Morrisville Town Council

Regular Meeting
November 10, 2026, 6:00 PM

Town of Morrisville Mission Statement: Connecting our diverse community to an enhanced quality of life through innovative programs and services.

1. Call to Order

2. Recognition of Sergeant at Arms

3. Invocation

4. Pledge of Allegiance

5. Adoption of Regular Agenda
Call for any conflicts of interest in relation to the proposed agenda.

6. Proclamations

6.a Proclamation Recognizing World Pancreatic Cancer Day *(for reference only)*
2026-375-0 PROC Pancreatic Cancer Day.pdf

6.b Proclamation Recognizing Lung Cancer Awareness Month *(for reference only)*
2026-376-0 PROC Recognizing Lung Cancer Awareness Month.pdf

6.c Proclamation Recognizing Small Business Saturday *(for reference only)*
2026-377-0 PROC Recognizing Small Business Saturday.pdf

6.d Proclamation Recognizing Hanukkah and the Menorah Lighting *(for reference only)*
2026-383-0 PROC Menorah Lighting.pdf

7. Morrisville Speaks: Public Comment

8. Administrative Reports

8.a Community Innovation Group Quarterly Update
Rick Ralph, Chief Information Officer
2026-371-0 Community Innovation Group Quarterly Update.pdf

8.b Quarterly Financial Report - Q1 FY2027
Micah McRea, Management & Budget Analyst
Byron Hayes, Chief Financial Officer
2026-397-0 FY2027 Q1 Financial-Budget Report.pdf

9. Presentations

9.a FY 2026 Annual Comprehensive Financial Report Presentation & Fund Balance Presentation
Byron Hayes, Chief Financial Officer
2026-398-0 ATTH01 Morrisville_Audit_Presentation.pdf

10. New Items

10.a Ordinance Amending the Town's Water Shortage Conservation Measures Ordinance
Kayla Bertling, Town Clerk
Margaret Kilinger, Administration Intern
Kelsey Blackwell, Administration Intern
Presentation - November 10, 2026
Action (Consent) - November 24, 2026
2026-378-0 ORD Amending Water Shortage Conservation Measures.pdf
2026-378-0 PRES Ordinance Project.pdf

10.b Resolution Adopting Americans with Disabilities Act (ADA) Transition Plan for Facilities, Parks, Services, and Digital Assets
Matt Wetherell, Public Works Director
Presentation - November 10
Action - November 24
2026-372-0 RES Adopting ADA Transition Plan.pdf
2026-372-0 PRES ADA Transition Plan.pdf
2026-372-0 ATTH01 Morrisville ADA Transition Plan Final.pdf
2026-372-0 ATTH02 Facility Assessment Finding Summary.pdf

11. Action Items

11.a Morrisville Smart Shuttle Node Prioritization Policy and Title VI Plan
Bret Martin, AICP, Transportation Project Manager
Presentation - October 13, 2026
Action - November 10, 2026
2026-351-0_RES_Draft Resolution for Title VI Plan and Node Prioritization Policy Adoption.pdf
2026-351-0_ ATTH01_Draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy-THIS ITEM HAS BEEN UPDATED.pdf

2026-351-0_ATTH02_Morrisville Smart Shuttle Draft Title VI Plan-THIS ITEM HAS BEEN UPDATED.pdf
2026-351-0_ATTH03_Node Locations Priority Scores and Scoring Details - THIS ITEM IS NEW.pdf
2026-351-0_PRES_Smart Shuttle Title VI Plan and Node Prioritization and Phasing Plan - 11-10-26 - THIS ITEM HAS BEEN UPDATED.pdf

12. Future Meetings, Events and Resident Involvement Opportunities For a full listing of events, please see the Town Calendar at www.MorrisvilleNC.gov

13. Council and Manager Comments

14. Closed Session

14.a Closed Session Pursuant to NCGS § 143-318.11 (a)(4) to Discuss a Matter Relating to Economic Development
Tiffany McNeill, Economic Development Director

14.b Closed Session Pursuant to NCGS § 143-318.11 (a)(6) to Discuss a Personnel Matter

15. Adjournment

Thank you for attending this meeting of the Morrisville Town Council. We hope you plan to join us again! Please feel free to email your Town Council members at TownCouncil@morrisvillenc.gov or visit www.MorrisvilleNC.gov/Council for additional contact information.

Proclamation

Recognizing World Pancreatic Cancer Day

WHEREAS, in 2026, an estimated 531,000 people in the world will be diagnosed with pancreatic cancer, one of the deadliest cancers, and approximately 490,000 will die from the disease; and

WHEREAS, pancreatic cancer is the sixth leading cause of cancer death in the world; and

WHEREAS, compared to the other major cancers, pancreatic cancer has the lowest five-year survival rate at just 13% and remains the only major cancer with a five-year survival rate below 20%; and

WHEREAS, symptoms of pancreatic cancer often appear in the late stages, resulting in only 15% of cases being diagnosed when the disease is still localized, and more than 87% of those diagnosed die within five years; and

WHEREAS, an estimated 1,886 deaths will occur in North Carolina due to pancreatic cancer in 2026; and

WHEREAS, the good health and well-being of the residents of Morrisville are enhanced as a direct result of increased awareness about pancreatic cancer and research into early detection, causes and effective treatments.

NOW, THEREFORE the Town Council of the Town of Morrisville, does hereby designate November 19, 2026, as “World Pancreatic Cancer Day” in the Town of Morrisville and urges residents to actively participate in raising awareness about pancreatic cancer, supporting research initiatives, and advocating for early detection and effective treatments. Together, we can enhance the well-being of our community and make a meaningful difference in the lives of those affected by this disease, fostering hope and progress.

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TJ Cawley, Mayor Kayla Bertling, Town Clerk

Proclamation

Recognizing Lung Cancer Awareness Month

WHEREAS, lung cancer is the leading cause of cancer death among men and women in the United States and North Carolina, accounting for more deaths than colon cancer, breast cancer, and prostate cancer combined; and

WHEREAS, screening for lung cancer for high-risk individuals using low-dose computed tomography can lead to earlier detection, reducing the mortality rate by 20% and reducing the risk of death at 10 years; and

WHEREAS, funding for lung cancer research lags that for many other cancers, necessitating additional research, particularly for women; and

WHEREAS, lung cancer incidence is decreasing twice as fast in men as in women, and by 2035, more women will die from lung cancer than men; and

WHEREAS, African Americans have the highest incidence and mortality rates, with well-documented disparities in screening, diagnosis, treatment, and mortality among African Americans and other racial minorities; and

WHEREAS, radon is the leading cause of lung cancer among individuals who never smoked and the second leading cause of lung cancer overall; and

WHEREAS, the stigma surrounding lung cancer creates barriers to early diagnosis, treatment, and research funding, negatively impacting the quality of life for those diagnosed and hindering awareness and research into non-smoking-related risk factors; and

WHEREAS, lung cancer research is leading to breakthroughs, identifying genetic alterations and developing treatments, including immunotherapies and targeted therapies; and

WHEREAS, organizations in Morrisville are dedicated to educating the public about lung cancer and increasing screening rates in North Carolina.

NOW, THEREFORE the Town Council of the Town of Morrisville, does hereby designate November 2026 as Lung Cancer Awareness Month in the Town of Morrisville, and urges all residents to learn about lung cancer and early detection through lung cancer screening.

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TJ Cawley, Mayor Kayla Bertling, Town Clerk

Proclamation

Recognizing Small Business Saturday

WHEREAS, Small Business Saturday is an annual event that champions small businesses and communities nationwide. Established by American Express in 2010, this occasion is observed every year on the Saturday following Thanksgiving; and

WHEREAS, according to the U.S. Small Business Administration, there are 34.7 million small businesses in the United States, constituting 99.7% of firms with paid employees, generating 61.1% of net new jobs since 1995, and employing 45.9% of the private sector workforce; and

WHEREAS, when just 68 cents of every dollar is spent at a Morrisville small business, it remains within our local community, stimulating more business activities by purchasing local goods and services. Each dollar spent generates an additional 48 cents in local economic impact, further enhancing the community's financial well-being; and

WHEREAS, U.S. consumer spending at independent retailers and restaurants on Small Business Saturday in 2025 reached an estimated $18 billion; and

WHEREAS, the purpose of Small Business Saturday is to reinforce awareness among consumers about their pivotal role in supporting the prosperity of small businesses in their community; and

WHEREAS, annual observance invigorates shopping and dining locally producing sales tax dollars within the community that contribute toward improving public education, parks, and streets and supporting essential services such as public safety; and

WHEREAS, Morrisville takes great pride in acknowledging and honoring our local small businesses for their priceless contributions to creating jobs and valuable services, how they boost the local economy, and how they preserve our community’s distinctive character.

NOW, THEREFORE the Town Council of the Town of Morrisville does hereby recognize November 28, 2026, as “Small Business Saturday” in the Town of Morrisville. We urge the residents of our community and communities across the country to support small businesses and merchants on Small Business Saturday and throughout the year.

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TJ Cawley, Mayor Kayla Bertling, Town Clerk

Proclamation

In Recognition of Hanukkah
(Menorah Lighting)

WHEREAS, the Town of Morrisville is committed to celebrating the diversity, traditions, and unity that strengthen our community; and

WHEREAS, the Festival of Lights, known as Hanukkah, is a time when Jewish families around the world commemorate the miracle of the oil that lasted eight days in the Holy Temple of Jerusalem; and

WHEREAS, the lighting of the Menorah serves as a symbol of hope, resilience, and faith, reminding us that light can prevail over darkness and freedom over oppression; and

WHEREAS, the Town of Morrisville is proud to host the annual Menorah Lighting Ceremony, which brings together residents of all backgrounds to share in this celebration of peace, joy, and community spirit; and

WHEREAS, this event reflects Morrisville's enduring commitment to inclusivity, mutual respect, and the celebration of cultural traditions that enrich our town.

NOW, THEREFORE, the Town Council of the Town of Morrisville does hereby recognize Hanukkah in the Town of Morrisville and urges all residents to celebrate our diverse heritage and culture and continue our efforts to create a world that is more just, peaceful, and prosperous for all.

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TJ Cawley, Mayor Kayla Bertling, Town Clerk

Town Council Agenda Item Report

Agenda Item No. 8.a
Submitted by: Rick Ralph
Submitting Department Information Technology
Meeting Date: November 10, 2026

SUBJECT
Community Innovation Group Quarterly Update

Recommendation:
Receive as information.

Updates/History of Briefing:
NA

Executive Summary and Background Information:
On September 9, 2025, Town Council voted to approve a resolution to dissolve the Smart City Steering Committee and allow staff to pilot a new engagement model. The new group is called the Community Innovation Group (CIG) and is designed to improve community engagement and deliver desired outcomes on focused topics. As part of the pilot, staff will deliver a quarterly admin report to Council to showcase progress with CIG and its subgroups. The admin report outlines progress, highlights key milestones, provides summaries of past meetings, and details information about established subgroups.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Receive as information.

Staff Recommendation:
None

ATTACHMENTS
- 2026-371-0 Community Innovation Group Quarterly Update.pdf

Morrisville
Live connected. Live well.

To: Morrisville Town Council

From: Rick Ralph, Chief Information Officer

Date: November 10, 2026

Re: Administrative Report: Community Innovation Group Progress Report

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Executive Summary

The Community Innovation Group (CIG) has made significant progress since its inception. There are currently 48 community members that have signed up to be involved. Key accomplishments include:

- Orientation Session: On September 30, 2026, we hosted the third CIG orientation where IT staff provided an overview of the innovation program, its initiatives, and the purpose of CIG and its subgroups. We also introduced the next subgroups and requested volunteers for each. A summary of this meeting is included in the appendices.
- Subgroup Updates:
    - **(UPDATE)** Senior Digital Literacy Subgroup 2 – Subgroup 2 has successfully completed its phase of the project, culminating in the creation of scripts for short form educational content and print materials. They have also endorsed the exploration of a partnership with a nonprofit to host a series of training courses for seniors. Meeting summaries and after-action report are provided in the appendices.
    - **(NEW)** Computer Vision Subgroup – This subgroup will define the technical requirements, develop, and pilot a computer vision system to count pedestrian and vehicle traffic as a test use case. The system will be adaptable to various applications throughout the town and may eventually replace existing computer vision systems.
    - **(NEW)** Digital Art Contest Subgroup – This subgroup will establish the requirements for launching a digital art contest, review submissions, select the winning artist, and guide the contest's future development. The winning artwork and artist will be featured in the Morrisville Central mobile application.

Active Subgroups

Senior Digital Literacy Subgroup 1 (COMPLETED): Focused on data gathering and analysis.

Senior Digital Literacy Subgroup 2 (COMPLETED): Focused on development and implementation.

Computer Vision Subgroup (PENDING)

Digital Art Contest Subgroup (PENDING)

Milestones

Date	Milestone
August 21, 2026	Subgroup 2 Final Meeting
September 30, 2026	CIG Third Orientation
October 2026	Establishing new subgroups

Looking Ahead

- Senior digital literacy educational content: Finalize and create short form content and print materials. Continue exploring partnership with nonprofit.
- New subgroups: Establish new subgroup scoping documents, determine participation and begin meetings.

Appendices

1. Subgroup 2 Meeting Summary – May 28, 2026
2. Subgroup 2 Meeting Summary – July 9, 2026
3. Subgroup 2 Meeting Summary – August 21, 2026
4. CIG Orientation Meeting Summary – September 30, 2026
5. Subgroup 2 After-action Report (AAR)

Appendix 1: Subgroup 2 Meeting Summary – May 28, 2026

Note: Meeting summary is generated by AI and reviewed by a member of staff.

Summary:

- **Development of Educational Content for Seniors:** Rick, Billy, Divya, Stefanie, Arjun M, and MANJUSHA discussed strategies for creating educational short-form content, including brochures and videos, to help seniors access and use digital resources such as Morris the Chatbot and activity registration tools, with input on content format, delivery channels, and accessibility.
    - **Content Format and Delivery:** The group considered multiple formats for educational materials, including graphical brochures, short-form videos, and step-by-step guides. Divya suggested simplifying instructions to three or four steps and using graphics, while Rick and Stefanie discussed the value of visual aids and QR codes for easier access. MANJUSHA presented a visual guide with screenshots and recommended QR codes for family assistance.
    - **Accessibility and Usability Concerns:** Divya and Stefanie raised concerns about the visibility and labeling of the Morris chatbot, recommending changes such as moving the icon and using clearer labels like 'Ask Morris.' The team discussed the importance of features like language selection and enlarged text, and Rick agreed to explore updating the chatbot label for clarity.
    - **Distribution Channels:** Participants debated the best channels for distributing content, including bulletin boards at senior centers, Facebook, YouTube Shorts, and secure locations to avoid malicious QR codes. Arjun M and Billy suggested deploying videos across multiple platforms, targeting those most used by seniors, and leveraging family members for broader reach.
    - **Collaboration and Content Sharing:** Stefanie proposed using the shared drive for collaborative content review, and Billy confirmed the creation of a dedicated folder for 'how-to' materials. The team agreed to upload guides, scripts, and presentations for collective access and refinement.
    - **Cost Effectiveness and Internal Resources:** Divya asked about budget constraints, and Rick clarified the preference for low-cost solutions such as internally produced videos, printed brochures, and self-hosted classes. The communications team will handle marketing, and Billy suggested a community video contest to generate content and engagement.
- **Training and Support Approaches for Senior Digital Literacy:** The team, including Rick, Stefanie, Divya, Arjun M, Billy, and MANJUSHA, explored various training methods for seniors, such as virtual town halls, in-person classes, webinars, and informal office hours, to enhance digital literacy and provide hands-on assistance with town resources.

    - **Virtual and In-Person Training:** Rick and Divya discussed hosting virtual town halls and webinars, possibly hybrid with in-person attendance, to walk seniors through digital tools and allow for Q&A. Stefanie emphasized the need for in-person classes, and Rick suggested leveraging existing GOLD team classes for tailored sessions on Morrisville resources.
    - **Hands-On Assistance and Office Hours:** Rick proposed holding office hours where seniors could bring their devices for personalized help, such as bookmarking pages and navigating websites. MANJUSHA recommended providing printed guides and shortcut links, and Divya asked about the feasibility of instructors offering one-on-one support at the gym and other centers.
    - **Leveraging Staff Expertise:** Billy and Rick suggested inviting knowledgeable staff, like Michelle from Parks and Recreation, to demonstrate tools during webinars or town halls, recording these sessions for later use. Stefanie noted Michelle's step-by-step flyers as valuable resources for seniors.
- **Technical Features and Improvements for Morris the Chatbot:** Divya, Stefanie, Arjun M, and Rick discussed technical aspects and potential improvements for the Morris chatbot, including icon placement, labeling, language options, font size adjustments, and clarifying the bot's capabilities for seniors.
    - **Icon Placement and Visibility:** Divya recommended moving the chatbot icon to a more prominent location, such as near the search bar, to improve visibility for seniors. Rick acknowledged the suggestion and agreed to explore the change.
    - **Labeling and Consistency:** The team debated the effectiveness of labels like 'Let's Chat' versus 'Ask Morris,' with consensus that 'Ask Morris' is clearer for seniors. Rick committed to updating the label and ensuring consistency across platforms, including translations for multiple languages.
    - **Language and Accessibility Features:** Stefanie and Divya demonstrated how to change the chatbot's language and enlarge text, highlighting these features as essential for senior users. Rick agreed these should be included in training materials and videos.
    - **Clarifying Bot Capabilities:** Arjun M asked about the bot's limitations compared to other AI tools, and Rick explained that Morris provides responses based on controlled sources like the website and council minutes, not generating new content. Stefanie and Rick discussed the integration with the 'Ask Rep' feature for additional support.
- **Activity Registration and App Navigation for Seniors:** Arjun M, Stefanie, Billy, MANJUSHA, and Rick reviewed challenges and solutions for seniors registering for activities via Activenet and related apps, including step-by-step guides, video demonstrations, and improvements to app features.

    - **Step-by-Step Guides and Visual Aids:** MANJUSHA presented a visual guide with screenshots for registering activities, recommending four simple steps and shortcut links for direct access. Stefanie highlighted Michelle's flyers as helpful resources, and Billy confirmed the use of these materials in training.
    - **Video Demonstrations:** Arjun M suggested creating short videos to demonstrate app navigation, including account creation, event registration, and accessing features like waitlists. Rick supported recording demonstrations during webinars for later distribution.
    - **App Feature Improvements:** Stefanie noted recent updates to Activenet, such as category listings and waitlist options, and asked about further improvements. Billy clarified the distinction between apps for MAFC and Senior Center programming, and Rick discussed ongoing updates.
- **Community Engagement and Content Creation Initiatives:** Billy, Rick, and Stefanie discussed engaging the community through a video contest, encouraging families and neighborhoods to create educational content for seniors, with guidelines and incentives to increase participation and awareness.
    - **Video Contest Proposal:** Billy proposed a contest for community members to create short-form videos based on provided scripts and key points, targeting seniors as the audience. Rick and Billy discussed potential incentives, such as gift cards, and the scalability of the initiative.
    - **Platform Selection and Requirements:** The team agreed to specify requirements for contest submissions, including target demographic and acceptable platforms like Facebook and YouTube Shorts, to ensure accessibility for seniors.

Follow-up tasks:

- **Brochure and Video Script Development:** Review Divya's draft guide for the Morris chatbot and provide feedback to refine it for brochure and video script use. (the team)
- **Brochure and Video Script Development:** Finalize the wording for the chatbot icon (e.g., "Ask Morris" vs. "Let's Chat") and coordinate translation for multiple languages. (Rick, Billy)
- **Content Sharing and Collaboration:** Upload or send relevant guides, scripts, and presentations to the shared drive or designated folder for team collaboration. (the team)
- **Content Sharing and Collaboration:** Assist team members who are unable to upload files to the shared drive by uploading on their behalf. (Billy, Rick)
- **Senior Center Presentation Guide:** Email or upload Manjusha's step-by-step visual guide for registering activities to the shared drive or designated folder. (MANJUSHA)

Appendix 2: Subgroup 2 Meeting Summary – July 9, 2026

Note: Meeting summary is generated by AI and reviewed by a member of staff.

Summary:

- **Development of Morris the Cricket Chatbot Video Skit:** Billy, Rick, Stefanie, and Yogitha discussed the creation of a short-format video skit to introduce and promote the Morris the Cricket chatbot, focusing on its accessibility, language support, and usefulness for residents, especially seniors, with input from the communications team and plans for casting and distribution.
    - **Script Breakdown and Content:** Billy described the skit as a scene-by-scene breakdown, starting with a resident struggling to find information on the website, then discovering and using the Morris the Cricket chatbot to quickly get answers about town activities, with the script emphasizing ease of use and language accessibility.
    - **Language Access and Multilingual Support:** Billy highlighted that the chatbot can assist in over 80 languages, allowing residents to interact in their native language without changing settings, and this feature will be included in the video to promote inclusivity.
    - **Voice Interaction Feature:** Yogitha asked about voice interaction, and Rick confirmed that a microphone icon now allows users to speak to the chatbot, which will be added to the script as a new feature.
    - **Production and Review Process:** Billy explained the process: after scripting, the communications team will review and provide input, determine feasibility for in-house production or external videography, and then finalize casting and visuals before distribution on social media and possibly digital signs around town.
    - **Feedback and Iteration:** Rick and Billy stated that the script and video concept will be sent to the group for feedback, with opportunities for further review and iteration based on input from subgroup members and the senior advisory committee.
- **Smart City Dashboard and Dog Park Video Skit:** Billy and Rick presented a second video skit concept centered on the Smart City dashboard, particularly the real-time dog park occupancy feature, and discussed plans for future dashboard enhancements and marketing to address frequent senior committee requests.
    - **Dog Park Occupancy Feature:** Billy described the dashboard's new tile for the dog park, which will display real-time counts of dogs and people in both small and large dog areas, addressing a recurring request from the senior advisory committee.
    - **Dashboard Functionality Showcase:** The skit will include a montage highlighting dashboard features such as park and field availability, tennis

and pickleball court status, aquatics and fitness center room counts, and predictive analytics for facility usage times.

    - **Predictive Analytics and Facility Usage:** Billy explained that the dashboard will soon provide data on peak usage times for facilities, helping residents plan visits when spaces are less crowded, and this will be featured in the video.
    - **Marketing and Distribution Plans:** The team plans to distribute the video via social media and digital signs, and will emphasize the dashboard's data-driven, future-forward approach, with the clip ending on a call to action to visit the Smart City dashboard.
    - **Feedback and Iteration:** Rick noted that the skit concept will be sent to the group for review, with opportunities for feedback and adjustments before final production.
- **Printed Marketing Materials: Bookmarks and Postcards:** Billy, Rick, Stefanie, and Yogitha discussed the creation of printed marketing materials, including bookmarks and postcards featuring Morris the Cricket, with brainstorming on taglines, fun facts, and distribution strategies to maximize engagement among seniors and residents.
    - **Tagline and Slogan Brainstorming:** Billy presented several potential taglines for the chatbot, such as 'One question one click all the answers' and 'Skip the search. Ask Morris,' and solicited feedback from the group to select memorable, effective slogans.
    - **Bookmark Design and Content:** The team plans to design bookmarks featuring the chatbot's graphic, selected taglines, and fun facts, with multiple versions to keep the material fresh and engaging, targeting library and Senior Center distribution.
    - **Postcard Concept and Community Involvement:** Billy suggested a limited run of postcards, possibly involving local students or designers in the creation process, to commemorate town events and provide residents with a keepsake that also promotes the chatbot.
    - **Distribution and Usability:** Rick emphasized the importance of distributing these materials in places frequented by seniors, such as libraries and town events, and highlighted their usability compared to traditional flyers or brochures.
    - **Feedback and Selection Process:** The group provided input on preferred taglines and mechanisms, with Stefanie and Yogitha expressing support for bookmarks and postcards, and Rick confirming that final drafts will be circulated for review before printing.
- **Educational and Training Workshop Miniseries for Seniors:** Rick led a discussion on planning a five-part educational miniseries focused on digital literacy

for seniors, including topics like online safety, device navigation, and using town digital resources, with flexible locations and formats to maximize participation.

    - **Workshop Series Structure:** Rick outlined a five-part miniseries covering online safety, device literacy, and tutorials for accessing town digital resources, with plans to host sessions at various locations such as HOAs, town hall, and public spaces.
    - **Flexible Scheduling and Outreach:** The team discussed scheduling workshops to avoid holidays and extreme weather, considering monthly or weekly cadences, and targeting locations beyond the Senior Center to reach more residents.
    - **Integration with Chatbot and Online Resources:** Stefanie suggested making training videos searchable via the chatbot, and Rick confirmed plans to record sessions, create FAQs, and feed this content into the chatbot's knowledge base for broader accessibility.
    - **Community Engagement and HOA Collaboration:** Stefanie and Billy proposed collaborating with HOAs for workshop hosting, including combining neighboring communities and leveraging HOA communication channels for promotion and outreach.
    - **Feedback and Iterative Improvement:** Rick explained that initial workshops will be evaluated based on attendance and feedback, with future iterations adapting to resident preferences and participation patterns.

- **Next Steps and Feedback Process:** Rick and Billy outlined the next steps for the subgroup, including circulating materials for feedback, planning two more meetings, and establishing criteria for success, with ongoing opportunities for subgroup members to contribute to future training and outreach.
    - **Material Circulation and Review:** Rick stated that Billy will send out scripts and drafts for videos and printed materials to the group, allowing time for review and feedback before finalization.
    - **Meeting Schedule and Subgroup Wind Down:** The subgroup will hold two more official meetings to finalize materials and discuss success metrics, after which members may be called upon as resources for future training and outreach.
    - **Success Criteria and Metrics:** Rick mentioned that the group will define success based on attendance, engagement, and video views, recognizing that not all residents will attend in person but may benefit from online resources.
    - **Iterative Approach and Resident Feedback:** Rick emphasized an iterative process, adjusting materials and outreach based on resident feedback and participation, with plans to continue digital literacy efforts beyond the initial miniseries.

Follow-up tasks:

- **Video Script Update:** Incorporate the new voice recording feature (microphone icon) into the Morris the cricket chatbot video script. (Billy)
- **Feedback Collection:** Send out the initial video scripts and printed material drafts to the group for additional feedback and impressions before finalizing. (Billy)
- **Printed Material Finalization:** Send the final draft of printed materials (bookmarks, postcards) to the group for review and confirmation before printing. (Billy)
- **Training Series Planning:** Send out the proposed five-part miniseries topics and structure to the group for feedback and suggestions on content and locations. (Billy)
- **HOA Outreach Coordination:** Coordinate with HOA representatives to gauge interest and organize digital literacy training sessions, including combining neighboring communities if needed. (Billy)
- **Success Criteria Definition:** Define and discuss success metrics for outreach and training sessions, including attendance and video views, in a future meeting. (Rick)

Appendix 3: Subgroup 2 Meeting Summary – August 21, 2026

Note: Meeting summary is generated by AI and reviewed by a member of staff.

Summary:

- **Finalization of Chatbot Video Script:** Billy presented the finalized script for the Morrisville chatbot promotional video, detailing its structure and content, and solicited feedback from the group including Rick, Divya, and Mary, with plans to involve the communications department and residents in filming and future review.
    - **Script Structure and Messaging:** Billy described the video script, which features a resident struggling to find information on the Morrisville website, then discovering and interacting with the Morris the cricket chatbot. The script includes scenes showing the chatbot answering diverse questions, transitioning to a montage of residents using the chatbot in multiple languages, and concludes with branding and a slogan.
    - **Language Accessibility:** The video will highlight the chatbot's ability to respond in five strategic languages, reflecting the community's diversity and the town's language access plan, with a narrator stating support for over 80 languages.
    - **Community Participation in Filming:** Billy invited residents and committee members, including Mary, to participate in the video, noting the absence of dedicated actors and the intention to solicit volunteers for filming, aiming for authentic community engagement.
    - **Feedback and Review Process:** Rick explained that, due to staffing vacancies in the communications department, the timeline for video production is uncertain, but the group will be kept informed and involved in reviewing drafts and providing feedback before finalization.
- **Smart City Dashboard Video Script and Features:** Billy introduced the script for a second video focused on the Smart City dashboard, emphasizing real-time facility usage data and predictive analytics, with input and questions from Arjun, Stefanie, Yogitha, and Rick regarding dashboard features and user experience.
    - **Dashboard Use Cases:** The script centers on a resident checking the dog park's occupancy via the dashboard, then transitions to a montage showcasing features such as real-time counts for gym, pool lanes, tennis and pickleball courts, and other facilities, addressing common resident questions.
    - **Predictive Analytics and Real-Time Data:** Rick and Billy explained that the dashboard will include predictive analytics based on historical usage, allowing residents to plan visits during less busy times, and real-time updates for facility occupancy, with sensors updating every five minutes.
    - **Technical Implementation Details:** Billy clarified that occupancy data for equipment and rooms will be displayed as 'occupied' without identifying individuals, and updates occur on a five-minute interval, similar to tennis and pickleball courts, ensuring near real-time information.
    - **Feedback on Script and Messaging:** Arjun and Stefanie provided feedback on the script, supporting the inclusion of resident perspectives and

concise messaging, while Rick emphasized the focus on the dog park due to repeated interest from the senior advisory committee.

- **Development of Print and Digital Materials:** Billy led a discussion on creating memorable and collectible print and digital materials, such as bookmarks, postcards, and brochures, with input from Stefanie, Phyllis, Arjun, Divya, and Rick on medium selection, content ideas, and budget considerations.
    - **Medium Selection and Design:** The group considered various mediums including bookmarks, postcards, flyers, and brochures, with preferences expressed for postcards and bookmarks due to their potential for collectability and historical content, and suggestions to avoid flyers due to their tendency to be discarded.
    - **Content and Slogan Ideas:** Billy outlined a plug-and-play approach for material creation, allowing selection of taglines such as 'Ask Morris, Search Less,' and inclusion of fun facts or language accessibility information, with Stefanie suggesting historical trivia and Phyllis advocating for historical imagery.
    - **Distribution and Audience:** The materials are intended for distribution at libraries, senior centers, and possibly through real estate agents to new residents, with digital versions considered for broader reach, as discussed by Divya and Rick.
    - **Budget and Partnerships:** Rick addressed questions about budget, explaining that printing costs are managed through community partnerships and event-based allocations, and digital materials are also planned to minimize expenses.
- **Exploration of Radio and Alternative Outreach Channels:** Divya proposed utilizing radio advertisements for community outreach, referencing the effectiveness of local fire rescue team ads, and Rick agreed to explore this option with the communications team.
    - **Radio Outreach Feasibility:** Divya suggested radio as a medium for promoting programs, citing examples from local fire rescue teams, and Rick confirmed that the communications department has contacts and will consider radio outreach as a potential avenue.
- **Potential Partnership with Kramden Institute for Senior Digital Literacy:** Rick presented a partnership opportunity with the Kramden Institute for an in-person senior digital literacy miniseries, detailing the training structure, participant benefits, and soliciting interest and feedback from Phyllis and other group members.
    - **Training Structure and Benefits:** Rick explained that the Kramden Institute would train community members to serve as trainers for a senior digital literacy program, with up to 60 seniors participating in groups, receiving both training and a free refurbished laptop upon completion.
    - **Trainer Stipend and Participation:** The program includes a stipend for trainers, who would be selected from the community, and Rick clarified that details such as session length and scheduling are flexible and will be determined based on group feedback and preferences.

    - **Customization and Local Relevance:** Rick emphasized that the training will be customized to include Morrisville-specific digital resources, leveraging the Kramden Institute's expertise while embedding local content, and solicited input on the value and interest in this partnership.
    - **Next Steps and Information Sharing:** Rick committed to providing additional details about the partnership, including training duration, stipend amounts, and trainer requirements, and will send this information to the group for review and sign-up when available.
- **Document Sharing and Follow-Up:** Phyllis requested copies of the scripts and materials discussed, and Billy agreed to send all relevant documents to the group for review, ensuring continued engagement and feedback.
    - **Distribution of Meeting Materials:** Billy confirmed that both video scripts and the three-section document outlining print and digital material options will be sent to all participants, enabling them to review and provide further input.

Follow-up tasks:

- **Script and Materials Distribution:** Send both scripts and the three-piece document (containing different sections) to all meeting participants for post-meeting review. (Billy)
- **Kramden Institute Partnership Details:** Provide additional details about the Kramden Institute partnership, including training duration, stipend amount, and trainer requirements, to the group when available. (Rick)
- **Print and Digital Materials Feedback:** Send mockups of print and digital materials (postcards, bookmarks, etc.) to the group for review and feedback before finalizing for print or digital distribution. (Billy)
- **Exploring Radio Outreach:** Explore the possibility of utilizing local radio channels as a medium for community outreach and program promotion, leveraging communications department contacts. (Billy)

Appendix 4: CIG Orientation Meeting Summary – September 30, 2026

Note: Meeting summary is generated by AI and reviewed by a member of staff.

Summary:

- **Community Innovation Group Structure:** Rick Ralph explained that Morrisville's Community Innovation Group replaces the former chartered steering committee with flexible, short-term subgroups that address specific community or town challenges and produce defined deliverables.
    - **Group Purpose:** The Community Innovation Group consists of community members who may serve on focused subgroups addressing specific use cases. Each subgroup receives a scoping document defining its purpose, membership, objectives, desired outcomes, and deliverables.
    - **Flexible Operating Model:** The group transitioned from an 11-member structured committee to a more flexible model that can meet remotely, operate without a formal quorum, and involve different participants according to the needs of each project.
    - **Subgroup Timelines:** Morrisville generally aims for subgroup commitments of four to six weeks. Participants will determine the meeting cadence and practical timeline during the initial in-person meeting, with larger pilot efforts potentially taking six to ten weeks or longer.
    - **Community Participation:** Staff asked participants to report challenges involving amenities, facilities, programs, or services, regardless of their technical background. Morrisville will route those concerns to the appropriate staff member for consideration.
- **Morrisville Innovation Initiatives:** Billy Whitehead reviewed Morrisville's technology initiatives, including connected parks, amenity monitoring, smart trash collection, Greenway analytics, Morrisville Central, facility monitoring, digital displays, and open data, emphasizing practical services and privacy-conscious data use.
    - **Connected Parks:** Connected parks combine flood, moisture, and rain sensors, remotely controlled gates, digital signs, and a public smart-city dashboard. Because some parks are in flood plains, the system provides early warnings, supports automated closures, and reduces the need for staff to inspect parks repeatedly during weather events. Gates can be scheduled to close at 10:00 p.m. and reopen at 6:00 a.m., with fallback measures allowing residents and emergency personnel to enter or leave when necessary.
    - **Amenity Monitoring:** PIR sensors on tennis and pickleball courts detect movement without recording images or video. They report activity at configured intervals, use solar power with battery backup, and record only whether movement was detected during a period. Public users can receive

SMS or email notifications for specific fields or devices through the dashboard.

    - **Trash And Greenway Analytics:** Time-of-flight sensors measure trash-can fullness and display status on a staff map using green, yellow, and red thresholds. The system replaces twice-weekly manual inspections with targeted servicing and can generate alerts when cans reach a selected fullness level. Similar PIR-based sensors count movement on Greenways without identifying people, helping staff prioritize maintenance and potentially supporting sponsorship information.
    - **Morrisville Central:** The Morrisville Central mobile app aggregates town systems through APIs, including concern reporting, shuttle reservations, calendars, and smart-city data. A first-use wizard guides residents through selecting interests and locations to create a customized dashboard; after setup, the guided experience does not automatically repeat. Concern reports can be routed internally to the correct department, and anonymous submissions are allowed, although anonymous users do not receive status updates.
    - **Facility And Display Systems:** Morrisville is piloting facility monitoring at the aquatics and fitness center using PIR sensors, time-of-flight sensors, and computer vision to report room, pool-lane, treadmill, and bicycle availability at approximately five-minute intervals. The system analyzes occupancy without retaining or displaying video. Two remotely managed digital displays are also deployed to distribute programming and facility information.
- **Sensor Accuracy And Privacy Controls:** Billy Whitehead answered questions about motion-detection frequency, camera fields of view, data quality, and privacy, explaining that Morrisville uses configurable intervals, conservative occupancy rules, iterative testing, and minimal data retention.
    - **Detection Intervals:** Sensors check for motion continuously or at high frequency, while the platform applies a configurable reporting threshold such as five minutes. If activity occurred during the prior threshold, the system can continue marking an amenity as occupied rather than switching repeatedly between available and occupied states.
    - **Computer Vision Zones:** For swimming lanes, the system uses defined polygon zones aligned with each lane, allowing separate occupancy results by lane. The cameras use a wide view because the system needs to determine whether something is present, not identify individuals or interpret detailed behavior.
    - **Data Minimization:** The systems do not record images or video for the described occupancy and movement sensors. Their retained output is limited to presence or absence metrics for a time period, and the computer-vision approach is intended to avoid retaining identifying information.

    - **Accuracy Testing:** Morrisville develops systems incrementally by piloting sensors or models, measuring accuracy, adjusting configurations, and repeating the process. Staff stated that no system is expected to be perfectly accurate, so models are refined until they meet the practical purpose of the initiative.

- **Open Data Program:** Billy Whitehead described Morrisville's open-data approach, which publishes useful municipal information such as budget data and considers new datasets when departments approve their release.
    - **Published Budget Data:** Morrisville publishes department and account-level budget information showing allocations and spending, enabling residents to review how funds are being used and raise questions. The data does not expose every individual transaction but provides spending totals by account and department.
    - **New Dataset Requests:** When an organization requested apartment permitting information showing available units, staff worked with the Planning and Inspections department as the data owner to determine whether the field could be made public. If approved, the field would be added to the open-data platform and updated according to the source report schedule.
- **Basketball Court Pilot:** Billy Whitehead announced a planned basketball-court pilot that will use computer vision and opt-in messaging to count court activity and help residents find additional players for games.
    - **Pilot Functionality:** The system is intended to count people using basketball courts and allow participants to request additional players through a request system. A person needing players for a full-court game could send a request to subscribers who opt-in for notifications.
    - **Implementation Timing:** Morrisville is resolving wiring, cabling, and approval requirements. After that manual work is completed, the pilot was estimated to be approximately two months away from deployment, with QR-code signs on the courts used to enroll residents in the messaging service.
    - **Future Expansion:** Morrisville plans to gather user feedback during the basketball pilot and may later apply the approach to volleyball courts or other activities requiring multiple participants.
- **Senior Digital Literacy Program:** Rick described two completed subgroups that identified senior residents' digital needs and developed training materials and a potential partnership providing instruction, facilitator stipends, and laptops.
    - **Needs Discovery:** The first subgroup responded to concerns raised by the senior advisory committee and gathered feedback from senior residents at the Senior Center, other community locations, and a dedicated event. It documented the topics seniors wanted to learn and produced a report for the implementation subgroup.

