



**City of Dallas**

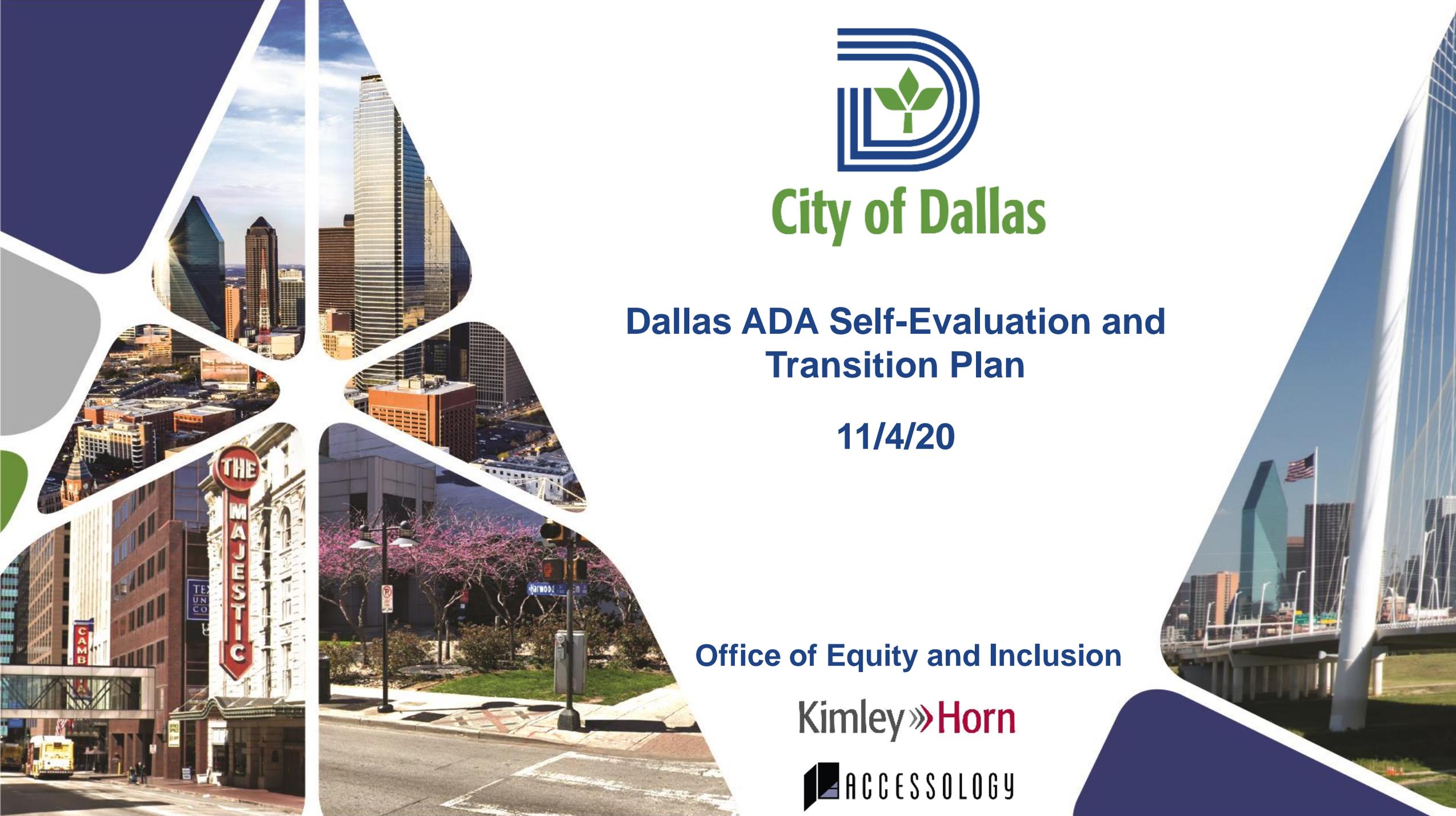
**Dallas ADA Self-Evaluation and  
Transition Plan**

**11/4/20**

**Office of Equity and Inclusion**

**Kimley»»Horn**

**ACCESSOLOGY**





# Agenda

- Importance of an ADA Self-Evaluation and Transition Plan
- Title II Requirements
- Phase 1 (Current Phase)
- Future Phases



# Importance of an ADA Self-Evaluation and Transition Plan

- Required by law (Title II of the Americans with Disabilities Act)
- Failure to comply with the ADA can result in:
  - Withholding of federal and state funds – TxDOT surveying municipalities in Texas to determine if Title II requirements have been met
  - Settlement agreement with Department of Justice
  - Private lawsuits
- Lack of accessibility directly impacts the lives of Dallas residents and visitors



