



**City of Dallas**

# Update on Americans with Disabilities (ADA) Transition Plan Efforts

**Workforce, Education and Equity  
Committee June 5, 2023**

Daisy Fast,  
Director of 311

Lindsey Wilson, PhD  
Director

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# Presentation Overview



- Background
- Prior Accessibility Work
- Five Year Plan
- Expansion of Accessibility
- Partnership
  - Internally
  - Externally
- Next Steps



# Background



## Americans with Disabilities Act (ADA)

- Civil rights law that requires equal opportunities for individuals with disabilities
- Prohibits discrimination in access to jobs, public accommodations, government services, public transportation, and telecommunications
- Requires all programs, services, and activities of public entities provide equal access for individuals with disabilities



ACLU pic of pretest sign which reads, "Disability Rights equal Civil Rights"



# Alignment to the Racial Equity Plan



## Office of Equity & Inclusion Progress Measure

- Increase the percent of ADA service requests in historically disadvantaged communities completed within Service Level Agreement to 85% by October 2024. [Ei 39]

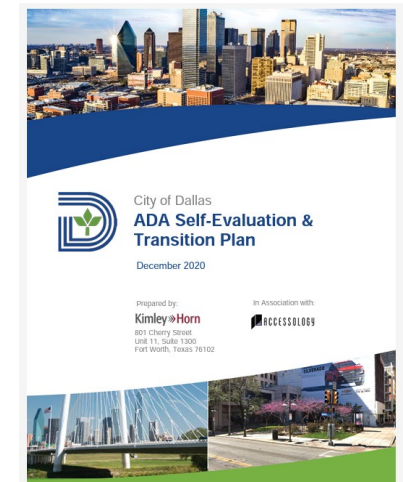




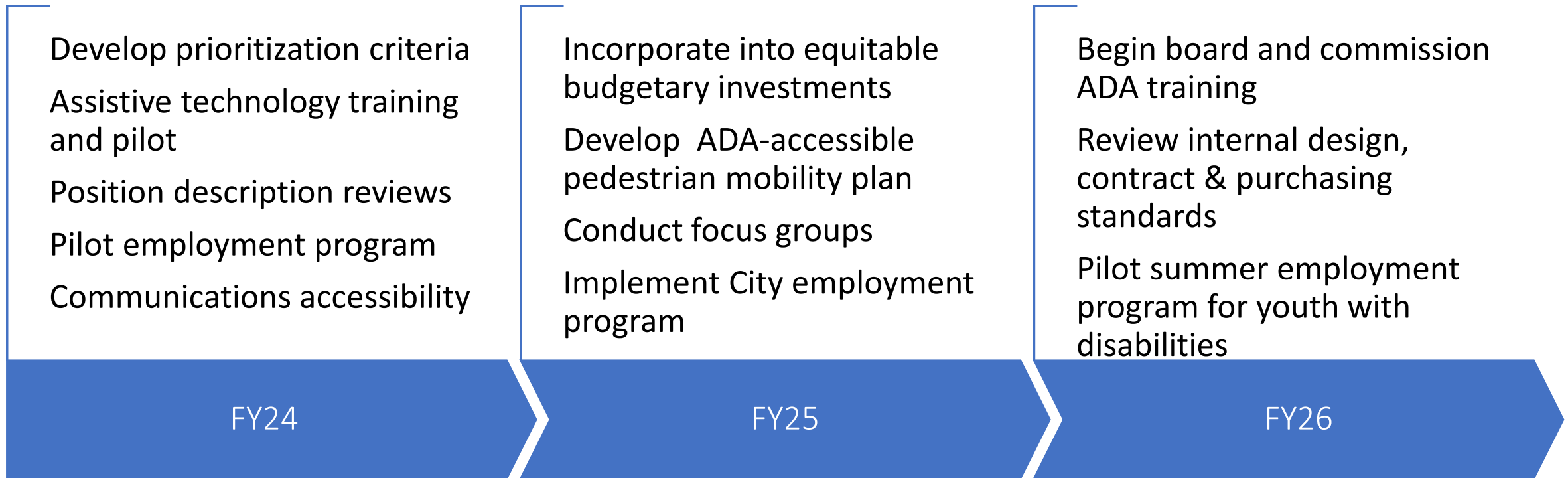
# Prior Accessibility Work



- FY19 & 20
  - Council authorized staff to develop ADA Transition Plan
- FY21
  - Assessed 23 City buildings
  - ADA Transition Plan posted online
  - Sidewalk Master Plan completed
  - ADA staff training
- FY22
  - Assessed 15 Fire stations, OCMC, libraries & Cotton Bowl
  - ITS ADA training, website compliance & updates
  - City Hall restroom updates 4-6 floor
- FY23
  - CDBG Project planning
  - Bond reallocation
  - Staff training
  - Department reviews



# Five Year Plan 2024-2028



## Barrier Assessment and Removal Work



# Five Year Plan 2024-2028



Continue board and commission ADA training  
**Develop Public Right-of-Way Plan**  
Begin Bond program planning for accessibility  
