09	80.66
381	Sugar Gap Rd	12	0.15	80.54
382	Eaton Square Ct	2	0.03	79.97
383	Calvados Dr	32	0.40	79.59
384	Rockville Rd	20	0.25	79.36
385	Bridgeton Ave	15	0.19	79.19
386	Field Oak Dr	39	0.49	79.18
387	Houndsditch Cir	14	0.18	79.12
388	Dargan Hills Dr	36	0.46	79.04
389	Opeushaw Ct	6	0.08	78.98
390	Knolls Dr	19	0.24	78.87
391	Harpers Ferry Ct	6	0.08	78.80
392	Foundation Dr	24	0.31	78.54
393	Blue Bird Ln	52	0.66	78.46
394	Prairie Aster Ct	15	0.19	78.20
395	Armor Crest Ln	8	0.10	78.16
396	Tacy Pl	2	0.03	78.07
397	S Wingate St	65	0.83	78.02
398	Prairie Dog Dr	17	0.22	77.99
399	Brumber Cir	4	0.05	77.74
400	Tree Green Ln	16	0.21	77.71
401	Richland Creek Ln	9	0.12	77.63
402	Coral Bell Dr	14	0.18	77.31
403	Heritage Greens Dr	53	0.69	77.13
404	Stone Bridge Ct	2	0.03	76.92
405	Endgame Ct	36	0.47	76.65
406	Grandmaster Way	5	0.07	76.03
407	Brewer Jackson Ct	20	0.26	75.83
408	Rose Angel Cir	33	0.44	75.54
409	Flicker Ct	4	0.05	74.88
410	N Taylor St	86	1.15	74.82
411	Creeds Hill Ct	4	0.05	74.68
412	Silver Ore Ct	25	0.34	74.56
413	Shapinsay Ave	9	0.12	74.54
414	Basley St	12	0.16	74.39
415	Moonbow Trl	22	0.30	74.33
416	Alpine Clover Dr	21	0.28	74.23
417	Wait Ave	145	1.97	73.72
418	Gracechurch St	30	0.41	73.65
419	Dansforeshire Way	59	0.80	73.64
420	Otway Rd	21	0.29	73.56
421	Kinvara Ct	12	0.16	73.52

422	E Dunpatrick Pl	4	0.05	73.21
423	Stacked Stone Trl	11	0.15	73.18
424	Newquay Ln	5	0.07	72.72
425	Shasta Daisy Dr	60	0.83	72.64
426	Oxwich Ct	4	0.06	72.34
427	Jones Wynd	51	0.71	72.25
428	Tyler Run Dr	34	0.47	72.14
429	Higley Dr	16	0.22	71.79
430	Kemble Ridge Dr	45	0.63	71.78
431	Plott Hound Ln	22	0.31	71.60
432	Gross Ave	64	0.90	71.51
433	Nightingale Ct	13	0.18	71.44
434	Lamberley Ct	2	0.03	71.30
435	Middlegame Way	39	0.55	71.22
436	Carmel Woods Ct	3	0.04	71.13
437	Walters Dr	35	0.49	71.07
438	Ledyard Ct	2	0.03	70.91
439	Lariat Ridge Dr	24	0.34	70.75
440	Santa Lucia St	40	0.57	70.68
441	Rogers Rd	245	3.47	70.66
442	Mountain Hill Dr	89	1.26	70.47
443	Green Edge Trl	17	0.24	70.20
444	Red Clover Ct	5	0.07	70.09
445	Farm Rd	5	0.07	69.98
446	N Franklin St	47	0.67	69.97
447	Borage Dr	14	0.20	69.79
448	Hay House Ave	22	0.32	69.67
449	E Cedar Ave	22	0.32	69.67
450	Tulip Grove Ln	6	0.09	69.45
451	Micato Way	7	0.10	69.43
452	N Main St	75	1.08	69.32
453	Bratt Ave	49	0.71	68.98
454	Remington Woods Dr	16	0.23	68.79
455	Trap Ct	6	0.09	68.61
456	Richland Ridge Dr	36	0.53	68.52
457	Gracie Girl Way	27	0.40	68.19
458	Carriage Meadows Dr	38	0.56	67.73
459	Sweet Olive Ct	10	0.15	67.50
460	Lemongrass Ln	37	0.55	67.47
461	N Wingate St	48	0.71	67.44
462	Mason Oaks Dr	40	0.60	67.19
463	Friendship Chapel Rd	69	1.03	67.12
464	Samuel Wait Ln	4	0.06	67.11
465	Marbank St	24	0.36	67.04
466	Black Swan Way	2	0.03	66.66
467	Martin Creek Dr	9	0.14	66.63
468	Ridgemount St	43	0.65	66.62