## Title II Requirements (§35.106; §35.107)

Requirement	Status
Provide notice to the public about the ADA	 (Phase 1)
Designate an employee to oversee Title II compliance	 (Phase 1)
Adopt and publish a Title II grievance procedure	 (Phase 1)



## Title II Requirements (§35.105)

Requirement	Status
Evaluate current services, policies, and practices	Future Phase(s)
Modify current services, policies, and practices if non-compliant	Future Phase(s)
Provide opportunity to interested persons to participate in self-evaluation process by submitting comments	 (Phase 1)
Keep copy of self-evaluation on file for at least 3 years after completion	On-going



# Title II Requirements (§35.150)

Requirement	Status
Operate each service, program, or activity so that it is readily accessible and useable by individual with disabilities	On-going
Develop (and maintain) a transition plan for needed structural changes	Phase 1 + Future Phase(s)
Provide opportunity to interested persons to participate in the development of the transition plan by submitting comments	 (Phase 1)
Provide a schedule for providing curb ramps	Phase 1



# Transition Plan Requirements (§35.150)

Requirement	Status
Identify physical obstacles in each facility that limit accessibility of its programs or activities to individuals with disabilities	Phase 1 + Future Phase(s)
Describe in detail the methods that will be used to make the facilities accessible	Phase 1 + Future Phase(s)
Specify the schedule to achieve Title II compliance and steps that will be taken each year of transition period	Phase 1 + Future Phase(s)
Indicate office responsible for implementation of the plan	Phase 1



# Phase 1: Current Phase

- Self-Evaluation
  - Established ADA Liaison Committee
  - Established External ADA Focus Group
  - Completed programs, services, and activities inventory
  - Completed website accessibility review for select departments
  - Completed review of select City buildings based on 2010 ADA Standards for Accessible Design



# Phase 1: Current Phase

- Transition Plan Update
  - Administrative Grievance Policy and Procedure
  - ADA Notice
  - Online Grievance Form
  - Prioritization Criteria
- Staff Training



# Phase 1: Staff Training

Date	No. Hours	Class	Attendees
9/30/20	2	Americans with Disabilities Act (ADA) Regulations and Disability Awareness Training - Option #1	Executive Management Team
10/9/20	2	Americans with Disabilities Act (ADA) Regulations and Disability Awareness Training - Option #2	Executive Management Team
10/12/20	2	City of Dallas ADA Liaison Training	Department ADA Liaison
10/13/20	2	City of Dallas ADA Maintenance Training	City Maintenance Divisions
10/13/20	2	City of Dallas Emergency Personnel Training	Emergency Management & First Responders

Videos to be posted on City's online training platform



# Phase 1: Grievance Form

- Dallas 3-1-1 new service request type: Accessibility/ADA Concerns
- Requests will be routed directly to Gary Copeland (ADA Manager)
- Issue types:
  - Accommodation request
  - City program, services, or activity accessibility
  - City facility accessibility
  - Non-City program, services, activity, or facility (provides contact information for US Department of Justice)
  - Housing issues (reroutes to reroutes to Office of Equity – Fair Housing Division)



# Grievance Form Platforms

- *OurDallas* mobile app
- 311 Website (desktop and mobile)
- Calling 311 (language services available)

The screenshot shows the City of Dallas 311 website grievance form. The form is titled "Service" and "ADA Accessibility Concerns". It includes a "Location" field with the address "1500 MARILLA ST, DALLAS, TX, 75201". The form has several required fields: "Type of grievance?" (dropdown menu with "No Right-of-Way Access (curb, sidewalk, ramp, pedestrian crossing, signal)"), "Type of property?" (radio buttons for Apartment, Residential, Commercial, and Public Facility), "What is the name of the apartment complex?" (text field with "Oaks Properties"), "Describe the incident/complaint in detail:" (text field with "Not sufficient ramp access for wheelchairs on apartment sidewalk"), and "Have attempts been made to resolve the complaint through a City department?" (radio buttons for Yes and No). There is also an "Upload a file" section with a photo of a wheelchair on a ramp. The form is part of a larger interface with a navigation bar at the top and a sidebar on the left.

The screenshot shows the ADA Accessibility Concerns mobile app. The app has a blue header with a back arrow, the title "ADA Accessibility Concerns", and a user profile icon. Below the header are two photos of a wheelchair on a ramp and an "Add File" button. The form is titled "Service Information" and includes fields for "Type of grievance?" (dropdown menu with "No Right-of-Way Access (curb, sidewalk, ram..."), "Type of property?" (dropdown menu with "Commercial (restaurant, theater, store, etc)"), "What is the name of the business?" (text field with "Walmart"), "Describe the incident/complaint in detail:" (text field with "Inability to use wheelchair because there are no e"), and "Have attempts been made to resolve the complaint through a City department?" (dropdown menu with "No"). There is also an "Additional Information" section with the text "This has been an on-going issue". The app has a "CONTINUE" button and a progress bar at the bottom with steps: Service, Location, Details, Contact, and Review.



