

Executive Summary

EXECUTIVE SUMMARY

The Western Piedmont Regional Transit Authority (WPRTA), serving Burke, Catawba, Alexander, and Caldwell Counties, provides essential mobility across a multi-county region that includes rural, suburban, and urban communities. As a public transit provider operating fixed-route and complementary services, WPRTA is required under the Americans with Disabilities Act (ADA) Title II to ensure that all transit stops, boarding areas, and supporting pedestrian facilities are accessible to individuals with disabilities.

Facilities with mobility barriers can inhibit community accessibility, access to services, and social participation for people with disabilities. Creating an inventory and plan of action for removing mobility barriers within and surrounding facilities is a crucial step to creating a more accessible environment for all. The primary purpose of this study is to prepare a plan, titled Americans with Disabilities Act (ADA) Transition Plan, for Western Piedmont Regional Transit Authority (WPRTA) in accordance with two civil rights legislations:

1. Americans with Disabilities Act of 1990 (ADA), Title II Regulations, Nondiscrimination on the Basis of Disability in State and Local Government Services, 28 CFR Part 351 , and
2. Section 504 of the Rehabilitation Act of 1973, as amended, Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance, 49 CFR Part 27.

The intent of the ADA Title II regulation is to ensure nondiscrimination and access for individuals with disabilities in State and local government services. Section 504 regulations prohibit discrimination on the basis of disability in programs or activities receiving Federal financial assistance.

The WPRTA is required to conduct a self-assessment and to establish a transition plan (28 CFR 35.105-35.107). The Hickory Transit Hub inventory collection process utilizes the United States Access Board's Proposed Right-of-Way Accessibility Guidelines (PROWAG). The facility inventory was conducted using a checklist based on the 2010 ADA Standards for Accessible Design. Items not complying with ADA standards are referred to as high, moderate, or low priority items. Items that are not included within standards but could improve accessibility are only recommendations. Recommendations are not required to be fixed, but are still ranked by high, moderate, or low severity.

The Western Piedmont Council of Governments (WPCOG) prepared this ADA Transition Plan on behalf of WPRTA to evaluate the full system of 346 bus stops and determine their compliance with ADA design standards. The plan identifies and documents accessibility

barriers, prioritizes improvements, and provides a structured framework for long-term capital planning and annual updates.

TITLE II OF THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

Title II applies to state and local government entities, and protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities. Title II extends the prohibition on discrimination established by section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, to all activities of State and local governments regardless of whether these entities receive Federal financial assistance.

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

SECTION 504 OF THE REHABILITATION ACT OF 1973

Section 504 of the 1973 Rehabilitation Act was the first disability civil rights law to be enacted in the United States. It prohibits discrimination against people with disabilities in programs that receive federal financial assistance, and set the stage for enactment of the Americans with Disabilities Act. Section 504 works together with the ADA and the Individuals with Disabilities Education Act (IDEA) to protect children and adults with disabilities from exclusion, and unequal treatment in schools, jobs and the community.

This ADA Transition Plan includes:

- A complete stop-by-stop ADA inventory across all four counties.
- Evaluation of accessible pads, sidewalk connectivity, shelters, benches, signage, and curb ramps.
- A priority ranking system (High, High-Moderate, Moderate, Low, None) derived from field data.
- Representative stop assessments with photos for each priority category.
- Capital recommendations and timelines aligned with available funding sources.
- A multi-year ADA implementation strategy that integrates with WPRTA budgeting, MPO programming, and NCDOT coordination.
- Public engagement components documenting regional input.

KEY FINDINGS

The inventory revealed significant variability in stop accessibility across the region. Many

stops lack compliant boarding pads, sidewalk access, or consistent signage. Approximately 29% of all stops require substantial ADA upgrades, while others need targeted or minor improvements.

The highest needs are concentrated at stops lacking boarding pads or located within grassed or sloped areas. Many of these stops serve essential destinations, such as medical facilities, social service centers, shopping districts, and employment hubs.

PRIORITY FRAMEWORK

Each stop was assigned an ADA priority level using the standardized criteria in Appendix B:

- High Priority – Major ADA deficiencies requiring immediate attention
- High-Moderate – Substantial issues requiring near-term improvements
- Moderate – Partial compliance with non-critical deficiencies
- Low – Largely functional stops needing minor adjustments
- None – Fully compliant stops requiring no action

This framework informs WPRTA's capital programming and project scheduling.

IMPLEMENTATION STRATEGY

This plan includes an implementation process for each transit stop using the ranking criteria below.

- High-priority locations
- High-Moderate locations
- Moderate locations
- Low-priority and amenity upgrades
- Ongoing annual reviews and database updates
- Integration of ADA improvements with roadway, sidewalk, and municipal projects

ONGOING MONITORING

WPCOG will maintain the ADA inventory using a GIS-based system that includes annual updates, photo documentation, and reclassification of priority levels as improvements are completed. The plan will be treated as a living document.

WESTERN PIEDMONT COUNCIL OF GOVERNMENTS ADA WEBSITE

WPCOG and WPRTA provide support and guidance in posting necessary documents regarding ADA legislation and other useful resources. WPCOG's ADA webpage includes a subset for each contracted location's ADA documents, transition plans, and grievance procedures. The WPRTA ADA Transition Plan is posted on the WPCOG and WPRTA ADA webpage for public review.

CONCLUSION

This ADA Transition Plan ensures that WPRTA continues progressing toward full accessibility across its multi-county transit system. By prioritizing improvements, documenting deficiencies, coordinating with local partners, and implementing structured annual updates, WPRTA is positioned to deliver safe, equitable, and ADA-compliant transit access for all residents of the Western Piedmont region.

Chapter 2? POPULATION WITH A DISABILITY OR FUNCTION DIFFICULTY ANALYSIS

In planning for accessibility, analyzing data for populations with disabilities or function difficulty will better allow WPRTA to assess and plan for eliminating mobility barriers. WPRTA serves the four county region of Alexander, Burke, Caldwell, and Catawba Counties. The following displays an overview of the most common function difficulties found within the four county region served by WPCOG. The United States Census “attempts to capture six aspects of disability”. These aspects include hearing, vision, cognitive, ambulatory, self-care, and independent living difficulties, which can be used together to create an overall disability measure, or independently to identify populations with specific disability types.

Each disability type, as defined by the U.S. Census, can be found below.

- Hearing difficulty - deaf or having serious difficulty hearing.
- Vision difficulty - blind or having serious difficulty seeing, even when wearing glasses.
- Cognitive difficulty - Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
- Ambulatory difficulty - Having serious difficulty walking or climbing stairs.
- Self-care difficulty - Having difficulty bathing or dressing.
- Independent living difficulty - Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor’s office or shopping.

Table 1 Percentages of Civilian Noninstitutionalized Population with a Disability of Function Difficulty

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Map 1 shows the percentage of the civilian noninstitutionalized population with a disability within the 2010 Census Tracts of Alexander, Burke, Caldwell, and Catawba Counties.

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Chapter X — Transit System Overview

CHAPTER X — TRANSIT SYSTEM OVERVIEW

2.1 Introduction

The Western Piedmont Regional Transit Authority (WPRTA) provides fixed-route, flex route, and complementary paratransit services across Burke, Catawba, Alexander, and Caldwell Counties. The system includes key corridors, regional connectors, medical destinations, educational centers, and employment facilities.

2.2 Service Area Characteristics

WPRTA operates in a mixed regional environment:

- Urban centers: Hickory, Conover, Newton, Morganton
- Suburban corridors with commercial development
- Rural segments with low-density populations

The service area includes major institutions such as Catawba Valley Medical Center, Frye Regional, Catawba Valley Community College, Lenoir-Rhyne University, Western Piedmont Community College, and major civic facilities.

2.3 Transit Network Structure

The fixed and flex route network is organized into:

- Core urban routes
- Local circulators

2.4 Bus Stop Types

Stops across the system include:

- Signed post stops, no pad
- Signed post stops, sidewalk

- Pad-only stops
- Stops with benches
- Stops with shelters
- High-demand transfer points

Amenities vary widely, which affects ADA compliance.

2.5 Regional Partners

WPRTA collaborates with:

- WPCOG (planning, data, GIS)
- NCDOT (sidewalk and roadway projects)
- Local governments
- Human service agencies

Partnerships play a significant role in delivering ADA improvements.

2.6 Importance of Accessible Infrastructure

Because many riders depend on mobility devices, accessible stops are critical for:

- Safe boarding and alighting
- Independent travel for individuals with disabilities
- Reducing paratransit reliance
- Ensuring accessible regional mobility

Chapter X — ADA Compliance Framework

CHAPTER X — ADA COMPLIANCE FRAMEWORK

3.1 ADA Requirements for Transit Stops

ADA Title II and the ADA Accessibility Guidelines (ADAAG) require that public entities ensure accessible boarding areas, accessible routes, signage, and amenities. Transit providers must maintain an updated transition plan documenting deficiencies and improvement schedules.

3.2 Regulatory Standards

Key standards include:

- Boarding pad minimum 60 inches wide × 96 inches long
- Firm, stable, slip resistant surfaces
- Cross-slope ≤ 2%
- Shelter clearances (30-inch width, 48-inch depth)
- Signage height between 27–80 inches
- Accessible paths from public rights-of-way to boarding pad

3.3 PROWAG Influence

Public Rights-of-way Accessibility Guidelines (PROWAG) provide guidance for:

- Sidewalk slope and width
- Curb ramp characteristics
- Pedestrian access between transit stops and surrounding destinations

3.4 WPCOG/WPRTA Compliance Approach

The compliance framework for this plan includes:

- Full inventory of all 346 stops
- Field verification of ADA elements (pads, shelters, signage, sidewalk connectivity)
- Priority classification system
- Photo documentation
- GIS-based tracking

3.5 Priority Ranking Overview

Each stop is assigned a priority level:

- High — severe ADA deficiencies
- High–Moderate — major issues needing correction
- Moderate — partial compliance
- Low — minor corrections needed
- None — fully compliant

This ranking guides capital improvement actions.