469	Silo Ridge Dr	6	0.09	66.54
470	Hopewell Ln	8	0.12	66.43
471	Angel Star Ln	9	0.14	66.30
472	Little Tall Way	3	0.05	66.24
473	Ledgerock Rd	18	0.27	66.17
474	Pineview Dr	20	0.30	66.16
475	Boulder Pointe Dr	15	0.23	66.10
476	Chamberwell Ave	26	0.39	65.84
477	Boardwalk Dr	26	0.40	65.63
478	Tazwell Hall Ln	11	0.17	65.49
479	Miracle Dr	16	0.24	65.49
480	Iyar Way	21	0.32	65.46
481	One World Way	23	0.35	65.31
482	Heritage Regency Dr	35	0.54	65.20
483	Autumn Meadow Ln	8	0.12	65.09
484	Alba Rose Ave	15	0.23	64.83
485	Trout Valley Rd	11	0.17	64.60
486	Waterford Ridge Ln	6	0.09	64.35
487	N College St	9	0.14	64.32
488	Murdock Cir	2	0.03	63.98
489	Reindeer Moss Dr	18	0.28	63.85
490	Richland Bluff Ct	5	0.08	63.48
491	Frog Hollow Way	19	0.30	63.48
492	Coharie Way	6	0.10	63.10
493	Pasture Hills Dr	12	0.19	62.84
494	Holding Village Way	21	0.33	62.75
495	Heritage Lake Rd	135	2.15	62.69
496	Oak Forest View Ln	5	0.08	62.44
497	Dovetail Meadow Ln	11	0.18	62.37
498	Legacy Greene Ave	3	0.05	62.36
499	Woodstaff Ave	24	0.38	62.35
500	Chestnut Grove Ct	5	0.08	62.33
501	Stearns Way	21	0.34	62.28
502	Kaplan Woods Way	22	0.35	62.08
503	S College St	20	0.32	62.03
504	Rose Petal Run	20	0.32	61.61
505	Crenshaw Corners Dr	18	0.29	61.53
506	Slomo Ct	19	0.31	61.16
507	W Owen Ave	8	0.13	61.14
508	Lagerfeld Way	20	0.33	61.13
509	Davis House Ln	4	0.07	61.11
510	Royal Mill Ave	60	0.98	60.97
511	Lolley Ct	4	0.07	60.32
512	Cimarron Pkwy	45	0.75	60.18
513	Bellreng Dr	24	0.40	59.89
514	Highpoint St	33	0.55	59.87
515	Lake Holding St	28	0.47	59.80

516	Hidden Jewel Ln	30	0.50	59.78
517	Abercrombie Rd	19	0.32	59.74
518	Doss Ct	5	0.08	59.56
519	Harris Point Way	10	0.17	59.34
520	Silver Gate Ct	5	0.08	59.24
521	Burchblind Dr	10	0.17	58.80
522	Trinity Park Dr	5	0.09	58.67
523	Ripley Woods St	45	0.77	58.57
524	Heritage Arbor Dr	5	0.09	57.40
525	Dry Gully Ct	9	0.16	57.37
526	San Remo Pl	45	0.79	57.15
527	Traditions Meadow Dr	10	0.18	57.14
528	Edgemoore Trl	6	0.11	57.10
529	Stadium Dr	97	1.70	57.06
530	Brewer Cir	11	0.19	56.50
531	Red Trillium Ct	7	0.12	56.39
532	Parlange Woods Ln	8	0.14	56.31
533	Battery Crest Ln	10	0.18	56.19
534	Clapton Dr	18	0.32	55.84
535	Hempton Cross Dr	13	0.23	55.83
536	Sarratt Ridge Ct	3	0.05	55.54
537	E Perry Ave	22	0.40	55.16
538	S Allen Rd	38	0.69	55.10
539	Gooch Ct	2	0.04	55.01
540	White Carriage Dr	34	0.63	54.36
541	Unicon Dr	24	0.44	54.23
542	Golden Star Way	44	0.82	53.89
543	Groveton Trl	18	0.33	53.88
544	Coneflower Aly	2	0.04	53.55
545	N White St	109	2.04	53.44
546	Willington Pl	6	0.11	53.25
547	Winter Wheat Ln	2	0.04	53.15
548	Montville Ct	2	0.04	52.77
549	Desert Marigold Ct	5	0.09	52.74
550	Kitchin Farms Way	26	0.49	52.61
551	Lindenberg Sq	23	0.44	52.52
552	Lee Brown Ridge Dr	16	0.31	52.34
553	Sundrops Aly	2	0.04	52.16
554	Hillsgrove Rd	10	0.19	52.14
555	Plimoth Hill Dr	10	0.19	51.41
556	Foxbridge Ct	2	0.04	51.02
557	Poteat Dr	6	0.12	50.87
558	Kings Glen Way	22	0.43	50.84
559	Spring Meadow Way	19	0.37	50.76
560	Woodrose Ln	3	0.06	50.70
561	Fawn Hollow Ct	3	0.06	50.32
562	Fawn Lily Dr	22	0.44	49.60