# Phase 1: Evaluated Buildings

Location Name	Property Address
Dallas City Hall	1500 Marilla St.
Dallas Municipal Court	2014 Main St.
KBH Convention Center	650 S Griffin St.
J. Erik Jonsson Central Library	1515 Young St.
SW Patrol Station	4230 W Illinois Ave.
NE Patrol Station	9915 E Northwest Hwy.
Arcadia Park Library	1302 N Justin Ave.



# Phase 1: Evaluated Buildings

Location Name	Property Address
Polk-Wisdom Library	7151 Library Ln.
Campbell Green Recreation Center	16600 Park Hill Dr.
Kleberg Rylie Recreation Center	1301 Edd Rd.
Moody Performance Hall	2520 Flora St.
Majestic Theater	1925 Elm St.
Martin Luther King Complex	2922 Martin Luther King Jr. Blvd.
Union Station	400 S. Houston St.



# Self-Evaluation Findings: Buildings

Most common issues:

- Non-compliant accessible parking
- Non-compliant routes from parking to entrances
- Non-compliant public spaces
- Non-compliant restrooms



# Dallas City Hall – Curb Ramps



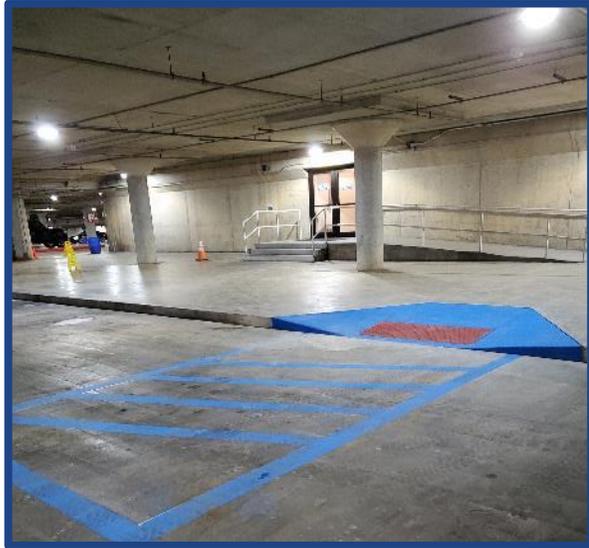
NON-COMPLIANT CURB RAMPS





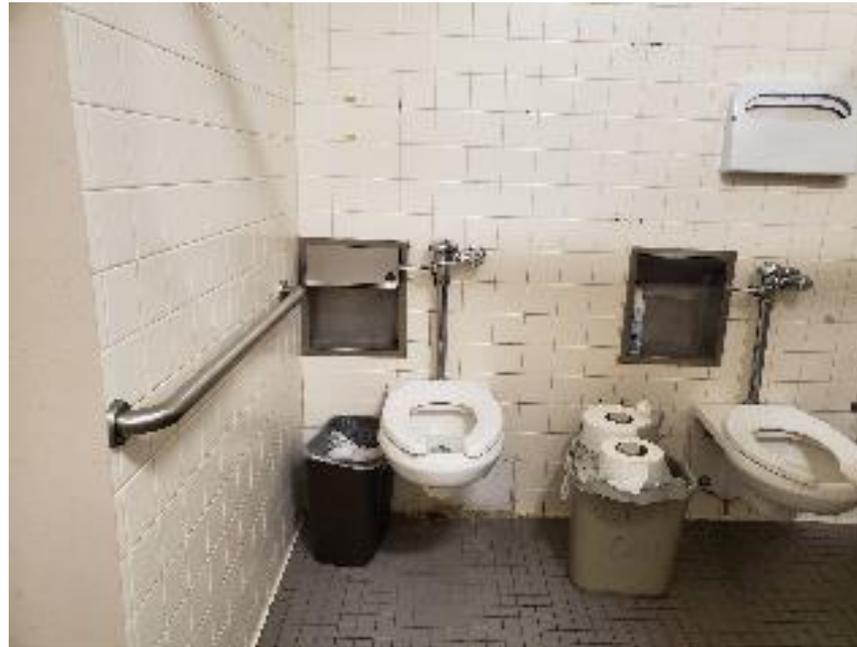
# Dallas City Hall – Curb Ramps

RECENT UPGRADES TO CONSTRUCT  
COMPLIANT CURB RAMPS





# Dallas City Hall – 911 Restrooms



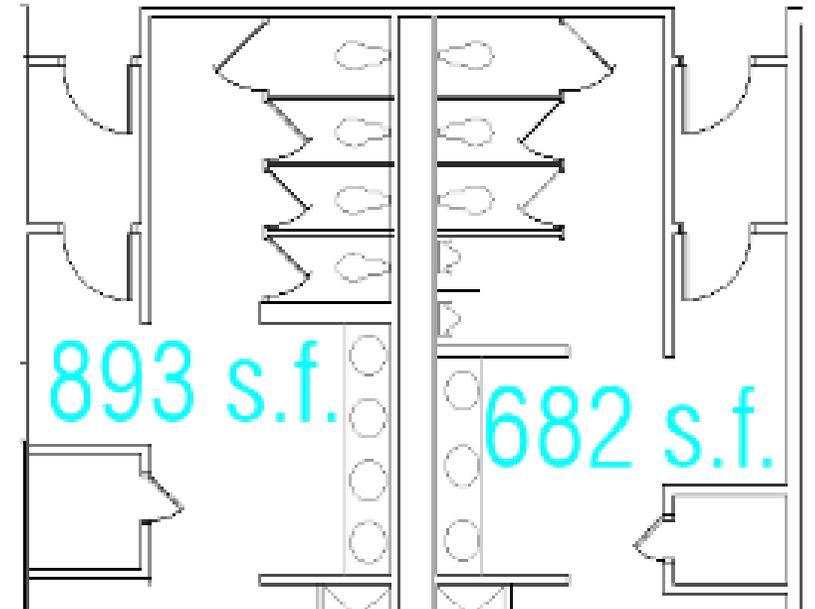
**NON-COMPLIANT RESTROOMS**





# Dallas City Hall – 911 Restrooms

- Reconfigured partitions and toilets
- Corrected height for hand sinks and grab bars, fixtures, and accessories to meet ADA requirements
- Updated the restroom





## ADA Requirements for Alternate Care Site (Hall F)

- Same physical requirements as a normally operating hospital
  - Accessible patient intake
  - 10% accessible patient rooms
  - Access to fully accessible toilet/bathing facilities
  - Effective Communication: Access to sign language interpreters; alternate formats for documents; closed captioning for any video communication
- FEMA and/or Army Corps of Engineers facility surveys include evaluations for ADA compliance



# Current Implementation Efforts

- Recent Improvements (2020)
  - \$110,000 - City Hall 911 Restroom Upgrades
  - \$189,303 - MLK Community Center Sidewalk Upgrades
- City Hall improvements being made to parking areas, curb ramps, and restrooms within the scope of current projects



# Current Implementation Efforts

- Public Works has inventoried public rights-of-way facilities and will incorporate into Sidewalk Master Plan