3.6 ADA Transition Plan Purpose

The Transition Plan:

- Documents existing conditions
- Identifies and prioritizes improvements
- Provides timelines and funding pathways
- Supports long-term regional ADA accessibility

Chapter XX Public Facility Assessment Introduction and Methodology

As mentioned above, Title II of the ADA only impacts municipally owned facilities. This title does not address employment or issues concerning other sections of the ADA. This is why the following facility assessment does not cover private areas of each facility utilized only by employees. Although many situations allow issues of accessibility to be resolved by changes to program accommodation, there are situations where access to programs, services and activities can only be achieved by removal of physical barriers. This report identifies such physical barriers within WPCOG and from the nearest public way and/or accessible parking space(s) to the building. Relative to Program Access as stipulated in Title II, state and local governments/agencies, "Are not required to take any action that would result in the fundamental alteration in the nature of the service, program, or activity or in undue financial and administrative burdens. However, public entities must take any other action, if available, that would not result in a fundamental alteration or undue burdens but would ensure that individuals with disabilities receive the benefits or services." Many feel that only new construction and alterations need to be accessible and that older facilities are "grandfathered." However, because the ADA is a civil rights law and not a building code, older facilities are often required to be accessible to ensure that people with disabilities have an equal opportunity to participate. This report was prepared for WPCOG as part of an effort to: 1. Comprehensively document elements of the built environment which negatively impact individuals with disabilities. 2. Plan for most important facility improvements in conjunction with the 2010 ADA Standards for Accessible Design. Included in Appendix A.

FACILITY ASSESSMENT PRIORITIES

This report's ADA compliance information is organized to follow three priorities for barrier removal as recommended by the Department of Justice in the ADA Title II regulations. The three priorities are included and color coded as follows:

Priority 1 - High Priority	Priority 2 - Moderate Priority	Priority 3 - Low Priority	Technically Infeasible or Not Applicable
Accessible Approach and Entrance	Access to goods and services and access to public toilet rooms	Access to other items such as water fountains and public telephones	Certain standards do not apply to facilities built prior to March 12, 2012. These items have been noted and do not need to be corrected unless the facility is altered. Measurements within a reasonable tolerance range that would involve undue burden to correct as well as structural or financial infeasibility are covered under technically infeasible.

Priority 1 (High) items are more time sensitive mobility barriers that should be corrected first. According to regulations, these items are most unsafe or present more immediate liabilities for municipalities. Priority 3 (Low) items are less time sensitive. The following methodology is a modified version of the ADA National Network Guidelines (found in Appendix A). This report is meant to be a living document, therefore, items can be modified as they are addressed.

FACILITY ASSESSMENT METHODOLOGY

The survey team relied on guidelines approved by the ADA National Network while inventorying the facility and outside elements within the pedestrian right of way. The resulting methodology correlates with the methodology found in the facility survey guidelines. A facility survey can be found in Appendix A.

High/Critical Priority – This relates to immediate safety hazards as well as direct access to the facility. Without proper facility access, the categories below become null. Most common high priority items relate to door pressures and closure times. Exterior doors relate directly to access to a facility as well as most interior doors. Some interior doors relate more to access to goods and services, however, for consistency, doors are scored using the same criteria. There are no set standards for exterior door pressures, but no more than 10 pounds is recommended. Interior doors have a required pressure of 5 pounds or less. Both interior and exterior door closure times cannot take less than 5 seconds to close from a 90 degree open position to 12 degrees from the door latch.

Moderate Priority – This relates to less severe safety hazards as well as access to goods and services and public restrooms (certain issues within service areas or public restrooms may still fall into high or low categories depending on the severity of the issue).

Low Priority – This relates to non-compliant issues that do not pose an immediate safety hazard as well as access to an accessory (items such as water fountains and public telephones). Most items received a “low” score if only 5” or less out of compliance within the facility.

Not applicable/technically infeasible – This could be due to changing standards, measurements within a reasonable tolerance range, structural or financial infeasibility, etc. As stated above, certain standards do not apply to facilities built prior to March 12, 2012. These items have been noted and do not need to be corrected unless the facility is altered.

****Note:** High, moderate, and low recommendations are included in the plan for consideration. Recommendations are not based on standards and, therefore, are not required. They are still ranked according to severity.

Greenway Public Transportation Facility

Parking & Approach

Accessible Parking Requirements:

The ADA requires accessible parking based on the total number of spaces in the lot.

Minimum ratios:

- 1–25 total spaces → 1 accessible space
- 26–50 → 2 accessible spaces
- 51–75 → 3 accessible spaces
- 76–100 → 4 accessible spaces

Additionally, at least 1 of every 6 accessible spaces must be van-accessible.

Accessible Space Dimensions:

- Standard accessible space width: 8 ft minimum
- Access aisle: 5 ft minimum
- Van-accessible space: either 11 ft wide with a 5 ft aisle OR 8 ft wide with an 8 ft aisle
- Vertical clearance for vans: 98 inches minimum
- All accessible spaces must connect to the accessible route.

Findings:

No accessible parking is provided. Because the facility must provide accessible parking proportional to its total number of spaces, this is non-compliant. Accessible spaces should be located as closely to the accessible entrance as possible. (high priority)



Accessible Route Requirements:

An accessible route must connect parking, sidewalks, and entrances without requiring stairs.

Routes must be:

- At least 36 inches wide
- Slip-resistant
- Sloped no more than 1:20 (5%) unless constructed as a ramp
- Ramps must be 1:12 max (8.33% slope)

Finding:

The accessible route at the entrance of the building is compliant. It should, however, connect to the striped access aisle of an accessible parking space once accessible parking is designated. It also should be free of shrubbery and other obstructions. (high priority)





Entrance Ramp:

Ramps must be at least 36 inches wide and have edge protection, handrails (if rise exceeds 6 inches), and a slope no steeper than 1:12.

Finding:

Ramp does not span the full width of the walkway and could become a slip hazard. The ramp is 36" wide, however, it does not have edge protection. (high priority)



Rear Exit:

Accessible means of egress must provide a usable route that does not require stair descent.

Finding:

Exit includes only stairs. (high priority)



Entrance Doors

Exterior Door Force Requirements:

While interior doors are limited to a maximum of 5 pounds of force, exterior doors do not have a specific numeric ADA limit because wind, security, and fire code needs vary.

However, exterior doors must still be usable by individuals with disabilities and should not require excessive force. Many accessibility guidelines suggest ≤ 15 lb pull force as a practical threshold.

Measured Forces:

Left Door (looking at the building from the outside): Push 20 lb / Pull 27 lb (**high priority**)

Closure Time: 4 seconds

Right Door (looking at the building from the outside): Push 17 lb / Pull 16 lb (**high priority**)

Closure Time: 6.15 seconds (compliant)

These values are significantly above typical accessible thresholds, making the doors difficult to operate.



Door Closing Speed:

Doors with closers must take at least 5 seconds to move from 90° to 12° from the latch. This prevents the door from striking users or closing before they pass through.

Recommendation:

Install automatic door operators OR adjust tension to reduce opening force and slow closing speed.

Lobby & Hallway Elements

1 wheelchair space is necessary for every 25 seats in the lobby. Currently, the space is open and compliant. **Compliant**

To remain compliant, the following standards should be considered -

- The wheelchair space should measure 36"x48" deep for forward approach and 36"x60" for parallel approach.
- A clear, accessible path from the front entrance to wheelchair spaces should be 36" wide.

Control Height Requirements:

Operable parts (switches, dispensers, thermostats, etc.) must be between 15–48 inches above the floor to ensure reach by wheelchair users.

Lobby –

Findings:

- Hand sanitizer at 50.5": Above allowable height (**low priority**)
- Light Switch: Mounted 49" from the floor (**low priority**)

Door from Lobby into Main Building

- Pull: 4 pounds of pressure (**compliant**)
- Push: 4 pounds of pressure (**compliant**)
- Closure Time: 3.1 seconds (**high**)
- Help desk at 29": Within 28–34" standard counter height range (**compliant**)



Hallway –

Hallway Width:

Accessible routes must be at least 36 inches wide, with brief narrowing to 32 inches allowed.

Finding:

Hallway width of 53" is compliant. **Compliant**

- No sign in Braille at fire extinguisher? There is signage for the extinguisher, however, it does not include Braille. **High priority**
- Hand sanitation station mounted 47.5" from the floor (**compliant**)
- Light switch in hallway mounted 51" from the floor (**low priority**)
- Fire extinguisher height is 62" to handle. **High priority**

- The operable part (handle) of a fire extinguisher must be within reach ranges, generally **no higher than 48 inches** for unobstructed forward/side reaches (15-48" AFF), but lower to **44-46 inches** if reaching over an obstruction, with the bottom at least 15 inches up. For heavier extinguishers (over 40 lbs), the top is limited to 42 inches (3.5 ft) high, with the base at least 4 inches off the floor.



Women's Restroom

Restroom Signage Requirements:

Restroom signs must include tactile characters, Braille, and be mounted on the latch side at 48–60 inches above the floor. Currently the signage is not in Braille and located on the door of the restroom. (moderate priority)



Door Force:

Interior restroom doors must require no more than 5 lb of force to open.

Measured at 14 pounds push, 15 pounds pull → high priority

Closure Time: 4.15 seconds (high priority)

Door Width and Maneuvering Space:

Doorways must provide at least 32 inches of clear opening.

Turning space must be at least 60 inches diameter or a T-shaped turning area.

Finding:

- The hallway in the restroom is 35" wide. This hallway, however, narrows at the doorframe to 21" when entering/exiting the room. **High priority – this deals directly with access**



- Doorway width into the overall restroom: 29" – **high priority – this deals directly with access**



- Overall restroom (57" x 45") lacks required turning space – **high priority – restricted space could cause a safety issue.**
- Lock on door 33" high (**compliant**)

There must be a clear path to at least one of each type of fixture (e.g. sink, hand dryer, etc.) that is at least 36" wide. Toilet compartments must measure 60" wide and 56" deep. There is currently not enough clearance around the toilet.