    - **Training Materials:** The second subgroup used the discovery results to develop short-form instructional videos and printed materials. Planned print formats include brochures, postcards, and bookmarks so residents who have difficulty accessing digital resources can still receive guidance. Scripts and draft content are ready, but printing and production depend on communications staffing capacity.
    - **Potential Partnership:** Morrisville is negotiating with Kramden Institute, a Durham-based organization that refurbishes computers and offers senior digital-literacy training. The proposed model would train Morrisville community facilitators, provide stipends to those facilitators, limit sessions to Morrisville residents, and give participating seniors a laptop after completing the program.
- **New Subgroup Recruitment:** Rick introduced proposed digital-art and computer-vision subgroups, asked participants to indicate their preferences, and explained that attendance, interests, experience, and available capacity will guide selections.
    - **Digital Art Contest:** The digital art contest subgroup will help define contest requirements, evaluate submissions, select a winning artist, and shape the program representing Morrisville. The selected artist is expected to receive a stipend or support for a Morrisville business and have their work featured in the Morrisville mobile app's Community Spotlight with information about the artist.
    - **Computer Vision Project:** The computer vision subgroup will address a Fire Department request to measure pedestrian and vehicle traffic near the fire administration building. It will evaluate systems and models for identifying mode and direction of travel and counting pedestrians and vehicles, including model training and technical implementation.
    - **Scale And Funding:** The group may choose the technology stack, subject to cost, practicality, and available funding. Morrisville can support a small pilot involving cameras, systems, or compute resources, while broader deployment would require future budget consideration.
- **Subgroup Selection Process:** Rick and Billy explained that participants will submit their names and preferences through a form, while Morrisville will use attendance, stated interests, experience, and project needs to finalize subgroup membership.
    - **Preference Form:** Participants were asked to provide their first and last names and indicate yes or no for the digital-art and computer-vision subgroups. Anyone interested in both may send an email identifying their preferred subgroup.
    - **Selection Criteria:** Attendees at the meeting will receive primary consideration because they heard the project details and participated in the

discussion. Morrisville may seek additional members from the broader Community Innovation Group if a subgroup needs more participants.

    - **Technical Experience:** For the computer-vision subgroup, staff will review information participants provided about employers, interests, hobbies, and technical experience. Technical expertise is helpful but not mandatory; nontechnical participants are welcome because they provide usability and community perspectives.
    - **Participation Flexibility:** Participants who do not join either new subgroup may remain involved in the broader group and participate in later projects. Morrisville intends to form subgroups selectively because staff capacity is limited and the town wants to ensure proposed work can be completed.

- **Amazon Accelerator Collaboration:** A participant offered to explore Amazon's experience-based accelerator as a possible source of expertise or credits for the computer-vision pilot, and Billy agreed to continue that discussion.
    - **Potential Support:** A participant working for Amazon described a program that plans, builds, and deploys prototypes over four to six weeks and offered to discuss whether Amazon expertise or credits could support the town's pilot. Billy indicated that this could be a useful opportunity and agreed to connect with the participant.

Follow-up tasks:

- **Subgroup Enrollment:** Submit the attendance form indicating interest in the Digital Art Contest subgroup, the Computer Vision subgroup, or both, and email Billy with a preferred subgroup if selecting both. (Community Innovation Group members)
- **Subgroup Formation:** Review subgroup sign-ups, select participants with priority for meeting attendees, and contact the wider Community Innovation Group if additional participants are needed.
    - Sign up deadline? Perhaps send out a reminder at midpoint to deadline
    - Roster finalization: We review signups and confirm subgroup rosters by some date and reaching out to wider CIG if more participants are needed
- **Subgroup Scoping:** Hold an initial in-person meeting for each new subgroup to define its purpose, objectives, deliverables, meeting cadence, and timeline in a scoping document.
    - Set a date for kick off
    - Propose meeting cadence and create calendar invite
    - Create momentum mechanism? (SP List, Planner) List each subgroup's current next action, owner, and due date, visible to all members

- **Digital Art Contest:** Develop the digital art contest requirements, evaluate submissions, select the winning artist, and define the award and mobile-app Community Spotlight feature.
- **Computer Vision Pilot:** Define and prototype a cost-effective computer-vision system at the fire administration building to measure pedestrian and vehicle counts, travel direction, and mode of travel, including camera overlap and data-retention requirements.
- **Senior Digital Literacy:** Finalize the partnership details with Kramden Institute and contact interested subgroup members to serve as compensated facilitators for the senior training program. (Rick, Billy)
- **Senior Digital Literacy Materials:** Print and distribute the prepared senior digital-literacy materials and produce the short-form educational videos once Communications has sufficient staffing capacity.

Appendix 5: Subgroup 2 AAR

Community Innovation Group — Senior Digital Literacy Program, Subgroup 2
Timeframe: April–August 2026

Executive Summary
Subgroup 2 built upon the discovery work of Subgroup 1 to develop and begin implementing senior-focused digital literacy improvements for Morrisville. Key efforts included curriculum design, creation of accessible materials, collaboration with Communications and Parks & Recreation, and initial implementation planning.

Project Objectives

Based on the scoping and handoff materials provided by Subgroup 1, objectives included:

- Reviewing discovery findings and validating training needs.
- Designing curriculum and training modules for senior digital literacy.
- Preparing instructional materials and tools.
- Determining delivery strategies, pilot designs, and facilitator needs.

Outcomes Achieved

- **Identified content for print material and how it will be delivered.** Subgroup 2 helped identify a guiding document to allow staff to create print marketing and educational materials based on options from three sections: Medium, Tag Lines, and Fun Facts. The group overwhelmingly recommended usable items (postcards, bookmarks, etc) that could incorporate mechanisms in them that would be both practical and useful to a wide range of individuals in the community. Staff will utilize this guiding document to select different campaigns to produce educational materials.
- **Developed scripts for short-form videos.** Scripts were developed for two distinct initiatives: one introducing Morris the Cricket as an efficient resource for learning about the Town or obtaining answers to residents' questions, and another focusing on the Smart City Dashboard, with an emphasis on the Dog Park counter upon its release. Both scripts were crafted with short-form media considerations. The first video is intended to promote Morris the Cricket to the public, employing strategies such as engaging users, addressing common frustrations, and demonstrating how Morris can effectively resolve concerns and provide accurate information. The second video serves to present the Smart City Dashboard, highlighting key projects set to be featured in the dashboard and mobile application — primarily the Morrisville Dog Park. It is tailored to respond to frequent inquiries from the Senior Advisory Committee and aims to inform residents that the Town offers a dashboard designed to empower them to “Know Before You Go,” which stands as the video’s central theme.

- **Identified potential partner for in-person training.** A local non-profit organization has been identified as a prospective partner for senior digital literacy initiatives. Staff proposed a plan to collaborate with this partner in order to train individuals who would subsequently deliver digital literacy classes to senior residents, including customized instruction on Town resources such as using Morris the Cricket and registering for programs through ActiveNet, among other offerings.

Challenges Faced

- **Scheduling & Coordination Constraints.** Staff workload and Collaborator availability caused occasional delays.

Recommendations (Subgroup Process Improvements)

- **Limit objectives or extend subgroup duration.** Keep subgroup scope tight or extend the schedule recognizing the complexity of certain objectives.

Next Steps

- Create short-form videos and print materials and distribute.
- Further explore potential partnership and how subgroup 2 collaborators may be involved as instructors.
- Host in-person training sessions

Town Council Agenda Item Report

Agenda Item No. 8.b
Submitted by: Micah McRea
Submitting Department Finance
Meeting Date: November 10, 2026

SUBJECT
Quarterly Financial Report - Q1 FY2027

Recommendation:
Receive Information

Updates/History of Briefing:
N/A

Executive Summary and Background Information:
The first quarter financial report provides information about the current financial position for FY2027. The fund summary provides an overview of expenses and revenues. This report also includes fund details that offer additional insight into budget utilization for departments, stormwater, debt, and healthcare funds.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Receive Information

Staff Recommendation:
None

ATTACHMENTS
- 2026-397-0 FY2027 Q1 Financial-Budget Report.pdf

Town of Morrisville

Financial & Budget Report - 1st Quarter

November 10, 2026

The following report provides information on the current financial position of Fiscal Year 2027. This report includes a summary of the 1st Quarter revenues and expenses by fund.

1ST QUARTER FINANCIALS

Consolidated General Fund Statement of Revenues & Expenditures (Unaudited) as of September 2026 (3 months). The consolidated statement includes the General Fund, Debt Fund, & Healthcare Premium Fund. The Stormwater Fund is reported separately as a Proprietary Fund. Department expenditure order reflects the reporting order in the Town's financial system.

Fund Summary

	ORIGINAL BUDGET	AMENDED BUDGET	YEAR-TO-DATE ACTUAL	ENCUMBRANCES	BUDGET BALANCE	COLLECTED/ COMMITTED
GENERAL FUND (Only)						
Total Revenues	$ 60,430,000	$ 60,884,612	$ 9,777,921	$ -	$ 51,106,691	16.1%
Total Expenditures	$ 60,430,000	$ 60,884,612	$ 10,668,689	$ 5,027,182	$ 45,188,741	25.8%
HEALTHCARE SUB-FUND						
Total Revenues	$ 3,104,770	$ 3,104,770	$ 793,127	$ -	$ 2,311,643	25.5%
Total Expenditures	$ 3,104,770	$ 3,104,770	$ 936,325	$ -	$ 2,168,445	30.2%
DEBT SUB-FUND						
Total Revenues	$ 6,814,800	$ 6,814,800	$ 21,645	$ -	$ 6,793,155	0.3%
Total Expenditures	$ 6,814,800	$ 6,814,800	$ 3,722,558	$ -	$ 3,092,242	54.6%
TOTAL CONSOLIDATED GENERAL FUND						
Total Revenues	$ 70,349,570	$ 70,804,182	$ 10,592,694	$ -	$ 60,211,488	15.0%
Total Expenditures	$ 70,349,570	$ 70,804,182	$ 15,327,572	$ 5,027,182	$ 50,449,428	28.7%
TOTAL STORMWATER FUND						
Total Revenues	$ 1,380,000	$ 1,380,000	$ 372,550	$ -	$ 1,007,450	27.0%
Total Expenditures	$ 1,380,000	$ 1,380,000	$ 181,810	$ 140,376	$ 1,057,814	23.3%

Fund Details

General Fund Detail	ORIGINAL BUDGET	AMENDED BUDGET	YEAR-TO-DATE ACTUAL	ENCUMBRANCES	BUDGET BALANCE	COLLECTED/ COMMITTED
REVENUES:						
Ad Valorem Taxes	$ 34,314,800	$ 34,314,800	$ 5,143,716	$ -	$ 29,171,084	15.0%
Motor Vehicle Fee	638,600	638,600	114,210	-	524,390	17.9%
Unrestricted Intergovernmental	16,370,727	16,370,727	2,064,766	-	14,305,961	12.6%
Restricted Intergovernmental	2,239,009	2,242,009	564,199	-	1,677,810	25.2%
Permits and Fees	1,758,000	1,758,000	1,048,593	-	709,407	59.6%
Sales and Services	1,851,300	1,851,300	390,442	-	1,460,858	21.1%
Rentals	121,100	121,100	36,218	-	84,882	29.9%
Investment Earnings	1,000,000	1,000,000	141,683	-	858,317	14.2%
Miscellaneous	179,500	189,500	274,094	-	(84,594)	144.6%
Transfer from other funds	507,000	507,000	-	-	507,000	0.0%
Appropriated Fund Balance	1,449,964	1,891,576	-	-	1,891,576	0.0%
TOTAL REVENUES	$ 60,430,000	$ 60,884,612	$ 9,777,921	$ -	$ 51,106,691	16.1%
EXPENDITURES:						
Governing Body						
Personnel Cost	$ 144,100	$ 144,100	$ 37,102	$ -	$ 106,998	25.7%
Operating Cost	386,950	386,950	110,789	222,427	53,734	86.1%
Subtotal	531,050	531,050	147,891	222,427	160,732	69.7%
Administration						
Personnel Cost	$ 1,619,376	$ 1,619,376	$ 323,513	$ -	$ 1,295,863	20.0%
Operating Cost	878,200	878,200	549,579	75,000	253,621	71.1%
Subtotal	$ 2,497,576	$ 2,497,576	$ 873,092	$ 75,000	$ 1,549,484	38.0%
Communications						
Personnel Cost	$ 686,727	$ 686,727	$ 103,817	$ -	$ 582,910	15.1%
Operating Cost	211,100	211,100	53,573	-	157,527	25.4%
Subtotal	$ 897,827	$ 897,827	$ 157,390	$ -	$ 740,437	17.5%
Economic Development						
Personnel Cost	$ 348,159	$ 348,159	$ 67,523	$ -	$ 280,636	19.4%
Operating Cost	150,900	150,900	61,444	-	89,456	40.7%
Subtotal	$ 499,059	$ 499,059	$ 128,967	$ -	$ 370,092	25.8%
Finance						
Personnel Cost	$ 1,434,800	$ 1,434,800	$ 265,911	$ -	$ 1,168,889	18.5%
Operating Cost	486,074	486,074	109,465	120,000	256,609	47.2%
Subtotal	$ 1,920,874	$ 1,920,874	$ 375,376	$ 120,000	$ 1,425,498	25.8%
Information Technology						
Personnel Cost	$ 1,725,002	$ 1,725,002	$ 302,430	$ -	$ 1,422,572	17.5%
Operating Cost	1,783,100	1,972,800	770,593	338,276	863,931	56.2%
Subtotal	$ 3,508,102	$ 3,697,802	$ 1,073,023	$ 338,276	$ 2,286,503	38.2%
Human Resources						
Personnel Cost	$ 822,860	$ 822,860	$ 164,959	$ -	$ 657,901	20.0%
Operating Cost	202,400	202,400	31,191	-	171,209	15.4%
Capital Outlay	57,100	57,100	57,044	-	57	99.9%
Subtotal	$ 1,082,360	$ 1,082,360	$ 253,193	$ -	$ 829,167	23.4%

	ORIGINAL BUDGET	AMENDED BUDGET	YEAR-TO-DATE ACTUAL	ENCUMBRANCES	BUDGET BALANCE	COLLECTED/ COMMITTED
Planning						
Personnel Cost	$ 1,866,675	$ 1,866,675	$ 334,007	$ -	$ 1,532,668	17.9%
Operating Cost	1,788,700	2,006,436	245,802	1,053,353	707,281	64.7%
Capital Outlay	120,000	120,000	-	-	120,000	0.0%
Subtotal	$ 3,775,375	$ 3,993,111	$ 579,809	$ 1,053,353	$ 2,359,949	40.9%
Inspections						
Personnel Cost	$ 1,345,740	$ 1,345,740	$ 284,276	$ -	$ 1,061,464	21.1%
Operating Cost	77,000	77,000	11,842	8,996	56,161	27.1%
Subtotal	$ 1,422,740	$ 1,422,740	$ 296,118	$ 8,996	$ 1,117,625	21.4%
Engineering						
Personnel Cost	$ 1,470,977	$ 1,470,977	$ 310,676	$ -	$ 1,160,301	21.1%
Operating Cost	127,400	127,400	22,156	11,557	93,687	26.5%
Subtotal	$ 1,598,377	$ 1,598,377	$ 332,832	$ 11,557	$ 1,253,988	21.5%
Police						
Personnel Cost	$ 7,272,510	$ 7,272,510	$ 1,326,510	$ -	$ 5,946,000	18.2%
Operating Cost	908,800	909,800	183,223	349,959	376,618	58.6%
Capital Outlay	272,000	147,000	-	52,022	94,978	35.4%
Subtotal	$ 8,453,310	$ 8,329,310	$ 1,509,733	$ 401,981	$ 6,417,596	23.0%
Fire						
Personnel Cost	$ 8,912,861	$ 8,912,861	$ 1,767,974	$ -	$ 7,144,887	19.8%
Operating Cost	1,577,000	1,167,500	290,650	259,336	617,515	47.1%
Capital Outlay	89,000	89,000	-	-	89,000	0.0%
Subtotal	$ 10,578,861	$ 10,169,361	$ 2,058,624	$ 259,336	$ 7,851,402	22.8%
Public Works						
Personnel Cost	$ 3,248,156	$ 3,248,156	$ 643,434	$ -	$ 2,604,722	19.8%
Operating Cost	4,737,100	4,994,426	935,783	2,189,680	1,868,963	62.6%
Capital Outlay	82,000	82,000	5,999	38,121	37,880	53.8%
Subtotal	$ 8,067,256	$ 8,324,582	$ 1,585,216	$ 2,227,801	$ 4,511,565	45.8%
Fleet						
Operating Cost	$ 230,000	$ 300,000	$ 25,311	$ -	$ 274,689	8.4%
Capital Outlay	180,000	305,000	99,380	96,258	109,361	64.1%
Subtotal	$ 410,000	$ 605,000	$ 124,692	$ 96,258	$ 384,050	36.5%
Pow ell Bill						
Operating Cost	$ 972,400	$ 972,400	$ -	$ -	$ 972,400	0.0%
Parks and Recreation						
Personnel Cost	$ 3,809,400	$ 3,809,400	$ 794,271	$ -	$ 3,015,129	20.9%
Operating Cost	1,356,433	1,484,783	378,464	212,196	894,124	39.8%
Capital Outlay	31,000	31,000	-	-	31,000	0.0%
Subtotal	$ 5,196,833	$ 5,325,183	$ 1,172,735	$ 212,196	$ 3,940,252	26.0%
Transfers						
Debt Service	$ 6,505,000	$ 6,505,000	$ -	$ -	$ 6,505,000	0.0%
Transfers to Reserves	2,513,000	2,513,000	-	-	2,513,000	0.0%
	$ 9,018,000	$ 9,018,000	$ -	$ -	$ 9,018,000	0.0%
TOTAL EXPENDITURES	$ 60,430,000	$ 60,884,612	$ 10,668,689	$ 5,027,182	$ 45,188,741	25.8%

	ORIGINAL BUDGET	AMENDED BUDGET	YEAR-TO-DATE ACTUAL	ENCUMBRANCES	BUDGET BALANCE	COLLECTED/ COMMITTED
HEALTHCARE SUB-FUND DETAIL						
REVENUES:						
Transfer from General Fund	$ 244,741	$ 244,741	$ -	$ -	$ 244,741	0.0%
Contributions	2,860,029	2,860,029	788,606	-	2,071,423	27.6%
Investment Earnings	-	-	4,521	-	(4,521)	0.0%
TOTAL REVENUES	$ 3,104,770	$ 3,104,770	$ 793,127	$ -	$ 2,311,643	25.5%
EXPENDITURES:						
Health Care Premium Fund						
Benefits Health & Dental	3,104,770	3,104,770	936,325	-	2,168,445	30.2%
TOTAL EXPENDITURES	$ 3,104,770	$ 3,104,770	$ 936,325	$ -	$ 2,168,445	30.2%
DEBT SUB-FUND DETAIL						
REVENUES:						
Transfer from Debt Fund	$ 6,505,000	$ 6,505,000	$ -	$ -	$ 6,505,000	0.0%
Fund Balance	189,800	189,800	-	-	$ 189,800	0.0%
Investment Earnings	120,000	120,000	21,645	-	98,355	100.0%
TOTAL REVENUES	$ 6,814,800	$ 6,814,800	$ 21,645	$ -	$ 6,793,155	0.3%
EXPENDITURES:						
Debt Service Fund						
Principal & Interest	$ 6,814,800	$ 6,814,800	$ 3,717,358	$ -	$ 3,097,442	54.5%
Transfer to Capital	-	-	-	-	-	-
Debt Reserve	-	-	-	-	-	-
Bond Issuance	-	-	5,200	-	(5,200)	-
TOTAL EXPENDITURES	$ 6,814,800	$ 6,814,800	$ 3,722,558	$ -	$ 3,092,242	54.6%
STORMWATER FUND DETAIL						
REVENUES:						
Permits and Fees	$ 40,000	$ 40,000	$ 26,721	$ -	$ 13,279	66.8%
Sales and Services	1,255,000	1,255,000	325,807	-	929,194	26.0%
Investment Earnings	85,000	85,000	20,023	-	64,977	23.6%
Appropriated Fund Balance	-	-	-	-	-	-
TOTAL REVENUES	$ 1,380,000	$ 1,380,000	$ 372,550	$ -	$ 1,007,450	27.0%
EXPENDITURES:						
Personnel Cost	$ 609,100	$ 609,100	$ 123,932	$ -	$ 485,168	20.3%
Operating Cost	320,900	320,900	57,878	140,376	122,646	61.8%
Capital Outlay	35,000	35,000	-	-	35,000	-
Transfer to Capital Project Funds	415,000	415,000	-	-	415,000	-
TOTAL EXPENDITURES	$ 1,380,000	$ 1,380,000	$ 181,810	$ 140,376	$ 1,057,814	23.3%

1ST QUARTER ASSESSMENT

Revenue Highlights:

Overall, General Fund Revenues are trending similarly to historical trends with a few exceptions.

- Throughout the first quarter, revenue collection percentage is up from 13.2% in FY 26 to 16.1% in FY 27. Revenue projections were based on conservative forecasting while responsibly capturing investment earnings and adjusting for user fee increases.
- Ad Valorem Taxes (the town's largest revenue source) is generally on target and is projected to meet the expected revenue target by year-end. It is important to note that the majority of property tax payments are typically received in the months of December and January, which will be reflected in the second and third quarter reports.

- Unrestricted Intergovernmental Revenues like sales tax revenue distributions lag by two months from actual sales receipts, which impacts when revenues are recorded. These revenue sources can be sensitive to economic conditions. Changing consumer confidence has slowed when compared to the last three years. The second quarter assessment will offer additional analysis due to the timing of sales tax collection. Additionally, many state distributed revenues, such as ABC Distributions, are only paid once per year.
- Development fees are performing as expected according to known development interest and submittals in progress. Inspection and permitting fees can be difficult to project because construction does not always coincide with approvals. Developers dictate schedules. The 59.6% collection percentage through the first quarter reflects the timing of commercial permits. Specifically, permits for Pathway and Spark are responsible for the high collection rate represented through the first quarter.
- Sales and Services revenue is on track through the first quarter. Revenue is anticipated to be recognized in future months as the Parks and Recreation programming planned for the spring and summer months are collected.
- Investment earnings have leveled out over recent months. Staff remain confident in the conservative projection strategy employed with the adopted FY2027 budget and will continue to actively monitor.
- Miscellaneous revenue is trending higher than budgeted due to receiving Wake County's EMS station cost share. The MOU with Wake County established annual payments though fiscal year 2033. Fire Station 3's capital project was closed, causing the revenue to now be accounted for in the General Fund. This revenue source will be applied to the construction of the new fire station in future years.

Expenditure Highlights:

Overall spending in the first quarter of the fiscal year is generally on target for the year with a few exceptions.

- Total General Fund expenditures as a percentage increased slightly through Q1 from 24.9% in FY 26 to 25.8% in FY 27.
- Typically, expenditures exceed revenues in the first quarter of the fiscal year. Fund balance serves to cash flow operations generally during the first quarter. At the beginning of the fiscal year many annual contracts (such as solid waste, insurance premiums, consultant services, legal services, and facility contracts) are encumbered for the full year of service/contract terms. Encumbered funds are included in the percentages collected/committed calculation, which can appear to inflate some department operations spent to date.
- The timing of transfers to the healthcare fund has varied in previous years, with current revenues now being received in alignment with the biweekly payroll schedule. Healthcare expenditures are slightly above expected totals at this point in the year due to the prepayment of employee flex spending accounts. Overall, staff anticipates this to finish the year within the budgeted amount.
- Debt Service expenditures typically outpace revenues early in the year, with roughly half of the Town's debt service obligations due in the first quarter of the year. The debt service transfer is scheduled to be completed at mid-year, with debt service anticipated to be at budget for the year, continuing in accordance with the Town's long range debt plan.
- Governing Body's high operating expenditure percentage is due the encumbrance tied to legal services.
- Planning's operating expenditure of 64.7% is due to the Smart Shuttle encumbrance.
- The second quarter comparisons (Mid-Year Evaluation) for revenue collections and expenditures typically provide a better indication about the expenses incurred by each department.
- The Stormwater Fund is currently showing expenditures, including encumbrances, to be almost identical to revenues.

Town Council Agenda Item Report

Agenda Item No. 9.a
Submitted by: Byron Hayes
Submitting Department Finance
Meeting Date: November 10, 2026

SUBJECT
FY 2026 Annual Comprehensive Financial Report Presentation & Fund Balance Presentation

Recommendation:
Receive the audit presentation for FY2026 Annual Comprehensive Financial Report (ACFR).

Updates/History of Briefing:
NA

Executive Summary and Background Information:
Cherry Bekaert LLP has completed the annual audit for the fiscal year ending June 30, 2026. Town staff has prepared the Annual Comprehensive Financial Report (ACFR), which includes the ancillary financial statements of governmental activities, business-like activities, each major fund, and the aggregate remaining fund information for the Town of Morrisville as of June 30, 2026.

The Town received an unmodified opinion (clean audit) that the financial statements present fairly, in all material aspects, with respect to the financial position of the activities of the Town of Morrisville. Lee Ann Watters, Engagement Director - Cherry Bekaert, will accompany staff in leading the audit presentation and discussion. The audit presentation is attached. Electronic and/or a hard copy of the complete Annual Comprehensive Financial Report will be provided prior to the meeting. An electronic copy of the FY2026 Annual Comprehensive Financial Report (ACFR) will be available to the public on the Town's website.

Following the presentation of the annual audit, staff will provide a more in-depth review of the Town's Fund Balance position (the presentation will be provided with the document on Friday). This review will allow Council to understand fund balance in relation to policy compliance and bigger picture elements. Unassigned Fund Balance is 30.75% as measured against expenditures in FY2026, which is within the range of the town's policy of unassigned fund balance to be greater than 25%, but below the 45% maximum. Staff's presentation will discuss policy compliance, key observations, and future considerations. There will be an opportunity for questions, and the presentation will set the stage for future discussions during retreat that are budgetarily relevant.

Advisory Board/Committee Review:

None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Receive the audit presentation for FY2026 Annual Comprehensive Financial Report (ACFR).Â Â

Staff Recommendation:
None

ATTACHMENTS
- 2026-398-0 ATTH01 Morrisville_Audit_Presentation.pdf

Town of Morrisville

Audit Executive Summary

November 10, 2026

Cherry Bekaert LLP

Your Guide Forward

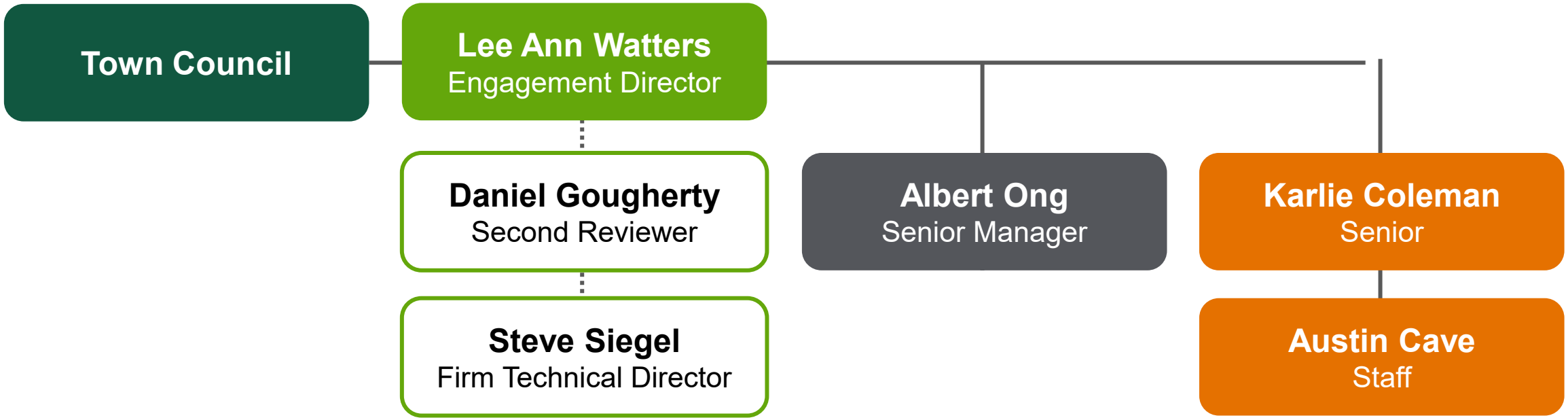
Agenda



- Client Service Team
- Results of the Audit
- Internal Control Communication
- Corrected and Uncorrected Misstatements
- Qualitative Aspects of Accounting Practices
- Independence Considerations
- Other Required Communications
- Other Matters

This information is intended solely for the use of the Town Council and management of the Town of Morrisville and is not intended to be, and should not be, used by anyone other than these specified parties.

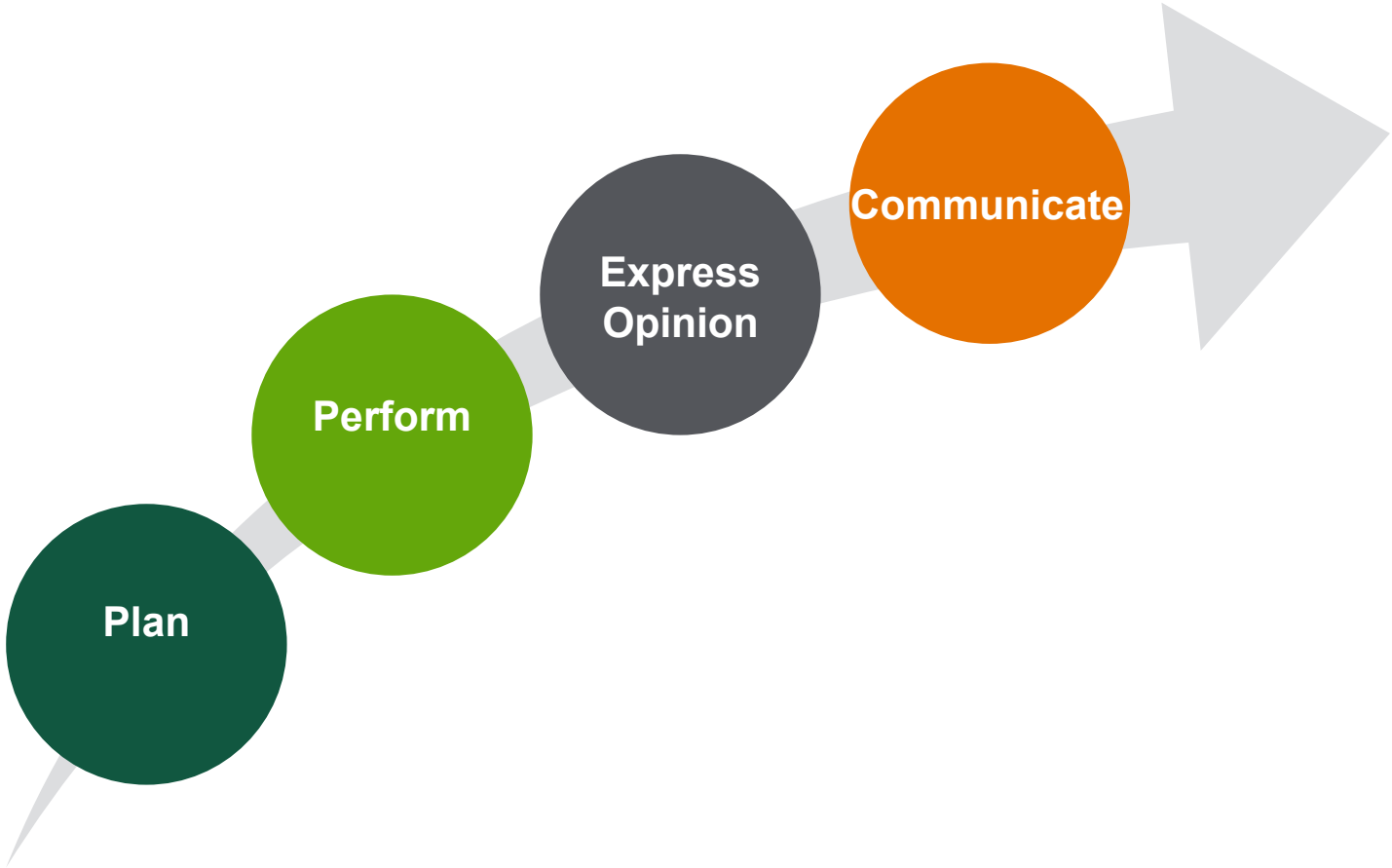
Client Service Team



Results of the Audit

We have audited the financial statements of The Town of Morrisville (the “Town”) for the year ended June 30, 2026, in accordance with generally accepted auditing standards and *Government Auditing Standards* and we have issued our report thereon dated November 6, 2026.

We have issued an unmodified opinion on the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information.



Internal Control Communication

In planning and performing our audit, we considered internal control over financial reporting ("internal control") as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Town's internal control. Accordingly, we do not express an opinion on the effectiveness of the Town's internal control.

Our consideration of internal control was for the limited purpose described in the preceding paragraph and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies and, therefore, material weaknesses or significant deficiencies may exist that were not identified. In addition, because of inherent limitations in internal control, including the possibility of management override of controls, misstatements due to error or fraud may occur and not be detected by such controls.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis.

Internal Control Communication

Material Weakness

- A material weakness is a deficiency, or a combination of deficiencies in internal control, such that there is a reasonable possibility that a material misstatement of the Town's financial statements will not be prevented, or detected and corrected, on a timely basis.

Significant Deficiency

- A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

We noted no deficiencies that we believe to be material weaknesses or significant deficiencies.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management.

Corrected Misstatements

- None noted.

Uncorrected Misstatements

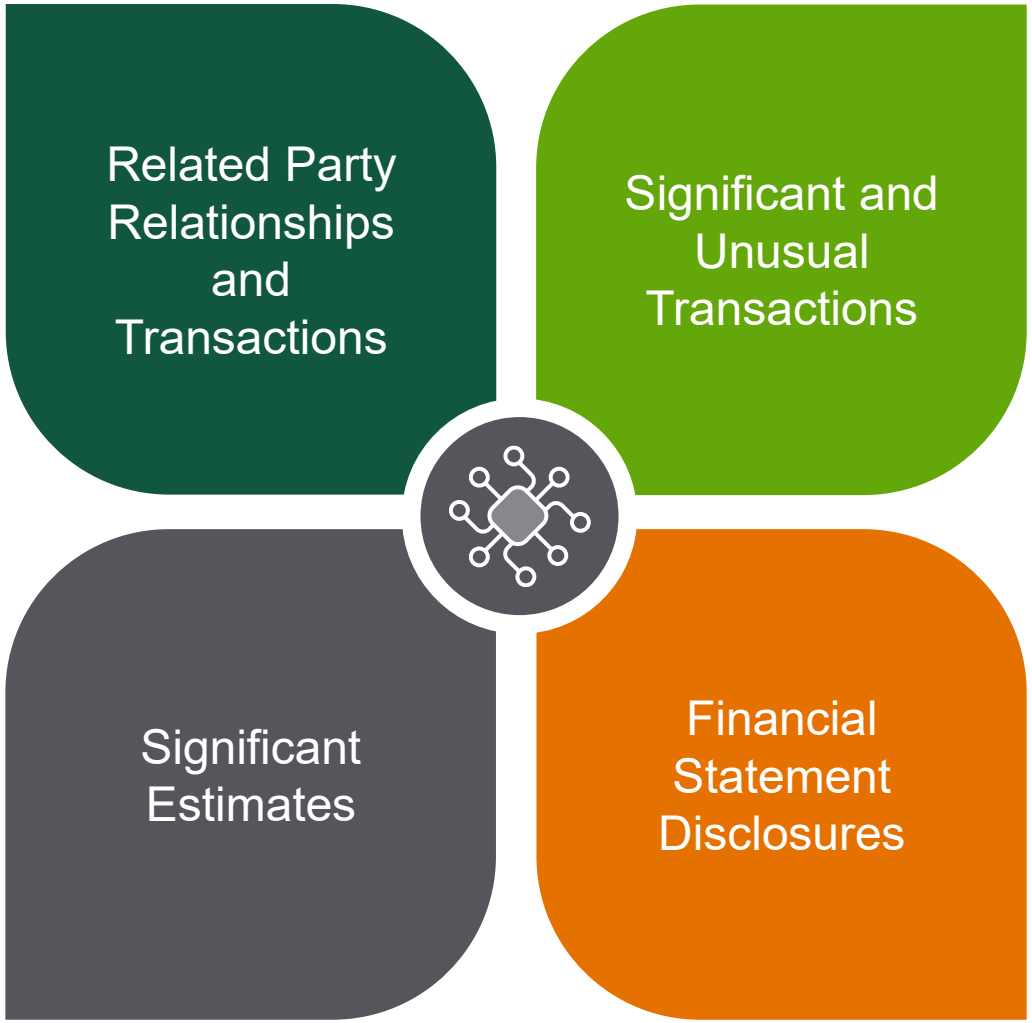
- None noted.

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the Town are described in Note 1 to the financial statements.

The Town implemented GASB Statement No. 103, *Financial Reporting Model Improvements*, GASB Statement No. 104, *Disclosure of Certain Capital Assets* and GASB Statement No. 105, *Subsequent Events*. Implementation of these standards did not have an impact on the Town's net position or fund balance.

We noted no inappropriate accounting policies or practices.

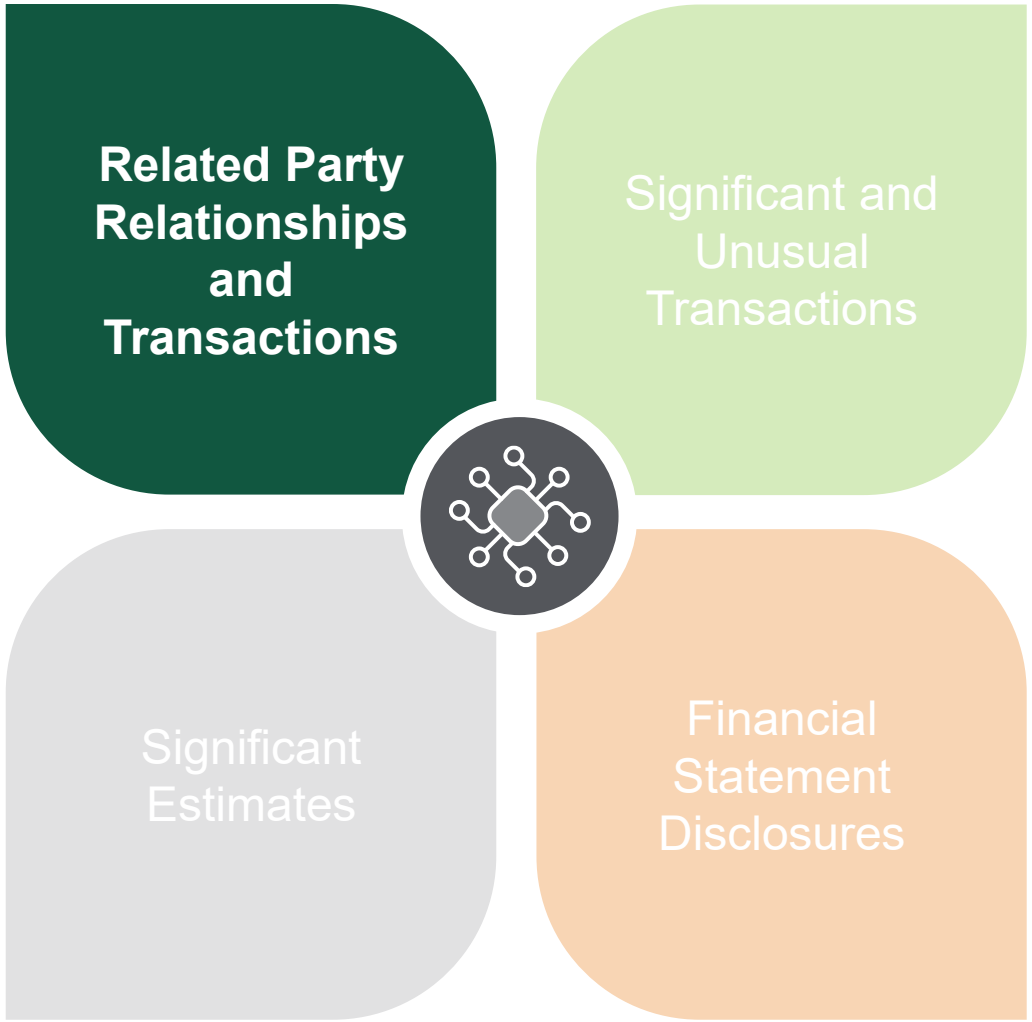


Qualitative Aspects of Accounting Practices

As part of our audit, we evaluated the Town's identification of, accounting for, and disclosure of the Town's relationships and transactions with related parties as required by professional standards.