Continue program accessibility review  
Conduct performance venue ticketing and seating audit

FY27

Begin organization-wide Mental Health First Aid training  
Conduct Goods and Services access review  
Complete architectural standards review  
Assess and install informational signage at public facilities  
Review accessibility of parks, trails, and amenities

FY28

## Barrier Assessment and Removal Work



# Expansion of Accessibility



## ASL Interpretations

- Budget town hall meetings
- City Council meetings

## Increase Awareness

- UbiDuo devices

## Dallas Abilities Employee Resource Group (DAERG)

- Reasonable Accommodations Panel
- Diversity week celebrations







## Commission on Disabilities

- Established December 2021
- First meeting held February 2023
- Recognized by Governor's Committee on Persons with Disabilities April 2023
- Priorities:
  - Employment
  - Housing
  - Transportation



# Community Partnerships & Collaborations



Dallas Center<sup>INC.</sup>

metrocare.



Jewish Family Service  
of Greater Dallas



**THE SENIOR SOURCE**

Tours

## Envision Dallas

- Call Center contract
- Braille printing
- Public safety training
- Employment opportunities





## Envision Dallas

- Successful implementation: July 2022
- Handles over 5,500 court services calls monthly
- Enhanced customer's experience by surpassing performance measure goals:

Performance Measure Goal	Envision Dallas Performance
60% of calls handled in 90 seconds	89% of calls handled in 90 seconds
10% of calls abandoned	5% of calls abandoned
Average speed of calls answered: 90 seconds	Average speed of calls answered: 24 seconds
87% of customers satisfied with call experience	87.7% of customers satisfied with call experience



# Employment Program Development



- Research and develop pilot program
- Include recruiting and retention strategies
- Test reasonable accommodation process
- Learn from industry leaders
- Explore part-time and job-sharing program