» There must also be at least 48" for a forward approach to the sink.

- There is only 17" of clear space from the front of the toilet. **High priority**
- There is only 25" of clear space from the front the sink to the wall **high priority**

Toilet Standards:

- Centerline must be 16–18 inches from side wall
- Height must be 17–19 inches (measured toilet is compliant at 18")

- Grab bars required:

- » Side grab bars above toilets must be at least 42" long on the side wall. It must be located no more than 12" from the rear wall and extend at least 54" from the rear wall. The grab bar must be mounted between 33" and 36" above the floor.

- » The rear grab bar must be at least 36" long on the rear wall.

- Toilet paper dispenser standards

The toilet paper dispenser must be located no less than 7" and no greater than 9" from the front of the toilet to the center of the dispenser. **If constructed before 3/15/12 dispenser does not need to be relocated if it is within reach from the toilet.

Findings:

- No grab bars installed **high priority**
- ADA Standards require an open side of the toilet where the flush handle is located. The current flusher is not located on the open (accessible) side **moderate priority**
 - The toilet paper dispenser is 37" high and located directly next to the toilet. The toilet seat covers are located above the toilet paper dispenser. **Low priority**



Sink & Knee Clearance:

Accessible sinks must provide:

- 27 inches knee clearance
- 30 inches minimum width
- 17-25 inches depth clearance

Finding:

Sink has no knee clearance → moderate priority



Accessory Heights:

- Mirrors must have bottom edge \leq 40 inches
- Coat hooks must be \leq 48 inches
- Soap dispensers, dryers, light switches, towels must be \leq 48 inches

Findings:

- Mirror at 51.5" → moderate priority
- Coat hook at 62.5" → high priority – While coat hooks are not required, the current hook is mounted at a height that could be a safety concern for some users.



- The automatic light sensor is 50" high to the sensor. Low priority
- Soap at 39", dryer at 41", towels at 46" → Compliant

Unisex Restroom

Signage:

Must be mounted on latch side, tactile, Braille, and 48–60 inches high.

Current placement on the door is non-compliant. Moderate priority



Door Width:

Doors must provide at least 32 inches of clear width.

Main door into restroom measured at 29" → **high priority – this relates to direct access to the restroom**

Toilet room entrance at 23" wide → **high priority**



Maneuvering Space:

The room must support a 60" turning circle or equivalent turning space.

There must be a clear path to at least one of each type of fixture (e.g. sink, hand dryer, etc.) that is at least 36" wide. Toilet compartments must measure 60" wide and 56" deep. There is currently not enough clearance around the toilet.

» There must also be at least 48" for a forward approach to the sink.

Compartment measured at 46" x 57" → **high priority – lack of maneuvering room impacts access**

There is only 28" of maneuvering space between the sink and the wall. **High priority**

Toilet Clearance:

Requires 56" minimum depth (wall-mounted) or 59" (floor-mounted).

Only 17" between the toilet and the wall – **high priority**

Sink Requirements:

Must include knee clearance (27" high, 30" wide, 17–25" deep).

Cabinetry blocks access → **moderate priority**



Accessories:

Mirror bottom edge must be ≤ 40 ".

Coat hooks/hangers & light switches ≤ 48 ".

Findings:

- The mirror is mounted 50" high to the bottom. **Moderate priority**



- There is 63" from the floor to the hanger space for clothing. **High priority - While coat hooks and hanger spaces are not required, the current hanger space is mounted at a height that could be a safety concern for some users.**



- The lock measures 33" from the floor. (compliant)
- The light switch is mounted 51" high. Low priority



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Door Pressures:

- Push Pressure of Door: 14 pounds **high priority**
- Pull Pressure: 16 pounds **high priority**
- **Closure Time: 4.40 seconds high priority**

Toilet Standards:

Centerline must be 16–18 inches from side wall

- Height must be 17–19 inches (measured toilet is compliant at 18")
- Grab bars required:
 - » Side grab bars above toilets must be at least 42" long on the side wall. It must be located no more than 12" from the rear wall and extend at least 54" from the rear wall. The grab bar must be mounted between 33" and 36" above the floor.
 - » The rear grab bar must be at least 36" long on the rear wall.

- Toilet paper dispenser standards

The toilet paper dispenser must be located no less than 7" and no greater than 9" from the front of the toilet to the center of the dispenser. **If constructed before 3/15/12 dispenser does not need to be relocated if it is within reach from the toilet.

Findings:

- There are no grab bars mounted on the wall beside or behind the toilet. **High priority**
- The toilet is 18" high. **(compliant)**
- The toilet paper dispenser is mounted 33" high and is nearly beside the toilet (2" ahead of toilet). **Low priority**



Other measurements taken:

- The hallway within the restroom is 36" wide. **compliant**
- The soap dispenser is located 40" high and is mounted above the sink. **compliant**
- The hand dryer is mounted 42" high and is not located above anything. **compliant**
- The paper towel dispenser is mounted 43" high and is not located above anything. **compliant**

Conference Room

1 wheelchair space is necessary for every 25 seats in the conference room. **Moderate priority**

- The space should measure 36"x48" deep for forward approach and 36"x60" deep for parallel approach.
- A clear, accessible path from the entrance of each conference room to each wheelchair space should be 36" wide. Wheelchair accessible spaces should be dispersed throughout the room. **Moderate priority**

Fire Extinguisher:

Height of 47" to the operable parts of the extinguisher. **Compliant**

- The operable part (handle) of a fire extinguisher must be within reach ranges, generally **no higher than 48 inches** for unobstructed forward/side reaches (15-48" AFF), but lower to **44-46 inches** if reaching over an obstruction, with the bottom at least 15 inches up. For heavier extinguishers (over 40 lbs), the top is limited to 42 inches (3.5 ft) high, with the base at least 4 inches off the floor.

Door Width:

35" clear → **compliant**.

Controls:

Light switches must be ≤ 48".

- The light switches are mounted 50" and 49" high. **(low priority)**

Work Surface:

Accessible surfaces should be 28–34" high with knee space below when intended for use by the public.

The coffee desk and tables are compliant unless knee space is obstructed. **Compliant**

General

- Signs should be on the latch side of doorways at the entrance of permanent rooms. Directional signage to permanent rooms could be beneficial. Signage should include Braille. **Moderate priority**

- Accessible exits should be marked with signage. Inaccessible exits should be marked with directional signage indicating the nearest accessible exit. Signage should include Braille. **High priority**
 - Signs must be mounted on the wall on the latch side of each door.
 - For signs that are permanent, the baseline of the lowest character should be at least 48" high and baseline of lowest character no more than 60" high.
- Always allow at least 36" between rows of tables in conference rooms. Access aisles are needed behind all seating areas. All tables should allow for appropriate knee space. **(compliant)**
- A space large enough for a wheelchair resting area must be available in each office open to the public. **Moderate priority**
 - The space should measure 36"x48" deep for forward approach and 36"x60" for parallel approach. A clear, accessible path from the front entrance to wheelchair spaces should be 36" wide.

Greenway Transit Hub

*At the time of inventory, there were no public restrooms.

*Since the transit hub is composed of pedestrian infrastructure, this facility was scored using *Priority 1 – Approach and Entrance* standards based on the 2010 ADA Standards for Accessible Design.

- Sidewalk should connect from the existing sidewalk along the road to the transit hub. This will provide riders utilizing the sidewalk easier access to the transit hub. Please see two separate locations below. **(high recommendation)**
 - Sidewalk at 1st Ave SW:
 - Before:



■ After:



- Sidewalk at 2nd Ave SW:
 - Before:



▪ After:



- There is no accessible parking in the lower parking lot along 2nd Ave SW.
 - This lot is not owned by Greenway Public Transportation. Recommend placing signage at all of the lots managed by Greenway Public Transportation. **High recommendation**



- Recommend additional curb ramp from main parking area. The parking space at the new curb ramp should be striped to avoid cars blocking ramp. **High recommendation**
 - There is currently no curb ramp at the accessible spaces connected to the transit hub. This would be an ideal placement for the curb ramp. Please see curb ramp “A” in the picture below. **High recommendation**
 - The accessible spaces in this location do not meet the standards for a van accessible space. Van accessible spaces should measure 16’ (including the access aisle and the space). The dimensions are listed below. **High priority**
 - Accessible Space Dimensions:
 - Standard accessible space width: 8 ft minimum
 - Access aisle: 5 ft minimum
 - Van-accessible space: either 11 ft wide with a 5 ft aisle OR 8 ft wide with an 8 ft aisle
 - Vertical clearance for vans: 98 inches minimum
 - All accessible spaces must connect to the accessible route.

Before:



After recommended improvements. A curb ramp was added at the accessible parking (A). The curb ramp was corrected at the corner or the transit hub (B). The parking space was expanded to meet accessible van ADA standards.



- The existing curb ramp next to the accessible spaces at the back of the transit hub does not meet ADA standards. Please see below and the recommended changes on curb ramp "B." **High priority**

Before:



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After:



- The following accessible space does not meet ADA standards. The striped access aisle does not align with the space. **High priority**



- All accessible spaces should have a striped access aisle that connects to the accessible entry of the transit hub. There are currently several accessible spaces that do not have a striped accessible pathway to the transit hub entry. Please see below.
High priority
Before:



After:



- 28" to service desk at the ticket office. **(compliant)**
- The curb ramps at the driveway cut on 3rd St SW should be addressed. These ramps are not compliant and pose a safety risk to those walking to the transit hub. **High priority**
 - The cross slope across this driveway cut exceeds the allowable 2%, making the crossing very unsafe for pedestrians.
 - The driveway cut should be a striped crosswalk for pedestrians. **High recommendation**



- The curb ramps at 1st Ave. SW do not meet ADA standards. In addition to correcting the slopes and resting areas, they should be realigned and detectable warnings should be added. **High priority**
 - The crosswalk at these curb ramps should be restriped. **Moderate priority**



- For more direct access to the accessible parking to the smaller lot on 1st Ave. SW, it is recommended to extend the existing curb ramp on 1st Ave. SW to meet the striped access aisle of the accessible parking space. This would eliminate the need to have a striped access aisle from the current space and next to the driveway cut. This would also result in higher visibility of pedestrians at the driveway cut of the transit hub. Please see below. **High recommendation**

Before:



After, with suggested improvements. The sidewalk is extended to the transit hub. The curb ramps have detectable warnings. The curb ramp to the right of the driveway cut is extended to shorten the accessible pathway and create greater visibility for pedestrians.