563	Star Gazing Ct	9	0.18	48.85
564	Overglen Ave	9	0.19	48.61
565	Thurman Dairy Loop	46	0.95	48.46
566	Holly Mist St	5	0.10	48.37
567	Hosmer Ct	5	0.10	48.36
568	Tannerwell Ave	14	0.29	48.21
569	Forbes Grove Way	17	0.36	47.71
570	Heflin Ct	4	0.08	47.59
571	Lonesome Spur Cir	11	0.23	47.58
572	Traditions Garden Ln	12	0.25	47.42
573	Orange Blossom Ct	5	0.11	47.39
574	Castling Ct	4	0.08	47.34
575	Bennett Ridge Ct	6	0.13	47.24
576	Shiretown Ln	3	0.06	47.04
577	Stonetree Way	8	0.17	46.94
578	Crendall Way	14	0.30	46.55
579	Partington St	8	0.17	45.92
580	Seventh St	6	0.13	45.91
581	Rookwood Ct	11	0.24	45.83
582	Woodland Grove Way	33	0.72	45.77
583	Meadstone Way	15	0.33	45.42
584	W Vernon Ave	7	0.15	45.26
585	Catrush Way	10	0.22	45.22
586	Littlehampton Ct	2	0.04	44.76
587	Barrett Hall Ln	12	0.27	44.75
588	Comet Tail Ln	3	0.07	44.67
589	Flemming House St	23	0.52	44.16
590	Cherry Pond Ct	2	0.05	44.03
591	Kilmarnock Ct	2	0.05	43.97
592	Dagmar Ln	4	0.09	43.95
593	Merritt Capital Dr	22	0.51	43.54
594	Sweet Samson St	14	0.32	43.36
595	Judson Dr	8	0.19	43.01
596	Andrew Ct	2	0.05	42.75
597	Gimari Dr	6	0.14	42.71
598	Pearce Ave	11	0.26	42.61
599	Tessier Ct	2	0.05	42.44
600	W Walnut Ave	4	0.09	42.40
601	Longmire Pt	2	0.05	42.06
602	Ligon Mill Rd	150	3.57	42.04
603	Lockhurst St	9	0.21	42.02
604	Cobble Ridge Ct	2	0.05	41.91
605	Galaxy Dr	28	0.68	41.47
606	Hunsford Pl	4	0.10	41.40
607	Mangum Ave	9	0.22	41.11
608	Chatuga Way	5	0.12	41.01
609	Forestville Rd	83	2.03	40.93