We noted none of the following:

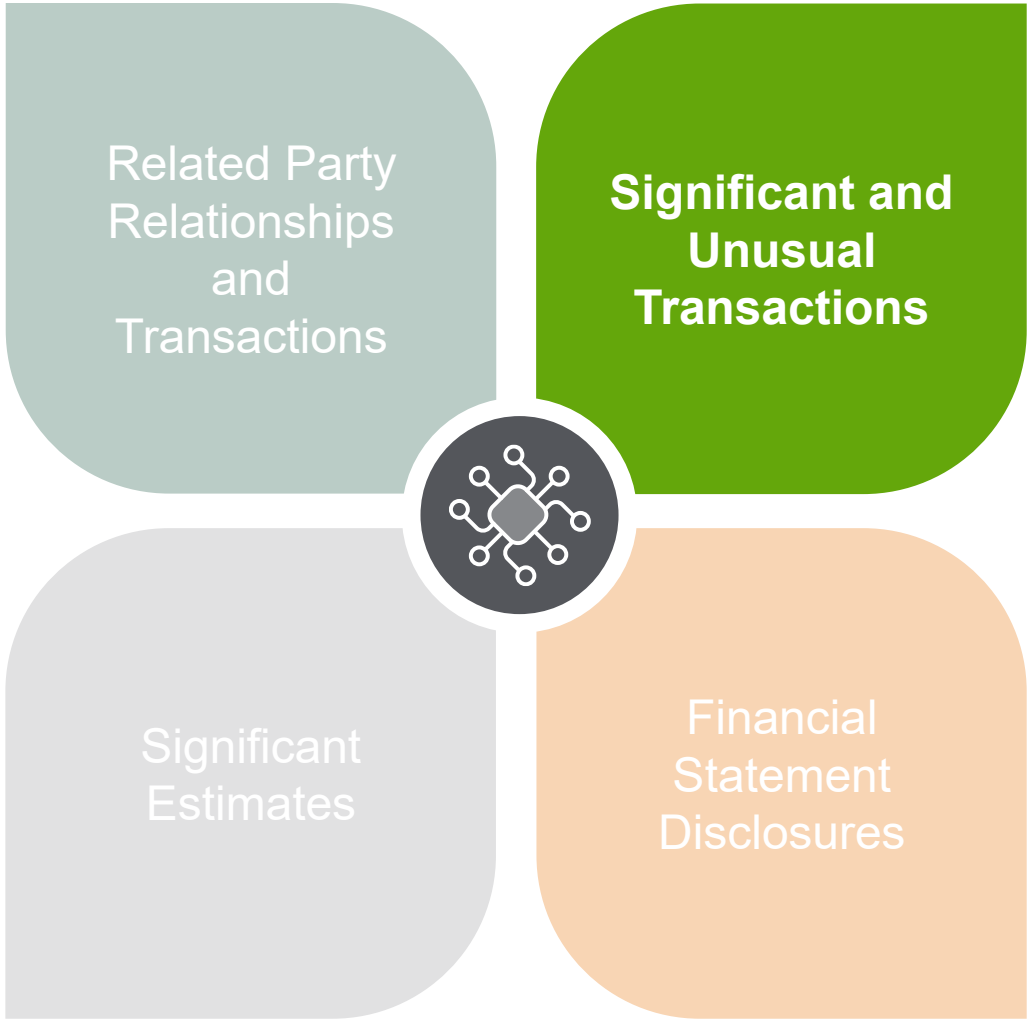
- Related parties or related party relationships or transactions that were previously undisclosed to us;
- Significant related party transactions that have not been approved in accordance with the Town's policies or procedures or for which exceptions to the Town's policies or procedures were granted;
- Significant related party transactions that appeared to lack a business purpose;
- Noncompliance with applicable laws or regulations prohibiting or restricting specific types of related party transactions; and
- Difficulties in identifying the party that ultimately controls the Town.



Qualitative Aspects of Accounting Practices

We noted no transactions entered into by the Town during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

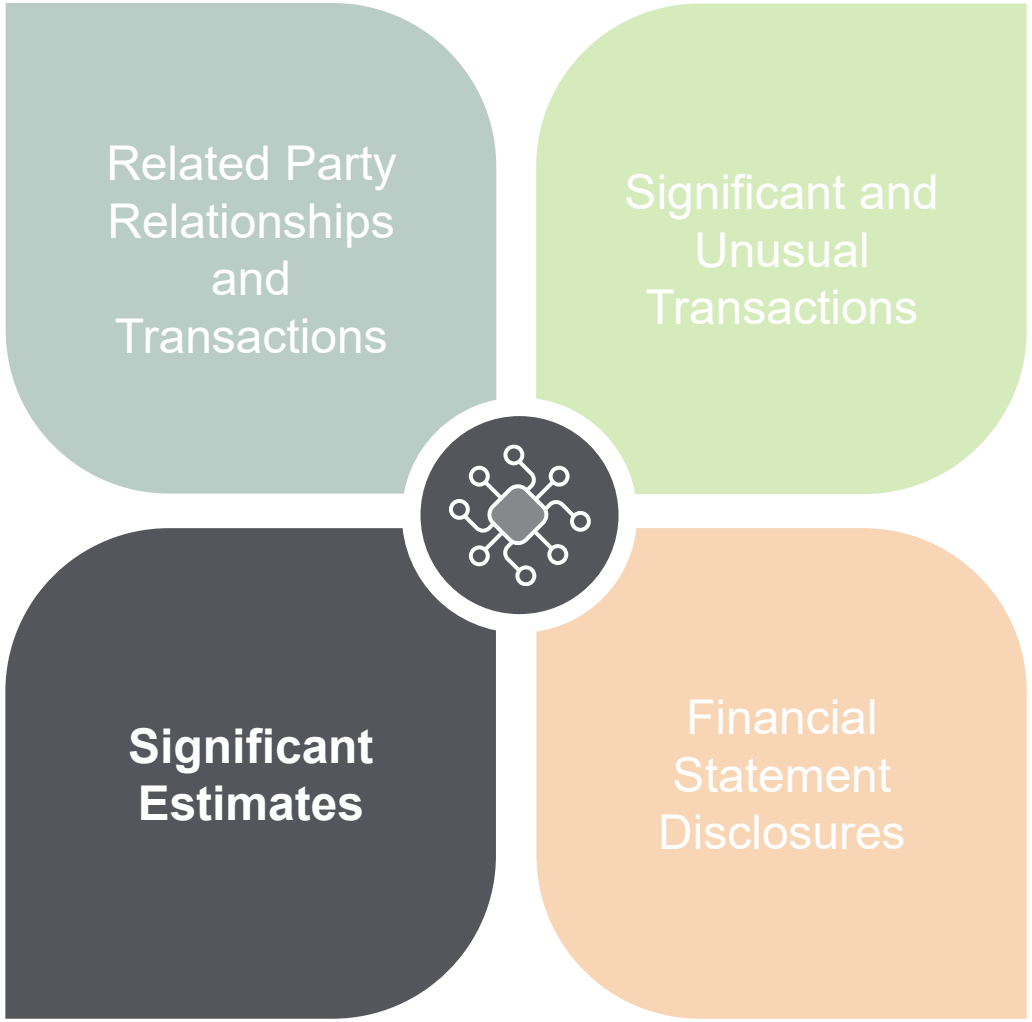
For purposes of this presentation, professional standards define significant unusual transactions as transactions that are outside the normal course of business for the Town or that otherwise appear to be unusual due to their timing, size, or nature. We noted no significant unusual transactions during our audit.



Qualitative Aspects of Accounting Practices

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimates affecting the financial statements were:

- Allowance for doubtful accounts.
- Depreciation Expense.
- Fair value of investments and donated assets.
- Other Postemployment Benefits (OPEB) liability and related deferred inflows and outflows of resources.

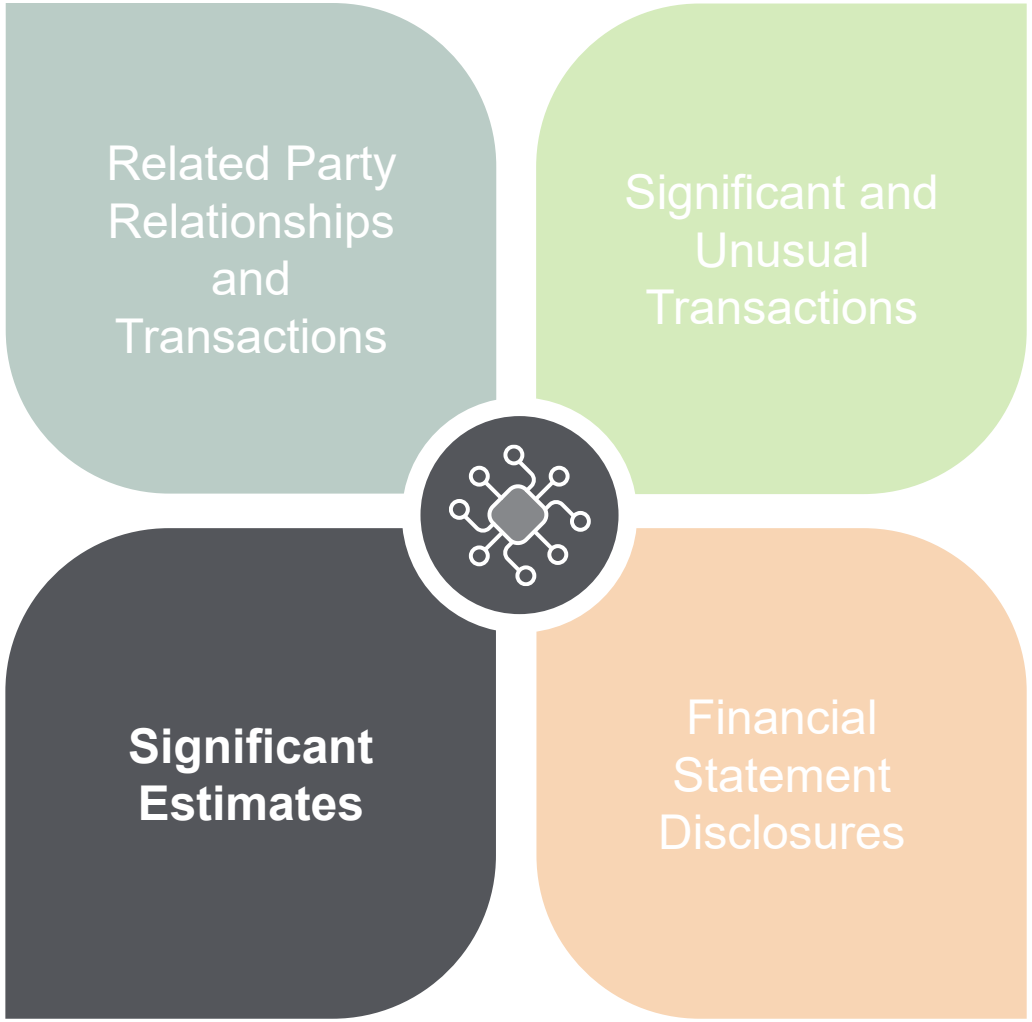


Qualitative Aspects of Accounting Practices

- Local Government Employees' Retirement System (LGERS) pension liability and related deferred inflows and outflows of resources.
- Law Enforcement Officers' Special Separation Allowance (LEOSSA) liability and related deferred inflows and outflows of resources.

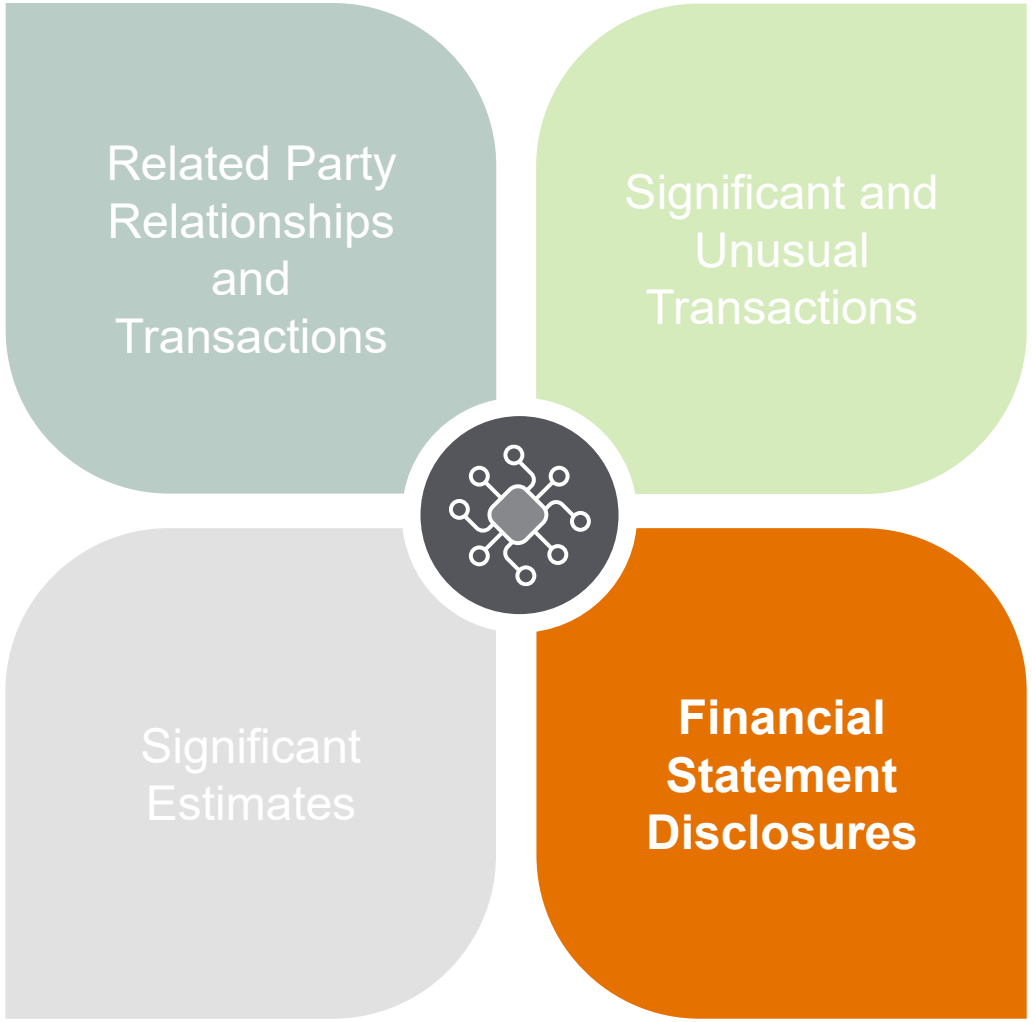
- Compensated Absences.

Management's estimates of the identified above estimates are based on the analysis of historical collection trends, current customer relations, credit sales levels, depreciable lives, and actuarial valuations. We evaluated the key factors and assumptions used to develop these estimates in determining that it is reasonable in relation to the financial statements taken as a whole.



Qualitative Aspects of Accounting Practices

The financial statement disclosures are neutral, consistent, and clear.



Independence Considerations

Nonattest Services

- None noted.



Independence Conclusion

- We are not aware of any other circumstances or relationships that create threats to auditor independence.
- We are independent of the Town and have met our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audit.



Other Required Communications

Difficulties Encountered	We encountered no significant difficulties in dealing with management in performing and completing our audit.
Disagreements with Management	Includes disagreements on a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.
Auditor Consultations	We noted no matters that are difficult or contentious for which the auditor consulted outside the engagement team.
Management Representations	We have requested certain representations from management that are included in the management representation letter dated November 6, 2026.

Other Required Communications

Management Consultations	In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a “second opinion” on certain situations. To our knowledge, there were no such consultations with other accountants.
Other Findings or Issues	We generally discuss a variety of matters, including the application of accounting principles and auditing standards with management each year. These discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.
Fraud and Illegal Acts	As of the date of our report, no fraud, illegal acts, or violations of laws and regulations noted.
Going Concern	No events or conditions noted that indicate substantial doubt about the Town’s ability to continue as a going concern.

Other Matters

Required Supplementary Information

We applied certain limited procedures to the required supplementary information ("RSI") that supplements the basic financial statements. Our procedures consisted of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We did not audit the RSI and do not express an opinion or provide any assurance on the RSI. We were engaged to report on the other supplementary information which accompanies the financial statements, but which is not RSI.



Supplementary Information

With respect to the supplementary information accompanying the financial statements, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with U.S. generally accepted accounting principles, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.



Other Information

We were not engaged to report on the introductory and statistical section, which accompany the financial statements but are not RSI. Such information has not been subjected to the auditing procedures applied in the audit of the basic financial statements themselves and, accordingly, we do not express an opinion or provide any assurance on it.



Questions

Contacts

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Albert Ong, CPA

Audit Senior Manager

aong@cbh.com

(919) 782-1040

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Cherry Bekaert LLP
Your Guide Forward

Town Council Agenda Item Report

Agenda Item No. 10.a
Submitted by: Kayla Bertling
Submitting Department Administration
Meeting Date: November 10, 2026

SUBJECT
Ordinance Amending the Town's Water Shortage Conservation Measures Ordinance

Recommendation:
Approve as presented

Updates/History of Briefing:
NA

Executive Summary and Background Information:
Staff is recommending the amendment of Sec 18-2 of the Town Code of Ordinances relating to Water Shortage Conservation Measures. The amended ordinance will align the Code with current operations by authorizing the Town of Cary's Water Shortage Response Plan within Morrisville.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Approve as presented, direct changes, or do not approve.

Staff Recommendation:
None

ATTACHMENTS
- 2026-378-0 ORD Amending Water Shortage Conservation Measures.pdf
- 2026-378-0 PRES Ordinance Project.pdf

ORDINANCE 2026-378-0 OF THE MORRISVILLE TOWN COUNCIL AMENDING THE TOWN CODE OF ORDINANCES CHAPTER 18, ARTICLE I RELATED TO WATER SHORTAGE CONSERVATION MEASURES

WHEREAS, the Town Code of Ordinances reserves Chapter 18 for matters pertaining to the environment; and

WHEREAS, the Town of Cary has operated the regional water system and infrastructure on behalf of the Town of Morrisville since 2006; and

WHEREAS, the Town of Cary maintains a Water Shortage Response Plan that enforces conservation measures for its customers, including those in the Town of Morrisville; and

WHEREAS, Morrisville currently follows Cary's direction when a water shortage is declared.

NOW, THEREFORE, BE IT RESOLVED THAT THE MORRISVILLE TOWN COUNCIL hereby amends Chapter 18, Article I of the Code of Ordinances of the Town of Morrisville, North Carolina by adding the underlined text and removing ~~stricken text~~ as follows:

Sec. 18:2. Water shortage conservation measures.

~~(1) For the protection of the public health, welfare and safety of the town, the town manager is authorized to adopt water conservation measures, and to enforce such conservation measures When the town manager determines that an emergency exists in the town because Of an impending shortage of water due to a prolonged drought or problems with the town's treated water supply and/or distribution system ("water emergency"). The town manager may impose such water conservation measures on all water users of the town for such period of time as the manager determines constitutes a water emergency.~~

~~(2) The conservation methods, adopted in the form of a town policy shall apply to all persons using town water. The conservation measures may restrict business and industrial uses of water, and may restrict such uses as irrigation, the washing of motor vehicles and equipment, outdoor surfaces, buildings, and machinery, and the use of water for ornamental fountains and swimming pools. The conservation measures may also include provisions for interruption of water service and for the establishment of water conserving schedules of uses.~~

(3) ~~The town manager or their designee is hereby authorized to impose penalties on any party who violates the provisions of any mandatory water conservation measures invoked under this ordinance after at least one written or oral warning for violation has been issued by the town enforcement personnel for~~

~~the same water customer at the same address during the same period of mandatory conservation.~~

(4) ~~Those who violate the mandatory water conservation measures invoked under this ordinance will receive one written or oral warning for violation. Any subsequent violations will be subject to civil penalties of $100 for the first violation, S250 for the second violation, and S500 for the third and each subsequent violation thereafter. (Ord. No. 95-69, 9-11-95; Ord. No. 02-34 of 7-22-02; No. 2023-6-0, 3-14-23~~

(1) Water conservation measures, approved by the Town of Cary, in accordance with The Town of Cary Water Shortage Response Plan (WSRP), together with any subsequent amendments, are hereby adopted for use within the corporate limits of the Town of Morrisville.

(2) The Town of Cary is hereby authorized to enforce all provisions of its duly adopted Water Shortage Response Plan within the corporate limits of the Town of Morrisville.

Adopted this the 24th day of November 2026,

ATTEST:

_____ _____

TJ Cawley, Mayor Kayla Bertling, Town Clerk

ALIGNING OUR CODE WITH CURRENT PRACTICE



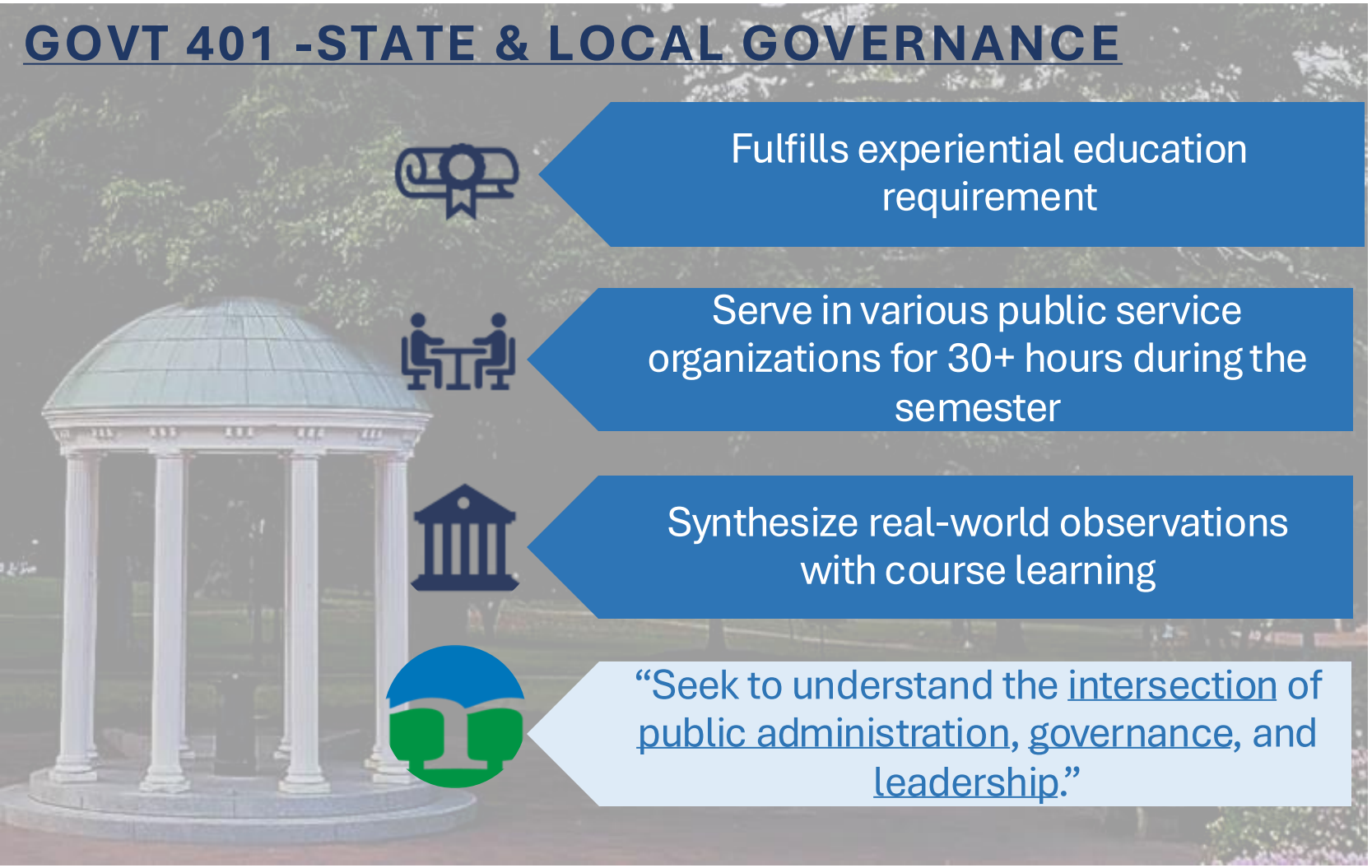
Updating Sec. 18-2: Water Shortage Conservation Measures

Town Council Meeting | November 10, 2026

Presented by Town Clerk Office Interns: Margaret Klingler & Kelsey Blackwell

OUR PROJECT LENS

"SERVICE-LEARNING EXPERIENCE"



GOVT 401 -STATE & LOCAL GOVERNANCE

- Fulfills experiential education requirement
- Serve in various public service organizations for 30+ hours during the semester
- Synthesize real-world observations with course learning
- "Seek to understand the intersection of public administration, governance, and leadership."

Initial Scope

1. Log historical Town Council Minutes
2. Assess current Code consistency and necessary revisions
3. Prepare findings for future vendor

Unanticipated Challenges

- Standardizing historical records with modern records
- Limited time-frame → Prioritize revision for recent inconsistencies

ISSUE IN ONE SENTENCE

Why this item is before Council

Sec. 18-2 assigns water-shortage authority to Morrisville's Town Manager, but Cary has operated Morrisville's water and wastewater system since the 2006 utility merger.

TODAY'S OVERALL GOAL



Reexamine standing code

Sec. 18-2 grants local authority to adopt and enforce conservation measures.



Review current practice

Cary-Morrisville Utility Merger (Effective 2006).



The recommendation

Align the text with current practice without changing day-to-day service.

ALIGNMENT TO COUNCIL

What this item accomplishes



GOAL 6: Operational Excellence

Deliver exceptional service with an engaged workforce that effectively manages public assets and promotes transparency.

Reflection of objectives and initiatives:

- ***Obj. 6.1:*** *Enhance community-facing programs and services*
- ***Obj. 6.4:*** *Foster culture of continuous improvement, transparency and accountability*
    - ***Init. 6.4:*** *Regular review and evaluation of organizational processes, policies, and practices for relevance and refinement*

What Sec. 18-2 is designed to do

Protect

Public health, welfare, and safety during a drought or system emergency.

Activate

Water conservation measures based on a formal response plan.

Communicate

Restrictions that may affect irrigation, vehicle washing, pools, and other uses.

Enforce

Requirements through notice, penalties, and other authorized tools.

- N.C.G.S. § 143-355.2 requires covered water providers to maintain an approved water shortage response plan with tiered measures.
- Cary's Water Shortage Response Plan (WSRP) addresses short-term shortages caused by drought, water-quality problems, or facility disruptions.
- Cary Code § 36-81 authorizes implementation and enforcement of that plan.

BACKGROUND

How Morrisville Water Operations Evolved



2006
Utility Merger Effective

Cary assumed responsibility for financing, operating, maintaining, improving, and expanding Morrisville's water and wastewater systems. Regional utility operations began and have remained under Cary's administration since the merger.

2019
Utility Interests Recorded

Council approved Resolution 2019-09-0 and related documents to complete the recording of utility easements and interests associated with the merger. This formalized the existing arrangement and built a long-term framework for the partnership.

Next Step
Code Alignment

Cary continues operating the regional water system under the same operating model. Sec. 18-2 should be updated to reflect current practice and longstanding operations.

CURRENT STATE

The mismatch:

Written Authority

CURRENT MORRISVILLE CODE

- ❑ Town Manager may adopt conservation measures
- ❑ Town Manager may declare a water emergency
- ❑ The Town of Morrisville may enforce warnings and civil penalties

Local policy is the governing instrument



VS.

Operating Reality

CURRENT OPERATIONS

- ✓ Cary operates the regional water system and infrastructure on behalf of the Town of Morrisville
- ✓ Cary's WSRP guides shortage response and monitors conditions
- ✓ Decisions and enforcement follow Cary's approved process (Cary Code § 36-81)

Partnership governs after shifted authority



Key point: Daily service does not change. The ordinance catches up to how the system already works.

RECOMMENDED UPDATE

Proposed ordinance structure

Inspired by a similar case... § 6-2

Sec. 6-2. County animal control ordinance adopted; enforcement.

1. The current county animal control ordinance and subsequent amendments are hereby adopted for use within the corporate limits of the town.
2. The county is hereby authorized to enforce all provisions of its duly adopted animal control ordinance within the corporate limits of the town and to respond to all calls for service under its ordinance. (Ord. No. 01-45, 2, 3, 8-13-01)

1	**Adopt by reference**	Apply the Town of Cary Water Shortage Response Plan, including subsequent amendments, within Morrisville.
2	**Authorize enforcement**	Authorize Cary to enforce its duly adopted WSRP within Morrisville's corporate limits.

CURRENT MORRISVILLE CODE

Sec. 18—2. Water shortage conservation measures.

1) For the protection of the public health, welfare and safety of the town, the town manager is authorized to adopt water conservation measures, and to enforce such conservation measures When the town manager determines that an emergency exists in the town because Of an impending shortage of water due to a prolonged drought or problems with the town's treated water supply and/or distribution system ("water emergency"). The town manager may impose such water conservation measures on all water users of the town for such period of time as the manager determines constitutes a water emergency.
2) The conservation methods, adopted in the form of a town policy shall apply to all persons using town water. The conservation measures may restrict business and industrial uses of water, and may restrict such uses as irrigation, the washing of motor vehicles and equipment, outdoor surfaces, buildings, and machinery, and the use of water for ornamental fountains and swimming pools. The conservation measures may also include provisions for interruption of water service and for the establishment of water conserving schedules of uses.
3) The town manager or their designee is hereby authorized to impose penalties on any party who violates the provisions of any mandatory water conservation measures invoked under this ordinance after at least one written or oral warning for violation has been issued by the town enforcement personnel for the same water customer at the same address during the same period of mandatory conservation.
4) Those who violate the mandatory water conservation measures invoked under this ordinance will receive one written or oral warning for violation. Any subsequent violations will be subject to civil penalties of $100 for the first violation, S250 for the second violation, and S500 for the third and each subsequent violation thereafter. (Ord. No. 95-69, 9-11-95; Ord. No. 02-34 of 7-22-02; No. 2023-6-0, 3-14-23

RECOMMENDATION

REVISED MORRISVILLE CODE

Sec. 18—2. Water shortage conservation measures.

1) Water conservation measures, approved by the Town of Cary, in accordance with The Town of Cary Water Shortage Response Plan (WSRP), together with any subsequent amendments, are hereby adopted for use within the corporate limits of the Town of Morrisville.

2) The Town of Cary is hereby authorized to enforce all provisions of its duly adopted Water Shortage Response Plan within the corporate limits of the Town of Morrisville.

PROJECT TAKEAWAY

From the classroom to Town Hall: What we learned about local government!

Cooperation: Between towns, elected officials, and municipal staff

Transparency: Accessibility and transparency → residents and long-lasting administrative systems

Behind-the-Scenes: Research, attention to detail, collaboration, and levels of review/approval

Modernization: Improve administrative innovation and efficiency

Lasting Impact: Small administrative improvements have long-lasting impacts for the foundation of good governance



"We hope this project continues your Town's commitment to good governance, reflected in the institutional framework upon which it stands and operates."

Question & Feedback

Do you have questions about:

- Current Sec. 18—2. Water shortage conservation measures?
- Our Revision?
- Town of Cary ordinances on water shortages?
- Operations since the merger?
- Our experience?

Town Council Agenda Item Report

Agenda Item No. 10.b
Submitted by: Matt Wetherell
Submitting Department Public Works
Meeting Date: November 10, 2026

SUBJECT
Resolution Adopting Americans with Disabilities Act (ADA) Transition Plan for Facilities, Parks, Services, and Digital Assets

Recommendation:
Approve Resolution

Updates/History of Briefing:
NA

Executive Summary and Background Information:

Title II of the Americans with Disabilities Act (ADA) applies to state and local governments and prohibits discrimination based on disability in the programs, services, and activities they provide. Public entities with 50 or more employees are required to conduct an accessibility self-evaluation and maintain an ADA Transition Plan. The purpose of an ADA Transition Plan is to identify barriers to access, evaluate accessibility, and establish a framework for improving accessibility over time.

In September 2022, the Town Council adopted an ADA Policy Statement through Resolution 2022-338-0, formally reaffirming the Town's commitment to accessibility and designating the Town's Risk Manager as the ADA Coordinator. Building on that effort, the Town completed its first ADA Transition Plan in February 2023, focusing on pedestrian facilities within the public right-of-way.

The Town has continued its commitment to accessibility by expanding its evaluation beyond transportation infrastructure to include Town-owned facilities, parks, programs, services, and digital assets. To support this next phase, the Town completed a request for proposal process and selected Direct Access to perform a comprehensive accessibility assessment and prepare an updated ADA Transition Plan. The resulting plan evaluates accessibility across Town facilities, parks, programs, services, and online resources; identifies existing barriers and opportunities for improvement; prioritizes recommended corrective actions; and provides a roadmap for enhancing accessibility throughout the organization.

The ADA Transition Plan is primarily a planning and prioritization document. Adoption does not commit the Town to immediately complete every recommendation or fund every correction or recommendation in

the plan. It does commit the Town to maintaining an accessibility roadmap, monitoring identified barriers, considering accessibility in future decisions, and working toward improving access to Town programs, facilities, parks, and digital resources over time.

Following adoption of the plan, Town departments will work collaboratively to prioritize and implement recommendations as funding becomes available through future operating and capital budgets.

Guide to the Attached Documents

Attachment 1 – ADA Transition Plan
This document serves as the summary of the ADA assessment and planning process. It consolidates findings from the various assessments, establishes accessibility priorities, and outlines the recommended implementation framework. The remaining attachments provide supporting detail for the analyses incorporated into the Transition Plan.

Attachment 2 – Facility Assessment Finding Summary

This report provides a summary of the findings and barriers identified during the facility assessments. To help Council review the results more efficiently, Town staff compiled the consultant's findings into a consolidated format. The information is presented both and by finding category and by facility to support comparison and prioritization.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Approve the Resolution Adopting the ADA Transition Plan
Approve the Resolution Adopting the ADA Transition Plan with Modifications
Do Not Approve the Resolution Adopting the ADA Transition Plan

Staff Recommendation:
None

ATTACHMENTS

- 2026-372-0 RES Adopting ADA Transition Plan.pdf
- 2026-372-0 PRES ADA Transition Plan.pdf
- 2026-372-0 ATTH01 Morrisville ADA Transition Plan Final.pdf
- 2026-372-0 ATTH02 Facility Assessment Finding Summary.pdf

RESOLUTION 2026-372-0 ADOPTING THE ADA TRANSITION PLAN FOR PARKS, FACILITIES, SERVICES, AND DIGITAL ASSETS

WHEREAS, Title II of the American with Disabilities Act (ADA) applies to state and local government entities, protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by state and local government entities; and

WHEREAS, public entities with over 50 employees are required to perform an accessibility self-evaluation and develop an ADA Transition Plan; and

WHEREAS, Morrisville Town Council adopted an ADA Policy Statement via Resolution 2022-338-0 on September 13, 2022, where it defined the Town's commitment to persons with disabilities and identified the Town's ADA Coordinator; and

WHEREAS, Morrisville Town Council adopted an ADA Transition Plan for Pedestrian Facilities in the Public Right of Way on February 28, 2023, where it made a commitment to improving the Town's commitment to persons with disabilities; and

WHEREAS, in April 2026, Town staff issued a request for proposals for the Town's ADA Self-Evaluation and Transition Plan, reviewed and ranked the proposals in accordance with Town procurement policy, and, in May 2026, selected Direct Access as the top-ranked firm and executed a contract to complete the ADA Self-Evaluation; and

WHEREAS, the Town of Morrisville completed an ADA Self-Evaluation and Transition Plan process that identified accessibility barriers and opportunities for improvement across Town facilities, parks, services, policies, and digital resources; and

WHEREAS, the ADA Transition Plan establishes a framework for prioritizing corrective actions, assigning responsibilities, and implementing accessibility improvements to support equal access for individuals with disabilities;

NOW, THEREFORE, BE IT RESOLVED THAT THE MORRISVILLE TOWN COUNCIL hereby adopts the ADA Transition Plan for Town Facilities, Parks, Services, and Digital Assets as required by the Americans with Disabilities Act and will make efforts to make funding allocations, during the budget development process, for implementation of this plan.

Adopted this the 24th day of November 2026.

ATTEST:

_____	_____
TJ Cawley, Mayor	Kayla

Bertling, Town Clerk

Commitment to Accessibility

Parks, Facilities, and Programs
ADA Assessment and Transition Plan

NOVEMBER 10, 2026

Direct Access
A Division of Matrix Design Group






This presentation can be provided in alternative accessible formats upon request

Background

- Under Title II of the Americans with Disabilities Act (ADA), public entities with over 50 employees are required to perform an accessibility self-evaluation and Transition Plan.
- The goal of the ADA Transition Plan is to evaluate accessibility for people with disabilities and to develop plans/procedures to enhance accessibility.
- Phase I completed in 2023 with the adoption of the Public Right of Way Transition Plan
  - Included identifying the Town's Risk Manager as ADA Coordinator
  - Defined Town's commitment to persons with disabilities, including grievance procedure and ADA Position Statement

Building Upon Phase I

- Assessment and development of ADA Transition Plan for our Town facilities, parks, and programs, including digital assets.
- Create a plan that identifies barriers and issues with corrective actions.
- Plan will guide work to ensure the Town provides equal opportunity to access facilities, parks, communication, and services.

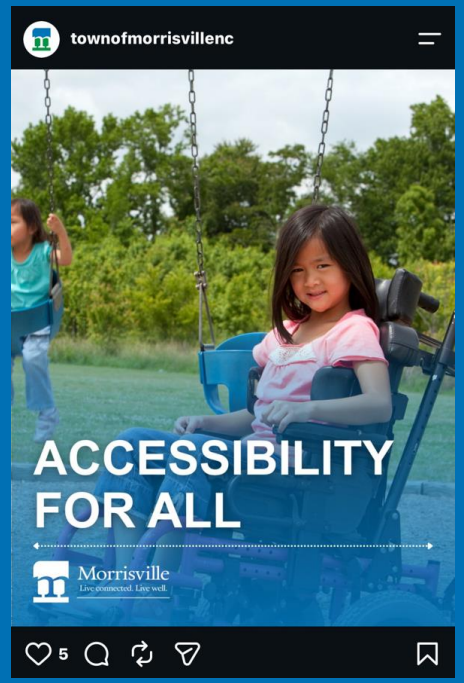
ADA Assessment

- Led by Direct Access, A Division of Matrix Design Group
- Scope:
  - Community and Staff Engagement: Surveys, Staff Interviews, Virtual Public Input Session
  - On-Site Assessments of Parks and Facilities
  - Web and Digital Asset Assessment
  - Policy Review and Recommendations
  - Transition Plan



Public Outreach

- Online Surveys and Public Input Session
  - Next Week In Morrisville Newsletter
  - Invites to Town boards and committees
  - Signs posted at parks and facilities
  - Digital messaging boards at facilities







Key Takeaways

- Comprehensive Evaluation: Included Town facilities, parks, programs, policies, and digital services to identify accessibility barriers and opportunities for improvement.
- Not every identified barrier or recommendation represents a confirmed ADA violation. Some recommendations go beyond minimum requirements to improve usability and inclusion.
- A Roadmap for Continued Accessibility Findings and recommendations will help the Town prioritize improvements and strengthen access to facilities, programs, and services over time.