- To give all riders adequate resting areas for each route, a bench should be installed at Route 7. **Low priority**

- Recommend a striped crosswalk across this driveway cut on 2nd Ave. SW. **High recommendation**



Chapter X — Bus Stop Inventory & Methodology

CHAPTER X — BUS STOP INVENTORY & METHODOLOGY

4.1 Overview

This chapter describes the complete methodology used to evaluate 346 bus stops in the Western Piedmont Regional Transit Authority (WPRTA) service area, including Burke, Catawba, Alexander, and Caldwell Counties. The Western Piedmont Council of Governments (WPCOG) conducted the inventory using a standardized data collection approach, ADA-compliant measurement tools, and a comprehensive GIS-based evaluation framework. The

methodology ensures that all stops are evaluated consistently, transparently, and in accordance with ADA Title II, ADA Accessibility Guidelines (ADAAG), and Public Rights-of-Way Accessibility Guidelines (PROWAG).

4.2 Data Sources

The bus stop inventory incorporates:

- Field data collected by WPCOG staff
- ADA inspection sheet responses
- GPS and coordinate data (x/y fields)
- Attribute fields from the WPCOG data collection spreadsheet
- Supplemental photo documentation
- GIS layers maintained by WPCOG
- County-level and municipal sidewalk and roadway datasets

The spreadsheet includes over 70 ADA-related data columns, covering accessible pads, sidewalks, shelters, benches, signage, curb ramps, slope conditions, and the final ADA priority category (Column BX).

4.3 Inventory Structure

Each bus stop includes the following core elements:

4.3.1 Stop Identification

- ObjectID
- Stop name
- County
- Geographic coordinates (x/y)
- Status (active/inactive)

4.3.2 Boarding Area Assessment

- Accessible Pad?
- Pad width (≥ 60 inches)
- Pad length (≥ 96 inches)
- Surface condition (firm/stable/slip-resistant)
- Horizontal and vertical clearances
- Cross-slope conditions
- Running slope impacts

4.3.3 Sidewalk Connectivity

- Is a sidewalk present?
- Quality rating
- Whether sidewalk can tie into the accessible pad
- Width of accessible connection (≥ 3 feet)
- Accessible route continuity

4.3.4 Shelter and Bench Amenities

Shelters were assessed for:

- Presence/absence
- 30-inch minimum interior clear width
- 48-inch minimum interior clear depth
- Entrance width (≥ 32 inches)
- Obstructions
- Height (≥ 6 feet 8 inches)
- Sidewalk interactions

Benches were evaluated for:

- Seat height (17–19 inches)
- Seat depth (20–24 inches)
- Back support compliance
- Clear spaces on each side
- Surface condition and water accumulation

4.3.5 Signage Assessment

Sign fields included:

- Is a sign present?
- Permanent or temporary sign
- Character visibility and contrast
- Mounting height (27–80 inches)
- Glare and readability
- Protrusion hazards (≤ 4 inches)

4.3.6 Curb Ramps and Rights-of-Way Characteristics

- Presence of curb ramp
- Impact of ramp on accessible pad
- Nearby roadway speed and traffic context
- Lighting availability
- Shoulder width and drainage features

4.4 Field Inspection Process

WPCOG conducted inspections using a consistent procedure:

1. Photographing full site context
2. Measuring boarding pad
3. Assessing sidewalks and access routes
4. Reviewing sign placement and height
5. Evaluating amenities and clearances
6. Observing safety/environmental conditions
7. Entering data into the ADA inventory spreadsheet

4.5 ADA Criteria Used in Evaluation

Boarding Pad Requirements:

- 60-inch width minimum
- 96-inch length minimum
- Cross-slope \leq 2%
- Firm, stable, slip-resistant surface

Sidewalk Requirements:

- Minimum width 4 feet
- Cross-slope \leq 2%
- Accessible connection to boarding area required

Shelter Requirements:

Note: Shelters and benches are not required. If present, however, they must meet the standards for shelters and amenities.

- 30-inch minimum clear width
- 48-inch minimum clear depth
- Entrance at least 32 inches wide
- Minimum height 6 feet 8 inches

Bench Requirements:

Note: Shelters and benches are not required. If present, however, they must meet the standards for shelters and amenities.

- Seat height 17–19 inches
- Seat depth 20–24 inches
- Back support needed for ADA compliance
- 24-inch minimum clearance from curb
- 30-inch clear space on either side

Signage Requirements:

- Sign height between 27–80 inches
- Non-glare finish
- High contrast characters
- Protrusion limit \leq 4 inches

4.6 GIS Integration

WPCOG geocoded all stops and used ArcGIS Pro for:

- Spatial validation

- Mapping deficiencies
- Visualizing priority levels
- Supporting multi-county regional planning
- Integrating sidewalk/roadway layers
- Preparing official plan maps

4.7 Priority Scoring Methodology

Priority levels (High, High–Moderate, Moderate, Low, None) were assigned based on:

- Accessible pad presence and condition
- Sidewalk connectivity
- Shelter and bench compliance
- Signage accuracy and placement
- Slope and grading measurements
- Roadway speeds and safety risk
- Proximity to medical, educational, and civic destinations
- Rider impact and essential service context

This scoring system is documented in Appendix B and forms the backbone of the capital improvement scheduling process.

Chapter X — Findings

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CHAPTER X — FINDINGS

5.1 Overview

The ADA inventory conducted across all 346 WPRTA bus stops revealed significant variation in accessibility conditions, infrastructure consistency, and compliance with ADA and PROWAG guidelines. This chapter presents the major findings of the assessment, highlighting systemwide conditions, recurring deficiencies, and geographic patterns across Burke, Catawba, Alexander, and Caldwell Counties.

5.2 Systemwide Accessibility Conditions

- Note: Shelters and benches are not required. If present, however, they must meet the standards for shelters and amenities.

5.2.1 Accessible Boarding Pads

A substantial number of stops lack a compliant boarding pad meeting ADA requirements (60" × 96", firm, stable, slip-resistant). Many stops rely on:

- Grass or dirt surfaces

- Gravel or washed-out shoulders
- Steep slopes unsuitable for mobility devices
- Narrow pavement sections
- Eroded or broken surfaces

Accessible pads were most consistently present at newer urban stops in Catawba County and at high-activity stops near hospitals, colleges, and civic centers.

5.2.2 Sidewalk Connectivity

Sidewalk connections remain inconsistent across the four-county region. Common issues include:

- Stops located on road shoulders without sidewalks
- Sidewalks ending abruptly before reaching the boarding area
- Gaps in sidewalk networks
- Sidewalks narrower than ADA's 4-foot minimum
- Cross-slopes exceeding ADA limits

Connectivity is strongest in downtown Hickory, Newton, Conover, Morganton, and near major institutions.

5.2.3 Signage Conditions

Most stops include a sign, but ADA compliance varies. Common deficiencies:

- Signs mounted too low or too high
- Faded, damaged, or low-contrast characters
- Noncompliant fonts or glare
- Signs placed too close to walkways
- Missing signs in rural locations

5.2.4 Shelters and Benches

Amenities are limited systemwide. Most stops lack:

- Shelters
- Benches
- Lighting
- Trash receptacles

Where amenities exist, many do not meet ADA standards for clearances, back support, seat height, or unobstructed entrances.

5.2.5 Curb Ramps and Crossing Access

Many stops lack proper curb ramps, accessible crossings, or safe pedestrian approaches. Issues include:

- Steep driveway aprons
- Missing truncated domes

- Crossings routed through parking lots
- No defined pedestrian access point

5.3 Priority Allocation Findings

High Priority Stops

Common deficiencies include:

- No boarding pad
- No sidewalk
- Significant slopes
- Safety concerns
- Hazardous roadside placement
- High importance destinations (medical, social service)
- No signage

High–Moderate Priority Stops

Common issues include:

- Undersized pads
- Slope near ADA thresholds
- Missing sidewalk tie-ins
- Substandard signage

Moderate Priority Stops

Stops in this category are generally functional but not fully compliant.

Low Priority Stops

These stops satisfy most ADA requirements but require small-scale improvements.

None Priority Stops

These stops are fully ADA compliant with:

- Accessible boarding pads
- Sidewalk connectivity
- Clear signage
- Safe placement

5.4 Geographic Trends

Burke County

- Higher concentration of High and High–Moderate stops
- Rural segments have weaker sidewalk connectivity
- Morganton core has several fully compliant stops

Catawba County

- Highest concentration of fully compliant stops
- Strong infrastructure near hospital and college campuses

Alexander County

- Low stop density
- Most stops are Low or None priority
- Sidewalk gaps remain a challenge

Caldwell County

- Included in scope; no active fixed-route stops currently

5.5 Key Takeaways

1. Many stops lack compliant boarding pads.
2. Sidewalk connectivity is the most common deficiency.
3. Signage inconsistencies are widespread.
4. Amenities are limited across the region.
5. High need stops often correspond to essential destinations.
6. A structured capital plan is critical for improvement.

EXAMPLES OF BUS STOP TYPES & RECOMMENDATIONS

No Priority – The bus stop is fully compliant.