610	W Oak Ave	33	0.81	40.83
611	Thorndike Dr	13	0.32	40.66
612	Holding Ridge Ct	5	0.12	40.48
613	Fulworth Ave	18	0.45	40.30
614	Jones Farm Rd	27	0.67	40.22
615	Trammel Ct	2	0.05	39.72
616	Parkside Townes Ct	4	0.10	39.70
617	Reserve Estates Dr	11	0.28	39.55
618	Washhouse Ln	2	0.05	39.39
619	Buggy Whip Ct	4	0.10	38.91
620	Studbury Hall Ct	11	0.28	38.89
621	Durham Rd	96	2.49	38.54
622	Corktree Ct	5	0.13	38.40
623	Kayenta Ct	2	0.05	38.32
624	Tiffield Way	10	0.26	38.21
625	Winter Bloom Ct	3	0.08	38.09
626	Robins Nest Ln	4	0.11	38.09
627	Falconhurst Dr	19	0.50	38.07
628	Lakeview Ave	26	0.68	38.02
629	Amherst Creek Dr	9	0.24	37.82
630	Front Gate Ln	3	0.08	37.79
631	Kearney Rd	5	0.13	37.58
632	Woods Mill Cir	7	0.19	36.51
633	Brewers Glynn Ct	5	0.14	35.86
634	Capital Creek Dr	17	0.47	35.85
635	Registry Ct	2	0.06	35.73
636	Finchurch Cir	2	0.06	35.67
637	Stone Park Dr	13	0.36	35.63
638	Durkyn Pl	3	0.09	35.11
639	Colt Dr	6	0.17	35.09
640	Bramden Ct	4	0.11	35.06
641	Crookham Ct	3	0.09	34.85
642	Old Bailey Ct	2	0.06	34.80
643	Red Horse Way	8	0.23	34.54
644	Bacardi Ct	2	0.06	34.30
645	Dugway Ct	3	0.09	34.09
646	Tenbury Woods Ct	2	0.06	33.96
647	Sunny Fields Dr	4	0.12	33.95
648	E Chestnut Ave	5	0.15	33.85
649	Green Apple Ct	2	0.06	33.85
650	Lowenstein St	9	0.28	32.29
651	Meadowood Way	8	0.25	31.64
652	Watch Hill Ln	2	0.06	31.47
653	Andoversford Ct	2	0.06	31.16
654	Dodford Ct	4	0.13	31.15
655	E Walnut Ave	11	0.35	31.06
656	Summertime Field Ln	4	0.13	31.05

657	Grande Water Way	4	0.13	30.94
658	Litchborough Way	20	0.65	30.74
659	Deer Lake Trl	2	0.07	30.72
660	Traditions Grande Blvd	50	1.63	30.67
661	Kullana Ln	5	0.16	30.56
662	Forest Rd	11	0.36	30.31
663	Lochmaben St	2	0.07	30.03
664	Stirrup Ct	4	0.14	29.45
665	Kintail Ct	2	0.07	29.17
666	W Juniper Ave	10	0.34	29.12
667	W Pine Ave	7	0.24	28.86
668	Faithful Pl	4	0.14	28.81
669	Pine Ridge Ct	4	0.14	28.38
670	Brookboro Dr	2	0.07	28.37
671	Rodney Bay Crsg	8	0.28	28.37
672	Cardinal Dr	4	0.14	28.31
673	Elizabeth Ave	5	0.18	28.18
674	Guinness Pl	3	0.11	27.74
675	Horsetrail Way	2	0.07	27.44
676	Edgeware Way	5	0.18	27.39
677	Sovereign Way	5	0.18	27.38
678	Tryst Ln	3	0.11	27.09
679	Wake Union Church Rd	28	1.03	27.07
680	Ecola Valley Ct	2	0.07	27.00
681	Sweet Basil Dr	2	0.08	26.21
682	Broyhill Hall Ct	2	0.08	26.08
683	Shirehall Park Ln	6	0.23	25.56
684	Willowgrass Ln	8	0.31	25.44
685	Stroller Ridge Dr	3	0.12	24.85
686	Bermondsey Market Way	3	0.12	24.42
687	Plummer Ct	2	0.08	24.30
688	Magnolia Forest Ct	3	0.12	24.29
689	Beringer Forest Ct	2	0.08	24.23
690	Stackhurst Way	10	0.41	24.17
691	Woodland Dr	7	0.29	24.11
692	Chalk Rd	34	1.42	23.99
693	Touchstone Way	10	0.42	23.77
694	Jones Dairy Rd	43	1.81	23.74
695	E Spring St	6	0.25	23.59
696	Medica Pl	5	0.22	23.18
697	Cochran Ct	2	0.09	23.13
698	Chelridge Dr	2	0.09	23.08
699	W Durness Ct	2	0.09	23.08
700	Bostwick Dorm St	4	0.18	22.81
701	Obrien Cir	2	0.09	22.76
702	Buggy Run Cir	3	0.13	22.66
703	Polanski Dr	6	0.27	22.19