Surveys and Public Input Session

PURPOSE	Understand how residents and staff experience accessibility across Town facilities, parks, programs, and services.
SURVEY QUESTIONS	Explore physical access, communication, program participation, and other accessibility needs.
COMMUNITY PERSPECTIVE	Capture everyday barriers and concerns that may not be apparent during on-site assessments.
APPLICATION	Compare feedback with assessment findings to help guide improvements and priorities.

Survey feedback reflects individual experiences and does not independently establish ADA violations.

Resident Survey Results

24 Resident Survey Responses

SUCCESS

Half of respondents reported no accessibility barriers when accessing Town facilities (50%).

PHYSICAL ACCESS

Residents identified concerns involving parking, entrances, pathways, seating, and recreation amenities.

PROGRAMS & COMMUNICATION

Residents requested easier program access, clearer wayfinding, and more accessible information.

Survey responses reflect individual experiences and do not independently establish ADA violations.

Staff Survey Results

54 Employee Survey Responses

- **SUCCESS : WORKPLACE ACCESS**

  Most employees rated workplace accessibility Excellent or Good (81.5%).

- **SUCCESS : INCLUSION**

  Nearly all employees reported feeling welcomed, included, and supported (96%).

- **OPPORTUNITY : TRAINING**

  About 60% reported that accessibility training occurs only sometimes, rarely, or never (32 of 53).

- **OPPORTUNITY : PHYSICAL ACCESS**

  Difficult to open doors were the most frequently reported barrier, followed by maneuvering space and workplace accommodations.

Survey responses reflect employee experiences and do not independently establish ADA violations.

Department Staff Interviews

INTERVIEW PURPOSE

Understand how departments address accessibility in daily operations, facilities, programs, and services.

QUESTIONS ASKED

What accommodations are provided? What barriers have staff encountered? What support is needed?

COMMON THEMES

Staff training, clearer procedures, accessible communication, resources, and departmental coordination.

NEXT STEP

Use interview findings alongside survey feedback and assessments to inform Town-wide improvements.

Interview feedback informs the ADA self-evaluation and does not independently establish ADA violations.

Physical Accessibility Assessment | Scope & Observations

21 LOCATIONS ASSESSED

13 TOWN FACILITIES

8 PARKS

What the on-site audits reviewed

- SITE ACCESS
- BUILDING ACCESS
- SIGNAGE & WAYFINDING
- PARKS & RECREATION

EXISTING ACCESSIBILITY STRENGTHS

- Accessible parking at several parks
- Inclusive playground equipment and surfacing
- Automatic doors at multiple facilities
- Consistent entrance signage

OPPORTUNITIES TO IMPROVE

- Improve accessible routes and curb transitions
- Address doorway and seating barriers
- Improve signage and wayfinding
- Install induction loops or portable assistive listening devices at public facilities

Physical Accessibility Findings | Priority & Inclusion

521 documented observations and findings • 13 facilities and 8 parks

1 HIGH — IMMEDIATE ACTION : 16 findings

2 IMPORTANT — PRIORITY CORRECTION: 131 findings

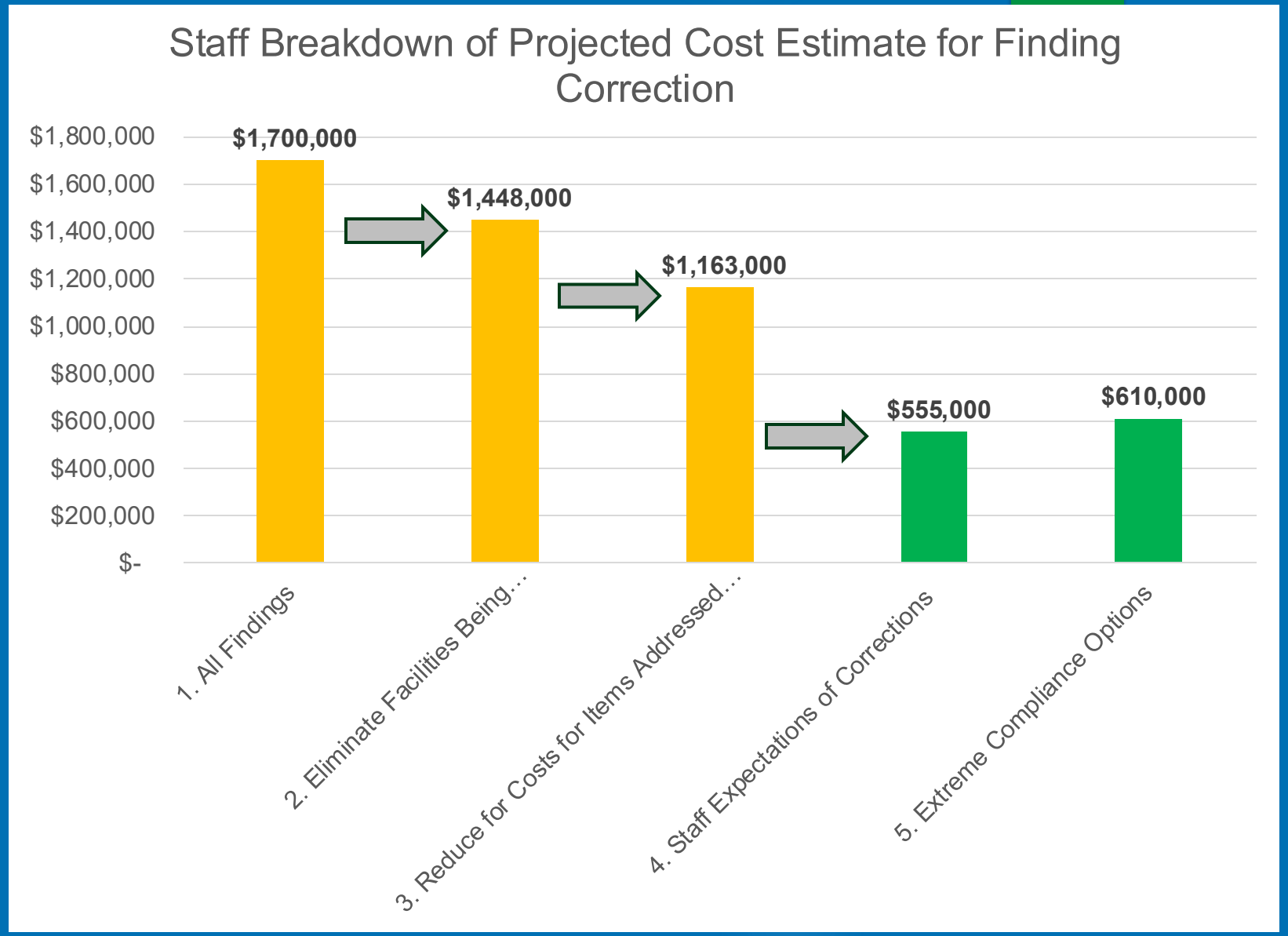
3 MODERATE — PLANNED IMPROVEMENTS: 263 findings

4 LOW — INCLUSIVE ENHANCEMENTS: 63 findings

RECOMMENDED BEYOND COMPLIANCE: 49 findings

Cost Projections for Corrections

1. Consultant projections to correct barriers: $1.7 million
2. Reduce approx. $252k for facilities being replaced or renovated (PW, MSC, FS#2, Pugh House)
3. Reduce approx. $285k for findings addressed through normal operations
4. Approx. $555k in findings that staff project will need to be requested through budget process (multiple years)
5. Approx. $610k in items that may be resolved through other accessible options



1 HIGH — IMMEDIATE ACTION : 16 findings

- **Require Longer-Term Planning *(3 of 16 findings)***
  - Cedar Fork District Park – Improve ADA parking and field access
  - Morrisville Community Park Playground Bathroom – Stalls needing more space for accessible movement (pre-date ADA)
  - Police Department Second Floor Briefing Space – No ADA access
- **No Immediate Action *(3 of 16 findings)***
  - Pugh House – 2 findings on ramp access
  - Senior Center (current location) – 1 finding on sidewalk ramp to parking lot
- **Near-Term Budgeting or Addressed in FY27 Operations *(10 of 16 findings)***
  - Likely Budget Requests: ADA accessible showers at PD, Fire Admin, Fire Station #1; Elevator auditory alert at MAFC
  - FY27 Operations: Handrails and step markings at PRCR Admin and Historic Christian Church

Other Prioritized Findings

- Nearly half of remaining findings are related to signage or wayfinding
  - Other major categories of findings: mounted item and counter heights, door pull weights, accessible clearance
- Staff to further break down remaining findings for corrections
  - Identify items to include in normal operations
  - Begin bundling related issues across facilities into projects for budget requests

Make a continuous effort addressing barriers and findings

Examples of Other Priority Ranking Findings

Important

- CFCC counter height adjustment for wheelchair access
- Ensure AEDs are installed at accessible heights

Moderate

- Ensure accessible signage with Braille on office doors
- Add QR codes to signs that link to digital versions of the signs

Low

- Add shelving to janitorial closets to ensure there is floor space for easy mobility
- Add grab bars to non-ADA toilet stalls

Town Website Accessibility Assessment

Town-managed website | WCAG 2.2 Level AA evaluation

6 Pages evaluated

15 Findings identified

3 Pages without findings

Positive Findings

- No keyboard-testing failures identified
- Existing accessibility markup supports assistive technology

Improvement Opportunities

- Refine accessible names, roles, and labels
- Correct documented barriers across shared components

Takeaway: Targeted improvements can build on the Town website's existing accessibility practices.

Third-Party Digital Assets

14 vendor-provided platforms and applications evaluated

Common Improvement Areas

- Keyboard and assistive technology access
- Accessible controls, forms, and labels
- Document accessibility and content structure
- Mobile orientation and usability

Supporting Vendor Remediation

- Provide property-specific findings and evidence
- Share recommended correction language with vendors
- Coordinate remediation timelines and responsibilities
- Verify fixes through follow-up testing

Takeaway: The Town can use the assessment findings and recommended language to communicate clear accessibility expectations to third-party digital service providers.

Building on an Established Foundation: Policy and Procedure Review

Morrisville has an ADA Policy Statement, designated ADA Coordinator, and grievance procedure. The review recommends clearer procedures and stronger coordination.

1. ADA ROLES & COORDINATION

Clarify ADA Coordinator duties and department responsibilities.

2. REQUESTS & GRIEVANCES

Clarify accommodation, effective communication, and complaint procedures.

3. STAFF TRAINING

Provide role-specific ADA guidance and consistent referral practices.

4. TRANSITION PLAN INTEGRATION

Connect accessibility concerns, policy updates, and corrective actions.

Next Step:
Review the proposed ADA Reasonable Accommodation and Governance Policy before adoption.

Summary of Findings

Building on existing accessibility improvements

What's Working

Existing accessible features, inclusive recreation opportunities, and established digital services.

Where Improvements Are Needed

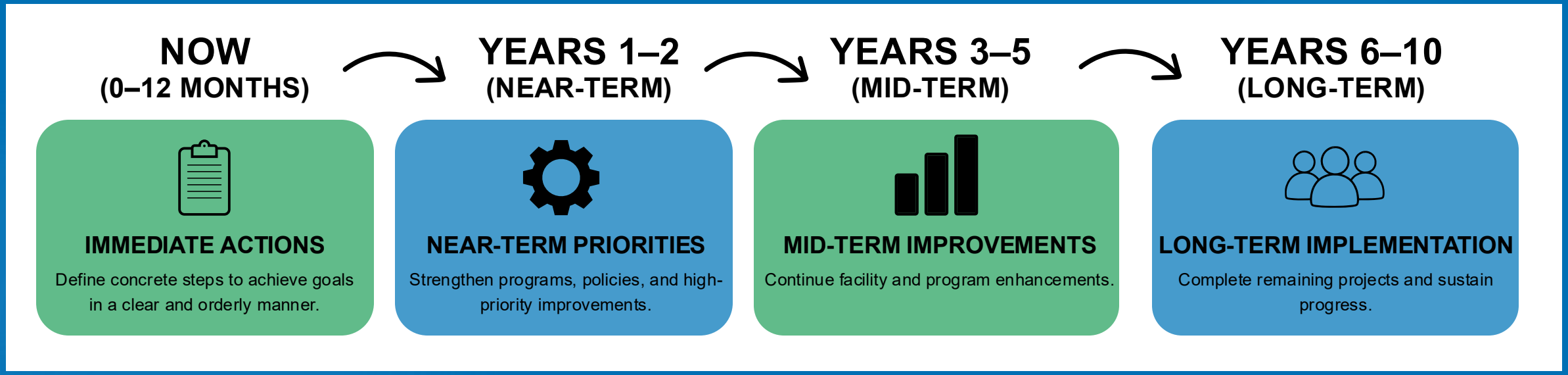
Accessible routes, parking, entrances, restrooms, and digital content.

Moving Forward

Prioritize corrective actions, coordinate departments, and monitor progress.

Site assessments and digital asset reviews provide the primary basis for these findings. Resident and staff feedback offers additional context to inform improvement priorities.

Recommended ADA Implementation Timeline:
Commitment to Accessibility



ADA compliance is a journey, not a destination.

Next Steps

- ADA Transition Plan returning in front of you November 24 with the recommendation for adoption
- **What does adoption of ADA Transition Plan do?**
  - **Creates a roadmap for the Town to address accessibility barriers**
  - **Does not obligate the Town to immediately address every barrier or finding**
- Staff will return to Council to discuss what level of action is desired and to further review findings to develop appropriate operating and capital requests

Questions?





ADA Self-Evaluation and Transition Plan

Morrisville, NC

2026

Direct Access
A Division of Matrix Design Group

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1. Glossary

ADA (Americans with Disabilities Act)	A federal civil rights law enacted in 1990 which prohibits discrimination against individuals with disabilities and requires equal access to programs, services, activities, employment, transportation, communications, and public facilities.
ADA Coordinator	The designated individual responsible for coordinating ADA compliance efforts, managing accessibility concerns and grievances, overseeing implementation of the ADA Transition Plan, and serving as the primary accessibility contact for the public and staff.
ADA Implementation Team	A multidisciplinary group of Town representatives responsible for supporting ADA implementation, monitoring progress, coordinating accessibility improvements, and advising the ADA Coordinator.
ADA Transition Plan	A strategic planning document that identifies accessibility barriers, establishes priorities for barrier removal, assigns responsibilities, and provides a schedule for achieving and maintaining ADA compliance.
Accessible Entrance	An entrance that can be independently used by individuals with disabilities and is connected to an accessible route.
Accessible Parking Space	A designated parking space that meets accessibility requirements for location, dimensions, signage, and access aisles to accommodate individuals with disabilities.
Accessible Route	A continuous, unobstructed path connecting accessible elements and spaces within a site or facility. Accessible routes may include sidewalks, walkways, ramps, curb ramps, entrances, and interior circulation paths.
Accommodation	A modification, adjustment, or support provided to ensure equal access for individuals with disabilities.
Alternative Format	Information provided in a format accessible to individuals with disabilities, such as large print, Braille, electronic text, or audio.
Architectural Barrier	A physical feature that limits or prevents access for individuals with disabilities.
Architectural Barriers Act (ABA)	A federal law requiring accessibility in facilities designed, constructed, altered, or leased with federal funds.
Assistive Listening System	Technology that improves audio access for people who are deaf or hard of hearing by amplifying sound or transmitting audio directly to hearing devices.
Assistive Technology	Devices, software, or equipment that help individuals with disabilities access information, communication, or the built environment.

Auxiliary Aids and Services	Tools and services that support effective communication, including interpreters, captioning, assistive listening systems, Braille materials, and accessible electronic documents.
Barrier Removal	The process of eliminating physical, digital, communication, or procedural obstacles that limit accessibility.
Braille	A tactile reading and writing system used by people who are blind or have low vision.
Capital Improvement Program (CIP)	A multi-year planning and budgeting process used to fund major infrastructure, facility, park, and accessibility improvement projects.
Captioning	Text displayed on a screen that provides spoken dialogue and relevant audio information for people who are deaf or hard of hearing.
Curb Ramp	A ramped transition between a sidewalk and street that provides accessible pedestrian access.
Digital Accessibility	The practice of making websites, software, electronic documents, online services, and digital content used by people with disabilities.
Effective Communication	Communication that ensures individuals with disabilities can receive and convey information as effectively as individuals without disabilities.
Grievance Procedure	A formal process for submitting, investigating, and resolving accessibility-related complaints.
Inclusion	The practice of ensuring that people with disabilities can fully participate in community life, programs, services, and activities.
Independent Access	The ability of an individual with a disability to use facilities, services, and programs without requiring assistance from others.
Interim Measure	A temporary modification, accommodation, or service used to provide access until a permanent solution is implemented.
Keyboard Accessibility	The ability to navigate and use digital content without a mouse, using only a keyboard or similar input device.
Program Access	The requirement that public programs, services, and activities be accessible to and usable by individuals with disabilities when viewed in their entirety.
PROWAG (Public Right-of-Way Accessibility Guidelines)	Federal accessibility guidelines addressing pedestrian facilities within public rights-of-way, including sidewalks, curb ramps, crossings, and pedestrian signals.
Public Notice	Information provided to inform the public of their rights under the ADA and the procedures for requesting accommodations or filing complaints.

Reasonable Modification	A change to policies, practices, or procedures necessary to avoid discrimination against individuals with disabilities, unless doing so would fundamentally alter the nature of a program or service.
Section 504	Section 504 of the Rehabilitation Act of 1973, which prohibits disability discrimination in programs or activities receiving federal financial assistance.
Self-Evaluation	A comprehensive review of facilities, programs, services, policies, and practices to identify and address accessibility barriers.
Service Animal	An animal that is individually trained to perform work or tasks for a person with a disability, as defined by the ADA.
Signage and Wayfinding	Visual, tactile, and directional information which helps people identify locations, navigate spaces, and locate services and amenities independently.
Structural Modification	A physical alteration to a facility, site, or infrastructure intended to improve accessibility.
Tactile Signage	Signs that include raised characters and Braille to assist individuals who are blind or have low vision.
Title II	The section of the ADA that applies to state and local governments and requires equal access to public services, programs, and activities.
Universal Design	A design approach that creates environments, products, and services that are usable by the widest range of people without requiring adaptation or specialized design.
WCAG (Web Content Accessibility Guidelines)	Internationally recognized standards for making web content more accessible to people with disabilities.
Wayfinding	The use of signage, maps, landmarks, and directional information to help people navigate environments independently.
Wheelchair Maneuvering Space	Clear floor space that allows an individual using a wheelchair or mobility device to approach, turn, and use accessible features.
Working Inventory	A maintained record of identified accessibility barriers, recommendations, priorities, costs, and implementation status used to track ADA compliance efforts.

2. Executive Summary

The Town of Morrisville's Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan establishes a framework for identifying and addressing accessibility barriers across Town facilities, parks, programs, services, communications, and digital resources. The Plan provides a proposed 10-year approach for prioritizing corrective actions, coordinating improvements, and monitoring implementation.

The Self-Evaluation included physical accessibility assessments of 21 Town facilities and parks, employee and resident surveys, departmental interviews, policy and procedure reviews, and digital accessibility testing. These evaluations identified physical, operational, and communication barriers that may affect independent access to Town services and activities.

Physical assessments identified recurring concerns involving accessible routes, parking, entrances and doors, restrooms, signage, and recreational amenities. Employee and resident feedback identified similar concerns, including difficult-to-open doors, wheelchair maneuvering space, park pathways, seating, wayfinding, and access to programs and events.

Departmental interviews and policy reviews identified opportunities to strengthen ADA training, emergency preparedness, accommodation procedures, staff responsibilities, and effective communication. The Town also has existing accessibility practices, including accessible pool entry, adapted recreation programs, sensory accommodations at community events, and accessible parking at special events.

Digital accessibility testing identified concerns involving image descriptions, color contrast, webpage structure, online registration and payment systems, social media content, and public-facing documents. These findings support the need for coordinated digital accessibility improvements and continued evaluation of Town online services.

Initial implementation should prioritize barriers affecting safety, independent access, and essential Town services, particularly accessible entrances, parking, primary routes, restrooms, signage, and effective communication. The Town should also prioritize ADA coordination, staff training, accommodation procedures, and identified digital accessibility barriers. Section 7 outlines the proposed implementation phases, while the detailed facility and park assessment reports identify specific corrective actions, priority ratings, and estimated costs. The proposed 10-year schedule provides a planning framework for physical improvements and does not extend or replace ADA compliance requirements, including requirements for program access, effective communication, and digital accessibility.

Successful implementation will require coordination among Town departments, identified responsibilities, integration with maintenance and capital planning, and regular progress monitoring. The Plan provides a foundation for tracking completed improvements, addressing remaining barriers, and maintaining accessibility across Town facilities, programs, and services.



Figure 1: Morrisville Town Hall

3. Introduction and Legal Context

Introduction

The Town of Morrisville's ADA Self-Evaluation and Transition Plan provides a framework for identifying and addressing barriers that may prevent people with disabilities from accessing Town facilities, parks, programs, services, activities, and information.

The Plan brings together findings from facility and park assessments, resident and employee surveys, departmental interviews, policy reviews, and digital accessibility testing. It identifies areas needing improvement and establishes a proposed approach for prioritizing and tracking corrective actions.

Purpose and Scope

The purpose of the Plan is to help the Town provide accessible services and facilities, meet applicable requirements of the Americans with Disabilities Act (ADA), and guide accessibility improvements over time.

The Plan addresses both physical barriers, such as inaccessible entrances or restrooms, and nonphysical barriers, such as difficult registration procedures, inaccessible documents, or communication practices that may limit participation. Resident and employee feedback also helps the Town identify accessibility concerns, understand how barriers affect daily use of Town services, and establish improvement priorities.

Detailed assessment findings are presented in Section 5. Proposed priorities, corrective actions, and implementation schedules are addressed in Sections 6 and 7.

Legal Framework

Title II of the ADA requires state and local governments, including the Town of Morrisville, to provide equal opportunities for people with disabilities to participate in public programs, services, and activities.

The Town's responsibilities include:

- Providing access to Town programs and services.
- Making reasonable changes to policies and procedures when needed for accessibility.
- Providing communication assistance, such as sign language interpretation or captioning, when required.
- Maintaining accessible facilities and features.
- Establishing applicable ADA coordination, public notice, and grievance procedures.
- Identifying and planning for the correction of accessibility barriers.

These requirements are primarily addressed under Title II of the ADA and its implementing regulations in 28 CFR Part 35.

Section 504 of the Rehabilitation Act of 1973 also prohibits disability discrimination in programs and activities receiving federal financial assistance.

Physical Accessibility and Access to Town Programs

The ADA requires the Town of Morrisville to manage its programs, services, and activities so they are accessible to people with disabilities when considered as a whole.

Physical improvements may be needed at Town buildings, parks, parking areas, sidewalks, entrances, restrooms, and other public facilities. The 2010 ADA Standards for Accessible Design provide technical requirements for covered building and facility work.

When physical improvements cannot be completed immediately, the Town must use other appropriate methods to provide access, such as relocating a program to an accessible space or changing how a service is delivered. These alternatives must still meet applicable ADA requirements. Identified barriers will be prioritized based on factors such as safety, access to essential services, frequency of public use, and the extent to which a barrier limits independent access. The Town's proposed priority framework is described in Section 6.

Digital Accessibility

The ADA requires the Town to make its digital services accessible to people with disabilities. This includes the Town's website, online forms, registration and payment systems, digital documents, and applicable mobile applications.

Under the federal ADA Title II web accessibility rule, digital content must meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, subject to applicable exceptions. Based on the Town's anticipated population classification under the rule, Morrisville's compliance deadline is April 26, 2028, subject to final confirmation.

The Town's digital accessibility review identified areas needing improvement, including website navigation, keyboard access, document accessibility, and online registration services. Addressing these barriers will help residents access Town information and services independently.

Detailed findings are provided in the Web Accessibility Report. Recommended digital improvements should be incorporated into the implementation schedule in Section 7.

Policies, Procedures, and Effective Communication

Accessibility involves more than facilities and websites. Town policies, procedures, and communication methods must also support equal access to programs and services.

This includes responding to requests for accessibility accommodations, making reasonable changes to procedures when necessary, and providing communication assistance when required. Examples may include accessible documents, captioning, sign language interpretation, or other appropriate services.

The Town must also maintain ADA administrative procedures, including identifying responsible executives, informing the public about ADA protections, and providing a process for addressing accessibility complaints.

The policy and procedure review identifies opportunities to strengthen these practices across Town departments. Recommended improvements are addressed in Sections 7 and 9.

Commitment to Accessibility and Implementation

The Transition Plan provides an approach for addressing identified barriers through routine maintenance, facility improvements, policy updates, staff training, digital accessibility work, and future capital projects.

Implementation will require coordination among Town departments, clear responsibilities, realistic project priorities, and regular progress tracking.

The following sections summarize the process followed for Morrisville's Self-Evaluation, accessibility findings, and identifies the proposed actions needed to improve access to Town facilities, programs, services, and information.

4. Self-Evaluation Scope and Methods

4.1 Overview and Evaluation Approach

The Town of Morrisville completed a comprehensive ADA Transition Plan to assess accessibility across Town-owned facilities, parks, programs, services, policies, employment practices, and digital resources. The assessments included physical accessibility assessments, policy and procedure reviews, public and employee surveys, departmental interviews, and digital accessibility testing.

The purpose of the evaluation extends beyond compliance under the Americans with Disabilities Act (ADA). It also assesses how residents, visitors, and employees with disabilities experience Town services and whether barriers limit independent access, equal participation, effective communication, or inclusion.

The evaluations viewed accessibility as a complete experience, including how individuals obtain information, access to Town facilities, enter and navigate buildings and parks, participate in activities, request assistance, and access services online.

Findings from all assessment deliverables were combined to identify common accessibility barriers, prioritize improvements, and establish specific corrective actions.

4.2 Physical Accessibility Assessments: Town Facilities and Parks

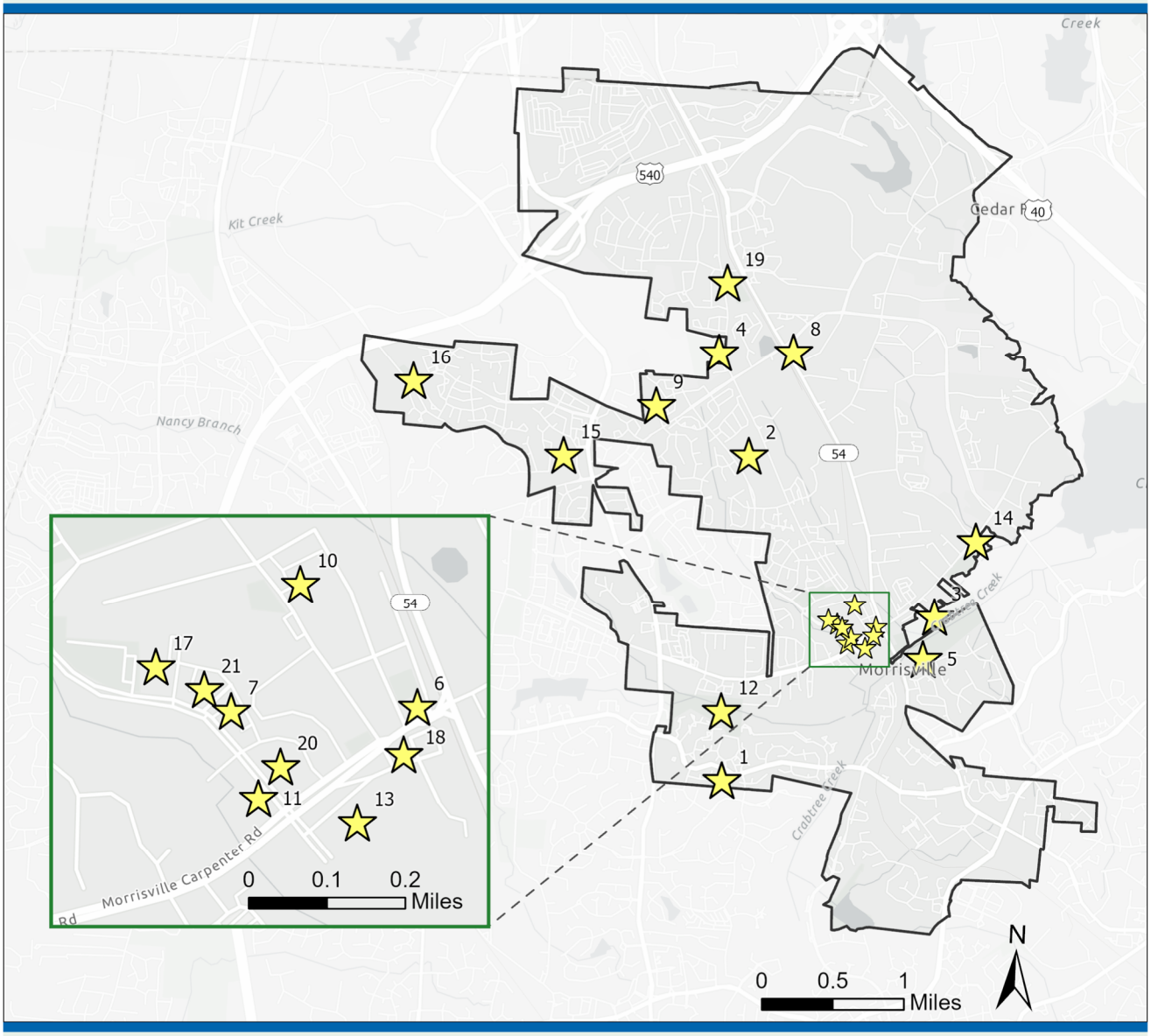
Physical accessibility assessments were completed at all Town facilities and parks to document existing conditions and identify barriers affecting individuals with mobility, visual, hearing, and other disabilities.

The following 21 facilities and parks were included in the Town's ADA physical accessibility assessments:

No.	Facility or Park	No.	Facility or Park
1	Cedar Fork Community Center	12	Pugh House
2	Cedar Fork District Park	13	Morrisville Town Hall
3	Church Street Park	14	Town Hall Connector
4	Crabtree Nature Park	15	Parks, Recreation & Cultural Resources (PRCR) and Public Safety/Municipal Services (PSMS) Buildings
5	Indian Creek Trailhead	16	Historic Christian Church
6	Morrisville Community Park	17	Fire Station 1
7	Northwest Park	18	Fire Station 2
8	Shiloh Park	19	Fire Station 3
9	Public Works	20	Fire Administration
10	Morrisville Dog Park	21	Morrisville Aquatic & Fitness Center
11	Senior Center		

Morrisville, NC

Facility Audit Locations



Facility Label Key

1 Aquatic and Fitness Center
2 Cedar Fork Community Center
3 Cedar Fork District Park
4 Church Street Park
5 Crabtree Nature Park
6 Fire Administration
7 Fire Station #1
8 Fire Station #2
9 Fire Station #3
10 Historic Christian Church
11 Indian Creek Park
12 Morrisville Community Park
13 Morrisville Dog Park
14 Morrisville Public Works
15 Morrisville Senior Center
16 Northwest Park
17 Park & Recreation Admin
18 Pugh House
19 Shiloh Park
20 Town Hall
21 Town Hall Connector

Legend

Morrisville Town Boundary

Facility Locations

Each physical accessibility assessment includes:

- Accessible parking, passenger loading areas, sidewalks, curb ramps, and exterior routes.
- Building entrances, automatic doors, door hardware, interior circulation, and vertical access.
- Public service counters, meeting rooms, offices, employee workspaces, and common areas.
- Restrooms, drinking fountains, signage, and other building amenities.
- Park pathways, recreation facilities, playgrounds, seating, picnic areas, and other applicable outdoor amenities.
- Accessible communication features and emergency-related access conditions.

The assessments included on site observations, field measurements, and photographic documentation to identify accessibility barriers, compliance deficiencies, and opportunities for improvement.

The assessments also extended beyond minimum ADA compliance requirements to identify improvements that promote accessibility, usability, and inclusion for individuals with a wide range of disabilities and needs. This approach recognizes that meeting compliance standards alone does not always ensure an accessible and welcoming experience. The assessments considered how individuals navigate spaces, access amenities, communicate, and participate independently in Town programs and activities.

For each specific facility or park assessment, an accessibility assessment report was prepared that includes:

- **Identified Barrier:** A description of the observed accessibility condition and its location.
- **Recommended Corrective Action:** A specific improvement to address the identified barrier.
- **Priority Level:** A classification indicating the relative importance of addressing the barrier.
- **Estimated Cost:** A preliminary cost estimate for implementing the corrective action.
- **Photographic Documentation:** Images illustrating the existing condition and identified barrier.

Each report also includes a color-coded Action Plan that organizes recommended improvements by priority, from high to low. This provides the Town with a clear, easy to reference summary of accessibility barriers, corrective actions, and estimated costs to support maintenance planning, budgeting, and future capital improvements.

4.3 Policy, Procedure, and Program Accessibility Review

The Town's policy and procedure review assessed how accessibility is addressed through daily operations, public service delivery, employee responsibilities, and administrative processes.

The review addressed the following areas:

Review Area	Scope of Evaluation
ADA Coordination and Public Notice	Designation of ADA responsibilities, departmental coordination, public notice, and accessible contact information.
Reasonable Modifications and Accommodations	Procedures for requesting, evaluating, providing, documenting, and following up on modifications and accommodations.
Grievance and Complaint Procedures	Accessible complaint submission methods, review responsibilities, response procedures, resolution tracking, and communication of outcomes.
Effective Communication and Auxiliary Aids	Procedures for interpreters, captioning, assistive listening, accessible documents, alternative formats, and other communication supports.
Public Programs and Recreation	Accessibility of recreation registration, public meetings, community events, facility reservations, and Town-sponsored programs and activities.
Employment and Workplace Accessibility	Employee accommodation processes, workplace access, internal communication, staff guidance, and inclusive employment practices.
Emergency Preparedness	Accessible emergency notifications, evacuation assistance, emergency procedures, staff responsibilities, and continuity of access.
Digital Accessibility	Accessibility of websites, electronic documents, online forms, digital services, and third-party technology platforms.
ADA Training and Staff Responsibilities	Employee awareness of ADA obligations, disability awareness, role-specific training, and procedures for referring accessibility requests.
Accessible Service Delivery and Public Resources	Alternative service delivery when barriers exist, accessible public information, and centralized resources for residents seeking assistance.
Documentation and Ongoing Monitoring	Recordkeeping for requests, complaints, corrective actions, staff training, policy updates, and implementation progress.



Figure 3: Parking at Indian Creek Park

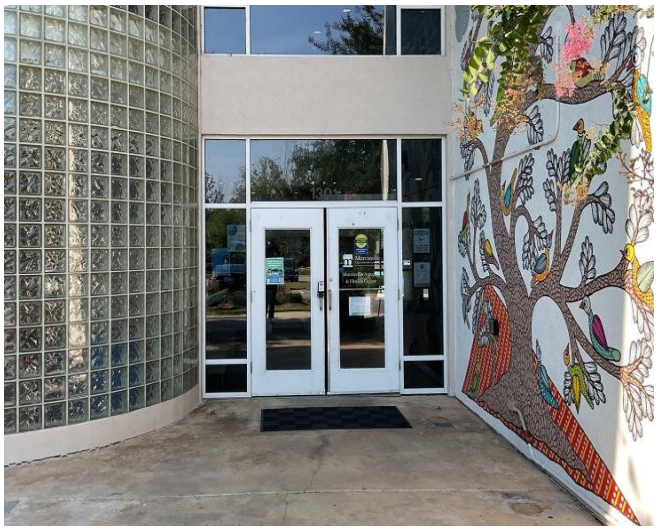


Figure 2: Entrance to Morrisville Aquatic & Fitness Center

The policy and procedure review identified opportunities for the Town of Morrisville to strengthen the consistency, clarity, and accountability of its accessibility practices. Key areas included strengthening emergency accessibility planning as well as providing recurring ADA and disability awareness training.

The review emphasized the importance of consistent documentation, accessible public information, and clear guidance for employees responding to individual accessibility needs. Establishing Townwide procedures will help ensure that residents and employees receive consistent assistance regardless of the department, facility, program, or service involved.

These findings will guide the Town in updating its ADA-related policies and procedures and improving accessibility across departments.

4.4 Public Survey and Community Feedback

The Town of Morrisville received public feedback to better understand how residents experience accessibility when visiting Town facilities and parks, participating in recreation and community activities, and accessing public information and services.

The survey analysis included feedback from 24 completed resident surveys.

Public feedback identified concerns involving physical access, pedestrian routes, signage and wayfinding, communication, recreation opportunities, and participation in Town programs and service.

The feedback provides an essential perspective that cannot be obtained through physical assessments alone. For example, a facility may meet individual ADA compliance requirements while still presenting challenges related to navigation, communication, or participation.

Resident Survey Feedback on Accessibility

Survey Topic	Resident Feedback
Program participation	Difficulty accessing Town programs, services, or events was mentioned 5 times.
Senior Center registration	A respondent described signing up for Senior Center activities and exercise programs as cumbersome.
Park wayfinding	Better signage, maps, and directions were requested 3 times, including at Cedar Fork District Park.
Seating and rest areas	Limited seating or resting opportunities were mentioned 3 times, including Cedar Fork Field 6 and the Community Center.
Dog park access	Problems with dog park gates were reported 2 times
Information about accessibility	Residents requested clearer information about accessible features at parks 2 times
Communication access	Tactile maps, Braille, large print information, captioning, and assistive listening devices.

Resident comments were reviewed to identify recurring concerns, opportunities for inclusive improvements, and locations or services requiring additional attention. The responses represent reported experiences and were not viewed as independently verified ADA violations. Concerns were compared with the physical assessment findings and other evaluation materials before establishing specific recommendations.

4.5 Employee Survey and Workplace Accessibility

Employee feedback was collected to evaluate accessibility within Town work environments and identify opportunities to strengthen workplace inclusion, training, communication, and accommodation practices.

The survey included 54 employee respondents. Of those respondents, 44 (81.5%) rated workplace accessibility as Excellent or Good. Additionally, 52 of 54 employees reported that they Always or Usually felt welcomed, included, and supported at Town facilities.

These results indicate generally positive employee experiences while also identifying opportunities for improvement.

Employee Survey Feedback on Accessibility

Survey Topic	Employee Responses	Key Finding
Survey Participation	54 employees	Provided feedback on workplace accessibility and inclusion.
Workplace Accessibility	44 of 54 (81.5%)	Rated workplace accessibility as Excellent or Good.
Workplace Inclusion	52 of 54 (96.3%)	Reported Always or Usually feeling welcomed, included, and supported.
ADA and Accessibility Training	32 of 53 (60.4%)	Indicated adequate training was provided only Sometimes, Rarely, or Never.
Training Needs	Qualitative feedback	ADA requirements, effective communication, disability awareness, reasonable accommodations, and emergency preparedness

The employee survey results highlight the need for recurring ADA and disability awareness training across all Town departments. While employees generally reported positive workplace experiences, feedback identified opportunities to strengthen their understanding of ADA requirements, reasonable accommodations, effective communication, disability awareness, and emergency preparedness.

Providing regular, role specific training will help employees understand their accessibility responsibilities, respond consistently to accommodation requests, and recognize barriers that may affect coworkers and members of the public. Incorporating accessibility training into employee onboarding and ongoing professional development will help the Town of Morrisville maintain consistent practices, strengthen workplace inclusion, and ensure accessibility remains part of everyday operations.

4.6 Departmental Interviews and Operational Practices

Interviews with 13 Town department heads provided insight into how accessibility is addressed through departmental operations, public services, facility maintenance, recreation programming, communication, and capital planning.

Name of Department

1. Parks, Recreation & Cultural Resources (PRCR) (3 separate interviews)	8. Inspections
2. Planning	9. Communications & Outreach
3. Fire	10. Economic Development
4. Finance	11. Engineering
5. Town Administration	12. IT
6. Police	13. Public Works
7. Human Resources	

The interviews discussed existing accessibility initiatives, operational challenges, and opportunities for stronger Townwide coordination.