High Priority Examples and Recommendations -

Before:



After – Riders now have a way to access the transit stop via depressed curb at US 70 and the parking area. There is a large accessible pad for ramp deployment and adequate resting area. The accessible pad below is larger than required.



Before:



After: An accessible pad is located next to a curb ramp. Though a sidewalk and striped crosswalks are not required, one was added to enhance accessibility.



Before:



After – Curb and accessible pad are depressed for proper ramp deployment and accessibility. Sidewalks are not required, however, one is pictured for enhanced accessibility.



Before:



After – Signage and accessible pad have been added for accessibility. The curb is now depressed for access to the stop. The accessible pad is also depressed for proper ramp deployment. The accessible pad below is larger than required.



Before:



****Due to existing physical constraints, this transit stop is recommended for relocation. No renderings are available for this location.**

Before -



After - Due to the grade change between the sidewalk and the roadway, ramp deployment is not possible. Recommend relocating the transit stop to the other side of the driveway cut with an accessible pad.



Moderate High Priority Examples and Recommendations -

Before:



After – Riders can now access the pad due to a depressed curb with a detectable warning. The pad is located next to the curb ramp for proper ramp deployment. Sidewalks have been added for increased accessibility.



Moderate Priority Examples and Recommendations

Before:



After – An accessible pad was added next to the curb ramp. A detectable warning was added to the curb ramp to inform pedestrians before entering the roadway.



Before:



After - A large, accessible pad was added for ramp deployment and for adequate resting area. The grass planting strip was removed for proper ramp deployment.

*Note: The picture expands the accessible pad into a wide sidewalk. Accessible pads are only required to be 60" x 96", firm, stable, and slip-resistant.



Low Priority Examples and Recommendations



**This transit stop was labeled “low priority” due to its proximity to a major roadway. The sidewalk is wide enough to be considered an accessible pad, however, the sidewalk is slightly above the allowable cross slope for an accessible pad.

Chapter X — Capital & Programmatic Recommendations

CHAPTER X — CAPITAL & PROGRAMMATIC RECOMMENDATIONS

6.1 Overview

This chapter outlines the capital and programmatic improvements required to bring all WPRTA bus stops into full ADA compliance. Recommendations reflect field conditions, systemwide data trends, ADA and PROWAG standards, and multimodal planning best practices. Improvements are categorized to support phased implementation across the four county service area.

6.2 Capital Improvement Categories

6.2.1 Boarding Pad Construction

Construction of ADAcompliant boarding pads is the most critical need systemwide.

Improvements include:

- 60" × 96" minimum compliant concrete pad
- Firm, stable, slipresistant surface
- Level, compacted grading
- Crossslope ≤ 2%
- Clear space for future amenities

Many HighPriority stops require complete pad installation, often where stops currently sit on grass, dirt, or narrow roadway shoulders.

6.2.2 Sidewalk Connections

Sidewalk tieins ensure accessibility to the broader pedestrian network. Improvements include:

- Filling sidewalk gaps
- Adding short ADAcompliant connector segments
- Correcting crossslopes and heaving
- Ensuring minimum 4foot width

Where sidewalks exist nearby, a short connection often brings a stop into full compliance.

6.2.3 Shelter Installations

Shelters provide critical rider comfort, especially near:

- Medical facilities
- Social service agencies
- Colleges
- Highridership commercial areas

Shelters must meet ADA requirements:

- 30" minimum clear width
- 48" minimum clear depth

- 32" entrance width
- Height ≥ 6'8"
- No obstructions

6.2.4 Bench Installations

Benches should be prioritized where:

- Riders wait for extended periods
- There is a high proportion of senior/disabled users

Bench ADA requirements include:

- Seat height 17–19"
- Seat depth 20–24"
- Back support
- 24" minimum curb setback
- 30" clear space on each side

6.2.5 Signage Upgrades

Lowcost, highimpact improvements include:

- Replacing faded or damaged signs
- Standardizing sign mounting height
- Ensuring nonglare, highcontrast characters
- Eliminating protrusion hazards

6.2.6 Curb Ramp Enhancements

In urban or suburban areas, curb ramps connect transit stops to crossings. Needed improvements include:

- ADAcompliant slopes
- Detectable warnings
- Defined accessible crossing points
- Alignment with boarding pads

6.3 Programmatic Recommendations

6.3.1 Adoption of ADA Construction Standards

WPCOG and WPRTA should adopt a standardized ADA design manual covering:

- Boarding pads
- Sidewalk connectors
- Shelters and benches
- Sign placement
- Curb ramp geometry

6.3.2 ADA Data Maintenance Program

WPCOG should maintain:

- GISbased stop inventory
- Annual inspections and updates
- Photo documentation
- Priority reclassification workflow

6.3.3 Staff Training

Annual ADA training is recommended for:

- WPRTA maintenance crews
- Municipal public works departments
- Planning staff
- Bus operators (for issue reporting)

6.3.4 Public Reporting System

WPRTA should maintain a publicfacing system for:

- Reporting ADA issues
- Viewing accessibility updates
- Accessing systemwide data summaries

6.4 Implementation Priorities by Category

High Priority

- Install boarding pads
- Improve safety and visibility
- Add sidewalk connections
- Relocate stops if necessary

High-Moderate Priority

- Expand pads
- Improve slopes
- Correct sidewalk alignment
- Install signage

Moderate Priority

- Surface repairs
- Clearance adjustments
- Minor ADA upgrades

Low Priority

- Routine maintenance
- Smallscale signage improvements

6.5 MultiYear Capital Plan

Years 1–2

- Address all High Priority stops
- Begin High–Moderate improvements
- Standardize signs

Years 3–4

- Complete High–Moderate improvements
- Begin Moderate improvements
- Install shelters at highdemand stops

Years 5–6

- Complete Moderate and Low Priority improvements
- Install benches where needed

Year 7+

- Full system reassessment
- Update the ADA Transition Plan
- Integrate improvements with route changes

Chapter 7 — Implementation Plan

CHAPTER 7 — IMPLEMENTATION PLAN

7.1 Overview

This chapter outlines the practical steps that WPCOG and WPRTA will take to implement the ADA improvements identified in this plan. The implementation plan is structured to align with funding cycles, capital planning processes, municipal coordination opportunities, and long-term regional transit development.

7.2 Implementation Objectives

- Address the most critical ADA deficiencies first.
- Improve accessibility across the entire WPRTA fixed-route system.
- Integrate ADA upgrades with roadway, sidewalk, and redevelopment projects.
- Maximize available federal, state, and local funding.
- Maintain transparency through public reporting and annual updates.

7.3 Phased Implementation Structure

Implementation is divided into five major phases:

1. Assessment and prioritization (completed as part of this plan).
2. Short-term improvements at High Priority stops.
3. Medium-term improvements at High–Moderate and Moderate stops.
4. Long-term improvements across remaining stops.
5. Ongoing monitoring and future updates.

7.4 Annual Programming Cycle

Each year, WPCOG will:

- Update ADA inventory and scores.
- Re-evaluate stop priorities.
- Prepare a capital project list aligned with available grants (5307, 5310, 5339, CMAQ).
- Coordinate with municipalities on sidewalk and curb ramp work.
- Present recommendations to WPRTA Board and MPO TCC/TAC.

7.5 Stop Improvement Types by Complexity

- Low complexity: signage, minor pad leveling, small repairs.
- Medium complexity: pad construction, minor sidewalk extensions.
- High complexity: full reconstruction, relocation, drainage modification, new shelters.

7.6 Coordination with Stakeholders

Effective implementation requires coordination with:

- Municipal Public Works Departments
- County governments
- NCDOT Divisions 11 & 12
- Private property owners
- Human service agencies

7.7 Cost Considerations

Costs vary depending on improvement type:

- Concrete pad: \$3,000–\$10,000+
- Shelter: \$12,000–\$25,000
- Bench: \$1,000–\$3,500
- Sidewalk (per linear foot): varies by municipality

Funding strategies must reflect this variation.

Chapter X — Funding Strategy

CHAPTER X — FUNDING STRATEGY

8.1 Overview

The ADA Transition Plan requires a flexible and diversified approach to funding capital improvements. This chapter identifies federal, state, and local sources that WPRTA and WPCOG may use to implement ADA upgrades.

8.2 Federal Funding Sources

- FTA Section 5307 — eligible for capital projects including pads and shelters.
- FTA Section 5310 — supports mobility improvements for seniors and individuals with disabilities.
- FTA Section 5339 — capital improvements to bus stops and facilities.
- Congestion Mitigation and Air Quality (CMAQ) — eligible where projects reduce emissions.

8.3 State Funding Sources

- NCDOT Integrated Mobility Division (IMD).
- State capital assistance programs.
- Some municipal matching opportunities.

8.4 Local Funding Sources

- WPRTA capital reserves.
- Municipal general funds for sidewalk installation.
- County funding for high-impact stops.

8.5 Matching Requirements

Most federal grants require:

- 20% local match for capital.
- 10%–20% local match for shelters, pads, or accessibility improvements.

8.6 Prioritization for Funding

WPCOG will prioritize funding for:

- High-impact stops (medical, college, civic).
- High and High-Moderate Priority stops.
- Stops with strong municipal partnership opportunities.

8.7 Leveraging Multimodal Projects

Sidewalk and roadway projects are ideal opportunities to incorporate ADA stop improvements at reduced cost.

Chapter X — Monitoring, Updating, and Maintaining ADA Compliance

CHAPTER X — MONITORING, UPDATING, AND MAINTAINING ADA COMPLIANCE

9.1 Overview

ADA compliance is an ongoing responsibility requiring continuous monitoring, updates, and collaboration. This chapter establishes the annual processes WPCOG and WPRTA will use to maintain an accurate and functional ADA Transition Plan.

9.2 Annual Review Process

Each year, WPCOG will:

- Reassess High and High–Moderate stops.
- Review Moderate and Low stops as needed.
- Document improvements made during the year.
- Inspect new or modified stops.
- Update GIS inventory and ADA priority fields.