704	Reservoir View Ln	5	0.23	22.18
705	Evening Snow St	5	0.23	22.02
706	Gilcrest Farm Rd	26	1.18	21.96
707	Latham Garden Dr	2	0.09	21.91
708	Fineberg Ct	2	0.09	21.88
709	Martin Bench Ct	2	0.09	21.40
710	W Cedar Ave	2	0.09	21.36
711	Greenway Village Cir	4	0.19	21.02
712	Vonkramer Ct	2	0.10	20.93
713	Spaight Acres Way	2	0.10	19.77
714	Corporate Chaplain Dr	3	0.15	19.67
715	Crimson Leaf Ln	7	0.36	19.23
716	Stable Point Cir	2	0.10	19.07
717	E Pine Ave	12	0.63	19.02
718	Averette Rd	6	0.32	19.02
719	Caddell St	3	0.16	18.27
720	Countryman Ct	2	0.11	18.18
721	E Durness Ct	2	0.11	18.09
722	Sanford Creek Ave	4	0.22	17.92
723	Joyner Ct	2	0.11	17.91
724	Industry Oaks Ln	5	0.29	17.10
725	Cottontail Ct	2	0.12	17.08
726	The Cove Way	3	0.18	16.71
727	Old Jones Rd	5	0.33	15.34
728	Aldoncaster Dr	2	0.14	14.23
729	Supernova St	3	0.22	13.74
730	Burlington Mills Rd	21	1.54	13.62
731	E Nelson Ave	4	0.30	13.42
732	Hampton Chase Ct	2	0.15	13.24
733	Ernest Ct	3	0.23	13.14
734	Via Fortunata Plz	2	0.15	12.96
735	Devon Square Blvd	4	0.31	12.70
736	Oak Grove Church Rd	6	0.49	12.20
737	Star Rd	11	1.01	10.88
738	Debarmore St	3	0.31	9.69
739	Turning Point Dr	2	0.21	9.47
740	Jubilee Ct	2	0.23	8.58
741	Crenshaw Pt	5	0.61	8.18
742	Wall Rd	11	1.35	8.13
743	Club Villas Dr	3	0.42	7.11
744	Dr Calvin Jones Hwy	25	3.64	6.88
745	Harris Rd	8	1.56	5.13
746	Meridian Branch Dr	2	0.40	5.03

PROCUREMENT GUIDANCE APPENDIX E

Community center



WAKE
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MANAGEMENT

Procuring Accessible Programs, Services, and Activities

In delivering services for the public, covered entities under Title II of the ADA may procure a variety of services, including but not limited to, consulting services, temporary staffing, event management, training and professional development, maintenance and support services, transportation services, housing and shelter programs, healthcare services, educational programs, and technology solutions. Each procurement category carries specific accessibility considerations that must be addressed during the solicitation, evaluation, and contracting phases.

When procuring these services, covered entities must ensure that the resulting programs and activities are accessible to individuals with disabilities. This includes evaluating whether service providers can deliver accommodations such as sign language interpreters, accessible materials in alternative formats, physical accessibility of service locations, and compliance with relevant accessibility standards.

Wake Forest's Commitment to Access

The Town of Wake Forest is committed to accessibility in its programs, services, and activities. As such, vendors and contractors delivering service on behalf of the Town of Wake Forest are required to ensure their services are accessible to individuals with disabilities and comply with all applicable federal, state, and local accessibility laws and regulations. This includes providing reasonable accommodations, maintaining accessible physical locations, delivering materials in alternative formats when requested, and implementing digital accessibility standards such as WCAG 2.1 Level AA for any technology components of their service delivery.

The following laws, regulations, and standards may be applicable, depending on the nature of the procured services: Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) for public accommodations and government services, the 2010 ADA Standards for Accessible Design, WCAG 2.1, Section 508 for information and communication technology, Fair Housing Act requirements for housing-related services, and state-specific accessibility laws. Vendors must demonstrate their ability to meet these requirements through accessibility compliance reports, staff training documentation, and/or detailed procedures as part of their proposal submissions.

Procuring Accessible Programs, Services, and Activities

Applicable Laws and Regulations

Facilities and Parks

To ensure programs, services, and activities are delivered on behalf of the Town of Wake Forest in their most accessible configurations, when providing construction, development, alteration, or other remediation services, vendors will comply with the 2010 ADA Standards for Accessible Design and ensure all work maintains or enhances accessibility features such as accessible routes, parking spaces, entrances, restrooms, and recreational facilities.