Departments identified ongoing efforts involving sidewalk and curb-ramp improvements, inclusive recreation programming, language access, website improvements, and accessible event planning.

They also identified opportunities to strengthen staff training, emergency preparedness, digital accessibility, communication procedures, funding strategies, and consistent accessibility responsibilities across departments.

Departmental feedback helped differentiate barriers that can be addressed through routine operations from improvements requiring additional planning, funding, design, or construction.

The interviews also reinforced the importance of clear responsibilities for receiving accessibility concerns, coordinating responses, and monitoring implementation

4.7 Website and Digital Accessibility Evaluation

The digital accessibility evaluation examined how individuals with disabilities access Town information, electronic documents, online services, and public-facing digital resources.

The review considered barriers that may affect people using screen readers, keyboard navigation, magnification, captioning, and other assistive technologies.

Areas of review included website structure and navigation, electronic documents, online forms, image descriptions, color contrast, headings, keyboard access, and other applicable digital accessibility features.

The Town's broader digital accessibility planning also identified additional assets for continued evaluation, including mapping applications, mobile applications, permitting and payment portals, and embedded third-party website tools.

Digital accessibility is essential to participation in Town services. Residents must be able to locate information, register for programs, submit requests, access public documents, and complete online transactions without unnecessary accessibility barriers.

Employees likewise need accessible digital tools and internal processes to perform their responsibilities effectively.

Digital findings inform corrective actions involving website remediation, accessible document practices, staff training, technology procurement, vendor coordination, and ongoing quality assurance.

4.8 Integration of Findings and Transition Plan Prioritization

The Town's self-evaluation combined physical assessment findings, policy review results, resident and employee feedback, departmental interviews, and digital accessibility findings to establish a coordinated understanding of accessibility needs.

Corrective actions were evaluated in relation to the type and severity of the barrier, its impact on independent access and participation, safety considerations, the importance of the affected service, and opportunities to coordinate improvements.

The Transition Plan organizes identified improvements into implementation priorities and provides a framework for assigning responsibilities, estimating costs, tracking progress, and reviewing outstanding barriers.

Physical barriers requiring construction may need longer implementation periods. In those circumstances, the Town will evaluate appropriate interim measures to maintain access to programs and services while permanent improvements are developed.

Policy, communication, training, and administrative improvements can also address barriers that do not require construction and may provide immediate benefits to residents and employees.

The self-evaluation findings were considered according to their level of verification. Physical accessibility barriers were documented through on-site assessments, measurements, and photographic evidence, while resident surveys, employee feedback, and departmental interviews provided reported experiences and operational perspectives. Survey and interview responses were not independently viewed as confirmed ADA violations. Where appropriate, reported concerns were compared with physical assessment findings, policy and procedure reviews, and digital accessibility evaluations to determine recommendations and priorities. This ensures that the Transition Plan distinguishes documented compliance deficiencies from reported accessibility concerns and opportunities to improve usability and inclusion beyond minimum ADA requirements.

4.9 Commitment to Inclusive Access

Morrisville's ADA self-evaluation establishes a foundation for both compliance and continued improvements to community inclusion.

The Town's long-term objective is to provide accessible facilities and parks, inclusive recreation and community programs, effective communication, accessible digital services, and workplace practices that support employees with disabilities.

Accessibility improvements will be integrated into departmental operations, facility maintenance, capital planning, employee training, and future program development.

The ADA Transition Plan serves as an ongoing management resource to guide these improvements, document progress, respond to community needs, and support meaningful participation in Town life.

5. Summary of Findings

5.1 Overview of Self-Evaluation Findings

The Town of Morrisville's ADA Self-Evaluation identified accessibility barriers and opportunities for improvement across Town facilities, parks, programs, services, policies, employment practices, and digital resources. Findings were developed through physical accessibility assessments, a policy and procedure review, resident and employee surveys, departmental interviews, and a digital accessibility evaluation.

Each assessment provided a different perspective on accessibility. Physical assessments documented existing site conditions and identified barriers requiring corrective action. The policy and procedure review assessed how accessibility responsibilities and accommodations are managed across Town operations. Resident and employee surveys provided insight into everyday accessibility experiences, while departmental interviews identified existing initiatives, operational challenges,

and opportunities for improved coordination. The digital evaluation assessed barriers affecting access to Town information and online services.

The findings identified recurrent concerns involving accessible routes, entrances, restrooms, signage, effective communication, ADA training, accommodation procedures, emergency preparedness, and digital accessibility. They also highlighted opportunities to improve accessibility beyond minimum compliance requirements by promoting independent access, inclusive participation, and consistent service delivery.

The following subsections summarize the findings from each ADA Transition Plan deliverable component. Detailed physical barriers, modification recommendations, priority levels, estimated costs, and photographs are documented in the individual facility and park assessment reports and accompanying Action Plans.

5.2 Physical Accessibility Findings: Facilities and Parks

Physical accessibility assessments identified recurring barriers affecting how residents, employees, and visitors with disabilities access and use Town facilities, parks, and recreational amenities.

The assessments considered the complete visitor experience, including accessible parking, pedestrian routes, building entrances, interior circulation, restrooms, signage, and access to recreational features. Findings identified both technical accessibility deficiencies and opportunities to improve utilization and independent access.

Several barriers appeared across multiple Town properties, including inconsistent signage, accessible route conditions, difficult to operate doors, restroom accessibility deficiencies, and barriers affecting access to recreational amenities.



Figure 5: Morrisville Community Park. Accessible signage should be raised. Detectible warning surface should be added at ramp.



Figure 4: Family Locker Room. Example of clear occupancy signage, mounted at an accessible height and includes Braille.

Recurring Physical Accessibility Findings

Barrier Category	Common Findings and Concerns	Accessibility Impact
Signage and Wayfinding	Missing or inconsistent tactile signage, Braille, accessible entrance identification, and directional information.	Limits independent navigation and the ability to locate facilities, services, and amenities.
Accessible Routes and Surfaces	Sidewalk and pathway conditions, slopes, changes in level, curb ramps, and incomplete connections to amenities.	Creates difficulties traveling between parking, entrances, buildings, and recreational areas.
Doors, Gates, and Entrances	Difficult to open doors, door hardware, maneuvering clearances, thresholds, and automatic door operator concerns.	Limits independent entry and movement through Town facilities.
Restrooms Facilities	Concerns for accessibility involving toilet compartments, grab bars, fixture clearances, mounting heights, and restroom accessories.	Affects the ability to use essential amenities safely and independently.
Accessible Parking	Parking space and access aisle dimensions, signage, slopes, and accessible connections to pedestrian routes.	Creates barriers at the beginning of a visitor's experience.
Parks and Recreation Amenities	Pathways to athletic fields, playground access, seating, picnic areas, spectator areas, and recreational features.	Limits participation in recreation and community activities.
Emergency and Life Safety Features	Emergency related accessibility features, alarms, evacuation routes, and accessible circulation.	May affect safe access and emergency response for individuals with disabilities.
Employee and Support Spaces	Workstation access, meeting room configurations, employee restrooms, storage areas, and interior circulation.	Limits workplace independence, participation, and access to shared amenities.

Facility and Park Specific Findings

Physical accessibility assessments evaluated at Town facilities and parks identified site-specific barriers affecting accessibility, usability, and independent access. The following findings highlight conditions documented during on site evaluations at several frequently used Town properties.

At Morrisville Town Hall, the physical assessment identified accessibility barriers involving door operation, automatic door operators, and signage and wayfinding. At Cedar Fork Community Center, identified barriers included door operation and inadequate maneuvering clearances. The assessment of the Morrisville Aquatic & Fitness Center identified accessibility considerations

involving elevators, showers, and pool access, while also documenting existing accessible features that support participation in aquatic and recreational activities.

Across Town parks, physical assessments identified barriers involving pedestrian pathways, seating and rest areas, signage, and accessible connections to recreational amenities. At Cedar Fork District Park, identified conditions included accessibility deficiencies along routes to athletic fields, transitions between paved surfaces, seating areas, and wayfinding features. Assessments at Morrisville Community Park and Indian Creek Trailhead also identified opportunities to improve accessibility and usability of playgrounds, recreational amenities, and associated pedestrian routes.



The physical assessments also evaluated employee and support areas, identifying accessibility barriers involving stair only access to certain upper level spaces, meeting room configurations, restroom accessibility, and interior circulation. These findings emphasize the importance of addressing accessibility throughout Town facilities, including both public facing and employee use areas.

The findings summarized above represent examples of physical accessibility barriers and conditions documented during on-site assessments rather than a comprehensive inventory of all identified barriers. Individual facility and park assessment reports provide detailed documentation of observed barriers, recommended corrective actions, priority ratings, estimated costs, and supporting photographs for each assessed location.

Maintenance and Inclusive Accessibility

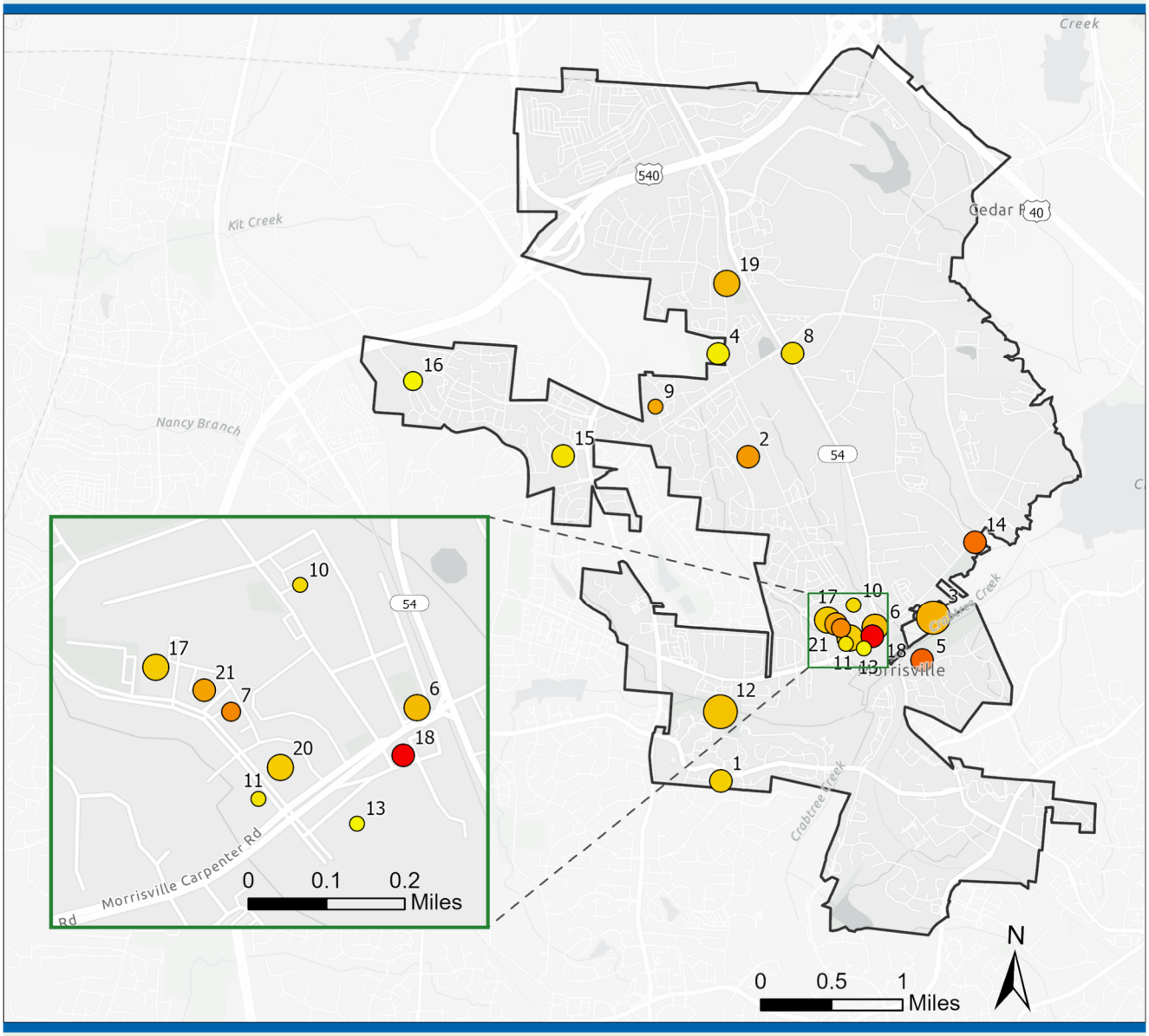
The findings also demonstrate the importance of maintaining existing accessible features. Automatic door operators, elevators, accessible routes, gates, and other accessibility elements must remain functional and unobstructed to provide consistent access.

Beyond correcting physical barriers, the Town of Morrisville has opportunities to improve the overall visitor experience through clearer wayfinding, accessible seating and rest areas, inclusive recreation amenities, and convenient access to public services.

These improvements would help the Town provide more accessible and usable facilities and parks for residents and visitors with disabilities.

Morrisville, NC

Facilities by Cost and Barrier Priority



Legend

Estimated Cost (Avg)

- <$25k
- $25k - $50k
- $50k - $100k
- $100k - $150k
- >$150k

Average Priority

- 0 - 2
- 2 - 3
- 3 - 4

Morrisville Town Boundary

Facility Label Key

1 Morrisville Aquatics & Fitness Center
2 Cedar Fork Community Center
3 Cedar Fork District Park
4 Church Street Park
5 Crabtree Nature Park
6 Fire Administration
7 Fire Station #1
8 Fire Station #2
9 Fire Station #3
10 Historic Christian Church
11 Indian Creek Greenway & Trailhead
12 Morrisville Community Park
13 Morrisville Dog Park
14 Morrisville Public Works
15 Morrisville Senior Center
16 Northwest Park
17 Parks, Recreation, & Cultural Resources Administration/PSMS
18 Pugh House
19 Shiloh Park
20 Town Hall
21 Town Hall Connector

5.3 Policy, Procedure, and Program Accessibility Findings

The policy and procedure review identified opportunities for the Town of Morrisville to strengthen the consistency, clarity, and accountability of accessibility practices across departments.

Policy Review Findings

Review Area	Principal Finding	Improvement Focus
ADA Coordination	Need for clearly defined responsibilities and coordination across departments	Designated leadership and departmental support
Reasonable Modifications	Opportunities to formalize requests, responses, and documentation	Consistent accommodation procedures
Grievance Procedures	Need for clear complaint submission, review, and resolution processes	Accessible, documented grievance procedures
Effective Communication	Opportunities to improve access to auxiliary aids and alternative formats	Standardized communication procedures
Emergency Preparedness	Need for stronger accessibility considerations in emergency planning	Inclusive notifications, evacuation planning, and staff guidance
ADA Training	Need for consistent staff awareness and role specific instruction	Recurring training and employee resources
Documentation and Monitoring	Opportunities for centralized records and follow up	Tracking requests, complaints, and corrective actions

While departments have established practices that support accessibility, the review identified areas where formal Townwide procedures and clearer responsibilities would improve the delivery of accessible programs and services. Key findings included the need to clearly define ADA coordination responsibilities, establish consistent procedures for reasonable modifications and accommodations, strengthen grievance and complaint processes, and provide employees with guidance on effective communication and auxiliary aids.

Policy and Procedure Review: Summary of Findings

The review also identified opportunities to improve accessible emergency planning, public information, documentation of accessibility requests, and ongoing staff training. These findings demonstrate the importance of establishing procedures that are both understandable to residents and practical for Town employees to implement.

Consistent Townwide policies will help ensure that individuals with disabilities receive appropriate assistance regardless of which department, facility, program, or service they access. Formalizing these practices will also improve accountability, support timely responses to accessibility concerns, and reduce reliance on informal departmental processes.

5.4 Resident Survey Findings

Resident survey feedback provided insight into how individuals experience accessibility when visiting Town facilities and parks, participating in recreational and community activities, and accessing public information and services.

The survey identified concerns involving participation in Town programs, registration procedures, park navigation, accessible seating, recreational amenities, and communication access. These responses demonstrate that accessibility challenges may occur throughout a person's experience, from locating information and registering for an activity to navigating a facility and participating independently.

Residents identified opportunities for improved wayfinding at parks, additional seating and resting areas, easier access to dog park gates, and clearer information about accessible amenities. Feedback also highlighted the importance of accessible communication formats, including Braille, large print, captioning, and assistive listening technology.

Resident Survey: Principal Accessibility Findings

Finding Area	Resident Feedback	Improvement Focus
Program Participation	Difficulty accessing programs, services, or events was mentioned five times	Accessible participation and registration
Senior Center Registration	Registration for activities and exercise programs was described as cumbersome	Simplified and accessible registration
Park Wayfinding	Better signage, maps, and directions were requested three times	Clearer Park navigation
Seating and Rest Areas	Limited seating or resting opportunities were mentioned three times	Accessible seating and rest areas
Dog Park Access	Gate access problems were reported twice	Accessible gate operation

Accessibility Information	Clearer information about accessible park features was requested twice	Public accessibility information
Communication Access	Requests included tactile maps, Braille, large print, captioning, and assistive listening	Effective communication and alternative formats

Although survey responses reflect individual experiences and do not independently establish ADA violations, they provide valuable insight into accessibility concerns that may not be fully captured through physical assessments.

Resident feedback reinforces the importance of considering the complete visitor experience and ensuring that accessibility improvements promote meaningful participation in Morrisville's community life.

5.5 Employee Survey and Workplace Accessibility Findings

Employee survey findings indicate that the Town of Morrisville has a generally positive workplace environment, while also identifying opportunities to improve accessibility, staff knowledge, and inclusive workplace practices.

Most employees rated workplace accessibility favorably and reported feeling welcomed, included, and supported at Town facilities. However, feedback identified recurring concerns involving difficult-to-open doors, wheelchair maneuvering space, accessible workstations and meeting areas, signage, maintenance of accessibility features, communication, and emergency preparedness.

ADA training emerged as a significant area for improvement. Employee responses indicated that accessibility training is not consistently perceived as adequate, highlighting the need for recurring, role-specific instruction and clearer guidance on accessibility responsibilities.

Employee Survey: Workplace Accessibility Findings

Finding Area	Principal Finding	Improvement Focus
Workplace Accessibility	Generally positive ratings, with specific physical barriers reported	Maintenance and workplace accessibility improvements
Workplace Inclusion	Most employees reported feeling welcomed and supported	Maintain and strengthen inclusive practices

ADA Training	Inconsistent perceptions of adequate training	Frequent role specific training
Physical Workspaces	Concerns regarding doors, maneuvering space, and employee amenities	Accessible workstations, meeting rooms, and shared spaces
Effective Communication	Need for greater awareness of communication assistance and accessible information	Staff guidance and accessible communication practices
Emergency Preparedness	Opportunities to improve accessibility awareness and emergency procedures	Inclusive emergency planning and training
Accommodation Awareness	Need for clear employee guidance and consistent procedures	Accessible accommodation request and response processes

These findings demonstrate that an inclusive workplace requires more than accessible physical facilities. Employees must also be able to participate in meetings and training, use internal technology, request reasonable accommodations, communicate effectively, and respond safely during emergencies. Although survey responses reflect individual experiences and do not independently establish ADA violations, they provide valuable insight into accessibility concerns that may not be fully captured through physical assessments.

The survey findings support a coordinated approach to workplace accessibility that combines physical improvements, consistent accommodation procedures, accessible communication, routine maintenance, and ongoing employee training.

5.6 Departmental Interview Findings

Departmental interviews provided insight into how accessibility is addressed through the Town of Morrisville's daily operations, public services, recreation programs, facility maintenance, communication, emergency preparedness, and capital planning.

The interviews identified several existing accessibility initiatives, including sidewalk and curb ramp improvements, accessible parking arrangements for community events, adapted recreation programming, accessible pool entry features, language access efforts, website improvements, and inclusive event planning. These initiatives demonstrate that accessibility is already incorporated into several areas of Town operations.

Department leaders also identified challenges involving staff training, emergency preparedness, digital accessibility, effective communication, funding availability, and the consistency of accessibility procedures across departments.

A recurring theme was the need for clearer Townwide coordination. Departments would benefit from defined responsibilities for identifying accessibility barriers, responding to accommodation requests, referring concerns, documenting corrective actions, and monitoring implementation.

The interviews also highlighted the importance of distinguishing improvements that can be completed through routine maintenance or operational adjustments from those requiring additional funding, design, construction, or coordination with capital improvement projects

Departmental Interviews: Operational Findings

Finding Area	Departmental Feedback	Improvement Focus
Existing Accessibility Initiatives	Sidewalk improvements, inclusive recreation, accessible events, and language access efforts	Build upon existing practices
Staff Training	Need for more consistent accessibility knowledge across departments	Townwide and department specific training
ADA Coordination	Opportunities to clarify responsibilities and communication between departments	Defined ADA leadership and departmental contacts
Emergency Preparedness	Need for accessible emergency communication and evacuation considerations	Inclusive emergency procedures
Digital Accessibility	Continued improvements needed for online information, documents, and services	Digital accessibility standards and staff guidance
Funding and Resources	Budget and staffing constraints may affect implementation	Coordinated budgeting and capital planning
Maintenance and Operations	Some barriers can be addressed through routine operational improvements	Maintenance procedures and accessibility monitoring

Overall, departmental findings support establishing a coordinated accessibility management approach that connects Town leadership, departmental responsibilities, staff training, maintenance activities, and long-term capital planning.

5.7 Digital Accessibility Findings

The Town of Morrisville's digital accessibility evaluation identified barriers and opportunities for improvement affecting public facing websites, electronic documents, online services, and digital communication.

Findings included concerns involving image descriptions, color contrast, webpage structure, keyboard accessibility, document formatting, and the usability of online registration and payment systems. These barriers may affect individuals who rely on screen readers, keyboard navigation, magnification, and other assistive technologies.

The review also identified the importance of accessible social media content, electronic forms, and documents used to communicate Town information and services.

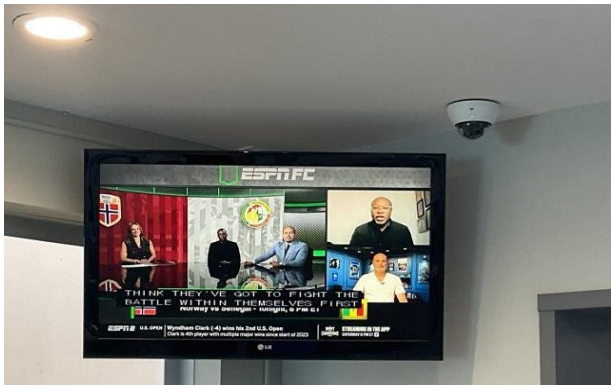


Figure 6: TV with closed captioning displayed

Additional digital resources, including mapping applications, mobile applications, permitting and payment portals, and embedded third party tools, were identified for continued evaluation. The review also considered the Morrisville Smart Shuttle request process as a unique example of how digital accessibility supports access to transportation services and broader community participation.

These systems require attention because residents may depend on them to obtain information, complete transactions, register for programs, and access essential Town services

Digital Accessibility: Summary of Findings

Digital Area	Identified Concern	Improvement Focus
Website Content	Image descriptions, color contrast, and page structure	Accessible content and page remediation
Navigation and Interaction	Keyboard access and navigation barriers	Usability with assistive technologies
Electronic Documents	Document structure, reading order, and accessible formatting	Accessible document creation and remediation

Online Registration and Payments	Barriers involving online transactions	Accessible forms and transaction processes
Social media and Communications	Accessibility of images, captions, and public information	Consistent accessible communication practices
Third Party Platforms	Mapping, permitting, payment, and embedded tools requiring continued review	Vendor coordination and accessibility testing
Ongoing Management	Need for consistent accessibility practices as content and technology change	Training, procurement standards, and monitoring

The findings support establishing consistent digital accessibility practices, including accessible document creation, employee training, routine testing, vendor coordination, and accessibility considerations during technology procurement.

Digital accessibility should be maintained as an ongoing Town responsibility rather than a one-time website improvement project. Continued evaluation and monitoring will help Morrisville provide accessible information and online services as technologies, content, and community needs change.

5.8 Combined Self-Evaluation Findings and Improvement Priorities

The combined self-evaluation findings demonstrate that accessibility barriers in Morrisville are interconnected across physical facilities, Town policies, employee practices, public programs, communication, and digital services.

Several concerns appeared in more than one evaluation component. Accessible entrances, routes, signage, and recreational amenities were addressed through physical assessments and reflected in resident or employee feedback. ADA training, effective communication, emergency preparedness, and consistent accommodation procedures were recurring themes in the policy review, employee survey, and departmental interviews.

These overlapping findings provide an important basis for establishing Townwide improvement priorities. They indicate where corrective actions may address multiple accessibility concerns and where coordination between departments can produce more consistent actions.

The findings also demonstrate that accessibility improvements require different implementation approaches. Some barriers may be corrected through maintenance, equipment adjustments, staff training, or procedural changes. Others may require architectural modifications, technology remediation, design services, funding, or integration into future capital improvement projects.

Combined Self: Evaluation Findings

Recurring Finding	Supporting Evaluation Sources	Improvement Focus
Accessible Entrances, Doors, and Routes	Physical assessments, resident and employee feedback	Correct physical barriers and maintain accessible features
Signage and Wayfinding	Physical assessments, resident and employee feedback	Improve tactile signage, directions, and navigation
Accessible Recreation and Community Participation	Physical assessments, resident survey, departmental interviews	Improve recreation amenities, registration, programs, and events
Workplace Accessibility	Physical assessments, employee survey, departmental interviews	Improve employee spaces, accommodations, and shared amenities
Effective Communication	Policy review, resident and employee feedback, departmental interviews	Provide auxiliary aids, accessible information, and clear procedures
ADA Training and Disability Awareness	Employee survey, policy review, departmental interviews	Provide recurring, role specific training
Emergency Accessibility	Policy review, employee feedback, departmental interviews	Strengthen accessible emergency communication and preparedness
Digital Accessibility	Digital evaluation, departmental interviews	Remediate digital barriers and establish ongoing testing and vendor coordination
Implementation and Funding	Physical Action Plans, departmental interviews, policy review	Coordinate maintenance, budgeting, capital improvements, and progress tracking

The Town's individual facility and park Action Plans provide the detailed physical corrective recommendations, priority classifications, estimated costs, and photographic documentation. The policy review, survey analysis, departmental interviews, and digital accessibility evaluation provide recommendations addressing nonphysical barriers and inclusive service delivery.

The self-evaluation findings establish a comprehensive foundation for improving accessibility throughout the Town of Morrisville. By addressing documented barriers, responding to community and employee feedback, strengthening administrative procedures, and maintaining accessible digital services, the Town can advance both ADA compliance and meaningful inclusion.

Sections 6 and 7 identify the recommended responsibilities, priorities, and implementation procedures for addressing these findings.

6. Responsible Officials and Priorities

This section establishes the responsibilities and coordination framework for implementing the Town of Morrisville's ADA Transition Plan. It identifies responsible officials, departmental roles, barrier removal priorities, and procedures for coordinating accessibility improvements across Town operations.

6.1 ADA Coordination and Responsible Officials

The Town of Morrisville should continue to utilize its designated ADA Coordinator, which is currently assigned to the Risk Manager position in Human Resources, to assist the Public Works Director with implementation of the ADA Transition Plan and function as the primary point of contact for accessibility matters. Supported by Town leadership, accessibility is incorporated into facility maintenance, public services, employee practices, and digital communications.

ADA Coordinator Roles and Responsibilities

The ADA Coordinator's responsibilities include:

- Receiving, documenting, and coordinating responses to accessibility concerns, accommodation and modification requests, and ADA grievances.
- Working with the Public Works Department to identify corrective actions requested through the grievance process and monitor progress.
- Supporting employee training and consistent accessibility procedures.
- Maintaining records of accessibility complaints, requests, and implementation activities.
- Reviewing accessibility considerations associated with changes to Town programs, facilities, services, and technology.

Public Works Director Responsibilities

- The Public Works Director is responsible for coordinating implementation of the ADA Transition Plan and overseeing ongoing updates to the Plan.

Public Works and Communications & Outreach Department Responsibilities

- The Public Works and Communications & Outreach Departments are jointly responsible for coordinating public engagement and communications regarding accessibility.

Authority and Departmental Support

The ADA Coordinator has the authority and departmental support to request information, coordinate corrective actions, and participate in relevant planning and operational discussions.

ADA Coordinator Contact Information

The Town should maintain current ADA Coordinator contact information in the Transition Plan, as well as on ADA public notices, grievance procedures, accommodation guidance, and the Town website.

Town of Morrisville ADA Coordinator
Name: Chuck Queen
Title: Risk Manager
Department: Human Resources
Phone: 919-463-7121
Email: cqueen@morrisvillenc.gov
Mailing Address: 100 Town Hall Drive, Morrisville, NC 27560

Residents, employees, and visitors can use this contact information to submit accessibility concerns, request assistance, or obtain information about the Town's ADA procedures.

The designated ADA Coordinator should continue to provide central accountability, while individual departments remain responsible for implementing accessibility requirements within their operations.

6.2 ADA Implementation Team and Departmental Responsibilities

The Town of Morrisville should establish an ADA Implementation Team to support the Public Works Director and coordinate accessibility improvements across Town departments.

The team should include representatives from departments responsible for facilities, parks, public services, employment, emergency preparedness, communication, technology, budgeting, and capital projects. Departmental representatives would serve as internal accessibility contacts, helping

identify barriers, coordinate corrective actions, communicate implementation needs, and report progress.

The ADA Implementation Team should meet quarterly to review accessibility concerns, monitor corrective actions, evaluate progress on high-priority improvements, and address issues requiring coordination between departments.

An annual review should evaluate completed improvements, outstanding barriers, changes in Town programs or facilities, community feedback, and priorities for the upcoming year.

The proposed departmental responsibilities are summarized below:

Department or Role	Primary Responsibilities
Town Manager's Office	Provide leadership support, reinforce accountability, and coordinate matters involving multiple departments.
ADA Coordinator	Coordinate accessibility requests and grievances, maintain records, and monitor progress.
Public Works / Facilities	Lead accessibility improvements involving buildings, parking, entrances, sidewalks, restrooms, signage, and maintenance.
Parks and Recreation PRCR	Address accessibility within parks, recreation facilities, programs, community events, and recreational amenities.
Planning / Inspections / Engineering	Incorporate accessibility considerations into planning, design, construction, renovation, and infrastructure improvements.
Finance	Support budgeting, capital planning, and coordination of accessibility-related expenditures.
Human Resources	Coordinate employee accommodations, workplace accessibility, onboarding, and staff training.
Police and Fire	Support accessible emergency communication, evacuation procedures, public safety services, and disability-awareness training.
Information Technology / Communications	Coordinate website accessibility, electronic documents, online services, digital communications, and vendor accessibility concerns.
Other Town Departments	Identify accessibility needs within their services, implement applicable procedures, and report concerns and corrective actions.

6.3 Barrier Removal Prioritization Framework

The Town of Morrisville will use a coordinated prioritization framework to guide corrective actions identified through the ADA Self Evaluations. The framework is intended to address barriers with the greatest impact on safety, independent access, essential services, and community participation while supporting efficient use of Town resources.

Priority determinations should consider the severity of the barrier, its effect on individuals with disabilities, the importance and frequency of use of the affected facility or service, and opportunities to coordinate improvements with maintenance or capital projects.

The following factors should guide prioritization:

- **Safety and Emergency Access:** Whether the barrier affects safe circulation, emergency communication, or access to essential public safety services.
- **Independent Access:** Whether the barrier prevents or substantially limits independent use of a facility, program, or service.
- **Essential Services:** Whether the barrier affects government services, public meetings, employment, or other important activities.
- **Public Use and Participation:** The frequency of use and number of people potentially affected.
- **Program Accessibility:** Whether the Town can provide meaningful access through appropriate alternative methods while permanent improvements are pending.
- **Implementation Considerations:** The feasibility of corrective action, estimated cost, maintenance opportunities, and coordination with planned projects.

The prioritization framework should be applied consistently while allowing adjustments when new barriers, accessibility complaints, safety concerns, or changes in service delivery require more immediate attention.

Recommended Accessibility Priority Tiers

Priority	Description	Typical Improvement Areas
Tier 1: Critical Access and Life Safety	Barriers substantially affecting safety, essential services, or independent access.	Primary entrances, critical accessible routes, essential restrooms, emergency communication, and access to public services.
Tier 2: High-Use Facilities and Programs	Barriers affecting frequently used facilities, programs, and community participation.	Community centers, recreation facilities, public meeting spaces, park amenities, and program registration.
Tier 3: General Accessibility Improvements	Barriers affecting usability, movement, and access to supporting amenities.	Interior movement, secondary amenities, signage, seating, and other facility improvements.
Tier 4: Long Term and Coordinated Improvements	Improvements that can be integrated into future renovations, maintenance programs, or capital projects, where applicable requirements permit.	Larger renovations, site improvements, coordinated facility upgrades, and enhancements beyond minimum accessibility requirements.

A lower planning priority does not remove an ADA obligation or automatically justify delaying the required modification. Barriers affecting program access, effective communication, reasonable modifications, or other requirements must be addressed within the relevant legal obligations.

6.4 Morrisville Priority Areas

Public Buildings and Essential Services

Accessibility improvements should prioritize facilities where residents participate in public meetings, or access essential Town operations. Morrisville Town Hall and other public facing facilities necessitate attention to accessible entrances, parking, movement, restrooms, signage, and effective communication.

Community and Recreation Facilities

Facilities such as Cedar Fork Community Center and Morrisville Aquatics & Fitness Center support important recreation and community programs. Accessibility priorities should address barriers affecting entrances, interior movement, restrooms, showers, recreational amenities, and participation in programs and activities.

Parks and Outdoor Recreation

Town parks should be evaluated for improvements involving accessible pathways, connections to amenities, playgrounds, seating, athletic facilities, and wayfinding. Projects should support independent access and inclusive recreation opportunities for individuals with different mobility, sensory, and communication needs.



Figure 7: Cedar Fork Community Center

Employee Facilities and Workspaces

Accessibility priorities should include employee workspaces, meeting rooms, shared amenities, and accommodation procedures. Improvements should support equal employment opportunities, accessible workplace participation, and effective emergency preparedness.

Communication, Policies, and Digital Services

The Town should also prioritize barriers identified through the policy review, surveys, departmental interviews, and digital accessibility evaluation. These include ADA coordination, grievance and accommodation procedures, staff training, effective communication, accessible electronic documents, and online services.

Digital accessibility improvements should be prioritized based on their effect to access Town information, essential services, registration, transactions, and public participation, consistent with applicable federal requirements.

6.5 Coordination with Implementation Planning

The prioritization framework will guide the Town of Morrisville in developing and maintaining an organized implementation schedule. Individual facility and park Action Plans will serve as the primary reference for physical barriers, corrective recommendations, priority classifications, and estimated costs.

The ADA Coordinator and responsible departments should first identify their prioritized actions, coordinate maintenance activities, plan larger improvements, and establish implementation responsibilities.

Where similar barriers occur across multiple Town facilities, corrective actions may be grouped into coordinated projects. Examples include accessible signage upgrades, door hardware adjustments, restroom improvements, and exterior parking and transition updates.

Policy updates, staff training, accommodation procedures, effective communication, and digital accessibility remediation, should be assigned to the responsible departments and tracked alongside physical improvements.

Priorities should be reviewed regularly and updated when new accessibility concerns are identified, projects are completed, Town services change, or additional information becomes available.

Section 7 establishes the proposed implementation methods, schedules, funding considerations, and progress monitoring procedures needed to carry out these priorities.

7. Transition Plan Details and Implementation

The Town of Morrisville's ADA Transition Plan establishes a proposed approach for implementing accessibility improvements identified through the self-evaluation. The implementation process will combine physical modifications, program access measures, policy improvements, digital accessibility remediation, and ongoing maintenance.

The individual facility and park assessment reports and accompanying Action Plans provide the detailed physical findings, recommended corrective actions, priority classifications, and preliminary cost estimates. Those documents should function as the foundation for developing project specific schedules and tracking implementation.

7.1 Structural Modifications and Coordinated Improvements

Physical accessibility improvements should be completed through a combination of routine maintenance, targeted corrective projects, facility renovations, and capital improvements.

The Town should consider grouping recurring accessibility barriers into coordinated improvement projects. However, urgent safety concerns, barriers affecting essential services, and doable maintenance modifications should not be delayed only to accommodate a larger project.

The following improvement categories provide opportunities for coordinated implementation.

Doors and Entrances

Improvements may include adjustments to door opening force and closing speed, accessible hardware, thresholds, maneuvering clearances, and automatic door operators where appropriate. Particular attention should be given to public entrances and frequently used interior doors.



Figure 8: Cedar Fork Community Center Main Doorway

Signage and Wayfinding

The Town should coordinate improvements involving accessible entrance identification, directional signage, permanent room identification, tactile characters and Braille, and accessible parking signage. Consistent wayfinding should also be considered at parks and recreation facilities to help visitors locate accessible routes and amenities.

Restrooms and Support Spaces

Recurring restroom improvements may include modifications to toilet compartments, grab bars, dispensers, clear floor spaces, and accessible accessories. Recreation facilities may require additional consideration of showers, changing areas, lockers, and related amenities.

Accessible Routes and Recreational Amenities

Improvements involving sidewalks, curb ramps, pedestrian crosswalks and transition points, parking areas, park pathways, playgrounds, athletic facilities, and spectator areas should be coordinated with maintenance, infrastructure, and capital improvement projects.

Communication Access

Facility improvements should also consider communication features within public meeting spaces, reception areas, and recreation facilities. Potential measures include assistive listening systems,

accessible meeting technology, captioning capabilities, and clear information about requesting communication assistance.

The Town should use the individual facility and park Action Plans to determine the scope, priority, cost, and schedule for each structural improvement.

7.2 Program Access and Interim Measures

The Town of Morrisville must maintain access to its programs, services, and activities while physical accessibility improvements are being planned or completed.

When a barrier cannot be corrected immediately, the Town should evaluate interim measures to provide access in accordance with applicable ADA requirements. Such measures may include relocating services to accessible locations, modifying procedures, providing auxiliary aids, or offering alternative methods of participation.

Examples include:

- **Alternative service locations:** Relocating a meeting, appointment, or public service to an accessible room or facility.
- **Accessible communication:** Providing qualified interpreters, captioning, assistive listening devices, accessible documents, or other appropriate auxiliary aids and services.
- **Modified service procedures:** Adjusting appointments, registration methods, or service arrangements to accommodate individual accessibility needs.
- **Remote participation:** Offering accessible telephone or virtual participation when appropriate to the service and individual circumstances.
- **Temporary wayfinding and assistance:** Providing clear directions, accessible entrance information, and staff assistance while permanent corrections are pending.

The department responsible should document the measure provided, the barrier being addressed, and any remaining corrective action. Temporary assistance should not automatically replace the necessary permanent modification.

7.3 Policy, Procedure, and Digital Accessibility Improvements

Implementation of the Transition Plan also requires addressing nonphysical barriers identified through the policy review, employee and resident surveys, departmental interviews, and digital accessibility evaluation.

Policy and Procedure Improvements

The Town should review and implement recommended procedures addressing ADA coordination, reasonable modifications, accommodation requests, grievance procedures, effective communication, emergency preparedness, and accessibility documentation.

The Policy and Procedures Report provides the supporting recommendations. Final procedures should be reviewed and adapted to the Town's administrative structure before adoption.

Employee Training

ADA and disability awareness training should be incorporated into employee onboarding and ongoing professional development. Additional role specific training should be provided to employees responsible for public services, recreation programs, emergency response, facilities, communications, and accommodation requests.

Digital Accessibility

Digital accessibility improvements should address documented barriers involving the Town website, electronic documents, online forms, registration and payment systems, and public facing communications.

