



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

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Director

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Human Rights Officer

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Office of Equity & Inclusion

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

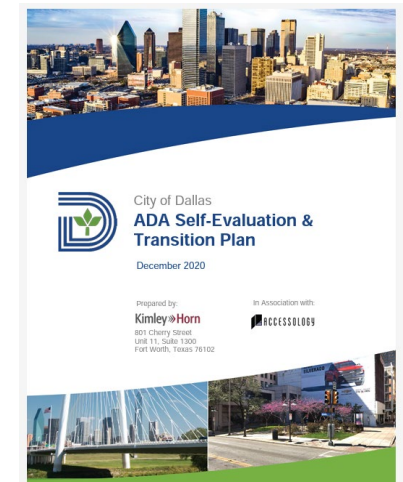
- Increase the percent of ADA service requests in historically disadvantaged communities completed within Service Level Agreement to 85% by October 2024. [Ei 39]



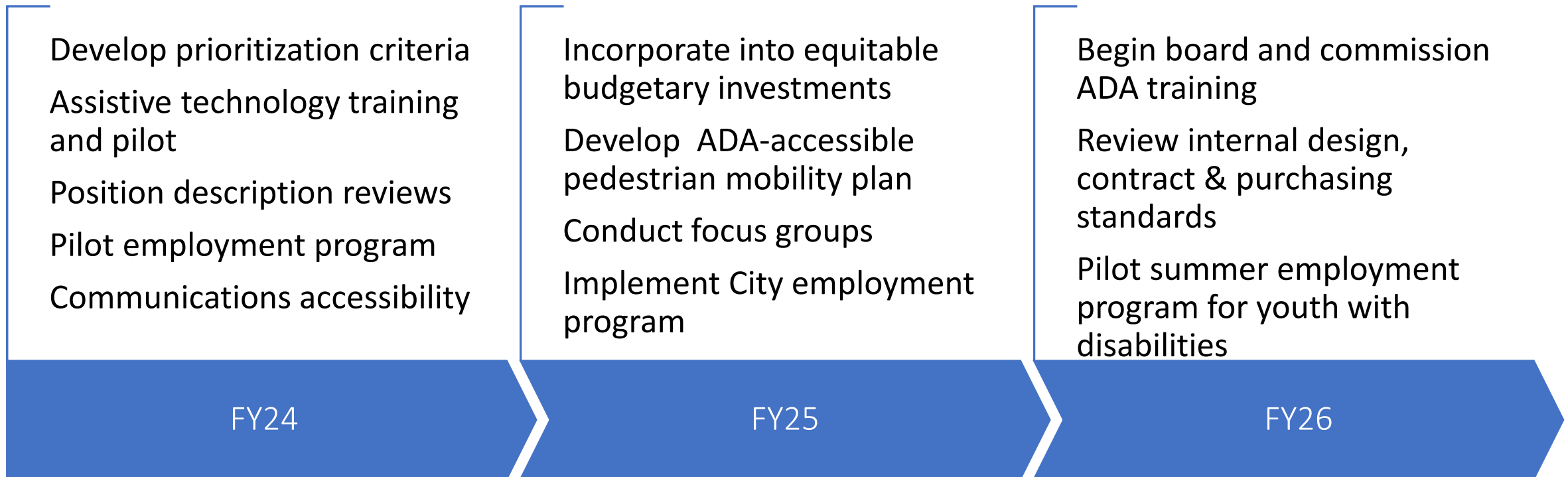
Prior Accessibility Work



- 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



Intentional Expansion of Accessibility



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^{INC.}

metrocare.