This includes coordinating with Town staff to identify and preserve existing accessible elements during construction activities, implementing temporary accessibility measures during project phases, and conducting final inspections to verify compliance with applicable accessibility standards before project completion.

Resources for Physical Facilities

Vendors should reference 2010 ADA Standards for Accessible Design available at [ADA.gov](https://www.ada.gov), which provide detailed technical specifications for accessible construction elements including ramps, doorways, parking spaces, and restroom facilities. The Department of Justice's official publication includes both scoping requirements that determine how many accessible elements are required and technical requirements that specify design criteria such as door opening forces, ramp slopes, and clear floor space dimensions.

To assist with compliance verification, vendors should utilize the ADA Checklist for Existing Facilities. This checklist covers priority areas including parking, accessible routes, entrances, restrooms, drinking fountains, and program spaces, helping contractors identify potential barriers and ensure all accessibility requirements are properly addressed during construction planning and final inspections.

Right of Way Projects and Accessible Routes

For public rights-of-way projects, vendors must adhere to the U.S. Access Board's Public Right-of-Way Accessibility Guidelines (PROWAG) in addition to the 2010 ADA Standards.

Procuring Accessible Programs, Services, and Activities

This encompasses sidewalk construction and repair with proper cross slopes and running grades, installation of compliant curb ramps with detectable warning surfaces at all pedestrian crossings, and ensuring accessible pedestrian signals and push buttons meet current technical specifications. Contractors must also maintain accessible routes during construction by providing temporary pedestrian access routes (TPARs) that meet width, surface, and slope requirements, and coordinate with transit authorities when work affects bus stops or transit boarding areas.

When conducting concrete work and infrastructure improvements in parks and recreational facilities, vendors must ensure all pedestrian access routes connect accessible parking spaces to accessible entrances and key program areas within the facility. This includes maintaining proper surface materials that are stable, firm, and slip-resistant, implementing appropriate drainage to prevent ponding that could impede wheelchair passage, and ensuring that any outdoor recreational elements such as picnic tables, grills, and playground access routes comply with applicable accessibility standards. Vendors must document compliance through detailed as-built drawings and provide certification that all work meets or exceeds the accessibility requirements outlined in the contract specifications.

Resources for Right-of-Way Projects

Vendors should reference the [U.S. Access Board's Public Right-of-Way Accessibility Guidelines \(PROWAG\)](https://www.access-board.gov/prowag/), available at [access-board.gov](https://www.access-board.gov/), which provides comprehensive technical specifications for sidewalks, curb ramps, crosswalks, and pedestrian facilities. These guidelines establish requirements for accessible pedestrian signals (APS), detectable warning surfaces, and temporary pedestrian access routes during construction.

The ADA National Network offers guidance on the [differences between the 2010 Standards and PROWAG](#), for contractors, including [checklists for curb ramp installation](#), [specifications for detectable warning surface placement](#), and [protocols for maintaining pedestrian access during roadwork](#). Additionally, vendors should consult local transit authority guidelines when projects affect bus stops, as coordination requirements may include specific boarding area dimensions and shelter accessibility features that exceed minimum PROWAG standards.

Procuring Accessible Programs, Services, and Activities

Temporary Structures and Events

Temporary structures and events are subject to the same ADA obligations as permanent facilities under Title II. The 2010 ADA Standards explicitly require that accessibility provisions apply to both temporary and permanent buildings and facilities, meaning that vendor-provided services for festivals, construction staging areas, temporary office trailers, portable restrooms, and event venues must maintain the same level of accessibility as permanent installations.

Beyond legal compliance, accessible temporary facilities ensure that all community members can participate in public programs and services regardless of disability status. This includes providing accessible routes from parking to event areas, ensuring temporary ramps meet proper slope and width requirements, installing accessible portable restrooms with adequate clear floor space and grab bars, and maintaining accessible pathways that don't create barriers due to surface materials or obstacles. For temporary construction activities, maintaining accessibility prevents the creation of barriers that could exclude individuals with disabilities from accessing ongoing public services. This requires implementing temporary pedestrian access routes (TPARs) that meet PROWAG standards for width and surface requirements, coordinating with building occupants to maintain accessible entrances during renovation work, and ensuring that temporary signage includes accessible formats such as high contrast text and appropriate mounting heights.