Implementation should include remediation of identified barriers, accessible document practices, employee training, vendor coordination, technology procurement considerations, and continued accessibility testing.

Digital accessibility work should follow applicable federal requirements and deadlines rather than the longer physical improvement planning horizon.

7.4 Implementation Schedule and Phases

The Town of Morrisville proposes a 10-year planning framework for organizing accessibility improvements, with earlier attention to barriers affecting safety, essential services, and independent access.

The implementation phases provide general planning periods. They do not establish that every barrier within a priority tier may remain unresolved until the end of that phase. Specific completion dates should be assigned using the individual assessment Action Plans, legal requirements, project feasibility, and available resources.

Phase 1: First 12 Months: Establish and Begin Implementation

During the first year, the Town should focus on establishing implementation procedures and initiating priority corrective actions.

Recommended activities include:

- Work with the ADA Coordinator to establish the ADA Implementation Team.
- Publish ADA contact information and applicable accommodation and grievance procedures.
- Begin Townwide and role-specific ADA training.
- Address urgent accessibility concerns and feasible maintenance corrections.
- Identify and budget for initial high-priority capital improvements.
- Begin remediation of documented digital accessibility barriers.
- Establish a centralized system for tracking corrective actions and progress.

Phase 2: Years 1–3: Advance High-Priority Improvements

This phase should emphasize significant barriers affecting frequently used facilities, essential services, and public participation.

Recommended activities include:

- Advance high-priority improvements at Morrisville Town Hall, community and recreation facilities, public safety facilities, and frequently used parks.
- Address prioritized entrances, parking, primary routes, restrooms, emergency features, and public meeting spaces.
- Coordinate recurring door, signage, and restroom improvements where appropriate.
- Strengthen effective communication resources and accessible service procedures.
- Continue digital accessibility remediation and monitoring.
- Review project costs, funding, and remaining high-priority barriers.

Phase 3: Years 3–5: Expand Facility and Program Improvements

This phase should focus on additional improvements identified in the facility and park Action Plans.

Recommended activities include:

- Address remaining scheduled improvements affecting recreation facilities, parks, and supporting amenities.
- Improve secondary routes, recreational access, meeting spaces, and employee facilities.

- Coordinate accessibility improvements with facility renovations and equipment replacement.
- Continue staff training, policy monitoring, and digital accessibility maintenance.
- Complete a five-year review of remaining barriers, costs, priorities, and schedules.

Phase 4 Years 5–10: Complete Remaining Planned Improvements

The final planning phase should address remaining scheduled improvements and strengthen long-term accessibility management.

Recommended activities include:

- Complete remaining planned facility, park, and pedestrian accessibility projects.
- Integrate accessibility into capital improvements, renovations, and maintenance.
- Reevaluate outstanding barriers and update project schedules as necessary.
- Continue ADA training, effective communication practices, and digital accessibility monitoring.
- Maintain annual reporting and Transition Plan updates.

The proposed 10-year horizon is intended for future planning and budgeting. It does not extend ADA compliance deadlines or eliminate the Town's responsibility to provide program access, effective communication, and reasonable modifications.

7.5 Funding and Capital Planning

The Town of Morrisville should incorporate accessibility improvements into annual budgeting, routine maintenance, facility renovations, and its Capital Improvement Program.

Lower cost corrections, including signage replacements, door hardware adjustments, and minor restroom improvements, should be evaluated for completion through maintenance or departmental operating budgets.

Larger improvements involving accessible routes, parking areas, building renovations, and recreational facilities may require capital funding, design services, or coordination with other planned projects.

The ADA Coordinator, Finance, and responsible departments should coordinate to identify potential funding sources, update preliminary cost estimates, and establish realistic project schedules.

Funding and scheduling decisions should be documented to support accountability and future planning. Where resources are limited, the Town should continue to evaluate measures to maintain access while longer term improvements are developed.

7.6 Progress Tracking and Plan Updates

The Town should maintain a centralized implementation record documenting accessibility improvements across facilities, parks, programs, services, and digital resources.

Each corrective action should include the identified barrier, location or service, recommended correction, priority, responsible department, estimated cost, funding source, target completion date, implementation status, and actual completion date.

Departments should report progress to the ADA Coordinator, including completed corrections, outstanding barriers, newly identified concerns, and changes affecting implementation.

A more comprehensive review should occur at the five-year milestone to evaluate implementation progress and reassess remaining projects.

These monitoring activities will support the public reporting and accountability measures described in Section 8.

8. Public Outreach and Accountability

The Town of Morrisville should maintain ongoing public engagement and transparent reporting throughout implementation of the ADA Self Evaluation and Transition Plan. Community participation will help the Town understand how accessibility improvements affect everyday use of its facilities, parks, programs, services, and digital resources.

The resident and employee feedback collected during the self-evaluation provides a foundation for continued engagement. As improvements are completed and new concerns arise, the Town should provide accessible opportunities for community members to share their experiences and help inform future priorities.

8.1 Ongoing Public Engagement

The Town of Morrisville should integrate accessibility considerations into its established public engagement activities, including public meetings, facility and park improvement projects, recreation planning, and future Transition Plan updates.

For projects with significant accessibility repercussions, the Town should seek input from individuals with disabilities early enough to inform planning and design decisions. This can identify concerns that may not be fully captured through physical site assessments.

The Town should also consider opportunities for continued participation by residents with disabilities, caregivers, advocates, and community organizations. This may include accessibility forums, targeted outreach, or an advisory group that provides feedback on proposed improvements and emerging concerns.

Community participation should complement the Town's internal ADA Implementation Team and support informed decision making throughout implementation.

8.2 Accessible Outreach and Public Feedback

Public engagement opportunities should be accessible to individuals with a range of disabilities. Meeting notices and outreach materials should explain how to request accommodations, accessible documents, interpreters, captioning, assistive listening devices, or other communication assistance.

In person engagement should take place in accessible locations, and virtual participation should use platforms that support accessible communication. The Town should use multiple outreach methods, including its website, social media, email, public meetings, surveys, and other established communication channels.

Morrisville should also provide convenient ways for residents and visitors to report accessibility concerns or recommend improvements without requiring them to initiate a formal ADA grievance.

Feedback may be submitted through accessible online forms, email, telephone, public meetings, or other Town communication methods.

Accessibility concerns should be documented and directed to the appropriate department for review. The Town should communicate the significance or outcome of reported concerns and explain available options for additional assistance.

Community feedback should be considered alongside documented assessment findings, accommodation requests, grievances, and implementation priorities. Repeated concerns may indicate a need to reevaluate a corrective action, amend a procedure, or provide additional training.

8.3 Annual Progress Reporting

The Town of Morrisville should prepare an Annual ADA Progress Report summarizing implementation activities, completed improvements, outstanding accessibility barriers, and priorities for the upcoming year.

The report should provide a clear overview of progress across physical facilities, programs, policies, communication, and digital services.

The annual report should address:

- **Physical accessibility improvements:** Completed corrections at Town facilities and parks, projects underway, and remaining priority barriers.
- **Policies and programs:** Updates to accommodation procedures, grievance processes, emergency preparedness, and accessible service delivery.
- **Digital accessibility:** Improvements to the Town website, electronic documents, online services, and public communications.
- **Employee training:** Training activities completed and additional training needs.
- **Community feedback:** General trends in accessibility concerns, requests, and grievances, while protecting confidential information.
- **Upcoming priorities:** Planned improvements, anticipated funding needs, and proposed implementation activities.

The ADA Coordinator should coordinate preparation of the report with responsible departments and Town leadership. A public version should be made available through the Town's website in an accessible format.

Annual reporting will provide residents with information about the Town's progress and help maintain accountability for the commitments established in the Transition Plan.

8.4 Monitoring and Transition Plan Updates

Morrisville should review its ADA Transition Plan annually to document completed improvements, evaluate outstanding barriers, and identify changes affecting implementation.

The review should consider progress reported by Town departments, community and employee feedback, accommodation and grievance trends, changes in Town facilities or services, and applicable accessibility requirements.

The Town should also complete a more comprehensive review at the five-year milestone to reassess remaining barriers, project costs, funding needs, and long-term implementation priorities.

Updates should be documented so that the Transition Plan remains a useful planning and accountability resource as Town facilities, programs, services, and community needs evolve.

Ongoing public engagement, annual progress reporting, and periodic plan updates will help Morrisville maintain transparency and support continued accessibility improvements.

9. Recommendations

The following recommendations summarize the actions identified through the Town of Morrisville's ADA Self Evaluation and Transition Plan. They address recurring physical accessibility barriers, policy and procedure improvements, program access, digital accessibility, and employee training.

These recommendations should be implemented in coordination with the priorities and schedules established in Sections 6 and 7.

9.1 ADA Governance and Accountability

The Town should strengthen accessibility oversight and coordination through the following actions:

- Review the designation, authority, and responsibilities of the Townwide ADA Coordinator.
- Establish an ADA Implementation Team with representatives from departments responsible for facilities, parks, public services, employment, technology, communications, and emergency preparedness.
- Assign departmental responsibility for corrective actions and maintain centralized implementation records.
- Conduct quarterly implementation reviews and document progress through annual reporting.

9.2 Policies, Procedures, and Program Access

The Town should establish consistent procedures that support accessible public services and effective communication.

Recommended actions include:

- Review and formalize Townwide procedures for reasonable modifications, accommodation requests, and ADA grievances.
- Maintain accessible public information explaining ADA rights, available assistance, and procedures for submitting accessibility concerns.
- Establish clear procedures for providing auxiliary aids and services, including interpreters, captioning, assistive listening devices, and accessible documents.
- Incorporate accessibility considerations into public meetings, recreation programs, community events, and emergency preparedness.

- Establish procedures for maintaining program access when physical or operational barriers require interim measures.

9.3 Facility, Park, and Communication Improvements

The Town should address documented physical accessibility barriers using the priorities and corrective actions identified in the facility and park Action Plans.

Recommended actions include:

- Prioritize barriers affecting accessible entrances, parking, primary routes, restrooms, emergency features, and essential public services.
- Coordinate recurring improvements involving doors, signage, restrooms, and accessible pedestrian routes.
- Improve accessibility within recreation facilities, parks, public meeting spaces, employee work areas, and supporting amenities.
- Provide and maintain communication equipment and accessibility features within public meeting and service areas.
- Incorporate accessibility requirements into routine maintenance and facility renovations.

9.4 Digital Accessibility

The Town should address identified digital accessibility barriers and establish ongoing practices for maintaining accessible electronic information and services.

Recommended actions include:

- Remediate documented barriers involving the Town website, online forms, registration and payment systems, and electronic documents.
- Prioritize digital services supporting essential Town functions, public information, and community participation.
- Establish consistent procedures for creating and publishing accessible documents and digital content.
- Incorporate accessibility requirements into technology procurement, vendor coordination, and system updates.
- Assign responsibility for ongoing digital accessibility testing, corrective actions, and responses to reported concerns.

Digital accessibility improvements should be scheduled in accordance with applicable federal requirements and compliance deadlines, April 26th, 2028.

9.5 Employee Training and Accessibility Awareness

The Town should establish a consistent approach to ADA and disability awareness training across departments.

Recommended actions include:

- Provide recurring ADA and disability awareness training for Town employees.
- Incorporate accessibility guidance into employee onboarding and professional development.
- Provide role-specific training for public-facing employees, supervisors, facilities personnel, Parks, Recreation, & Cultural Resources, Human Resources, Information Technology, Communications & Outreach, Police, and Fire.
- Address reasonable modifications, effective communication, accessible customer service, emergency preparedness, and digital accessibility.
- Maintain training records and use employee feedback and recurring concerns to identify additional training needs.

10. Conclusion

The Town of Morrisville's ADA Self-Evaluation and Transition Plan provides a coordinated framework for identifying and addressing accessibility barriers across Town facilities, parks, programs, services, communications, and digital resources. Through physical accessibility assessments, policy and procedure reviews, resident and employee surveys, departmental interviews, and digital accessibility evaluations, the Town has identified opportunities to strengthen access and participation for individuals with disabilities.

Implementation should prioritize barriers affecting safety, independent access, essential services, and meaningful participation. The proposed 10-year planning framework provides an approach for coordinating physical accessibility improvements with routine maintenance, facility renovations, and capital projects. This planning scope does not extend ADA compliance deadlines or lessen the Town's responsibility to provide accessible programs, services, and effective communication.

Successful implementation will require leadership from a designated ADA Coordinator, collaboration among Town departments, employee training, community engagement, and regular evaluation of progress. The individual facility and park Action Plans, supporting assessment reports, and recommended policy improvements provide the foundation for developing specific corrective actions and maintaining accountability.

The Town should review and update the Transition Plan as barriers are corrected, new accessibility concerns are identified, and facilities or services change.

By incorporating accessibility into everyday operations and long-term planning, the Town of Morrisville can establish a more consistent and sustainable approach to providing inclusive public services.

The Town's ongoing commitment to accessibility will help ensure that individuals with disabilities have equitable opportunities to access and participate in Morrisville's facilities, parks, programs, services, and community activities.

11. Appendix and Supporting Deliverables

Appendix I. Resident, Employee and Town Department Head Survey Report

Appendix II. Facility and Park Accessibility Assessment Reports

Appendix III. Policy and Procedures Report

Appendix IV. Digital Asset Review

Appendix V. Shapefile Map information

Townwide Accessibility Findings — Overview

Overview document **assembled by Town staff**, based off of consultant findings. This document presents all facility findings, summarized by finding category and facility.

FINDINGS REVIEWED	FACILITIES	EST. COST RANGE	MIDPOINT ESTIMATE
		$673,435	
521	21	$2,735,475	$1,704,455

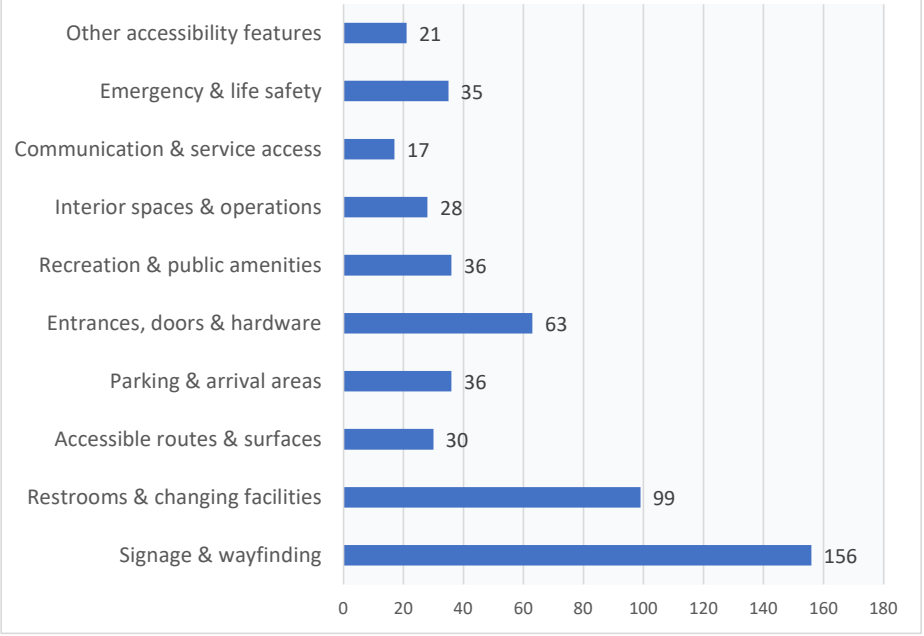
Primary category	Findings	Budget Low	Budget High
Signage & wayfinding	156	$174,000	$701,600
Restrooms & changing facilities	99	$134,950	$474,225
Accessible routes & surfaces	30	$60,100	$283,800
Parking & arrival areas	36	$92,700	$405,100
Entrances, doors & hardware	63	$63,235	$287,050
Recreation & public amenities	36	$16,600	$73,650
Interior spaces & operations	28	$21,800	$83,100
Communication & service access	17	$68,100	$235,050
Emergency & life safety	35	$6,000	$27,950
Other accessibility features	21	$35,950	$163,950

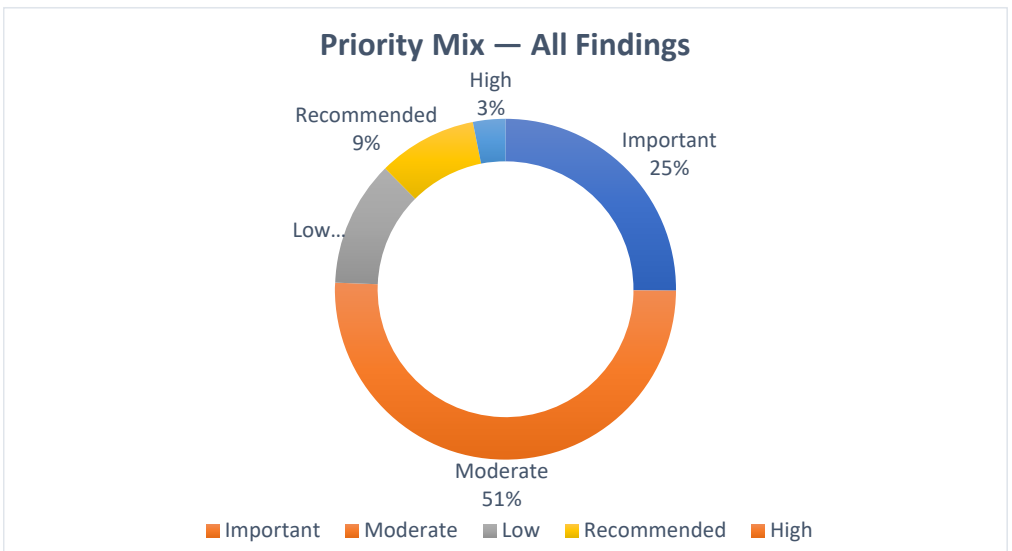
Priority	Findings	Budget Low	Budget High
Important	131	$275,900	$1,030,000
Moderate	263	$174,075	$687,025
Low	62	$21,510	$88,000
Recommended	49	$104,450	$460,450
High	**16**	**$97,500**	**$470,000**

How to read this overview

Counts represent individual finding rows, not the number of discrete deficiencies mentioned inside each narrative. Multi-issue rows are assigned to the primary asset or access theme to avoid double counting.

Facility	Findings	Budget Low	Budget High
Aquatics & Fitness Center	52	$40,050	$136,400
Cedar Fork Community Center	31	$27,400	$110,800
Cedar Fork District Park	19	$75,400	$348,750
Church Street Park	42	$24,400	$89,150
Crabtree Nature Park	7	$26,675	$107,250
Fire Administration	29	$43,450	$190,300
Fire Station #1	21	$18,500	$70,150
Fire Station #2	23	$29,700	$108,450
Fire Station #3	15	$9,000	$39,700
Historic Christian Church	11	$7,750	$26,100
Indian Creek Greenway Trailhead	16	$10,100	$27,750
Morrisville Community Park	46	$105,750	$399,050
Morrisville Dog Park	5	$3,750	$13,750
Morrisville Public Works	20	$26,200	$96,000
Northwest Park	9	$10,650	$42,750
PRCR-PSMS	64	$45,000	$227,600
Pugh House	7	$23,700	$92,900
Shiloh Park	19	$48,750	$234,750
Town Hall	41	$48,450	$181,900
Town Hall Connector	18	$24,125	$88,250
Morrisville Senior Center	26	$24,635	$103,725





Town Council Agenda Item Report

Agenda Item No. 11.a
Submitted by: Bret Martin
Submitting Department Planning
Meeting Date: November 10, 2026

SUBJECT
Morrisville Smart Shuttle Node Prioritization Policy and Title VI Plan

Recommendation:
Receive information on the prioritization scoring results for potential node locations using the draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy and consider adoption of the policy and Title VI Plan by resolution.

Updates/History of Briefing:
Town staff provided an overview of the draft Morrisville Smart Shuttle Title VI Plan and the Node Prioritization and Phasing Policy at Town Council's October 13th regular meeting. Following up from that meeting, staff has produced scores for the node locations included on the 'baseline list' in the draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy and will share those scores, as well as some notable observations from the scoring exercise, with Town Council at its November 10th meeting. Town staff will also share some minor proposed adjustments to the Node Prioritization and Phasing Policy and Title VI plan documents that better clarify the overall intent of each and the operationalization of scoring metrics. Based on the results of the scoring exercise, Town staff will also provide a recommendation on the first batch of nodes to be carried forward for implementation within the next year. A summary of the scores for each node location, as well as the scoring details for each, are provided as **Attachment 3**.

Executive Summary and Background Information:

After several years of operation and ongoing evaluation of the Smart Shuttle system's performance since its inception in October of 2021, the Town completed a study in early 2026 (Alternative Transit Study – 2025-389-0) that recommended retaining the node-based microtransit service model but improving service capacity and access throughout the system to address emerging concerns with ride-booking availability, wait times, and limited origin and destination offerings. Through robust public and stakeholder engagement and an evaluation of transit service access needs, the study developed a recommendation for the Town to establish up to an additional nine (9) new node locations throughout the Smart Shuttle service area to be implemented over a three (3)-year period. These recommended node locations primarily focus on densifying access throughout the Smart Shuttle’s existing general service area by filling gaps at major trip-generating destinations and in completely unserved residential or commercial areas with greater propensity for public transportation use.

Beyond the recommendation for the nine (9) new node locations from the 2026 Alternative Transit Study, over time, an additional five (5) node locations have been suggested to Town staff for consideration of implementation by members of the Morrisville community, Town Council, and various stakeholders. While the need or desire for all of the potential node locations has been well established, the Town has limited resources to implement them all at once, and not all 14 of the node locations can be implemented at current service levels without having a depreciating effect on the quality of service provided. The Town also does not have any previously established performance-driven Smart Shuttle node prioritization guidance or policy that can be used to determine the highest priority nodes and the order in which they should be implemented. How the Town provides passenger access to its public transportation system is also subject to compliance with proactive nondiscrimination measures established by Title VI of the Civil Rights Act of 1964, which focus on making investment decisions based on performance to avoid politicized or potentially discriminatory actions.

Access to the Smart Shuttle system based on node location is a momentous driver of the service's utility for both occasional and more transit-dependent users with otherwise limited travel options. The performance-driven siting of passenger origin and destination access is critical for ensuring that shared-ride, node-based microtransit systems operate at the most efficient levels and serve the most people. In response to the need for a decision-making tool to make Smart Shuttle node investment decisions, Town staff have developed a Morrisville Smart Shuttle Node Prioritization and Phasing Policy for Town Council's consideration, which is provided as **Attachment 1**. The purpose of this policy is to institute a performance-driven framework for the identification, prioritization, and selection for implementation of new Smart Shuttle node locations as resources allocated for that purpose are made available.

In addition to the node prioritization and phasing policy, Town staff have also developed a Title VI plan for the Morrisville Smart Shuttle system to lay out standards, considerations, and procedures for staff to follow that work to ensure the Smart Shuttle system is compliant with Title VI of the Civil Rights Act of 1964. The Title VI plan addresses such topics as the posting of a signed policy assurance that all programs and activities are administered without discrimination; establishing specific, publicly available procedures for filing Title VI complaints; strategies for engaging minority and Limited English Proficiency (LEP) populations in the planning process and determining needs for translation and interpreter services; collecting and keeping records of attendees at public meetings and demographic data on transit service beneficiaries; and standards and policies for ensuring that transit services and amenities are distributed equally across the system or in accordance with demonstrated performance and need. Because of the content to be covered by the Title VI plan, the Morrisville Smart Shuttle Node Prioritization and Phasing Policy is inextricably linked to advancing its objectives as a more focused policy for directing transit access decisions. The draft Smart Shuttle Title VI plan is provided as **Attachment 2**.

Both the draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy and draft Title VI plan will be presented as information, with an opportunity to provide feedback, to the Town Council at its October 13th regular meeting. They will be brought back to Town Council for consideration of a resolution to adopt them at its November 10th meeting. The draft resolution of adoption is also included as an attachment for this item.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Receive information on the prioritization scoring results for potential node locations using the draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy and consider adoption of the policy and Title VI Plan by resolution. Do not consider adoption of the policy and Title VI Plan.

Staff Recommendation:
None

ATTACHMENTS
- 2026-351-0_RES_Draft Resolution for Title VI Plan and Node Prioritization Policy Adoption.pdf
- 2026-351-0_ ATTH01_Draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy-THIS ITEM HAS BEEN UPDATED.pdf
- 2026-351-0_ATTH02_Morrisville Smart Shuttle Draft Title VI Plan-THIS ITEM HAS BEEN UPDATED.pdf
- 2026-351-0_ATTH03_Node Locations Priority Scores and Scoring Details - THIS ITEM IS NEW.pdf
- 2026-351-0_PRES_Smart Shuttle Title VI Plan and Node Prioritization and Phasing Plan - 11-10-26 - THIS ITEM HAS BEEN UPDATED.pdf

RESOLUTION 2026-351-0 OF THE MORRISVILLE TOWN COUNCIL ADOPTING THE MORRISVILLE SMART SHUTTLE TITLE VI PLAN AND NODE PRIORITIZATION AND PHASING POLICY

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq. ("the Act") and 49 CFR Part 21, the U.S. Department of Transportation (DOT) prohibits discrimination on the basis of race, color, or national origin; and

WHEREAS, the Civil Rights Restoration Act of 1987 clarified that the requirements of the Act apply to all programs and activities of federal-aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not; and

WHEREAS, the Town of Morrisville receives federal funds to carry out various transportation projects and, accordingly, must comply with the Act in all of its programs, including in the Town's provision of public transportation services; and

WHEREAS, in 2022, the Morrisville Town Council adopted a non-discrimination ordinance (Resolution 2022-96-0) to protect against discrimination in public accommodations and employment across several classes of individuals, including on the basis of race, color, and national origin; and

WHEREAS, in 2024, the Morrisville Town Council additionally adopted a Language Access Plan (Resolution 2024-50-0) to ensure meaningful language access to community members seeking and using Town services, partially as a measure to ensure compliance with the language access needs of individuals of various national origins in accordance with the Act; and

WHEREAS, building from prior actions to ensure non-discrimination protections that preserve and enhance the health, safety, welfare, peace, and dignity of Town residents and other participants in the services the Town provides, the Morrisville Town Council further desires to specifically address these protections in the Town's provision of the Morrisville Smart Shuttle; and

WHEREAS, Town staff have developed a Morrisville Smart Shuttle Title VI Plan in accordance with the standards set by the U.S. Department of Transportation, Federal Transit Administration to ensure compliance with applicable federal non-discrimination statutes and policies as they apply to public transportation services; and

WHEREAS, Town staff have additionally developed an accessory Morrisville Smart Shuttle Node Prioritization and Phasing Plan that institutes a performance-driven framework for the identification, prioritization, and selection for implementation of new Smart Shuttle node locations, as resources for that purpose are made available, to support both responsible planning and decision-making with available resources and to address Title VI implications for service availability.

NOW, THEREFORE, BE IT RESOLVED THAT THE MORRISVILLE TOWN COUNCIL hereby adopts the Morrisville Smart Shuttle Title VI Plan and the Morrisville Smart Shuttle Node Prioritization and Phasing Policy brought before the Town Council on November 10, 2026.

Adopted this 10th day of November 2026.

_____
TJ Cawley, Mayor

_____
Kayla Bertling, Town Clerk

ATTACHMENT 1

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2026

Morrisville Smart Shuttle

Morrisville Smart Shuttle Node Prioritization and Phasing Policy

To Be Considered for Adoption November 10, 2026

I. Purpose of Policy

The purpose of this Morrisville Smart Shuttle Node Prioritization and Phasing Policy is to institute a performance-driven framework for the identification, prioritization, and selection for implementation of new Smart Shuttle node locations as resources allocated for that purpose are made available. This framework includes the use of objective criteria to prioritize new node locations using a variety of customary transit access evaluation metrics, as well as transit access performance indicators that are unique to the Morrisville Smart Shuttle system. It is intended to be used on an ongoing basis as a primary tool for determining the allocation of available resources to establish new node locations, move nodes from one location to another, or to remove nodes from service entirely as the Morrisville Smart Shuttle system continues to grow and develop. This policy additionally works to ensure the Town of Morrisville's transit access investment decisions comply with nondiscrimination measures established by Title VI of the Civil Rights Act of 1964.

II. Smart Shuttle and Node Implementation Background

In October of 2021, the Town of Morrisville launched a new node-based microtransit service, branded as the Morrisville Smart Shuttle. The service was conceptualized as an outcome of a transit feasibility study completed by the Town in 2019 that evaluated the suitability of various public transportation service delivery models to facilitate expanded intra-community mobility options for residents and visitors. The node-based microtransit service delivery model was generally selected as the recommended concept because of its flexibility and adaptability to real-time travel demand, its scalability to changing conditions into the future, its relatively low capital needs and reasonable cost, and its relatively quick implementation timeframe. The node-based approach to microtransit service provision also allows the Town to manage public transportation access at centralized points for pick-ups and drop-offs to help balance travel demand with the resources utilized to provide the service.

Since its inception through August 31st, 2026, the Morrisville Smart Shuttle has provided more than 102,000 rides to 3,055 unique riders. Of those unique riders, 379 completed more than 50 rides, and 185 completed more than 100 rides, indicating substantial reliance on the system for a significant number of residents or visitors. Access to the system based on node location is a momentous driver of the service's utility for both occasional and more transit-dependent users with otherwise limited travel options. The performance-driven siting of passenger origin and destination access is critical for ensuring that shared-ride, node-based microtransit systems operate at the most efficient levels and serve the most people.

A. *History of Smart Shuttle Node Siting*

The 2019 Morrisville Public Transportation Study recommended a total of 19 general locations for the first bundle of nodes to be implemented with the new service. Through the 2019 study, sites were selected to provide residential neighborhood coverage, as well as to serve popular origins and destinations throughout Morrisville. Some of the node location recommendations involved co-location with existing GoTriangle and future GoCary bus stops to make transfers between systems seamless and to utilize existing infrastructure.

Since inception of the Morrisville Smart Shuttle service, all but two (2) of the node locations originally recommended by the 2019 study have been established and integrated into the system. One such recommended node location that has not been established is on Shiloh Glenn Drive near the Walmart Supercenter, and the other is on Kit Creek Road near its intersection with Louis Stephens Drive in Research Triangle Park (RTP). Further, two (2) additional node locations have been established that

were not recommended by the 2019 study. These include a node at the Morrisville Aquatics and Fitness Center (MAFC) on Morrisville Parkway and another on Church Street near its intersection with Grace Point Road.

B. *Performance of Established Nodes*

Trip performance at established Smart Shuttle nodes is one of the best indicators of the existing travel demand throughout the system, as it identifies the characteristics of locations where users who rely on the system would like to, or need to, travel the most. Since the Smart Shuttle's launch in 2021, trip volume performance across the nodes that have been established and integrated into the system has been variable. **Table 1** below provides the number of pickups and dropoffs for each node from January 1st, 2026, through June 30th, 2026, and provides a total measure of pickups and dropoffs per operating day for each.

Table 1: Smart Shuttle Node Pickups and Dropoffs (January 1, 2026 – June 30, 2026)

Node Location	# Pickups	# Dropoffs	Total Pickups/Dropoffs per Operating Day
BAPS	7	44	0.3
Breckenridge	513	472	5.6
Cedar Fork Community Center North	485	384	4.9
Cedar Fork Community Center South	188	88	1.6
Church Street	137	311	2.5
HSNC	185	184	2.1
Kitts Creek	1,063	889	11.0
Library/Food Hub	634	756	7.9
MAFC	276	340	3.5
McCrimmon Corners	687	491	6.7
Morrisville Parkway	321	323	3.6
Morrisville-Carpenter	1,260	1,121	13.5
Park West Village 1	621	843	8.3
Park West Village 2	1,138	1,522	15.0
Perimeter Park North	183	78	1.5
Perimeter Park South	14	27	0.2
Providence Place	283	319	3.4
Regional Transit Center	845	854	9.6
Ridgemont/Savannah	185	206	2.2
Wake Competition Center North	50	45	0.5
Wake Competition Center South	16	54	0.3
Wake Tech RTP Campus	579	319	5.1
TOTAL	**9,670**	**9,670**	**109.3**

Based on the pickup and dropoff performance at node locations throughout the Smart Shuttle system for the first six (6) months of 2026, characteristics of node locations that are more productive versus those that are less productive can be identified. The two (2) most productive nodes (i.e., at Park West Village and Morrisville-Carpenter) are located near large, highly-traveled mixed-use housing, retail, and service activity centers and serve the widest variety of trip purposes in the Smart Shuttle system. The third most productive node (i.e., Kitts Creek) is located in a very large residential area with no

other public transportation options and significant multi-modal connectivity constraints to nearby activity centers. The fourth most productive node (i.e., Regional Transit Center) is located at a major regional transit transfer facility where passengers may directly connect to an abundance of regional fixed-route travel offerings.

From this assessment of the most productive nodes in the Smart Shuttle system, the node locations with the following characteristics have demonstrated the most productivity potential:

1) Near denser, highly-traveled activity centers with a mix of housing, service, and/or retail land uses that generate a wide variety of potential trip purposes;
2) Connect to multiple other local or regional public transportation service offerings;
3) Near concentrations of lower-wage service-sector employment opportunities;
4) Within or near large residential areas that have limited proximity and connectivity to nearby activity centers and have no other public transportation options; and
5) Nodes located near one or more community facilities with a wide-ranging service focus.

Further, from this assessment of the least productive nodes in the Smart Shuttle system, the node locations with the following characteristics have demonstrated the least productivity potential:

1) In more sparsely-populated or -traveled locations that serve a lower volume of overall day-to-day trips and entail a narrower range of potential trip purposes;
2) Areas of concentrated higher-wage employment opportunities but limited lower-wage employment opportunities;
3) Within or near residential areas with good proximity and connectivity to nearby activity centers; and
4) Nodes located near one or more community facilities with a more narrow service focus.

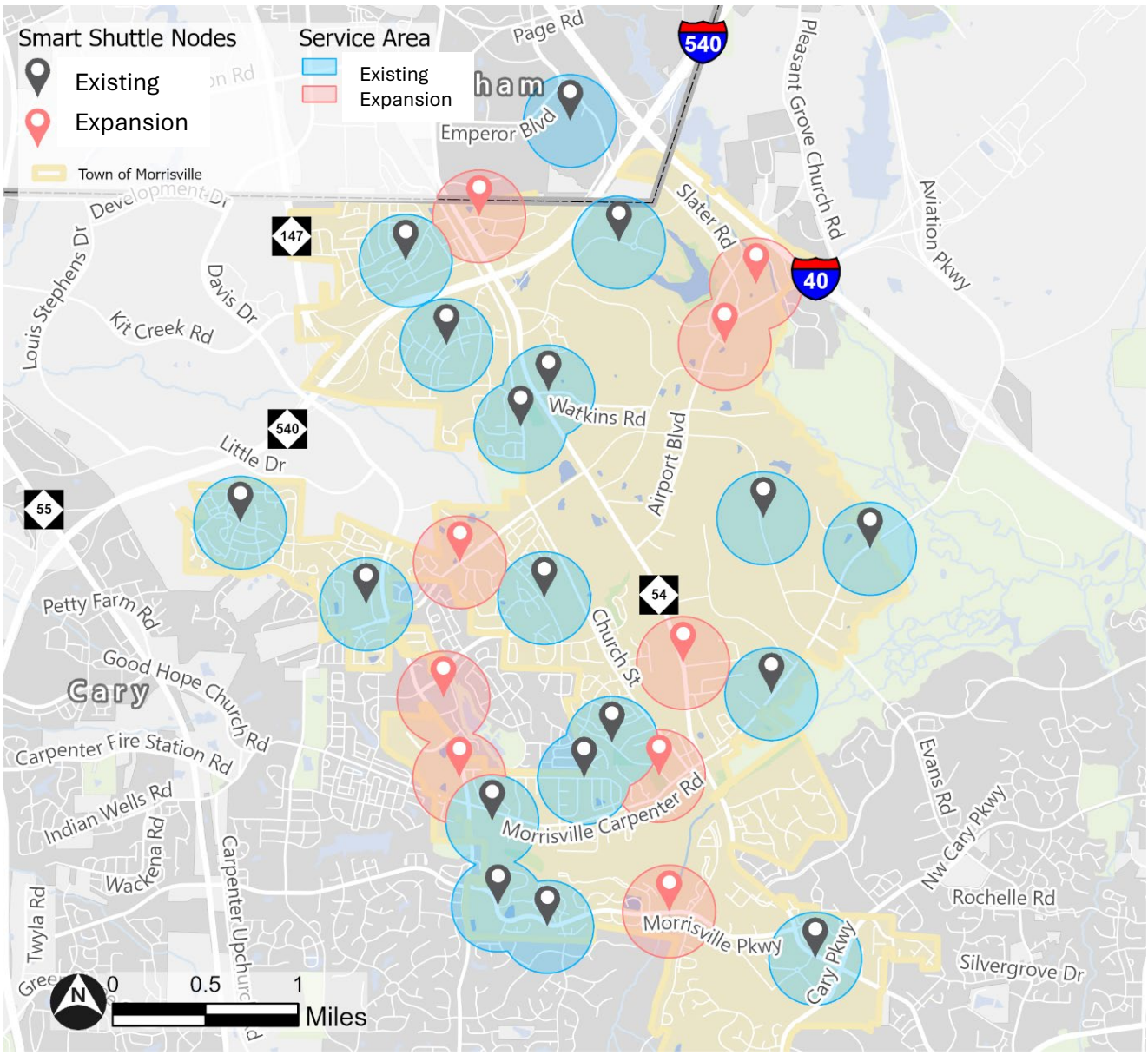
III. 2026 Alternative Transit Study Node Location Recommendations

After four (4) years of Smart Shuttle system operations and ongoing evaluation of the system's performance since its inception, amid growing pressures on the system's ability to keep up with growing demand, the Town of Morrisville completed a study in 2026 that evaluated the feasibility of various transit service alternatives. Based on a number of market, travel pattern, and feasibility considerations, the study recommended retaining the node-based microtransit service model but improving service capacity and access throughout the system to address emerging concerns with ride-booking availability, wait times, and limited origin and destination offerings. Through two (2) rounds of robust public and stakeholder engagement and an evaluation of transit service access needs, the study developed a recommendation for the Town to establish up to an additional nine (9) new node locations throughout the Smart Shuttle service area to be implemented over a three (3)-year period. These recommended additional node locations are:

1) Walmart Supercenter on NC 54 at Shiloh Glenn Drive;
2) Near the Airport Blvd and I-40 Interchange (2 Nodes);
3) McCrimmon Parkway at Liberty Rose Drive;
4) Wegmans at Twin Lakes Center on Davis Drive;
5) Bethany Village at Davis Drive and Morrisville Carpenter Road;
6) Town Hall/Indian Creek Greenway Trailhead;
7) NC 54/Green Drive; and
8) Morrisville Parkway near Double Eagle Court.

These recommended node locations primarily focus on densifying access throughout the Smart Shuttle's existing general service area by filling gaps at major trip-generating destinations and in completely unserved residential or commercial areas with greater propensity for public transportation use. **Figure 1** below shows the general recommended locations for these nodes in combination with the existing Smart Shuttle nodes.

Figure 1: 2026 Alternative Transit Study Recommended Node Locations



IV. Stakeholder-Recommended Node Locations

Beyond the recommendation for the nine (9) new node locations from the 2026 Alternative Transit Study, over time, additional node locations have been suggested to Town staff for consideration of implementation by members of the Morrisville community, Town Council, and various stakeholders. All of these suggested node locations are somewhat proximal to existing or otherwise recommended nodes but either entail precise siting considerations with implications for their utility (e.g., serve less-mobile populations) or present potential disproportionate operational challenges (e.g., are distant from the rest of the system or require time-consuming crossings of roadway barriers). These include:

1) At or near WakeMed Morrisville Medical Park;
2) Preston Pointe Senior Living Facility;
3) Additional node in Kitts Creek Neighborhood;
4) Additional node in Breckenridge Neighborhood; and
5) Additional node in Providence Place Neighborhood.