# The Impact of Accessibility Work



## To Date:

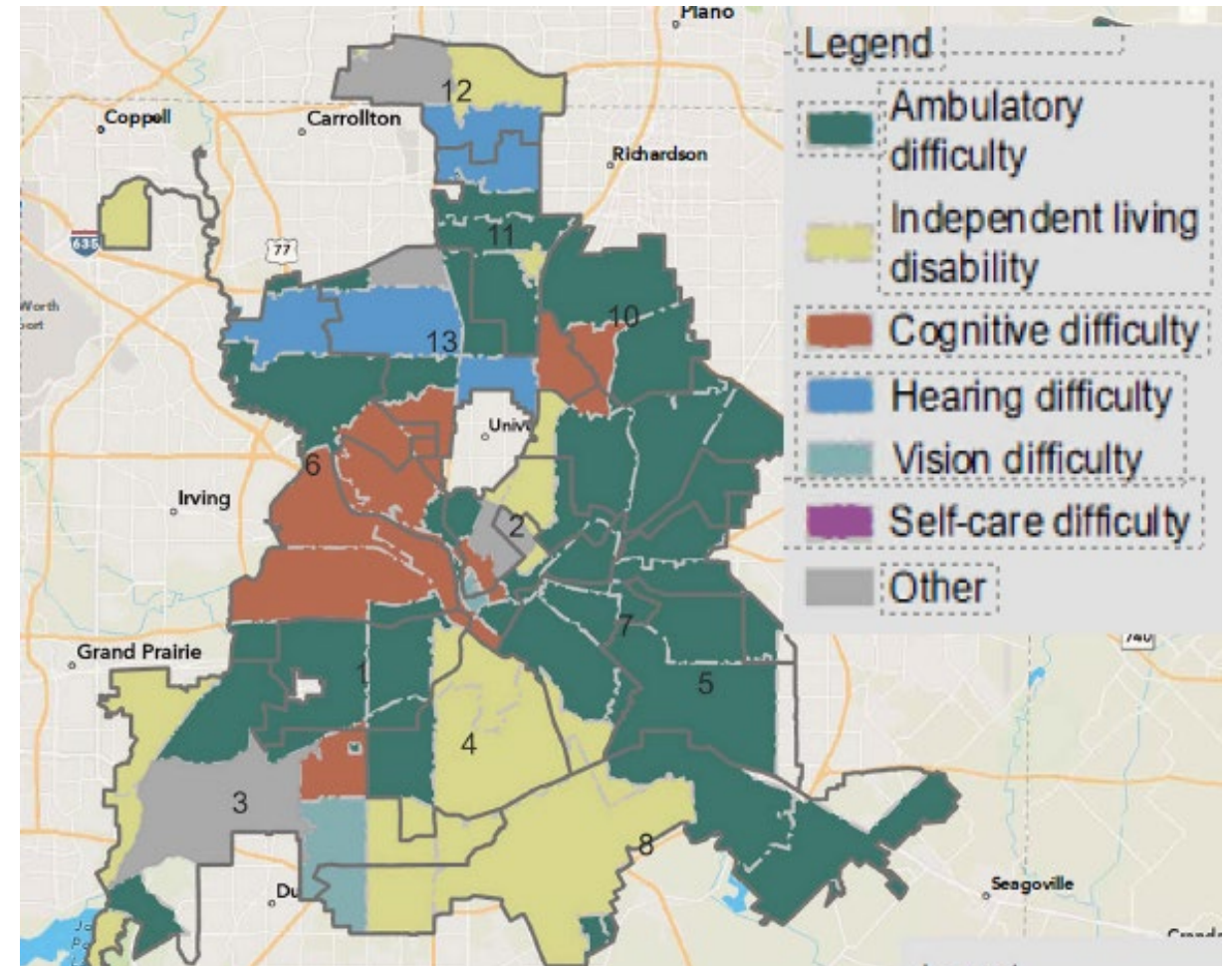
- 55 buildings have been assessed
- Over 300 barriers removals planned for FY23
- 177 employees have been trained on accessibility
- Over 1,739 Documents, forms, and videos reviewed



# Accessibility Mapping



- Major impairments
  - Ambulatory difficulty (5.3%)
  - Independent living difficulty (4.6%)
- Zip Codes
  - 75247 (37%)
  - 75241 (23%)



# Accessibility Mapping



Zip Code	Population (Hispanic + Black + Native American)	Families in Poverty	Homeownership Rate	65 or Older	Social Economic Vulnerability	Disability Population
75247	60%	78%	0%	19%	High	37%
75241	94%	29%	62%	16%	High	23%
75216	96%	30%	51%	15%	High	19%
75215	88%	28%	34%	13%	High	19%
75232	91%	23%	63%	22%	High	18%
75226	57%	32%	10%	6%	High	17%
75203	91%	35%	37%	9%	High	16%
75251	55%	5%	0%	10%	Low to Moderate	16%
75237	95%	32%	13%	6%	Moderate to High	15%
75149	68%	15%	62%	11%	Moderate to High	15%





# Next Steps



- ***Normalize***

- Expand use of data to target investments
- Develop a Citywide ADA 101

- ***Organize***

- Support Commission priorities
- Continue to strengthen internal and external partnerships

- ***Operationalize***

- Continue assessments and create architectural design plan to reduce barriers
- Proposal for employment program in FY24







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