The US Access Board has provided [guidance for temporary activities](#). Vendors are encouraged to use these resources.

Effective Communication

Vendors providing services on behalf of the Town of Wake Forest must ensure effective communication with individuals with disabilities as required under Title II of the ADA. This includes providing auxiliary aids and services such as qualified sign language interpreters, assistive listening devices, written materials in alternative formats including large print and Braille, and accessible electronic documents that comply with current standards. Service providers must be prepared to furnish these accommodations at no additional cost to participants and must have established procedures for requesting and coordinating such services with adequate advance notice.

Procuring Accessible Programs, Services, and Activities

This means ensuring staff understand their obligations to ensure effective communication when delivering services on behalf of the Town of Wake Forest. For example, when responding to public inquiries at community events, staff must be prepared to provide qualified interpreters for individuals who are deaf or hard of hearing, offer materials in large print or electronic formats compatible with screen readers for people with visual impairments, and allow additional time for communication with individuals who use communication boards or have speech disabilities. During training sessions or workshops, vendors must ensure that all presentations include real-time captioning when requested and that any printed materials are available in alternative formats with reasonable advance notice.

Staff must also understand that they cannot rely on family members, friends, or other program participants to provide interpretation services, as these individuals may not be qualified or may have conflicts of interest. Instead, vendors must maintain relationships with qualified service providers or have contracts in place to quickly arrange for professional interpreters, readers, or other auxiliary aids. When individuals request specific accommodations, staff should honor the person's choice of aid or service unless they can demonstrate that an equally effective alternative is available, and they must never charge additional fees for providing these essential accessibility services.

For more information about Effective Communication and the tools to improve communication access, visit the [Title II ADA Coordinator's toolkit section on Effective Communication](#).

Technology Projects

For technology-related services, vendors must ensure that any digital communications, websites, or mobile applications meet WCAG 2.1 Level AA standards to the maximum extent feasible and include features such as screen reader compatibility, keyboard navigation, and appropriate color contrast ratios to facilitate access for users with various disabilities.

When vendors implement WCAG 2.1 Level AA standards, this translates into specific technical requirements across all digital touchpoints. For example, websites and applications must provide alternative text for all images and graphics, ensuring screen readers can convey visual information to users who are blind or have low vision. All interactive elements including buttons, forms, and navigation menus must be fully operable using only a keyboard, without requiring mouse interaction.

Procuring Accessible Programs, Services, and Activities

Additionally, color contrast ratios must meet a minimum of 4.5:1 for normal text and 3:1 for large text against their backgrounds, ensuring users with color vision deficiencies or low vision can distinguish text from background elements. Videos must include synchronized captions for users who are deaf or hard of hearing, and audio content requires text transcripts. Forms must include clear labels and error messages that are programmatically associated with their corresponding input fields. Page structure must use proper heading hierarchies (H1, H2, H3) to enable screen reader users to navigate efficiently through content, and all content must be organized in a logical reading order. Links must have descriptive text that makes sense out of context rather than generic phrases like "click here." Time-based content cannot automatically refresh or redirect without user control, and any flashing content must stay below the threshold that could trigger seizures.

For mobile applications, these same principles apply with additional considerations for touch target sizes, gesture-based navigation alternatives, and compatibility with mobile assistive technologies. Vendors must also ensure that any PDF documents, online forms, or downloadable materials follow accessibility standards and can be properly interpreted by assistive technology users accessing Town services.

This list is not exhaustive but intended to communicate common accessibility failures. For a comprehensive list of requirements, visit the following resources:

- [WCAG 2.1 Guidelines](#)
- [Section 508 Standards](#)
- [ADA.gov Digital Accessibility Resources](#)
- [U.S. Access Board ICT Standards](#)
- [WebAIM Accessibility Resources](#)
- [Deque University](#)
- [A11Y Project Checklist](#)

Note: The Town requires vendors to provide VPATs (Voluntary Product Accessibility Template) or ACRs (Accessibility Conformance Report) with all new products and versions.

Procuring Accessible Programs, Services, and Activities

Proof of Accessibility Required

VPATs and ACRs (Accessibility Conformance Reports) serve as formal documentation that technology vendors use to communicate how their products meet accessibility standards. A VPAT (Voluntary Product Accessibility Template) is a standardized form developed by the [Information Technology Industry Council](#) that allows vendors to report on their product's level of conformance with Section 508 Standards and WCAG guidelines. The template includes sections for web applications, electronic documents, software, and hardware components, with vendors indicating whether each criterion is supported, partially supported, or not supported, along with explanatory remarks.