V. New Smart Shuttle Node Location Identification Policy

The general node locations listed above represent and round out those that have been identified through more rigorous comprehensive study of the Smart Shuttle system's access needs or have been identified by interested parties through ongoing public or stakeholder feedback as locations for desired access. Accordingly, for the purposes of this policy, they constitute the baseline list of general node locations that will be scored using the prioritization criteria laid out in this policy. Identification of additional node locations to be integrated into the Smart Shuttle system may be considered through further study of access needs or public and stakeholder input on a rolling basis no more frequently than annually and by amendment to the baseline list provided in this policy document through an action of the Morrisville Town Council. Stabilizing the consideration of general node locations for implementation through this structure supports a well-informed, performance-driven planning process for important system passenger access investment decisions.

VI. New Smart Shuttle Node Prioritization Methodology

To ensure an objective performance-driven decision-making framework for the Town's investment in new node locations, the following criteria with associated weights were developed to score new node locations for priority of implementation:

1) ***Ridership Potential (25% weight):*** One of the most industry-proven indicators of transit propensity is population and employment density. Transit services that provide access to areas with higher concentrations of residents and jobs serve more riders and perform more efficiently than those in lower-density areas. Further, within the Morrisville Smart Shuttle service market, areas with higher concentrations of service and retail employment jobs are also strong indicators of transit propensity.

   The score for the *Ridership Potential* criterion is calculated by producing the total number of residents and jobs within 1/3-mile of each general node location on the baseline list and then modifying that number by a multiplier that represents the additional ridership potential of more regularly intensive but locally-focused trip-generating uses, such as shopping centers (defined for the purpose of this policy as a concentrated area of four [4] or more shops, restaurants, or other related retail/service uses), libraries, community centers, or medical facilities. For each shopping center, library, community center, or medical facility within 1/3-mile of a node location, the number

of jobs is multiplied by a factor of 1.5. In other words, for each of these trip-generating uses within 1/3-mile of a node location, the number of jobs within 1/3-mile of the node location is increased by an additional 50 percent.

For example, if there are 600 residents, 500 jobs, a community center, and a shopping center within 1/3-mile of a node location, the number of jobs is multiplied by a factor of 2, which represents an additional 50 percent for each of the two special trip-generating uses. Under this scenario, the total *Ridership Potential* score would be represented by:

600 residents + (500 jobs x 2.0 high trip generation factor) = 1,600

From this result, the node locations are then ranked in order of their *Ridership Potential* score, and the node locations receive a final score using reverse-rank scoring such that the #1 ranked node location receives a score equal to the total number of node locations ranked, the #2 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first, the #3 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first and second, and so forth. This scoring criterion is assigned a 25% weight in the overall node location prioritization score.

2) ***Transit Dependency (20% weight):*** Another industry-proven indicator of overall transit propensity is the concentration of transit-dependent populations. Transit-dependent populations exhibit a higher reliance on public transportation services because their options for other means of travel are more limited. Transit-dependent populations include the following:

- Reside in a low-income household;
- Reside in a car-free household;
- Live with a disability;
- Are age 65+; and
- Limited English Proficiency households.

The score for the *Transit Dependency* criterion is calculated by producing the number of residents that fall into each category of transit dependency listed above that reside within 1/3-mile of each node location on the baseline list and adding those together. While this method does not prevent residents that fall within more than one category of transit-dependency from being counted more than once, residents that fall into more than one category represent a greater dependency than those falling into only one. The node locations are then ranked from highest to lowest based on their sums of transit-dependent residents. The node locations are then assigned a final *Transit Dependency* score using reverse-rank scoring such that the #1 ranked node location receives a score equal to the total number of node locations ranked, the #2 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first, the #3 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first and second, and so forth.

This scoring criterion is assigned a 20% weight in the overall node location prioritization score.

3) ***Service Coverage Equality (25% weight):*** The geographic coverage of transit service is key to ensuring everyone has the opportunity to access the system and its benefits. Further, providing

access to previously unserved areas is a significant driver of expanded ridership. This criterion intends to give significant weight to completely unserved areas of Morrisville with concentrations of residents and trip-generating destinations where no node currently exists.

The score for the *Service Coverage Equality* criterion is determined by first examining whether the nodes on the baseline list would be located within a --1/2-mile distance of another existing node and whether any physical pedestrian access barriers exist between the nodes (e.g., railroad or controlled-access highway). New node locations that will be located outside a 1/2-mile distance from another existing node will all receive the highest ranking. Those that are within a 1/2-mile distance of another existing node but will be separated by a physical pedestrian access barrier between the subject nodes will also receive the highest ranking. New node locations that will be located within a 1/2-mile distance of another existing node with no physical pedestrian access barrier between the subject nodes will then be ranked below those based on how many other nodes are within a 1/2-mile distance. If a new node is located within 1/2-mile of one node, it will be ranked higher than a new node location within 1/2-mile of two or more nodes.

The node locations are then assigned a final *Service Coverage Equality* score using reverse-rank scoring such that the #1 ranked node location receives a score equal to the total number of node locations ranked, the #2 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first, the #3 ranked node location receives a score equal to the total number of node locations ranked minus the number of nodes ranked first and second, and so forth. This scoring criterion is assigned a 25% weight in the overall node location prioritization score.

4) ***Connections to Larger Transit Network (15% weight):*** Connections to transit services provided by other agencies that afford passenger transfer opportunities enhance the ridership potential of locally-focused services, such as the Morrisville Smart Shuttle, by expanding the range of origins and destinations users may access. Ridership performance at such locations is often higher than at locations that do not provide such opportunities, and this is no different throughout the Morrisville Smart Shuttle node network. Nodes that provide these connections have experienced a relatively higher amount of boardings and alightings throughout the system. The importance of providing these connections was also strongly communicated by the public and stakeholders throughout Morrisville through the development of the 2026 Alternative Transit Study.

   The score for the *Connections to Larger Transit Network* criterion is simply determined by examining whether the node locations included on the baseline list are co-located with, or are within 500 walkable feet of, a fixed-route transit service stop provided by another transit agency. Node locations that meet these criteria will receive the highest ranking. Those that do not meet these criteria will be ranked below those that do. The node locations will then be assigned a final *Connections to Larger Transit Network* score using reverse-rank scoring such that the #1 ranked node location(s) receive a score equal to the total number of node locations ranked, and the next highest ranked node location(s) (i.e., those without a connection) receive a score equal to the total number of node locations ranked minus the number of nodes that have connections. This scoring criterion is assigned a 15% weight in the overall node location prioritization score.

5) ***Ease of Access to Nodes and Activity Centers (15% weight):*** Almost every transit trip that requires pickups and dropoffs at specific access points starts and ends as a pedestrian, bicycle, or other type of micromobility trip. Good connections of pedestrian and bicycle facilities to transit

service access points play a significant role in the ridership performance of higher-capacity transit services, such as fixed-route service, that focus on overall service effectiveness and efficiency. However, for more localized services that lean more toward a goal of providing service coverage, such as microtransit, areas that are disconnected by significant pedestrian and bicycle travel barriers (e.g., railroads and controlled-access highways) or from sufficient pedestrian and bicycle facilitation networks and infrastructure stand out as difficult places for the traveling public and passengers to otherwise reach by other means. This creates a need for those transportation-disconnected areas to be accessible and served by a service coverage-focused transit service, such as the Morrisville Smart Shuttle.

The evaluation and scoring for the *Ease of Access to Nodes and Activity Centers* criterion is subjective, highly qualitative, and relies on the judgment of Planning Department staff to examine whether the nodes on the baseline list are generally disconnected from nearby residential areas or activity centers because of the lack of pedestrian and/or bicycle infrastructure or because of separation from those areas as a result of a significant pedestrian or bicycle travel barrier (e.g., railroad or controlled-access highway). Node locations will be noted as either generally disconnected or generally connected and ranked accordingly. Those that are noted as generally disconnected will receive the highest ranking, and those that are nodes as generally connected will receive the next highest ranking.

The node locations will then be assigned a final *Ease of Access to Nodes and Activity Centers* score using reverse-rank scoring such that the #1 ranked node location(s) receive a score equal to the total number of node locations ranked, and the next highest ranked node location(s) (i.e., those noted as generally connected) receive a score equal to the total number of node locations ranked minus the number of nodes that are generally disconnected. This scoring criterion is assigned a 15% weight in the overall node location prioritization score.

VII. Final Node Location Scoring and Use of Scores

To determine the final overall prioritization scores for the node locations included on the baseline list that will determine the order in which available resources will be considered for their implementation, the final score for each criterion explained above is multiplied by its respective weight, and those products are summed to yield the final overall score. **Table 2** below summarizes the weights for each criterion.

Table 2: Final Score Weighting for Each Scoring Criterion

Criterion	Final Score Weighting
Ridership Potential	25%
Transit Dependency	20%
Service Coverage Equality	25%
Connections to Larger Transit Network	15%
Ease of Access to Nodes and Activity Centers	15%

Following is a demonstration of the operationalization of the scoring for node locations included on the baseline list:

A node location on the baseline list received the following individual scores for each scoring criterion explained above:

Ridership Potential Score = 11
Transit Dependency Score = 5
Service Coverage Equality Score = 10
Connections to Larger Transit Network Score = 9
Ease of Access to Nodes and Activity Centers Score = 12

This node location's scores for each scoring criterion are then multiplied by the respective weights assigned to each scoring criterion and added together to yield a final overall score, as follows:

(11 x 0.25) + (5 x 0.20) + (10 x 0.25) + (9 x 0.15) + (12 x 0.15) = 9.4

As resources are made available to implement new node locations, the Morrisville Town Council will consider allocating the necessary resources to the highest scoring node location first, the next highest scoring node location second, and so forth. While the purpose of this Node Prioritization and Phasing Policy is to ensure that new node location investment decisions are performance-driven, are guided by good planning practice, and do not result in potentially discriminatory actions, certain implementation feasibility factors may be considered by the Morrisville Town Council and Town staff that could alter the order in which available resources are directed toward new node location implementation. Such factors may include, but are not necessarily limited to, adverse impacts on service quality; significant cost, legal, environmental, or other related constraints on their implementation (e.g., challenges with easement or right-of-way acquisition, conflicts with other Town projects or transportation projects implemented by others, etc.); or notable changes in the basis of the scores that drive the scoring criteria. Further, the Morrisville Town Council may update and amend this policy at any time to adjust the criteria or barriers to entry for consideration of new node locations.

ATTACHMENT 2

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Morrisville Smart Shuttle

Town of Morrisville
Title VI Program for the Morrisville Smart Shuttle

To Be Considered for Adoption November 10, 2026

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I. Introduction

History and Characteristics of the Morrisville Smart Shuttle

On October 2, 2021, the Town of Morrisville launched a new node-based microtransit service, branded as the Morrisville Smart Shuttle. The service was conceptualized as an outcome of a transit feasibility study completed by the Town in 2019 that evaluated the suitability of various public transportation service delivery models to facilitate expanded intra-community mobility options for residents and visitors. The node-based microtransit service delivery model was selected as the recommended concept because of its flexibility and adaptability to real-time travel demand, its scalability to changing conditions into the future, its relatively low capital needs and reasonable cost, and its relatively quick implementation timeframe. The node-based approach to microtransit service provision also allows the Town to manage public transportation access at centralized points for pick-ups and drop-offs to help balance travel demand with the resources utilized to provide the service.

Since its inception through August 31st, 2026, the Morrisville Smart Shuttle has provided more than 102,000 rides to 3,055 unique riders. Of those unique riders, 379 completed more than 50 rides, and 185 completed more than 100 rides, indicating substantial reliance on the system for a significant number of residents or visitors. The Morrisville Smart Shuttle service operates seven (7) days a week between 7am and 9pm Monday-Friday, 8am and 8pm on Saturdays, and 8am-7pm on Sundays. The service is financed by the Town through a variety of revenue sources, including the Town's general operating budget, Wake County public transportation-dedicated taxes, and an operating expense credit for Federal Transit Administration (FTA) formula funds attributable to the Town through the Town's operations contractor.

The overall system-level planning and management of the Morrisville Smart Shuttle is carried out by the Town of Morrisville. However, the Town of Cary/GoCary and its operations contractor, MV Transportation, carry out the day-to-day operations of the Smart Shuttle through an agreement that is updated on an annual basis each local fiscal year (July 1-June 30). The agreement provides an operational framework for GoCary and MV Transportation to operate the Smart Shuttle, which includes supplying the drivers, vehicles, vehicle maintenance and other day-to-day operational services.

The Town also contracts with VIA Mobility, LLC. to supply and maintain the smartphone and desktop application that allows Smart Shuttle users to book rides, as well as the tablet application Smart Shuttle drivers use to schedule those rides. VIA Mobility, LLC also provides a wide range of data through an online dashboard that allows Town transportation staff to collect and analyze service performance to support planning and operations management decisions.

The Morrisville Smart Shuttle connects to 19 general node locations throughout its service area, including 18 within the Town itself and an additional node located at the GoTriangle Regional Transit Center in southeastern Durham County. Many of the nodes are co-located with fixed-route bus stops that were built and are maintained by GoTriangle and GoCary to support services they operate. The nodes throughout the Smart Shuttle system that are not part of the GoTriangle or GoCary system were built and are maintained by the Town of Morrisville.

History of Title VI and Non-Discrimination Authorities

All federal funding recipients are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964. Title VI of the Civil Rights Act of 1964 forbids discrimination against anyone in the United States because of race, color, or national origin by any agency receiving Federal funds. In 1970, the U.S. Department of Transportation adopted its initial Title VI regulations under 49 CFR Part 21. Additionally, a non-discrimination policy was adopted by a resolution of the Morrisville Town Council in March of 2022 (Resolution 2022-96-0). Key Components of Title VI and amendments include the following:

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance (implementation through 23 C.F.R. §200.9 and 49 C.F.R. § 21).

Section 162(a) of the Federal-Aid Highway Act of 1973 added the requirement that there be no discrimination on the grounds of sex.

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability for entities receiving federal funds.

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in federally assisted programs.

The Civil Rights Restoration Act of 1987, Public Law 100-209 provides clarification on the original intent of Congress in Title VI of the 1964 Civil Rights Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Civil Rights Restoration Act restores the broad, institution-wide scope and coverage of the non-discrimination statutes to include all programs and activities of federal-aid recipients, sub-recipients and contractors, whether such programs and activities are federally assisted or not.

II. Morrisville Title VI Program Objectives

Title VI activities are mandated by the federal government to ensure that people of all races, colors, national origins, ages, and abilities have an equal voice in the planning and project delivery processes and receive equal benefit from the results of such planning. The Town of Morrisville is already actively engaged in many Title VI activities. For example, the Town updated its Language Access Plan (LAP) in 2024. The LAP allows the Town of Morrisville to evaluate language needs and outline translation or interpretation services so that individuals with Limited English Proficiency (LEP) have equitable, meaningful access to government services.

There are generally several key components of a standard Title VI Plan:

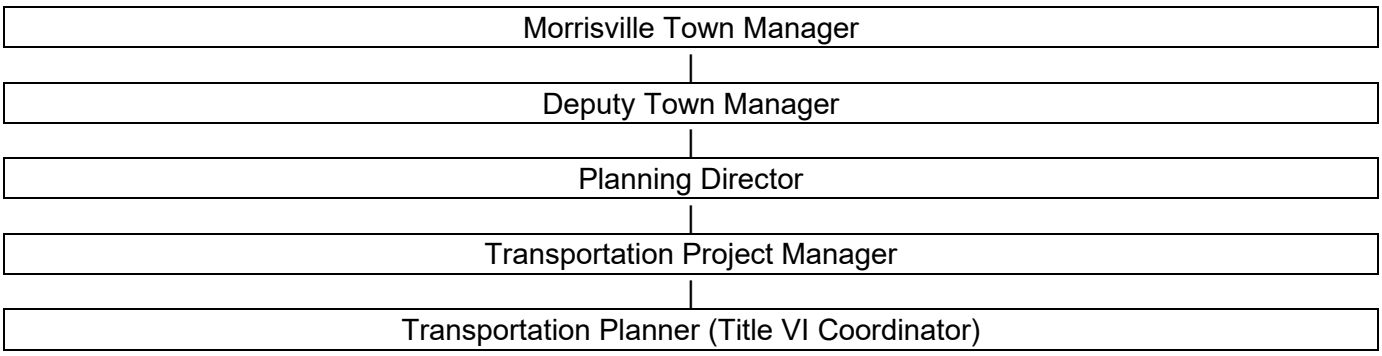
- A designated person to serve as coordinator for the Town to Morrisville to ensure the Title VI Policy is administered.
- Policy Statement: A formal, signed policy assurance that all programs and activities are administered without discrimination.
- Complaints Procedure: Specific, publicly available procedures for filing Title VI complaints, including a complaint form, with timelines for investigation.
- Public Participation Plan: Strategies for engaging minority and LEP populations in the planning process.
- LEP Plan: Analysis using the “Four Factor Analysis” to determine needs for translation and interpreter services.
- Data Collection: Records of attendees at public meetings and demographic data on transit service beneficiaries.
- Subrecipient Monitoring: Procedures for ensuring contractors and subrecipients receiving federal funds also comply with Title VI requirements. The Town of Morrisville does not directly receive federal transit funds as a subrecipient and does not have any subrecipients of such funds.
- Systemwide Service Standards and Policies: Standards and policies for ensuring that transit services and amenities are distributed equally across the system or in accordance with demonstrated performance and need.

The Town of Morrisville expects every manager, contractor, and employee engaged in activities funded through federal aid to be aware of, and apply the intent of, Title VI in performing assigned duties.

This Program outlines the requirements, roles, method of administration, and analysis that support the Town of Morrisville's Title VI objectives. The Town of Morrisville operates under the premise that it is imperative that it develop transit services that are responsive to the needs and priorities of all Town of Morrisville residents. With intentional focus, vulnerable populations are assured equal access to the Town of Morrisville's public transportation services. To facilitate a thorough understanding of associated activities, definitions are provided in Appendix A. The Title VI Program will be developed or updated no less than every three (3) years in accordance with federal regulation. The federal authorities governing the Town of Morrisville's non-discrimination obligations are outlined in the following section.

III. Overview of Roles/Designation of Title VI Coordinator

The Title VI Coordinator is responsible for the overall Title VI program implementation. The Town of Morrisville Transportation Planner will serve as the Title VI Coordinator for the Town as it relates to the Town's public transportation services and will be responsible for implementation and management of the Town's plan and program. The Title VI Coordinator will be appointed by the Planning Director and will report directly to the Transportation Project Manager on all Title VI issues. Staff in other Town of Morrisville program areas may assist the Title VI Coordinator with program implementation and resolution of Title VI issues. The Transportation Planner will also serve as the Limited English Proficiency (LEP) Coordinator for all issues related to the Morrisville Smart Shuttle. The Transportation Project Manager will assist the Transportation Planner with carrying out the Title VI and LEP responsibilities. The administrative structure for Title VI Implementation is provided below.



Title VI Coordinator Roles and Responsibilities

The Title VI Coordinator plays a lead role in the development and implementation of the Title VI Program. The coordinator provides leadership and guidance to ensure nondiscrimination in the Town of Morrisville's public transportation programs and promotes the participation of all people regardless of race, color, or national origin. Through the provision of guidance and technical assistance on Title VI matters, the Title VI Coordinator has overall program responsibility for Title VI compliance including:

- Promptly processing and resolving Title VI complaints;
- Collecting statistical data (race, color and national origin) of participants in, and beneficiaries of, the Town of Morrisville's public transportation programs, activities, and services;
- Identifying and addressing discrimination when found to exist;
- Conducting fare and service analyses when necessary;
- Promptly resolving areas of deficiency in Title VI matters;
- Coordinating the development and implementation of Title VI and related statutes training programs;
- Developing Title VI information for public dissemination, where appropriate, in languages other than English; and

- Monitoring the Town of Morrisville Language Access Plan (LAP) and program activities for compliance with Title VI and related statutes' applicability to the Town's public transportation services.

IV. Title VI Policy Statement

It is the policy of the Town of Morrisville to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding the Morrisville Smart Shuttle has a right to file a formal complaint with the Town of Morrisville. Any such complaint must be in writing and submitted to the Morrisville Smart Shuttle Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. Specific Title VI complaint procedures are provided in Section VI of this plan document.

V. Systemwide Service Standards and Policies

The following service standards and policies are meant to ensure that transit services and amenities are distributed on a non-discriminatory basis throughout the system. The Smart Shuttle operates Monday-Friday from 7:00 AM to 9:00 PM. On the weekends, the Smart Shuttle operates on Saturday 8:00 AM to 8:00 PM and Sunday 8:00 AM to 7:00 PM. Service standards are regularly monitored by Town of Morrisville staff to ensure non-discrimination in the distribution of transit services and amenities.

Vehicle Load

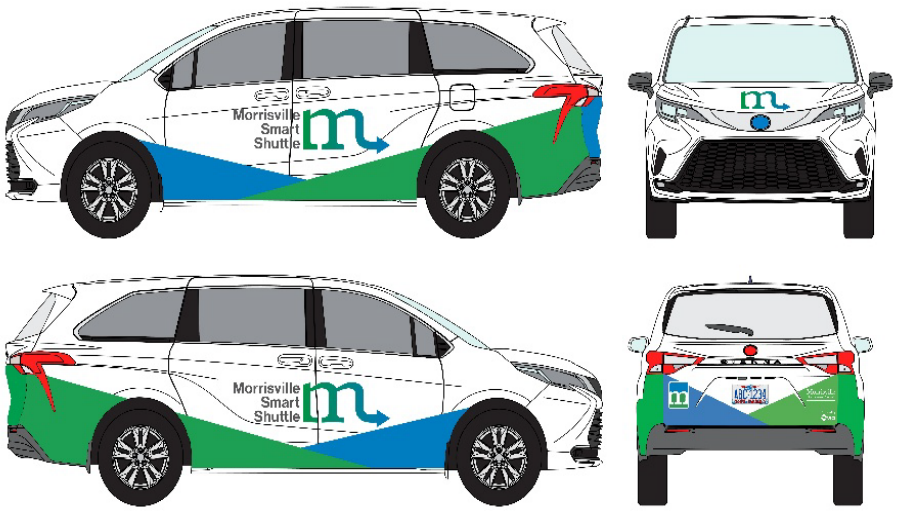
Vehicle load is the ratio of the number of passengers on a vehicle to the number of seats. Due to the nature of Town of Morrisville's node-based microtransit service delivery model, in that it allows boardings based only on available seats and in that more than one vehicle is planned to be in service during all service hours that can provide additional seating capacity, the maximum vehicle load shall be 1.0 at all times.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into revenue service throughout the transit system. A vehicle assignment policy measures whether transit vehicles are equally assigned considering the age and overall operating condition of the vehicle, type of fuel used, and the number of seats in a vehicle.

The Town of Morrisville contracts with GoCary to operate and provide vehicles for the Morrisville Smart Shuttle. GoCary provides minivans and drivers to operate the service during the Smart Shuttle's contracted service hours. Beginning in late October of 2026, two (2) minivans are planned to be in service throughout the full span of the system's service hours, and as early as October of 2027, an additional third minivan may be entered into service during the PM peak period (1-7pm) on weekdays.

The vehicles entered into revenue service will all be the same age and will all be maintained on generally the same preventive maintenance schedule. The vehicles will also generally be assigned to microtransit trips randomly based on the trip booking algorithm used to deploy service by the technology supplied to the Town by VIA Mobility, LLC. Therefore, no single vehicle will be assigned to any specific trips throughout the system. The minivan vehicles provided will feature a seating capacity of no less than five (5) passengers, and all of the vehicles will be equipped with bike racks. The vehicles to be used to provide the Smart Shuttle service are displayed below:



Vehicle Headway and On-Time Performance

Vehicle headway is defined as "the amount of time between two (2) vehicles traveling in the same direction on a given line or combination of lines" and most notably applies to fixed-route services. While the Morrisville Smart Shuttle does not provide scheduled service on a fixed alignment and therefore does not meet the definition of fixed-route service, it does strive to respond to requests for trips booked in real time within a reasonable duration. The Morrisville Smart Shuttle's target wait time for vehicles to arrive to provide trips at requested pickup nodes is currently within 30 minutes. However, the ability for the service to consistently respond to real-time demand for trips within 30 minutes may be challenged by surges in demand that outpace the service capacity made available. The maximum allowable wait-time queue for booked rides is up to 60 minutes from the time of booking to when a vehicle may arrive to provide a trip. Wait times for booked trips are completely reliant on how indiscriminate dynamic scheduling capabilities are programmed to respond to trips, as well as existing real-time booking demand throughout the system.

The FTA defines on-time performance as "a measure of runs completed as scheduled." When Smart Shuttle users book a ride, they are provided a proposal with an estimated time of arrival (ETA). The Town of Morrisville's goal is to provide an average systemwide on-time performance of 85% for its microtransit service. The Town of Morrisville defines on-time as arriving to a node to serve a booked trip up to two (2) minutes early and up to seven (7) minutes late in relation to the ETA provided to the user who booked the ride. Data for wait times, ETA, and time of arrival of vehicles at nodes when trips are booked are tracked using the technology provided by VIA Mobility and are evaluated on a monthly to quarterly basis. For times during which the systemwide on-time performance does not fall within the established standard, staff will investigate and further analyze the system for improvement strategies.

Service Availability

Service availability is defined as "a general measure of the distribution of routes within a transit provider's service area." The Morrisville Smart Shuttle currently serves 18 general node locations across Morrisville and an additional node location at the GoTriangle Regional Transit Center in southeastern Durham County. Initially, these locations were selected based on proximity to housing, commercial activity, recreation, employment centers, and major transit hubs. To build on this framework, the Town of Morrisville has developed a Morrisville Smart Shuttle Node Prioritization and Phasing Policy to institute a performance-driven framework for the identification, prioritization, and selection for implementation of new Smart Shuttle node locations as resources allocated for that purpose are made available.

The policy uses objective criteria to prioritize new node locations using a variety of customary transit access evaluation metrics, as well as transit access performance indicators that are unique to the Morrisville Smart

Shuttle system. It is intended to be used on an ongoing basis as a primary tool for determining the allocation of available resources to establish new node locations, move nodes from one location to another, or to remove nodes from service entirely as the Morrisville Smart Shuttle system continues to grow and develop. The core objectives of the policy are to maximize ridership, expand service coverage, and expand travel options to the most vulnerable and disconnected populations and destinations throughout the Smart Shuttle's service area.

Distribution of Transit Amenities

Transit amenities refer to items of comfort and convenience available to the general riding public. Through this Title VI Plan, the Town of Morrisville is establishing standard specifications for transit infrastructure and amenities to be provided at its node locations that scale in extent based on the volume of passenger use at each node.

The current level of amenities and ADA compliance throughout the system, as of September 30, 2026, is as follows:

Nodes	Bench	Shelter	Sidewalk Access	Ramp/Boarding Pad	Streetlights	Bike Rack	Trash Receptacle
B.A.P.S.	Yes	No	Yes	Yes	Yes	Yes	No
Breckenridge	Yes	No	Yes	Yes	Yes	Yes	Yes
Cedar Fork Community Center	Yes	No	Yes	Yes	Yes	Yes	No
Church Street	Yes	No	Yes	Yes	Yes	Yes	No
HSNC Campus	No	No	Yes	Yes	Yes	No	No
Kitts Creek	Yes	No	Yes	Yes	Yes	Yes	Yes
Library/Food Hub	No	No	Yes	No	Yes	No	No
Morrisville Aquatics and Fitness Center	Yes	No	Yes	Yes	Yes	No	Yes
McCrimmon Corners Shopping Center	No	No	Yes	Yes	Yes	No	No
Morrisville-Carpenter	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Morrisville Parkway	Yes	No	Yes	Yes	Yes	Yes	No
Park West Village 1*	Yes	No	Yes	Yes	Yes	Yes	No
Park West Village 2*	Yes	No	Yes	Yes	Yes	No	Yes
Perimeter Park North	No	No	Yes	Yes	Yes	No	No
Providence Place	Yes	No	Yes	Yes	Yes	No	No
Regional Transit Center (RTP)*	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ridgemont/Savannah	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wake Competition Center North*	Yes	Yes	Yes	Yes	Yes	No	Yes
Wake Competition Center South*	Yes	Yes	Yes	Yes	Yes	No	Yes
Wake Tech RTP Campus*	Yes	Yes	Yes	Yes	Yes	No	Yes

*Nodes that are co-located with GoTriangle and/or GoCary fixed-route bus stops.

Note: The Wake Competition Center South node was temporarily removed from service due to the construction of the Spark Life Science Campus. This node is scheduled to reopen in 2027.

Table 1 on the following page provides the number of pickups and dropoffs for each node from January 1st, 2026, through June 30th, 2026, and provides a total measure of pickups and dropoffs per operating day for each.

Table 1: Smart Shuttle Node Pickups and Dropoffs (January 1, 2026 – June 30, 2026)

Node Location	# Pickups	# Dropoffs	Total Pickups/Dropoffs per Operating Day
BAPS	7	44	0.3
Breckenridge	513	472	5.6
Cedar Fork Community Center North	485	384	4.9
Cedar Fork Community Center South	188	88	1.6
Church Street	137	311	2.5
HSNC	185	184	2.1
Kitts Creek	1,063	889	11.0
Library/Food Hub	634	756	7.9
MAFC	276	340	3.5
McCrimmon Corners	687	491	6.7
Morrisville Parkway	321	323	3.6
Morrisville-Carpenter	1,260	1,121	13.5
Park West Village 1	621	843	8.3
Park West Village 2	1,138	1,522	15.0
Perimeter Park North	183	78	1.5
Perimeter Park South	14	27	0.2
Providence Place	283	319	3.4
Regional Transit Center	845	854	9.6
Ridgemont/Savannah	185	206	2.2
Wake Competition Center North	50	45	0.5
Wake Competition Center South	16	54	0.3
Wake Tech RTP Campus	579	319	5.1
TOTAL	**9,670**	**9,670**	**109.3**

Based on the pickup and dropoff performance at node locations throughout the Smart Shuttle system for the first six (6) months of 2026, there is some disconnect between the volume of passenger use compared to the extent of amenities provided across the system's nodes. For example, the Library/Food Hub node generates an average of 7.9 pickups and dropoffs per operating day but has very limited amenities compared to several lower ridership nodes. As resources are made available for both new node expansion and for existing node improvements, the Town of Morrisville should strive to equalize the distribution of amenities across the system's nodes and implement those amenities across its nodes to an extent that is based on volume of observed passenger use. For node locations that are co-located with fixed-route bus stops for services provided by other transit agencies and that were built by those agencies, the level of amenities provided will be determined by their amenities distribution policies.

For the provision of amenities across existing and new Smart Shuttle node locations, the Town of Morrisville will implement those amenities as follows:

1) All existing and newly established nodes must first comply with Americans with Disabilities Act (ADA) requirements with a minimum eight (8) feet long by five (5) feet wide concrete pad located behind, or in conjunction with, a sidewalk (if one exists) and the curb or edge of pavement of the abutting street, driveway, or other type of thoroughfare. If less than five (5) feet exists between a street curb or edge of pavement and an existing sidewalk, the width of the pad may be reduced to less than five (5) feet as long as there is a minimum of five (5) feet of width for the free movement of mobility assistance devices (e.g., wheelchair). If greater than five (5) feet exists between a street curb or edge of pavement and an existing sidewalk, the width of the pad should be increased to greater than five (5) feet to ensure there is a flat continuous surface between a sidewalk and the street. If no sidewalk exists at the node location, a minimum eight (8) feet long by five (5) feet wide concrete pad shall be

installed adjacent to the curb or street edge, and a five (5)-foot wide sidewalk shall be constructed to the nearest intersection, existing sidewalk, or destination entrance (if permitted).

These improvements should be prioritized to the stated condition when existing node improvement resources are made available based on the volume of passenger use as measured using the most recent six (6) months of data.

2) For all new node locations, a bench, adequate street lighting, and an amenity pad large enough to accommodate the full range of potential amenities shall be established or present.

3) As resources are made available for improvements or additional amenities to be included at established node locations, nodes with a minimum average of seven (7) pickups and dropoffs per operating day, based on a minimum of the most recent six (6) months and a maximum of twelve (12) months of passenger use data (depending on the duration a node has been in service), should include bike racks and trash receptacles. Nodes with a minimum of 15 pickups and dropoffs per operating day should include shelters. The resources made available will be directed toward making existing node amenity improvements for benches and trash receptacles first and in an order such that the highest performing nodes are allocated those resources ahead of lower performing nodes. If resources remain, they may then be directed toward implementing shelters at nodes that meet the minimum standard.

Deviations from the above standards and criteria may be required in specific instances based on site characteristics and other implementation feasibility considerations.

Facility Site Equity Analysis

FTA's Title VI implementation policies require site equity analyses for certain types of transit facilities, such as storage facilities, maintenance facilities, operations centers, etc. The Morrisville Smart Shuttle does not own, operate, or maintain any such facilities.

VI. Methods of Administration

What is equally important to the content of the Title VI plan is how the Town of Morrisville will carry out its objectives regarding non-discrimination. Complaint procedures, recordkeeping, data collection, and public outreach and participation are interconnected methods to fulfill the implementation of the plan and program.

Title VI Complaint Procedures

Any person who believes he, she, or they have been denied benefits or excluded from participation in the services provided under the Morrisville Smart Shuttle program on the basis of race, color, or national origin (including LEP) may file a complaint pursuant to Title VI and/or related statutes. All Title VI complaints are considered formal. Complainants must file a signed, written complaint no later than 180 days from:

- The date of the alleged act of discrimination;
- The date when the person(s) became aware of the alleged discrimination; or
- Where there was a continuing course of conduct, the date on which the conduct was discontinued.

The complaint should include the following information:

- The complainant's name, mailing address, and contact information (*i.e.*, telephone number, email address, etc.)
- How, when, where, and why the complainant believes he, she, or they were discriminated against. Include the location, names, and contact information of any witnesses.
- Any additional information the complainant deems significant and pertinent to the grievance(s).

The Town of Morrisville Civil Rights Complaint Form may be used to submit the complaint information. Complaint forms can be obtained by contacting the Town of Morrisville Smart Shuttle Title VI Coordinator at (919) 463-6178, or by visiting the Town of Morrisville website at www.morrisvillenc.gov. The complaint may be filed in writing with Town of Morrisville at the following address:

Town of Morrisville Planning Department
Attention: Title VI Coordinator
260B Town Hall Drive
Morrisville, NC 27560
(919) 463-6178

In addition to filing Title VI complaints with the Town of Morrisville, complainants may also file a Title VI complaint with the following agency either through its online portal (https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta) or through the following contact information:

U.S. Department of Transportation, Federal Transit Administration
Attn: Title VI Program Manager
1200 New Jersey Avenue SE
Washington, DC 20590
(888)-446-4511

Title VI complaints received by the Town of Morrisville are investigated by the Morrisville Smart Shuttle Title VI Coordinator. Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if the Town of Morrisville has jurisdiction. The complainant will receive an acknowledgement letter informing them on whether the complaint will be investigated by the Town of Morrisville.

The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Title VI Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information on a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the Title VI Coordinator will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview people with knowledge of the alleged Title VI violation (e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information).

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Planning Director. The report shall include a background summary of the complaint, findings of the investigation, and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps, as appropriate and necessary, will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken because of the investigation, will be provided to the complainant.

If the matter cannot be resolved, then the complainant will be informed of his/her/their right to appeal to the U.S. Department of Transportation, Federal Transit Administration Office of Civil Rights at the following address:

Federal Transit Administration
Office of Civil Rights
Attn: Title VI Program Manager
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Complainants are encouraged to send all written correspondence through the U.S. Postal Service via certified mail to ensure that documents are easily tracked. If complainants choose to submit complaints by facsimile and/or email, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

Recordkeeping

The Title VI Coordinator will maintain permanent records, which include, but are not limited to, copies of Title VI complaints or lawsuits and related documentation, correspondence to and from complainants, and Title VI investigations.

Data Collection

Statistical data on race, color, and national origin of participants in, and beneficiaries of, the Morrisville Smart Shuttle service (*e.g.*, affected populations and participants) will be gathered and analyzed by Town of Morrisville staff to determine the transportation investment benefits and burdens based on those demographics. The primary method by which these demographic data are collected is through a voluntary biannual survey provided to all users of the Smart Shuttle. However, data collection methods may evolve over time and will be reviewed regularly to ensure sufficiency of the data in meeting the requirements of the Title VI Program administration. The Town of Morrisville will work closely with the Capital Area Metropolitan Planning Organization (CAMPO), the region's designated MPO, in collecting and analyzing regional demographic data to assess impacts of regional transportation investments.

Additionally, transit service and amenity data are regularly collected and monitored to ensure that transit service is provided in a non-discriminatory manner.

Public Dissemination of Title VI Information

Recipients of federal financial assistance are required to publish or advertise that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination.

The Town of Morrisville will disseminate Title VI information to the public in accordance with the Town's Language Access Plan on all vehicles, in the publicly accessible offices of the Town of Morrisville Planning Department, and at the front office of the contractor's facility. Additionally, the Town of Morrisville will post the Title VI information, complaint procedures, and a complaint form on the Town of Morrisville website at Morrisville Smart Shuttle | Town of Morrisville NC (https://www.morrisvillenc.gov/Our-Community/Morrisville-Smart-Shuttle) and on Smart Shuttle brochures.

Public Participation Planning

A public participation and outreach process is conducted by the Town of Morrisville for various transit-related activities and actions. The Town of Morrisville may conduct public outreach and input solicitation activities related to transit feasibility analyses, capital projects, service improvements or changes, fare changes, or other transit-related activities. The Town of Morrisville tailors its public input solicitation and outreach approach to each of these based on the impact to the community and the importance of the community's

feedback. These activities are conducted in accordance with the content and considerations of Title VI of the Civil Rights Act of 1964.

Federal regulations state that recipients of federal funding must "promote full and fair participation in public transportation decision-making without regard to race, color or national origin." The Town of Morrisville uses the aforementioned approach, as well as the CAMPO Public Participation Plan, to ensure adequate public involvement, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular (C 4702.1B).

Involving the general public in Town of Morrisville practices and decision-making processes provides helpful information to improve the transit system and better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program, and/or service under consideration, as well as the resources available, a concerted effort to involve all affected parties will be conducted. To include effective outreach strategies for engaging low-income, minority, and LEP populations, FTA Circular 4702.1B suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

The Town of Morrisville currently practices all of these strategies in different situations, in compliance with federal regulations, so that all populations are informed and have meaningful opportunities to engage in planning activities and provide input as part of the decision-making process.

Language Access Plan

The Town of Morrisville's Language Access Plan (LAP) serves as an action-oriented implementation plan to ensure compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7), which imposes legal obligations on the Town to take reasonable steps to ensure meaningful language access to community members seeking and using government services. The Town of Morrisville LAP was adopted by a resolution of the Town Council in February of 2024 (Resolution 2024-52-0). Under Executive Order No. 13166, recipients of federal financial assistance are required to provide meaningful access to their applicants and beneficiaries with 'limited English proficiency' (LEP). The latter provision is in accordance with the requirements of Title VI of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000d – 2000d7), which prohibits recipients of federal financial assistance, including a local government and its departments, from discriminating based on national origin. Therefore, persons who, because of national origin, speak languages other than English as their primary language and who have limited ability to speak, read, write, or understand English, may be entitled to language assistance under Title VI to receive a particular service, benefit, or encounter.