Jewish Family Service
of Greater Dallas



THE SENIOR SOURCE[®]

Tours

Envision Dallas

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



311 x Envision Dallas Partnership Update



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:

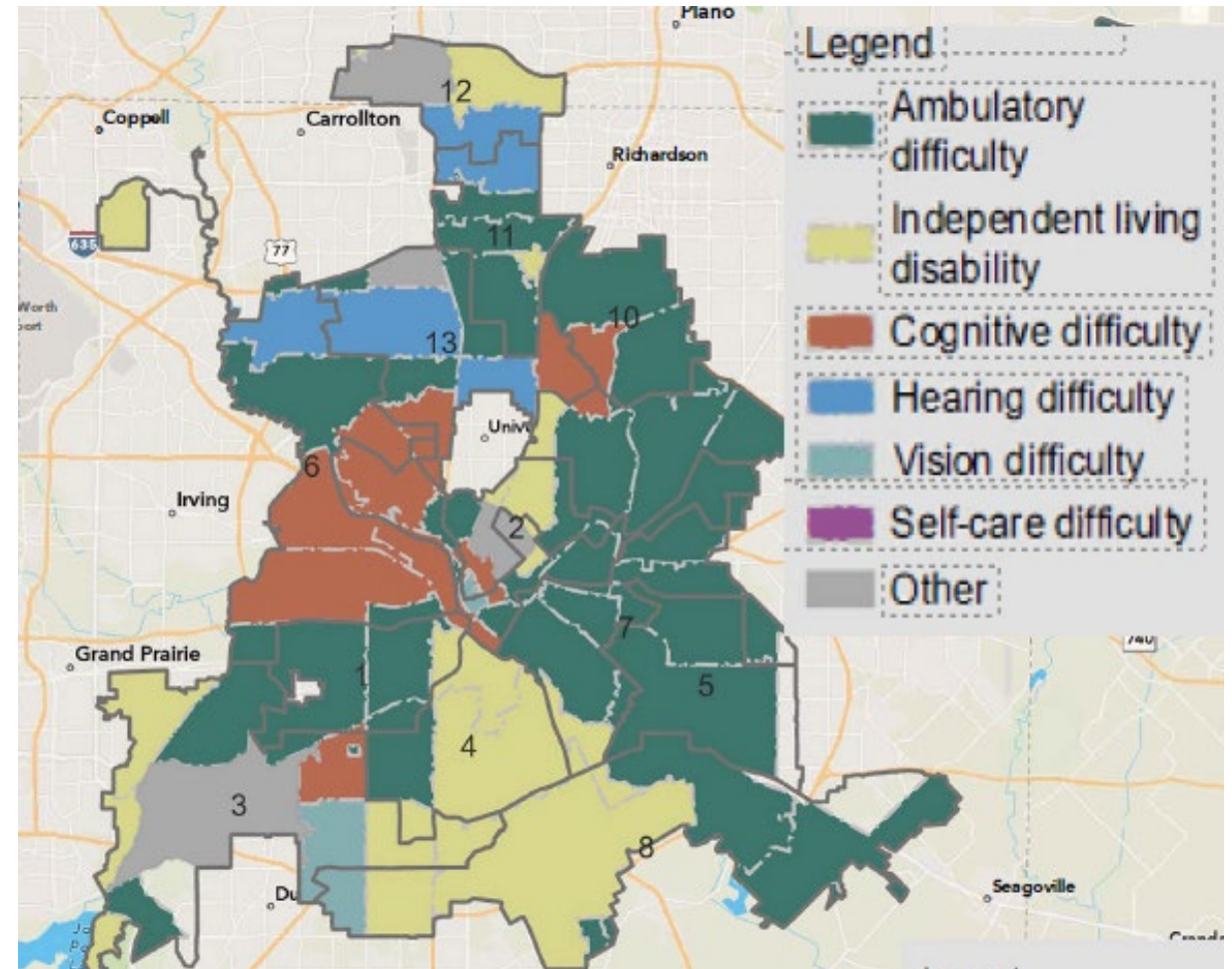
- 55 buildings have been assessed
- Over 300 barriers removals planned for FY23
- 177 employees have been trained on accessibility
- Over 1,739 Documents, forms, and videos reviewed



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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