These reports help the Town assess potential accessibility barriers before implementation and identify which products may require additional accommodation measures or remediation work. The Town may also require vendors to provide remediation timelines for any identified accessibility gaps and demonstrate ongoing commitment to accessibility improvements through regular VPAT updates throughout the contract period.

Employment Services

When procuring human resources and employment services, the Town of Wake Forest must ensure that vendor-provided systems and processes comply with Title I of the ADA, which governs employment practices. This includes applicant tracking systems (ATS), AI-powered hiring tools, pre-employment assessments, background check services, and recruitment platforms that must be accessible to job applicants with disabilities.

Vendors providing ATS platforms must ensure their systems accommodate screen readers, provide keyboard navigation alternatives, support assistive technologies, and offer alternative formats for application materials. Pre-employment assessments, including skills testing, personality evaluations, and physical ability tests, must comply with ADA requirements for reasonable accommodations and job-relatedness standards.

For more information about laws, regulations, and best practices in employment, employment accommodations, and accessibility, visit the [EEOC's technical guidance repository](#).

ACCESSIBLE SOCIAL MEDIA BEST PRACTICES APPENDIX F

Community center



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Accessible Social Media Best Practices

All content published to official social media accounts is a government communication and must be accessible to people with disabilities. This policy establishes minimum standards consistent with WCAG 2.1 Level AA, Section 508, and Title II of the Americans with Disabilities Act. It applies to every platform on which the organization maintains a presence, including but not limited to Facebook, Instagram, X, Vimeo, etc. Every employee who posts on behalf of the organization is responsible for compliance.

Images and Graphics

- Always provide alternative text for every image, graphic, infographic, or screenshot. Describe the content and purpose of the image.
- Do not post text as an image. Flyers, event graphics, and announcements must also include the same information in the post body so screen readers can access it.
- Decorative-only images should be marked as decorative where the platform allows; otherwise use a brief alt text.

Post Text and Captions

- Every post must contain substantive written text. Emoji-only, hashtag-only, or image-only posts are not permitted.
- Write hashtags in CamelCase (#WakeForestEvents, not #wakeforestevents) so screen readers pronounce each word.
- Use emoji sparingly and never to replace words. Screen readers read emoji aloud by their full description and excessive use makes posts unintelligible.
- Use plain language, short sentences, and spell out acronyms on first use.

Links

- Link text must describe the destination. Avoid “click here,” “read more,” “this link,” or pasting bare URLs.
- Shorten long URLs with the organization’s approved link shortener, and preview every shortened link before posting.
 - Tip: Bit.ly can be used to shorten long URLs that cannot be tightened.

Accessible Social Media Best Practices

Video, Live Video, and Audio

- All pre-recorded video must have accurate, human-reviewed captions before publication. Auto-generated captions alone do not satisfy this requirement.
- Live video must include live captions where the platform supports them, and a captioned recording must be posted within five business days.
- Provide a transcript or summary for audio-only content (podcasts, voice notes, audiograms).
- Include audio description or spoken narration for videos that convey meaning visually without dialogue.

Color, Contrast, and Visual Design

- Do not rely on color alone to convey information. Pair color with text, icons, or labels.
- Maintain a minimum 4.5:1 contrast ratio between text and background in all graphics, flyers, and thumbnails.
- Avoid flashing, strobing, or rapidly animated content (seizure risk).

Engagement, Comments, and Emergency Messaging

- Never post critical, emergency, or time-sensitive information on social media alone. Publish the same information through an accessible channel (official website, email list, or 311/alert system).
- Respond to accessibility complaints or requests for alternative formats within one business day and route them to the ADA Coordinator.
- Moderate comments for accessibility barriers (e.g., image-only replies from official accounts) and do not delete constructive accessibility feedback.

Staff Responsibilities and Accountability

- Training: All staff with posting access must complete accessibility training annually.
- Review before posting: Every post is checked against this policy before it is published. When in doubt, delay and consult the ADA Coordinator.
- Audits: Social media accounts are audited at least quarterly; documented corrective action is required for any account scoring below 70%.
- Questions, accommodations, and policy exceptions are directed to the ADA Coordinator.