Providing language access in Morrisville is more than a federal mandate. It is important because the Town is committed to inclusivity and to building stronger community connections in as many ways as possible to expand effective engagement with those who live, work, play, and learn in our community. According to the U.S. Census Bureau, the population of Morrisville in 2025 was 33,075. The racial makeup of Morrisville was 41.05% Asian, 36.63% White, 13.66% Black or African American, 6.76% two or more races, 1.82% Other Race, and 0.09% Native American.

The Town of Morrisville Language Access Plan was adopted by the Morrisville Town Council in February of 2024. The Language Access Plan is accessible on the Town of Morrisville website at: https://www.morrisvillenc.gov/Our-Community/Language-Access-Plan. For the purposes of compliance with Title VI of the Civil Rights Act of 1964, the Town's adopted Language Access Plan will be followed to promote language access for applicable Morrisville Smart Shuttle-related activities.

VII. Minority Representation on Planning and Advisory Boards

FTA Circular 4702.1B states the following regarding the membership of planning and advisory bodies:

> *Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.*

The Town of Morrisville works with several local jurisdictions, boards, and communities to carry out its business and transportation planning efforts. Under its council-manager form of government, residents of the Town of Morrisville elect a seven (7)-member Town Council, including the mayor. Four (4) of the seven (7) Council members are district representatives. Two (2) Council members and the mayor are at-large representatives elected Town-wide. Town of Morrisville elections are held in odd-numbered years. The Council members' four (4)-year terms are staggered so that voters fill three (3) or four (4) of the seats every two (2) years. The elected Town Council creates a vision for the community by setting the policies, goals, and direction of the government, including adopting necessary laws. A full list of current Council members is available on the Town's website here: Meet Your Town Council | Town of Morrisville NC (https://www.morrisvillenc.gov/Government/Meet-Your-Town-Council).

The Morrisville Town Council has not appointed any transit-related, non-elected planning boards, advisory councils or committees, or similar bodies that influence Morrisville Smart Shuttle decisions. Morrisville Smart Shuttle planning and investments decisions are made solely by the Morrisville Town Council.

VIII. Subrecipient Monitoring

The Title VI Circular provides the following guidance regarding subrecipient monitoring:

> *Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding to assist the primary recipient in its compliance efforts. Such programs may be submitted and stored electronically at the option of the primary recipient. Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate.*

As of adoption of this Title VI plan, the Town of Morrisville does not have any subrecipients.

IX. Conclusion

The goal of this plan and program is to document and enhance opportunities for Title VI populations to have a meaningful voice and to receive equal benefits from the Town of Morrisville's provision of the Morrisville Smart Shuttle public transportation service without shouldering a disproportionate share of burdens. The plan and program itself is considered a work in progress that will evolve as people's needs and participation in the process change. For more information, please contact the Morrisville Smart Shuttle Title VI Coordinator at (919) 463-6178.

Appendix A: Definitions

Beneficiary – any person or group of persons entitled to receive benefits directly or indirectly from any federally assisted program.

Compliance – the satisfactory condition existing when a recipient has effectively implemented all the Title VI requirements or can demonstrate that every good faith effort toward achieving this end has been made.

Discrimination – any act or inaction, whether intentional or unintentional, through which a person in the United States, solely because of race, color, religion, sex, or national origin, has been otherwise subjected to unequal treatment under any program or activity of a federal aid recipient, subrecipient, or contractor.

Disparate Impact – racially neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient's policy or practice lacks a substantial legitimate justification.

Federal Financial Assistance –
(1) Grants and loans for federal funds;
(2) The grant or donation of federal property and interests in property;
(3) The detail of federal personnel;
(4) The sale and lease of, and the permission to use (on other than a casual or transient basis), federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
(5) Any federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Limited English Proficient (LEP) Persons – are persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. LEP includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Persons – are persons whose median household income is at or below the Department of Health and Human Services' poverty guidelines.

Minority Persons – are the following:

(1) American Indians and Alaska Natives, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation of community attachment;

(2) Asians, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent;

(3) Blacks or African American Populations, which refers to peoples having origins in any of the Black racial groups of Africa;

(4) Hispanic or Latino Populations, which includes persons of Cuban, Mexica, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race; and

(5) Native Hawaiians and Other Pacific Islanders, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin – the particular nation in which a person was born, or where the person's parents or ancestors were born.

Noncompliance – FTA determination that the recipient or subrecipient has engaged in activities that have had the purpose or effect of denying persons the benefits of, excluding participation in, or subjecting persons to discrimination in a recipient's program or activity.

Program – includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (including education or training, health, welfare, rehabilitation, housing, or other services, whether provided through employees of the recipient of federal financial assistance or provided by others through contracts or other arrangements with the recipient, and including work opportunities), or for the provision of facilities for furnishing services, financial aid or other benefits to individuals. The services, financial aid, or other benefits provided under a program receiving federal financial assistance shall be deemed to include any services, financial aid, or other benefits provided with the aid of Federal financial assistance or with the aid of any non-Federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions which must be met in order to receive the federal financial assistance, and to include any services, financial aid, or other benefits provided in or through a facility provided with the aid of federal financial assistance or such non-federal resources.

Public Participation – an open process in which the rights of the community to be informed, to provide comments to the government, and to receive a response from the government are met through full opportunity to be involved and express needs and goals.

Recipient – any State, political subdivision, instrumentality, or any public or private agency, institution, department, or other organizational unit receiving federal financial assistance.

Service Area – either the geographic area in which a transit agency is authorized by its charter to provide service to the public or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Service Frequency – the frequency of service is a general indication of the same level of service provided along a route and a component of the amount of travel time expended by a passenger to reach his/her/their destination.

Service Standard/Policy – an established policy or service performance measure used by a transit provider or other recipient or subrecipient as a means to plan or distribute services and benefits within its service area.

Title VI Program – a recipient's submission, provided to FTA, the appropriate federal entity, or to a subrecipient's direct recipient every three (3) years, containing information in response to the requirements of FTA or other applicable federal agency.

Morrisville Smart Shuttle

Title VI Notice to Public

It is the policy of the Town of Morrisville to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice in relation to the Morrisville Smart Shuttle has a right to file a formal complaint with the Town of Morrisville. Any such complaint must be in writing and submitted to the Morrisville Smart Shuttle Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

The complaint should include the following information:

- Your name, address and how to contact you (e.g. telephone number, e-mail address)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.

You may file a complaint directly with Town of Morrisville by completing the Title VI complaint form. If you are unable to access the form, you can mail or e-mail your complaint with the requested information above.

To mail your complaint:
Town of Morrisville/Morrisville Smart Shuttle
260B Town Hall Drive
Morrisville, NC 27560
Attention: Title VI Coordinator

If you choose to file a complaint via e-mail, send it to smartshuttle@morrisvillenc.gov.

Appendix C: Title VI Complaint Form

Title VI Complaint Form

Section I:	
Name:	
Address:	
Telephone (Home or Cell):	Telephone (Work):
E-Mail Address	
Accessible Format Requirements? Please Check Preference	
Large Print [ ] Audio Tape [ ] TDD [ ] Other [ ]	
Section II:	
Are you filing this complaint on your own behalf? Yes [ ] No [ ]	
**If you answered "yes" to this question, go to Section III.*	
If not, please supply the name and relationship of the person for whom you are complaining:	
Please explain why you have filed for a third party:	
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. [ ] Yes [ ] No	
Section III	
Date of Alleged Discrimination (Month, Day, Year):	
I believe the discrimination I experienced was based on (check all that apply): Race [ ] Color [ ] National Origin [ ]	
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.	

Section IV
Have you previously filed a Title VI complaint with this agency? [ ]Yes [ ] No
Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal, State or local agency or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply: Federal Agency [ ] Federal Court [ ] State Agency [ ] State Court [ ] Local Agency [ ]
Section VI
Name of Agency Complaint is Against:
Contact Person:
Title:
Telephone Number:

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below:

_____ _____

Signature **Date**

Town of Morrisville Planning Department
Physical Address: 260-B Town Hall Drive
Mailing Address: 100 Town Hall Drive
Morrisville, NC 27560
Office: (919) 463-6178
www.townofmorrisville.org
Email: titlevi@morrisvillenc.gov

Insert Form in LEP Languages in Accordance with Town Language Assistance Plan

Appendix D: List of Title VI Investigations, Complaints, and Lawsuits

There have been no Title VI investigations, complaints, or lawsuits received by Town of Morrisville or the Town of Morrisville Smart Shuttle contractor since the last Title VI plan update.

ATTACHMENT 3: Node Prioritization Scores and Scoring Details

Table 1 below provides the final scores and rankings for each node location on the baseline list.

Table 1: Final Priority Scores and Rankings for Node Locations

Node	Final Priority Score	Rank
Walmart Supercenter	11.00	1
WakeMed Morrisville Medical Park	10.45	2
Kitts Creek Neighborhood – 2nd Node	10.20	3
McCrimmon Parkway at Liberty Rose Drive	9.80	4
Wegmans	9.80	4
Airport Blvd/I-40 Interchange	9.65	6
NC 54 at Green Drive	9.25	7
Preston Pointe	8.85	8
Morrisville Parkway at Double Eagle Court	8.50	9
Town Hall/Indian Creek Trailhead	8.35	10
Bethany Village	7.90	11
Breckenridge Neighborhood – 2nd Node	6.20	12
Providence Place Neighborhood – 2nd Node	5.90	13

Following are the raw scoring operations for each of the node locations on the 'baseline list' in the draft Morrisville Smart Shuttle Node Prioritization and Phasing Policy in order of their final ranking:

Walmart Supercenter

Ridership Potential (25%): 500 people + (1,600 jobs X 2.5 trip generation multiplier) = 4,500
Transit Dependency (20%): 15 (low-income) + 20 (car-free) + 30 (disability) + 25 (65+ years) + 30 (limited-English proficiency) = 120
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Co-located with fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally disconnected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	1	13
Transit Dependency	11	3
Service Coverage Equality	1	13
Connections to Larger Network	1	13
Ease of Access to Nodes and Activity Centers	1	13

WakeMed Morrisville Medical Park

Ridership Potential (25%): 1,600 people + (400 jobs X 3.0 trip generation multiplier) = 2,800
Transit Dependency (20%): 64 (low-income) + 32 (car-free) + 128 (disability) + 96 (65+ years) + 144 (limited-English proficiency) = 464
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	5	9
Transit Dependency	5	9
Service Coverage Equality	1	13
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Kitts Creek Neighborhood – 2nd Node

Ridership Potential (25%): 2,500 people + (1,100 jobs X 1.0 trip generation multiplier) = 3,600
Transit Dependency (20%): 25 (low-income) + 100 (car-free) + 150 (disability) + 125 (65+ years) + 150 (limited-English proficiency) = 550
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally disconnected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	4	10
Transit Dependency	1	13
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	1	13

McCrimmon Parkway at Liberty Rose Drive

Ridership Potential (25%): 1,700 people + (300 jobs X 1.0 trip generation multiplier) = 2,000
Transit Dependency (20%): 68 (low-income) + 51 (car-free) + 136 (disability) + 136 (65+ years) + 136(limited-English proficiency) = 527
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	10	4
Transit Dependency	2	12
Service Coverage Equality	1	13
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Wegmans

Ridership Potential (25%): 1,600 people + (400 jobs X 2.5 trip generation multiplier) = 2,600
Transit Dependency (20%): 48 (low-income) + 32 (car-free) + 128 (disability) + 96 (65+ years) + 144 (limited-English proficiency) = 448
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	6	8
Transit Dependency	7	7
Service Coverage Equality	1	13
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Airport Blvd/I-40 Interchange

Ridership Potential (25%): 100 people + (1,800 jobs X 2.0 trip generation multiplier) = 3,700
Transit Dependency (20%): 12 (low-income) + 4 (car-free) + 9 (disability) + 7 (65+ years) + 6 (limited-English proficiency) = 38
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Co-located with fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	3	11
Transit Dependency	13	1
Service Coverage Equality	1	13
Connections to Larger Network	1	13
Ease of Access to Nodes and Activity Centers	4	10

NC 54 at Green Drive

Ridership Potential (25%): 400 people + (1,100 jobs X 2.0 trip generation multiplier) = 2,600
Transit Dependency (20%): 16 (low-income) + 12 (car-free) + 20 (disability) + 4 (65+ years) + 52 (limited-English proficiency) = 104
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally disconnected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	6	8
Transit Dependency	12	2
Service Coverage Equality	1	13
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	1	13

Preston Pointe

Ridership Potential (25%): 1,300 people + (1,000 jobs X 2.5 trip generation multiplier) = 3,800
Transit Dependency (20%): 13 (low-income) + 78 (car-free) + 78 (disability) + 117 (65+ years) + 78 (limited-English proficiency) = 364
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	2	12
Transit Dependency	8	6
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Morrisville Parkway at Double Eagle Court

Ridership Potential (25%): 1,200 people + (300 jobs X 1.0 trip generation multiplier) = 1,500
Transit Dependency (20%): 120 (low-income) + 60 (car-free) + 60 (disability) + 84 (65+ years) + 132 (limited-English proficiency) = 456
Service Coverage Equality (25%): Node walkshed not located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	12	2
Transit Dependency	6	8
Service Coverage Equality	1	13
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

ATTACHMENT 3: Node Prioritization Scores and Scoring Details

Town Hall/Indian Creek Trailhead

Ridership Potential (25%): 1,500 people + (500 jobs X 2.0 trip generation multiplier) = 2,500
Transit Dependency (20%): 75 (low-income) + 45 (car-free) + 120 (disability) + 90 (65+ years) + 165 (limited-English proficiency) = 495
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	8	6
Transit Dependency	3	11
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Bethany Village

Ridership Potential (25%): 1,700 people + (300 jobs X 2.5 trip generation multiplier) = 2,450
Transit Dependency (20%): 51 (low-income) + 34 (car-free) + 136 (disability) + 102 (65+ years) + 170 (limited-English proficiency) = 493
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	9	5
Transit Dependency	4	10
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

ATTACHMENT 3: Node Prioritization Scores and Scoring Details

Breckenridge Neighborhood – 2nd Node

Ridership Potential (25%): 1,300 people + (300 jobs X 1.0 trip generation multiplier) = 1,600
Transit Dependency (20%): 13 (low-income) + 0 (car-free) + 65 (disability) + 91 (65+ years) + 130 (limited-English proficiency) = 299
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	11	3
Transit Dependency	10	4
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Providence Place Neighborhood – 2nd Node

Ridership Potential (25%): 1,100 people + (200 jobs X 1.0 trip generation multiplier) = 1,300
Transit Dependency (20%): 55 (low-income) + 33 (car-free) + 66 (disability) + 99 (65+ years) + 66 (limited-English proficiency) = 319
Service Coverage Equality (25%): Node walkshed located within walkshed of another existing node
Connections to Larger Network (15%): Not located near fixed-route stop
Ease of Access to Nodes and Activity Centers (15%): Generally connected

Ranking and Reverse-Rank Score by Criterion

Criterion	Rank	Reverse-Rank Score
Ridership Potential	13	1
Transit Dependency	9	5
Service Coverage Equality	8	6
Connections to Larger Network	3	11
Ease of Access to Nodes and Activity Centers	4	10

Morrisville Smart Shuttle

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Morrisville North Carolina
All-America City
NATIONAL CIVIC LEAGUE
2026

Morrisville Smart Shuttle Title VI Plan and Node Prioritization and Phasing Policy

Bret Martin, AICP, Transportation Project Manager

Town Council Meeting – November 10, 2026

Agenda

- Quick Reorientation and Minor Updates to Smart Shuttle Title VI Plan
- Quick Reorientation and Minor Updates to Smart Shuttle Node Prioritization and Phasing Policy
- Scoring Results and Observations Therefrom for New Node Locations
- Recommendation for Node Expansion Implementation in 2027 and Next Steps
- Brief Update on Smart Shuttle Service Improvements

Morrisville Smart Shuttle

Title VI Plan

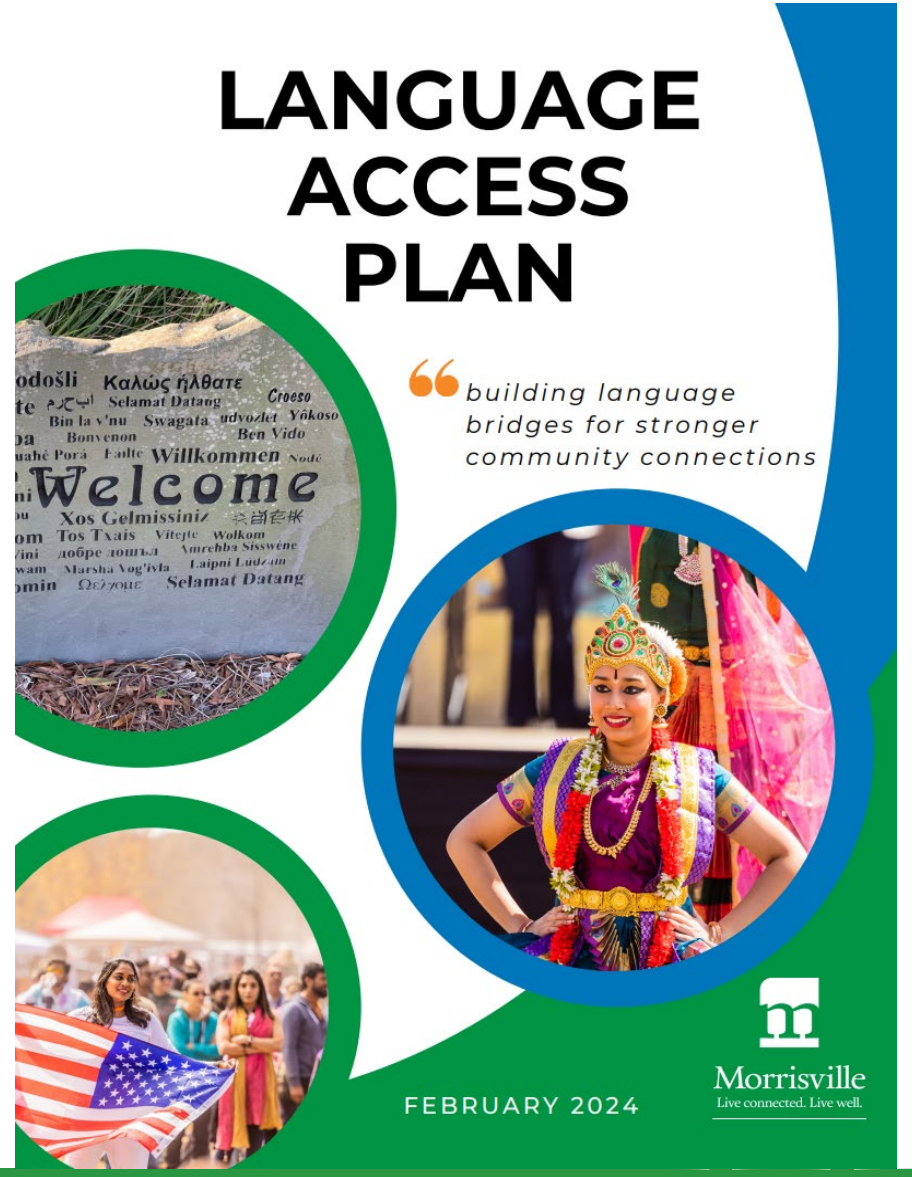
Review of Title VI of the Civil Rights Act of 1964



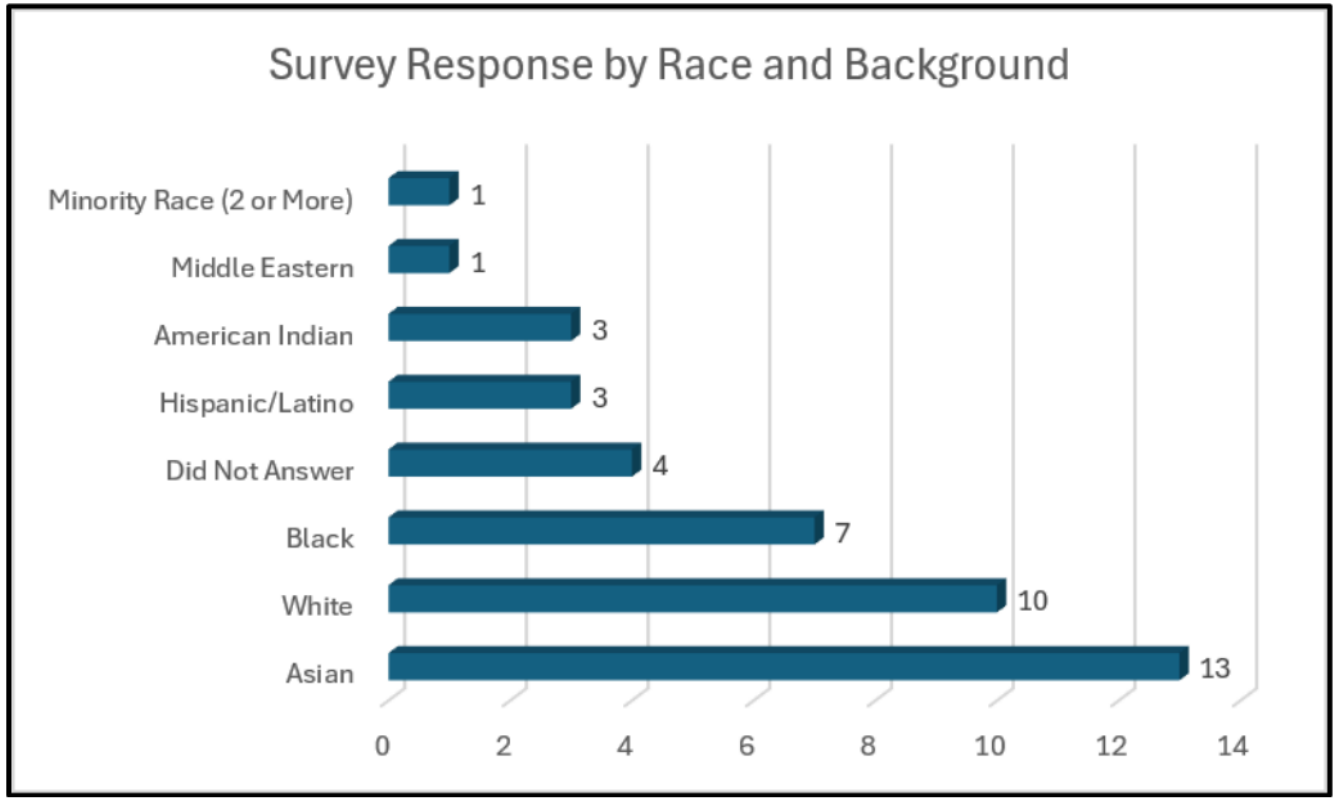
- Prohibits discrimination based on race, color, or national origin, ensuring equal access and benefits for all individuals
- Both federal law and the Wake Transit Program require compliance with Title VI public transportation standards
- The Town does not currently have a plan or program for the Smart Shuttle to monitor and ensure compliance with Title VI
- Applies to all programs and activities of federal-aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not
- Additional civil rights-related considerations for populations based on age, sex, and disability

Review of Notable Elements of Smart Shuttle Title VI Plan

- Included as **Attachment 2** in Agenda Packet
- Title VI Coordinator = Transportation Planner
  - Receives and resolves Title VI complaints
  - Collects demographic data and integrates into service planning decision making
  - Identifies and addresses areas of potential discrimination, conducts service analyses, and resolves Title VI deficiencies
- Title VI Policy Statement, Public Dissemination of Title VI Information, and Complaint Procedures
- Systemwide Service Standards and Policies
  - Vehicle Load
  - Vehicle Assignment
  - Vehicle Headway and On-Time Performance
  - Service Availability (i.e., distribution of access to service)
  - Distribution of Transit Amenities
- Public Participation Planning and Language Access



Minor Update to Draft Title VI Plan



Illustrative graph from 1st biannual survey in May-June 2026

- More explanation on demographic data collection method through biannual survey was added (page 12 in **Attachment 2**)
- Option to allow data collection methods to evolve over time

Morrisville Smart Shuttle

Node Prioritization and Phasing Policy

Review of Purpose of Policy and Background

- Institute a performance-driven framework for identification, prioritization, and selection for implementation of new Smart Shuttle node locations
- To be followed as resources allocated for those purposes are made available
- Used on ongoing basis to determine allocation of available resources to establish new node locations, move nodes from one location to another, or remove nodes from service entirely as Smart Shuttle system continues to grow and develop
- Fills a necessary void with a decision-making tool informed by customary transit access evaluation metrics and observations that are unique to the Smart Shuttle system that work to ensure compliance with Title VI

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Morrisville Smart Shuttle

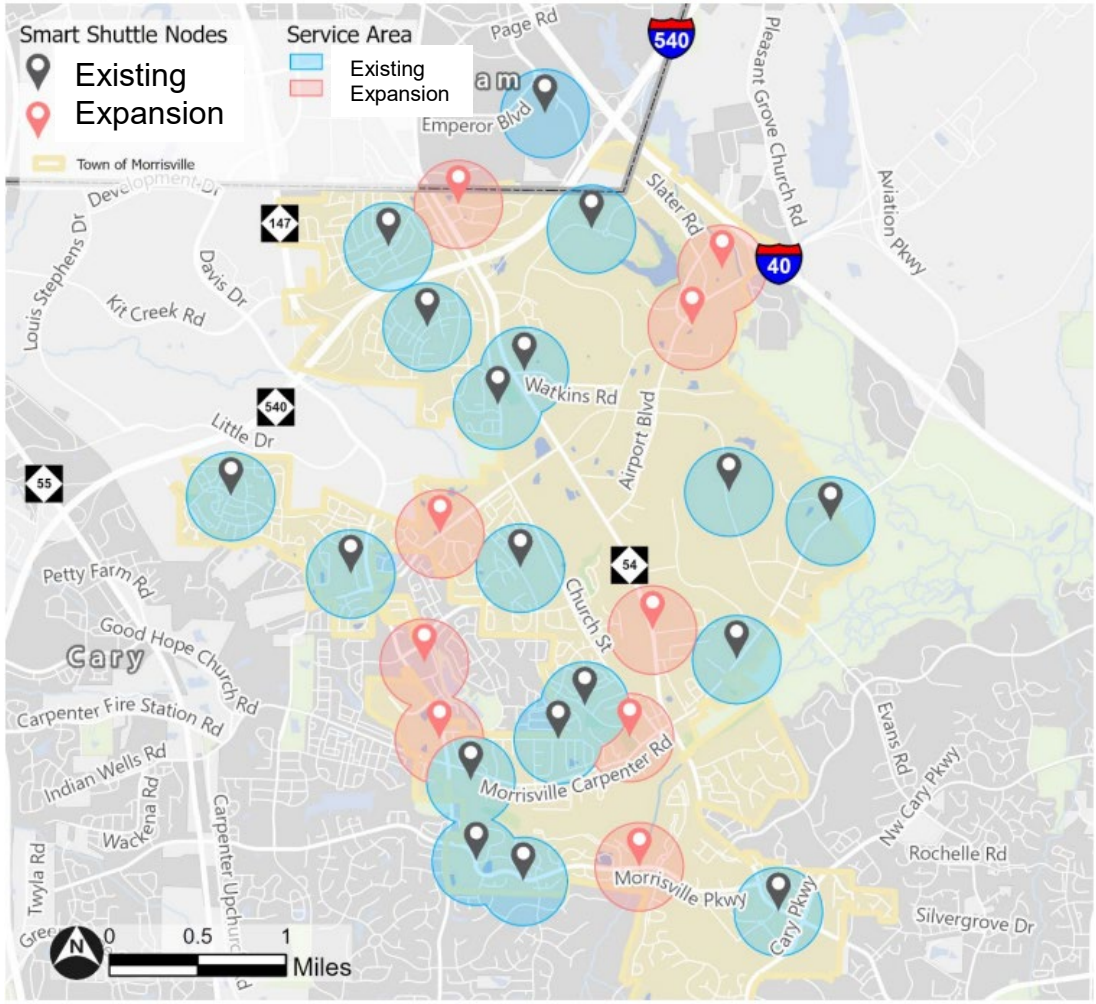
Morrisville Smart Shuttle Node Prioritization and Phasing Policy

November 10, 2026

Included as Attachment 1

Node Locations Subject to Prioritization for Implementation

- 2026 Alternative Transit Study recommended 9 new node locations to be implemented over a 3-year period in sync with service capacity expansion:
  - Walmart Supercenter on NC 54 at Shiloh Glenn Drive
  - Near Airport Blvd and I-40 interchange (2 nodes)
  - McCrimmon Pkwy at Liberty Rose Dr
  - Wegmans at Twin Lakes Center on Davis Dr
  - Bethany Village at Davis Dr and Morrisville Carpenter Rd
  - Town Hall/Indian Creek Greenway Trailhead
  - NC 54/Green Dr
  - Morrisville Pkwy near Double Eagle Ct
- Additional node locations recommended by stakeholders over time:
  - At or near WakeMed Morrisville Medical Park
  - Preston Pointe Senior Living Facility
  - Additional nodes in:
    - Kitts Creek
    - Breckenridge
    - Providence Place



New Node Prioritization Criteria and Weights

- **Ridership Potential (25% weight):** Total number of residents and jobs within 1/3-mile and then modifying the number jobs by a multiplier representing ridership potential of more intensive, locally-focused, trip-generating uses (i.e., shopping centers, libraries, community centers, and medical facilities)

- **Transit Dependency (20% weight):** Total number of residents within 1/3-mile who reside in a low-income household, reside in a car-free household, live with a disability, are age 65+, or are limited-English-proficient

REVERSE-RANK SCORING

Rank Assigned Based on Result for Criterion	Reverse-Rank Score
1	7
2	6
3	5
4	4
5	3
6	2
7	1

New Node Prioritization Criteria and Weights

REVERSE-RANK SCORING

Rank Assigned Based on Result for Criterion	Reverse-Rank Score
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- **Service Coverage Equality (25% weight):** Based on whether new nodes are located within a 1/2-mile distance of another existing node in the absence of a physical pedestrian access barrier; nodes within 1/2-mile of existing node ranked lower than those farther than 1/2-mile
  - Changed from ¼-mile to ½-mile from original draft to better address intent for nodes not to have overlapping ¼-mile walksheds
- **Connections to Larger Transit Network (15% weight):** Whether node is co-located with, or within 500 walkable feet of, a fixed-route transit access point provided by another transit agency

New Node Prioritization Criteria and Weights

- **Ease of Access to Nodes and Activity Centers (15% weight):** Whether area surrounding node location is generally disconnected from nearby residential areas or activity centers because of the lack of pedestrian and/or bicycle infrastructure or because of separation from those areas as a result of a significant pedestrian or bicycle travel barrier (e.g., railroad or controlled-access highway)

REVERSE-RANK SCORING

Rank Assigned Based on Result for Criterion	Reverse-Rank Score
1	7
2	6
3	5
4	4
5	3
6	2
7	1

Minor Updates to Prioritization and Phasing Policy

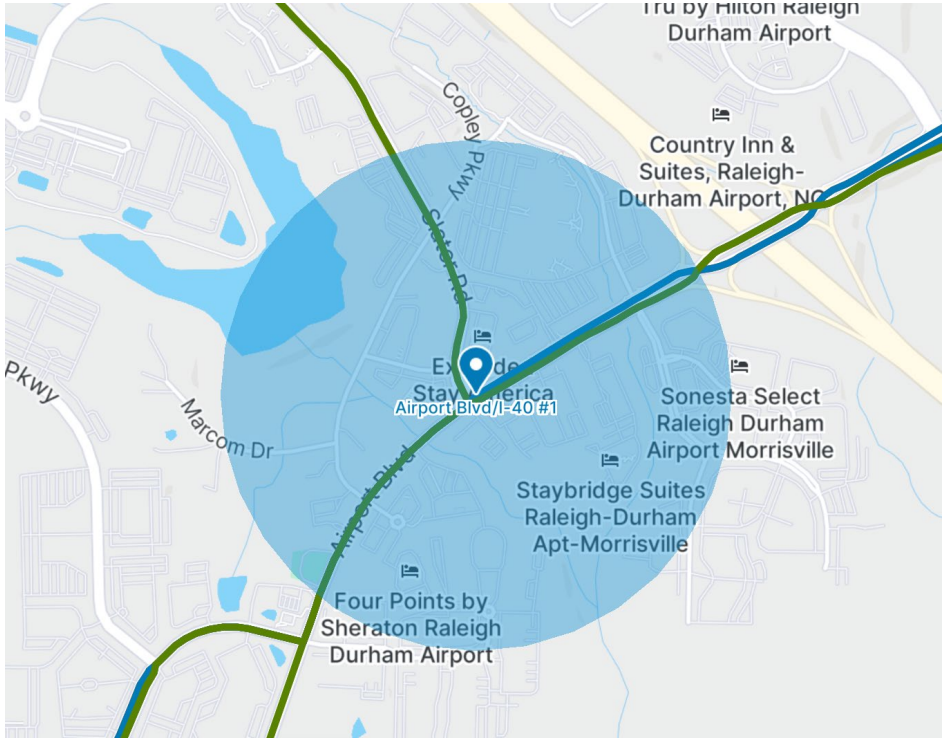
- Aforementioned change to Service Coverage Equality Scoring Method → from ¼-mile to ½-mile distance between nodes (explained on Slide 11)
- Language addressing Town Council ability to update or amend policy at any time to adjust criteria or barriers to entry for consideration of new node locations
- Less prescriptive connection between scoring of nodes and use of allocated resources to implement them
  - Implementation feasibility factors may be considered by Town staff and Town Council that could alter order in which resources are directed toward new node location implementation
  - Factors include, but are not limited to, adverse impacts on service quality, significant implementation constraints (e.g., cost, environmental, challenges acquiring easements or right-of-way), and others



New Node Location Scoring Results

Node	Final Priority Score	Rank
Walmart Supercenter	11.00	1
WakeMed Morrisville Medical Park	10.45	2
Kitts Creek Neighborhood – 2nd Node	10.20	3
McCrimmon Parkway at Liberty Rose Drive	9.80	4
Wegmans	9.80	4
Airport Blvd/I-40 Interchange	9.65	6
NC 54 at Green Drive	9.25	7
Preston Pointe	8.85	8
Morrisville Parkway at Double Eagle Court	8.50	9
Town Hall/Indian Creek Trailhead	8.35	10
Bethany Village	7.90	11
Breckenridge Neighborhood – 2nd Node	6.20	12
Providence Place Neighborhood – 2nd Node	5.90	13

Important Scoring Observations and Notes



Illustrative snapshot of Remix transit planning software analysis

- The results indicate that the criteria and scoring method work as intended **(Attachment 3)**
- Scores generated using Remix transit planning software
- Nodes that are likely to generate the most ridership because of proximity to high trip-generating land uses and transit-dependent populations, that are connected to fixed-route transit, that do not have overlapping walksheds with other nodes, and/or that provide service to otherwise hard-to-reach areas score well
- Scores do not reflect potential new node locations that might have overlapping walksheds with other potential new node locations
- Did not score a 2nd Airport Blvd/I-40 interchange node location after further evaluation of needs and conditions in that area

Recommendation for Node Expansion Implementation in 2027

- Total current budget for node expansion or improvements is ~$120,000 with assumed $60,000 match from Wake Transit
- Conservatively assume $30,000 per newly-located node that is not co-located with other services for feasibility study, design, easement or right-of-way acquisition (if necessary), and infrastructure – Use any leftover funds for transit amenity improvements across existing nodes (~$29,400)

Node Location	Final Score	Final Rank	Assumed Cost	Cost Assumptions
Walmart Supercenter	11.00	1	$300	Co-location with existing GoTriangle fixed-route stop (Route 310); provide necessary signage
WakeMed Morrisville Medical Park	10.45	2	$30,000	New-location nodes not co-located with existing fixed-route stop
Kitts Creek Neighborhood – 2nd Node	10.20	3	$30,000	
McCrimmon Parkway at Liberty Rose Drive	9.80	4	$30,000	
Wegmans	9.80	4	$300	Co-location with previously built fixed-route stop not yet in operation (GoCary); provide necessary signage

Node Siting Feasibility

- Nodes scored based on specific locations in the general areas where they were recommended but exact best siting for nodes will occur through feasibility assessment, which is the next step
- Siting considerations include available space, separation from traffic conflicts, access to pedestrian infrastructure, cost, easement or right-of-way acquisition needs, environmental constraints, proximity to street lighting, potential conflicts with other Town projects or transportation projects implemented by others, etc.
- Nodes will be sited to maximize utility and operational efficiency and minimize potential feasibility challenges
- If a node location on the ranked list is too challenging to site and implement, recommendation for package of nodes to be implemented may be modified



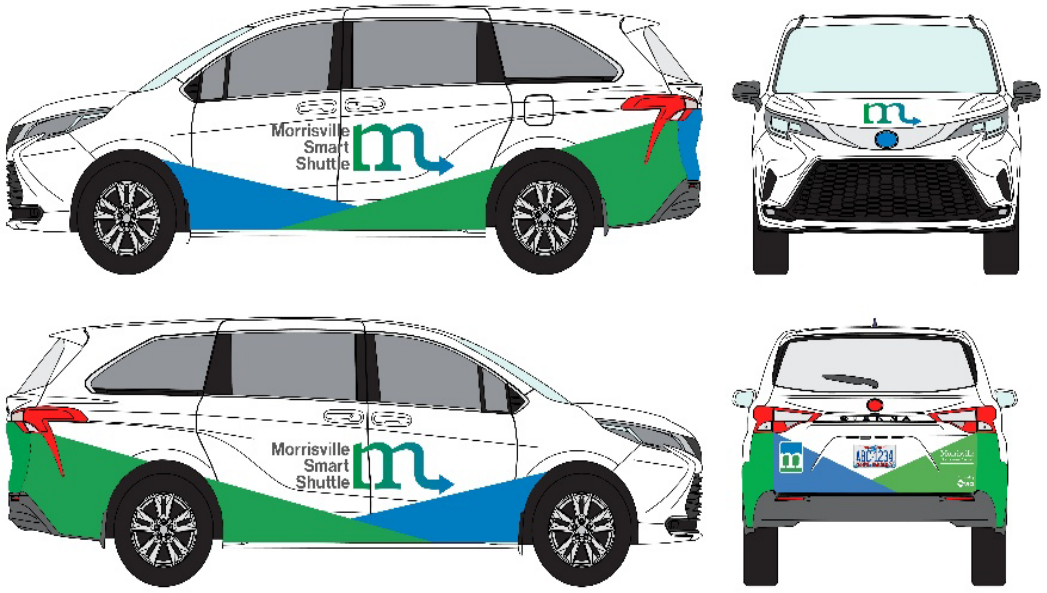
Next Steps for Title VI Plan and Node Prioritization and Phasing Policy



- **November 10:** Town Council to consider adoption of Title VI Plan and Node Prioritization and Phasing Policy
- **November 10:** Town Council signals acceptance of node expansion recommendation for 2027
- **November 2026 – March 2027:** Town staff works to complete feasibility study, design, and easement acquisition (if necessary) for node implementation for the 5 priority nodes
- **April – June 2027:** Town staff works to complete construction of node infrastructure and integrate the new nodes into the Smart Shuttle system

Update on Smart Shuttle Service Improvements

- Minivans entered into service with two (2) operating during all service hours beginning on November 7th
- Town began pushing out communications regarding the change in vehicles, their implications, and service capacity expansion through social media, *Next Week in Morrisville*, Town website, and through Smart Shuttle app beginning in mid-October
- Town staff has requested additional funding through the Wake Transit program to add a 3rd weekday peak (1-7pm) vehicle to the service plan beginning in Fall of 2027
- Town staff is working to request additional funding through the Wake Transit program to expand service access by up to an additional 5 nodes beyond those already funded if 3rd weekday peak vehicle is funded



QUESTIONS???