9.3 GIS Inventory Maintenance

The GIS database is the central tool for tracking:

- Stop locations
- Photos
- ADA compliance scores
- Priority levels
- Construction status
- Improvement history

9.4 Public Transparency

WPCOG will:

- Maintain ADA information online.
- Provide public comment opportunities annually.
- Engage disability advocacy organizations.
- Provide updates to MPO committees and the WPRTA Board.

9.5 Roles and Responsibilities

WPCOG:

- Maintains inventory and ADA tracking.
- Produces annual updates.
- Coordinates planning-level improvements.

WPRTA:

- Maintains physical stop infrastructure.
- Performs repairs and replacements.
- Supports data collection and reporting.

Municipalities and Counties:

- Install and maintain sidewalks, curb ramps.
- Participate in capital improvement partnerships.

9.6 Plan Update Cycle

- Comprehensive ADA Transition Plan update every 5 years.
- Annual interim update (inventory, priorities, progress).
- Update triggered by major route or system changes.

9.7 Long-Term Goals

- Reduce all High Priority stops to zero.
- Ensure full compliance systemwide.
- Integrate ADA improvements into all future planning efforts.

Appendix B — ADA Priority Ranking Framework

B.1 Overview

This appendix documents the complete scoring and classification framework used to assign ADA Priority Levels to all 346 WPRTA bus stops evaluated in the four-county service area (Burke, Catawba, Alexander, and Caldwell Counties). The Western Piedmont Council of Governments (WPCOG) applied a standardized, transparent, and reproducible priority methodology to ensure consistent identification of stops requiring ADA improvements.

The methodology reflects:

- ADA Title II regulations
- ADA Accessibility Guidelines (ADAAG)
- Public Rights-of-Way Accessibility Guidelines (PROWAG)
- FTA transit stop best practices
- National Transit Database (NTD) reporting standards
- Local accessibility and safety considerations

Each stop's priority level is stored in the dataset under Column BX: "What is the priority level of this location?"

B.2 Number of Bus Stops by Priority Level

Derived directly from the WPCOG ADA dataset (346 total stops):

High Priority — 21 stops

High-Moderate Priority — 34 stops
Moderate Priority — 47 stops
Low Priority — 61 stops
None Priority — 183 stops
TOTAL — 346 stops

B.3 Summary of Priority Levels

High Priority:

Stops with significant ADA deficiencies, no accessible pad, unsafe placement, or no sidewalk. These stops require immediate improvements.

High-Moderate Priority:

Stops with partial infrastructure but multiple ADA issues such as undersized pads, slope noncompliance, or missing connectivity.

Moderate Priority:

Stops that function but require targeted ADA corrections such as pad expansion or signage adjustments.

Low Priority:

Stops with minor ADA issues requiring small-scale fixes.

None Priority:

Stops that meet all ADA requirements and do not require improvements.

B.4 Full Priority Scoring Framework

The scoring criteria align with ADA standards and the decision hierarchy referenced in the priority ranking flowchart.

B.4.1 Accessible Boarding Pad (Highest Weighted Factor)

Criteria Considered:

- Presence of accessible pad
- Pad width \geq 60 inches
- Pad length \geq 96 inches
- Firm, stable, slip-resistant surface
- Cross-slope \leq 2%
- Clearance and alignment

Weighting:

- No pad \rightarrow High Priority

- Undersized pad → High-Moderate Priority
- Fully compliant → Continue scoring

B.4.2 Sidewalk Presence and Connectivity

Criteria include sidewalk presence, width, slope, and connection to pad.

Weighting:

- No sidewalk + no pad → High Priority
- Sidewalk present but not connectable → High-Moderate
- Connectable with minor fixes → Moderate
- Fully compliant → Continue

B.4.3 Curb Ramp Conditions

Criteria include presence, slope, detectable warnings, and alignment.

Weighting:

- No ramp where needed → High or High-Moderate
- Incorrect ramp → Moderate

B.4.4 Shelter ADA Compliance

Criteria include clearances, entrances, height, and obstruction-free access.

Weighting:

- Obstructed shelter → High-Moderate
- Minor issues → Moderate

B.4.5 Bench ADA Compliance

Criteria include seat dimensions, back support, slip resistance, and clearances.

Weighting:

- Severe issue → Moderate Priority
- Minor issues → Low

B.4.6 Signage ADA Compliance

Criteria include height, contrast, non-glare finish, and protrusion hazards.

Weighting:

- Missing sign → High or High-Moderate

- Minor deficiencies → Moderate or Low

B.4.7 Roadway, Safety, and Environmental Context

Weighting:

- High-speed roads without ADA features → High Priority
- Moderate hazards → High-Moderate

B.4.8 Destination Importance Weighting

Stops serving key destinations such as hospitals, clinics, social services, colleges, or major retail are elevated one tier when ADA issues exist.

B.5 Priority Classification Logic (Decision Hierarchy)

1. Is there a compliant accessible pad?
2. Is there accessible sidewalk connectivity?
3. Are amenities ADA compliant?
4. Is signage compliant?
5. Are slopes or roadway conditions unsafe?
6. Destination weighting applied last.

B.6 Resulting Priority Categories

High Priority:

Severe ADA failures or safety issues.

High-Moderate Priority:

Partial infrastructure with significant deficiencies.

Moderate Priority:

Manageable deficiencies requiring corrections.

Low Priority:

Near-compliant stops needing minor improvements.

None Priority:

Fully ADA-compliant stops requiring no improvements.

Appendix C – Stop Data Examples

This document contains detailed ADA data for all representative sample stops from High Priority to None Priority.

High Priority - CVMC ER

ObjectID: 234

Field	Value
ObjectID	234
GlobalID	5e7bd0f3-3e69-4f53-bf5b-35b56d09d922
Date Inspected	2024-11-01 16:00:00
In which county is the bus stop located?	Catawba
Name of the bus stop?	11th Avenue Dr. SE @CVMC ER
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	Yes
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	101.0

Is the height to finish floor or ground from baseline of character 40-70"?	No
Is the height to finish floor or ground from baseline of character 71-120"?	Yes
What is the horizontal viewing distance?	180" and greater
Is the minimum character height at least 2", plus 1/8" (3.2 mm) per foot of viewing distance above 180" or greater?	Yes
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 20:04:36.226000
Creator	Tom_Bell
EditDate	2025-02-12 16:47:43.614000
Editor	Tom_Bell
What is the priority level of this location?	High
Is a sidewalk present?	No
x	-81.2657058879972
y	35.7128449199989

High Priority - Good Samaritan Clinic

ObjectID: 95

Field	Value
ObjectID	95
GlobalID	0026fa0e-a935-4ab3-a299-405492737939
Date Inspected	2024-12-12 17:00:00
In which county is the bus stop located?	Burke
Name of the bus stop?	By Request: Good Samaritan Clinic
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	Yes
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	No
Is the Sign Mounted at Least 40" above Ground?	No
At what Height is the Sign Mounted?	22.0
Is the height to finish floor or ground from baseline of character 40-70"?	No

Is the height to finish floor or ground from baseline of character 71-120"?	No
Is the height to finish floor or ground from baseline of character greater than 120"?	No
Comments.3	Low accessibility, located in blind curve Up
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 19:47:57.750000
Creator	Tom_Bell
EditDate	2025-02-12 20:56:30.228000
Editor	Tom_Bell
What is the priority level of this location?	High
Is a sidewalk present?	No
x	-81.6535157769986
y	35.7296462799995

High-Moderate Priority - Neighborhood Walmart (127)

ObjectID: 204

Field	Value
ObjectID	204
GlobalID	e3a28a9c-850d-4e32-b77e-50fb154b0275
Date Inspected	2024-11-07 17:00:00
In which county is the bus stop located?	Catawba
Name of the bus stop?	25th Street Blvd @ WalMart (Hickory)
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	Yes
Is the Accessible Pad \geq 60" Wide?	Yes
Is the Accessible Pad \geq 96" long?	Yes
Does the Pad Connect to an Accessible Path?	Yes
Is Accessible Path at least 4' wide?	Yes
Is the Accessible Path Perpendicular to the road with less than 2% Slope?	Yes
Accessible Pad Recommended?	No
Is a Shelter Present?	Yes
Does the Shelter have at Least 30" Wide Clear Space?	Yes
Does the Shelter have at Lease a 48" Deep Clear Space?	Yes
Is the Shelter Obstructed?	No
Is the Entrance at Least 32" Wide?	Yes
Does the Shelter Abut a Building?	No

Is the Minimum Height 6'8"?	Yes
Is the Shelter Obstructing the Sidewalk?	No
Is there an Accessible Connection to Sidewalk?	Yes
Is the Accessible Connection at Least 3' wide?	Yes
Is there a Bench on Accessible Pad?	Yes
Accessible Pad Parallel to Short Axis of Bench?	Yes
Seat at Least 42" long?	Yes
Is the Seat 20" - 24" Deep?	No
Is Back Support at Least 42" Long?	No
Is the Back Support 2" or Less from the Seat Surface and 18" above Seat Surface?	No
Is the Back Support 2.5" or Less from the Rear Edge of Seat (Measured Horizontally)?	No
Is the Top of the Bench Seat Surface 17" - 19" above Ground?	Yes
Is the Seat Surface Slip Resistant?	Yes
Does the Seat Accumulate Water?	No
Will the Seat Support 250 lbs at any point?	Yes
Is there Minimum 24" between Bench and Back Face of Curb?	Yes
Is there Minimum 30" Clear Space on either Side of the Bench?	Yes
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes

Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	72.0
Is the height to finish floor or ground from baseline of character 40-70"?	No
Is the height to finish floor or ground from baseline of character 71-120"?	Yes
What is the horizontal viewing distance?	180" and greater
Is the minimum character height at least 2", plus 1/8" (3.2 mm) per foot of viewing distance above 180" or greater?	Yes
Is a curb ramp present at this stop location?	Yes
CreationDate	2024-02-26 20:04:29.460000
Creator	Tom_Bell
EditDate	2025-02-13 15:06:13.641000
Editor	Tom_Bell
Does the curb ramp contribute to the decline in accessible pad standards?	No
What is the priority level of this location?	None
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.2882608809986
y	35.7028940159995

High-Moderate Priority - PPG Paints

ObjectID: 54

Field	Value
ObjectID	54
GlobalID	62c35b29-df65-46a3-9745-b5bbd6a546f9
Date Inspected	2024-11-19 17:00:00
In which county is the bus stop located?	Burke
Name of the bus stop?	PPG Paints
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	Yes
Comments	Sidewalk is present
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	47.0

Is the height to finish floor or ground from baseline of character 40-70"?	Yes
what is the horizontal viewing distance?	72" and greater
Is the minimum character height 5/8" (16 mm), plus 1/8" (3.2 mm) per foot of viewing distance above 72"?	Yes
Comments.3	High traffic, limited accessibility
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 19:37:08.797000
Creator	Tom_Bell
EditDate	2025-03-06 16:06:02.615000
Editor	Tom_Bell
What is the priority level of this location?	Moderate-High
Is a sidewalk present?	Yes
Quality of sidewalk?	Poor
x	-81.6946036869972
y	35.7314280569989

Moderate Priority - CVCC East Campus

ObjectID: 127

Field	Value
ObjectID	127
GlobalID	9cf3bf4c-e93b-41a7-8f90-47ea11df8ae2
Date Inspected	2024-07-17 15:36:28.974000
In which county is the bus stop located?	Catawba
Name of the bus stop?	Main Ave Dr. & 12th Street NW (Church)
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	Yes
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	85.0
Is the height to finish floor or ground from baseline of character 40-70"?	No

Is the height to finish floor or ground from baseline of character 71-120"?	Yes
What is the horizontal viewing distance?	180" and greater
Is the minimum character height at least 2", plus 1/8" (3.2 mm) per foot of viewing distance above 180" or greater?	Yes
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 20:04:05.860000
Creator	Tom_Bell
EditDate	2025-02-13 21:18:52.061000
Editor	Tom_Bell
What is the priority level of this location?	Moderate
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.3588930319986
y	35.7325173479994

Moderate Priority - Burke County Courthouse

ObjectID: 181

Field	Value
ObjectID	181
GlobalID	78e892c8-a748-4217-93a9-ef4d7ddb337e
Date Inspected	2024-07-19 14:24:20.368000
In which county is the bus stop located?	Catawba
Name of the bus stop?	8th Street NE & 7th Ave NE
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	No
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	80.0

Is the height to finish floor or ground from baseline of character 40-70"?	No
Is the height to finish floor or ground from baseline of character 71-120"?	Yes
What is the horizontal viewing distance?	less than 180"
Is the minimum character height at least 2"?	Yes
Comments.3	Accessible path provides an adequate landing zone for ramp deployment.
Is a curb ramp present at this stop location?	Yes
CreationDate	2024-02-26 20:04:22.922000
Creator	Tom_Bell
EditDate	2025-03-06 20:27:34.609000
Editor	Tom_Bell
Does the curb ramp contribute to the decline in accessible pad standards?	No
What is the priority level of this location?	Low
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.3256831819972
y	35.7371622489988

Low Priority - Morganton City Hall

ObjectID: 183

Field	Value
ObjectID	183
GlobalID	8a26712d-50cd-44da-94c0-9a83a8dc7b72
Date Inspected	2024-07-19 16:00:00
In which county is the bus stop located?	Catawba
Name of the bus stop?	Main Ave NE @ Fast-n-Fresh
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	Yes
Is the Accessible Pad \geq 60" Wide?	Yes
Is the Accessible Pad \geq 96" long?	Yes
Does the Pad Connect to an Accessible Path?	Yes
Is Accessible Path at least 4' wide?	Yes
Is the Accessible Path Perpendicular to the road with less than 2% Slope?	Yes
Accessible Pad Recommended?	Yes
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes

Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	78.0
Is the height to finish floor or ground from baseline of character 40-70"?	No
Is the height to finish floor or ground from baseline of character 71-120"?	Yes
What is the horizontal viewing distance?	less than 180"
Is the minimum character height at least 2"?	Yes
Is a curb ramp present at this stop location?	Yes
CreationDate	2024-02-26 20:04:23.478000
Creator	Tom_Bell
EditDate	2025-04-02 15:11:11.623000
Editor	Tom_Bell
Does the curb ramp contribute to the decline in accessible pad standards?	No
What is the priority level of this location?	None
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.329008863
y	35.7347441700001

Low Priority - Westmont Rec Center

ObjectID: 46

Field	Value
ObjectID	46
GlobalID	6cfab6a0-179b-4c3f-bf97-bb5b3e7ad3a7
Date Inspected	2024-11-19 17:00:00
In which county is the bus stop located?	Burke
Name of the bus stop?	Alder Springs Apartments
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	Yes
Is the Accessible Pad \geq 60" Wide?	Yes
Is the Accessible Pad \geq 96" long?	Yes
Does the Pad Connect to an Accessible Path?	Yes
Is Accessible Path at least 4' wide?	Yes
Is the Accessible Path Perpendicular to the road with less than 2% Slope?	Yes
Accessible Pad Recommended?	No
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	No
Comments.3	Moderate traffic needs signage and accessible pads considering housing for disabled residents nearby.
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 19:37:06.638000

Creator	Tom_Bell
EditDate	2025-03-12 13:33:13.649000
Editor	Tom_Bell
What is the priority level of this location?	Moderate-High
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.6855048559972
y	35.7403252229988

None Priority - Millside Manor

ObjectID: 49

Field	Value
ObjectID	49
GlobalID	d6482be1-f985-4145-a1db-7d60213fe3e2
Date Inspected	2024-11-19 17:00:00
In which county is the bus stop located?	Burke
Name of the bus stop?	Millside Manor
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	No
Accessible Pad Recommended?	Yes
Comments	Sidewalk present, large grass median separating sidewalk from road
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes
Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	48.0

Is the height to finish floor or ground from baseline of character 40-70"?	Yes
what is the horizontal viewing distance?	72" and greater
Is the minimum character height 5/8" (16 mm), plus 1/8" (3.2 mm) per foot of viewing distance above 72"?	Yes
Comments.3	Accessible pad needs to be extended to meet standards.
Is a curb ramp present at this stop location?	No
CreationDate	2024-02-26 19:37:07.553000
Creator	Tom_Bell
EditDate	2025-03-06 20:51:55.238000
Editor	Tom_Bell
What is the priority level of this location?	Moderate
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.6846515389972
y	35.7488663579988

None Priority - Walmart Alexander

ObjectID: 97

Field	Value
ObjectID	97
GlobalID	4dd3d7b0-3b40-4719-880d-c011e8b38cb6
Date Inspected	2024-06-27 16:00:00
In which county is the bus stop located?	Alexander
Name of the bus stop?	Walmart
Status?	Inspected
Is the inspection Complete or Incomplete?	Completed
Accessible Pad?	Yes
Is the Accessible Pad \geq 60" Wide?	Yes
Is the Accessible Pad \geq 96" long?	Yes
Does the Pad Connect to an Accessible Path?	Yes
Is Accessible Path at least 4' wide?	Yes
Is the Accessible Path Perpendicular to the road with less than 2% Slope?	Yes
Accessible Pad Recommended?	No
Comments	Accessible pad obstructed due to outdoor merchandise shelves.
Is a Shelter Present?	No
Is there a Bench on Accessible Pad?	No
Is there a Sign Present?	Yes
Is this a permanent sign?	Yes
Do the Characters Contrast?	Yes
Is the Sign Non-Glare?	Yes

Does the Sign have Conventional Font?	Yes
Is the Sign Mounted between 27" and 80" off the ground?	Yes
Does the Sign Protrude into the Pathway by more than 4"?	No
Is the Sign Mounted at Least 40" above Ground?	Yes
At what Height is the Sign Mounted?	60.0
Is the height to finish floor or ground from baseline of character 40-70"?	Yes
what is the horizontal viewing distance?	72" and greater
Is the minimum character height 5/8" (16 mm), plus 1/8" (3.2 mm) per foot of viewing distance above 72"?	Yes
Is a curb ramp present at this stop location?	Yes
CreationDate	2024-02-26 19:59:29.829000
Creator	Tom_Bell
EditDate	2025-02-13 21:43:33.002000
Editor	Tom_Bell
Does the curb ramp contribute to the decline in accessible pad standards?	No
What is the priority level of this location?	Low
Is a sidewalk present?	Yes
Quality of sidewalk?	Good
x	-81.1764180355233
y	35.9083005597564

Appendix D — Public Outreach, Stakeholder Engagement, and Coordination

D.1 Overview

The Western Piedmont Regional Transit Authority (WPRTA), in partnership with the Western Piedmont Council of Governments (WPCOG), developed this ADA Transition Plan using a transparent, inclusive, and community-focused approach. Public engagement is a critical requirement of the Americans with Disabilities Act (ADA) Title II regulations and ensures that the needs of riders with disabilities, caregivers, mobility specialists, and community service organizations are fully considered. This appendix documents the outreach, engagement, coordination, and compliance measures conducted during development of the WPRTA ADA Transition Plan.

D.2 Regional Coordination Framework

WPRTA serves Burke, Catawba, Alexander, and Caldwell Counties. Because transit stops appear across multiple jurisdictions and municipalities, plan development required coordination with county and municipal governments, social service agencies, health care facilities, educational institutions, major employers, community centers, NCDOT Division representatives, and the Greater Hickory MPO (GHMPO) committees. This engagement ensured that ADA considerations were consistently applied across the region.