- Kay Bailey Hutchinson Convention Center Dallas (KBHCCD)
  - Convention and Event Services (CES) are scheduling improvement projects that directly affect accessibility
  - Larger projects will be addressed in KBHCCD Master Plan



# Current Implementation Efforts

- Reviews will be included in scope of future bond projects and major maintenance
- Increased awareness of Title I (employment) requirements and accommodations are being made for employees
- Increased use of effective communication tools, including sign language interpreting services/UbiDuo



# Planned Implementation Efforts

- Upcoming Improvements (BSD)
  - City Hall Parking Garage – Access / Curb Ramps Upgrades
  - City Hall Various Restroom Upgrades
  - Oak Cliff Municipal Center Restroom Upgrades
  - KBH Convention Center
  - Various OCA/Library Upgrades (Funded by Specific Departments)
- Future Improvements
  - ~\$6.5M of facility improvements identified in 2020
  - Additional facilities to be evaluated



# Phase 2 (Began September 2020)

## Sidewalk Master Plan

- Will establish asset management policies for sidewalks through the use of a data driven model and stakeholder input to prioritize future improvements. Factors include:
  - Places of public accommodations
  - Equity
  - Pedestrian safety
  - Street classification
  - Date of request
  - Activity areas
- Will incorporate equity, Safe Routes to School, ADA Transition Plan, and Five-Year Infrastructure Management Plan into a newly created sidewalk selection criteria matrix



## Future Phases

- Evaluate current services, policies, and practices identified in Phase 1 inventory
- Modify current services, policies, and practices if determined to be non-compliant
- Evaluate remaining buildings and parks
- Update ADA Transition Plan with future phase findings
- ADA compliance monitoring and tracking
- Additional staff training



# Next Steps for Departments

- Include additional department representatives on ADA Liaison Committee
- Continued involvement of ADA Liaison Committee throughout implementation of ADA Transition Plan
- Ongoing and proactive compliance awareness and continuous improvement



# QUESTIONS?



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