D.3 MPO Committee Briefings (TCC/TAC) & WPRTA Board Briefings

WPCOG provided updates to the Greater Hickory MPO's Technical Coordinating Committee (TCC) and Transportation Advisory Committee (TAC). **WPCOG also provided updates to WPRTA's Board of Directors and Transit Advisory Board.** Meetings included discussions on ADA requirements, field data collection progress, scoring methodology, county-specific needs, and draft recommendations. This ensured regional consistency with MTIP/TIP development, Title VI requirements, and ADA Title II compliance.

D.4 Stakeholder Engagement

WPCOG coordinated with organizations serving individuals with disabilities, including the Area Agency on Aging, vocational rehabilitation services, nonprofits supporting visually impaired and mobility-limited individuals, healthcare networks, ADA advocacy groups, and human service transportation partners. These stakeholders provided insight into high-need

locations, barriers experienced by riders with disabilities, and equitable prioritization of critical stops across the region.

D.5 Community Feedback and Rider Observations

Public and rider feedback was collected through WPRTA staff, WPCOG customer service channels, online submissions, and operational reports. Feedback highlighted accessibility obstacles, unsafe boarding conditions, damaged or obscured signage, slope concerns, and issues near medical, educational, and social service destinations. This feedback helped validate field data findings and strengthen the prioritization methodology.

D.6 Coordination with WPRTA Operations Staff

WPRTA drivers and operations staff contributed essential insight into day-to-day operational challenges, such as stops frequently used by riders with mobility devices, areas with recurring boarding difficulties, and inconsistent or obstructed signage. Their firsthand experience shaped the recommendations for ADA improvements and ensured the plan addressed practical operational needs.

D.7 ADA Title II Compliance Requirements

The plan fulfills ADA Title II requirements through public availability of the draft plan, opportunities for comment, documentation of methodology, grievance procedures, transparent scoring processes, and multi-jurisdictional review. All outreach documentation will be maintained for audit readiness.

D.8 Summary

This appendix demonstrates the commitment of WPRTA and WPCOG to a transparent, inclusive planning process. Through coordinated regional engagement, input from riders and stakeholders, and formal MPO review, this ADA Transition Plan reflects community needs and ensures future ADA improvements will be prioritized equitably and effectively.

Appendix E — ADA Design Standards and Technical Guidance

E.1 Overview of Applicable ADA Standards

Appendix E summarizes the primary ADA, PROWAG, and FTA standards guiding accessible transit infrastructure design throughout the WPRTA service area. These standards inform improvements recommended within this Transition Plan and establish minimum requirements for pads, shelters, sidewalks, signage, and curb ramps.

Key reference documents include:

- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Public Rights-of-Way Accessibility Guidelines (PROWAG, Proposed)
- MUTCD Standards for Transit Signage
- FTA Bus Stop Facility Accessibility Guidelines
- NCDOT Roadway Design Manual (ADA-related components)

E.2 Accessible Boarding Pad Requirements

Accessible boarding pads must meet ADA minimum dimensional and performance requirements to allow safe, unobstructed boarding and alighting.

Minimum ADAAG Requirements:

- Width: At least 60 inches
- Length: At least 96 inches
- Slope: Cross-slope $\leq 2\%$; running slope $\leq 5\%$ (unless designed as a ramp)
- Surface: Firm, stable, slip-resistant
- Clear space free of obstructions
- Direct connection to an accessible route (sidewalk or shared-use path)

E.3 Sidewalk and Accessible Route Requirements

Sidewalks connecting to bus stops must meet minimum accessibility requirements to ensure safe travel from public rights-of-way to boarding areas.

Sidewalk Requirements:

- Minimum width: 48 inches clear
- Cross-slope: $\leq 2\%$
- Running slope: $\leq 5\%$ unless classified as a ramp
- Surface: Firm, stable, slip-resistant
- Continuous accessible connection from sidewalk \rightarrow pad \rightarrow shelter/bench \rightarrow sign

E.4 Shelter Standards

Transit shelters provide weather protection and improve user comfort, but they must also maintain ADA compliance.

Shelter Accessibility Standards:

- Minimum 30-inch wide clear space inside the shelter
- Minimum 48-inch depth of unobstructed standing space
- Entrance width: ≥ 32 inches
- Vertical clearance: ≥ 6 feet 8 inches
- Shelter interior must avoid creating protruding hazards
- Shelters must not obstruct the sidewalk or accessible path

E.5 Bench Standards

Benches located at bus stops must provide adequate clearances and back support to ensure accessibility.

Bench Requirements:

- Seat length: At least 42 inches

- Seat depth: 20–24 inches
- Back support: At least 42 inches long and positioned within 2 inches of the seat surface
- Seat height: 17–19 inches above ground
- Slip-resistant seat surface
- Must support 250 lbs at any point
- Minimum clearance: 24 inches between bench and curb; 30 inches clear on each side

E.6 Signage Standards

Bus stop signs must be readable, accessible, and free of protruding hazards.

ADA/MUTCD Signage Requirements:

- No glare, high contrast characters
- Conventional font
- Mounting height: between 27 and 80 inches above ground
- Character height based on viewing distance (minimum 5/8 inch)
- Cannot protrude more than 4 inches into pathway
- Mounted at least 40 inches above ground to protect visually impaired users

E.7 Curb Ramp Requirements

Curb ramps provide accessible transitions between streets, sidewalks, and boarding pads.

ADAAG Curb Ramp Standards:

- Running slope: $\leq 8.33\%$ (1:12)
- Cross-slope: $\leq 2\%$
- Detectable warning surfaces required
- Side flares not exceeding 10% slope unless protected
- Must align with pedestrian travel path

E.8 Typical Construction Details (Figure Placeholders)

This page serves as a placeholder for construction drawings and figures to be inserted by WPCOG. Recommended figures:

- Standard ADA boarding pad detail
- Standard bus stop sign mounting detail
- Shelter placement diagram
- Bench accessibility clearance detail
- Sidewalk cross-slope and width diagram

These diagrams will be incorporated prior to final adoption.

E.9 Material and Maintenance Recommendations

All WPRTA ADA improvements should follow durable construction practices and routine inspection standards.

Recommended Materials:

- Concrete pads with broom finish
- Slip-resistant landing surfaces
- Corrosion-resistant signposts and hardware
- ADA-compliant detectable warning tiles

Maintenance Standards:

- Annual inspection of shelters, pads, and signage
- Prompt repair of cracked or heaving concrete
- Vegetation trimming to maintain clear paths
- Replacement of faded or damaged signage

Appendix F — GIS Maps, Spatial Data, and Methodology

F.1 Overview

Appendix F documents the geospatial data sources, mapping methodology, analysis procedures, and cartographic standards used to support the WPRTA ADA Transition Plan. All maps, figures, and spatial analyses were produced using ArcGIS Pro and based on the 2024–2025 ADA bus stop inventory dataset.

F.2 GIS Data Sources

Primary GIS data layers used in this plan include:

- WPRTA ADA Bus Stop Inventory (346 stops)
- Municipal and county boundary data (Burke, Catawba, Alexander, Caldwell)
- Roadway centerlines (NCDOT)
- Aerial orthophotography (latest NC Orthoimagery Program)
- Sidewalk and greenway layers (where available)
- Parcel data (county tax offices)
- Environmental and hydrology layers (as needed)

All layers were integrated into a unified ArcGIS Pro project for analysis.

F.3 Coordinate System and Projection

All GIS analyses and maps were produced using the following spatial reference:

- Projection: NAD 1983 StatePlane North Carolina FIPS 3200 (Feet)
- Geographic Coordinate System: GCS North American 1983

This ensured consistency with NCDOT, county GIS departments, and MPO standards.

F.4 ADA Stop Inventory Mapping Methods

Each bus stop in the ADA inventory includes X/Y coordinates captured during field inspection. These coordinates were imported into ArcGIS Pro and converted into point feature classes. Attributes such as Accessible Pad, Sidewalk Presence, Shelter Presence,

Signage, and Priority Level were joined to the spatial dataset to support map creation and spatial analysis.

F.5 Priority Mapping and Symbology Standards

Priority levels (High, High-Moderate, Moderate, Low, None) were symbolized using a standardized color ramp:

- High Priority — Red
- High-Moderate Priority — Orange
- Moderate Priority — Yellow
- Low Priority — Light Green
- None Priority — Dark Green

This visual hierarchy supports quick interpretation of ADA needs throughout the region.

F.6 County-Level Map Placeholders

Maps for each county will be inserted during final production. Placeholder pages include:

- Burke County ADA Bus Stop Priority Map
- Catawba County ADA Bus Stop Priority Map
- Alexander County ADA Bus Stop Priority Map
- Caldwell County ADA Bus Stop Priority Map (no stops but included for completeness)

These maps display all bus stops, priority categories, roadway network, key destinations, and municipal boundaries.

F.7 GIS Analysis Methods

The following analyses were performed to support recommendations:

- Proximity analysis to major destinations (hospitals, schools, government facilities)
- ADA infrastructure clustering (identifying areas of high deficiency concentration)
- Sidewalk connectivity (assessing gaps between pads and accessible paths)
- Buffer analysis for environmental or safety factors
- Attribute QA to identify null values or inconsistent entries

All analyses informed the prioritization and capital improvement recommendations in Chapter 6.

F.8 Data Quality, QA/QC, and Validation

Quality control procedures were applied to minimize errors in spatial and attribute data:

- Cross-checking X/Y coordinates for accuracy
- Validating county assignments
- Checking attribute field consistency with inspection forms
- Reviewing outliers in priority scoring
- Ensuring all stops appear in correct geographic county
- Confirming alignment between mapped locations and aerial imagery

QA/QC ensured the reliability of the GIS dataset for mapping and analysis.

F.9 Map Insertion Notes

All maps associated with this appendix will be exported from ArcGIS Pro as high-resolution PNGs or JPEGs and inserted into this section prior to final plan adoption. Additional maps may be included at the request of WPRTA or partner agencies to highlight specific corridors, municipalities, or improvement clusters.