



# **Community Conversation:**

## Making Norfolk More Accessible

# Connection Before Content

Norfolk is a vibrant city with many exciting events every weekend, especially in the summer.

**What made you decide to join us this morning?**

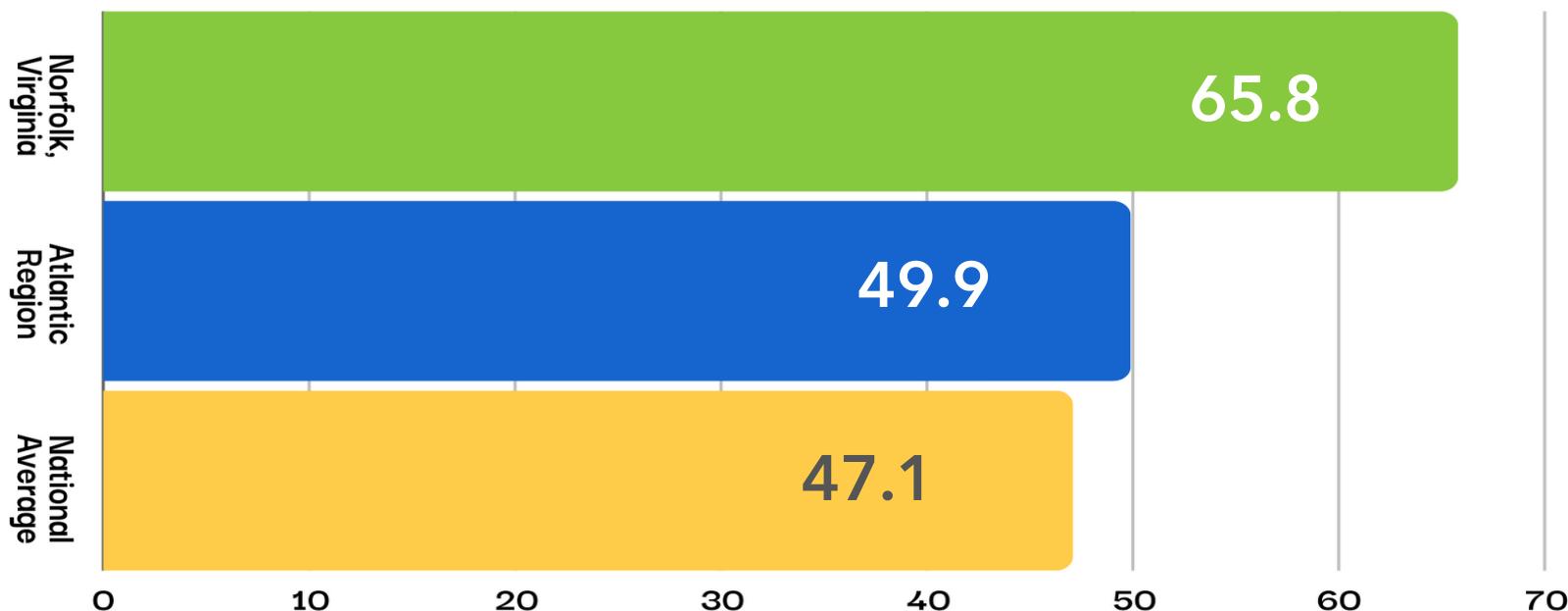
# Our Commitment

The City of Norfolk is committed to being a diverse, equitable and inclusive city.



# How do we define success?

RESIDENTS AGREE: NORFOLK WELCOMES EVERYONE



[Click to learn more - Norfolk Data Story \(2022\)](#)

# Accessibility Focus Areas

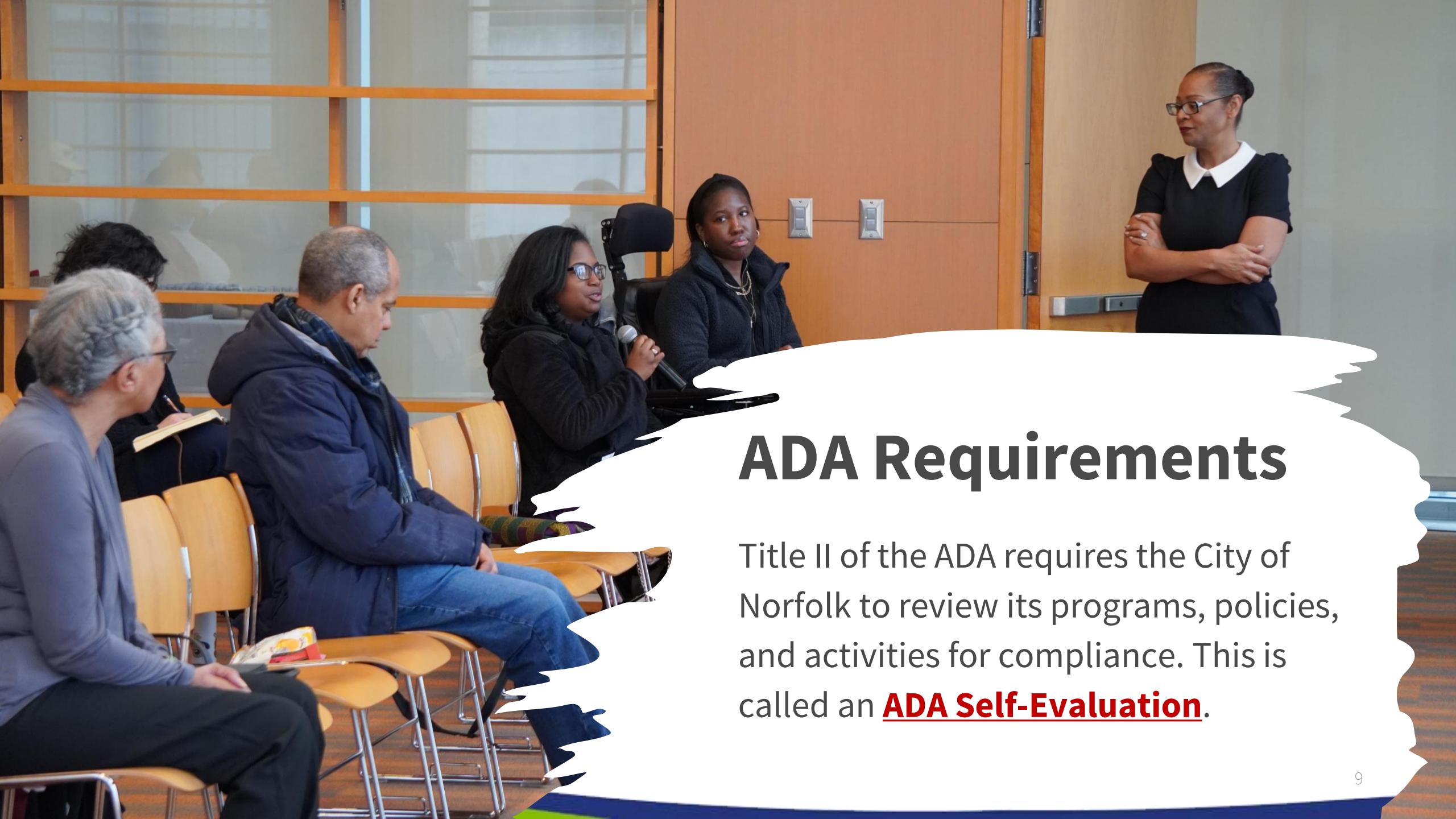


# Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a law that protects people with disabilities from unfair treatment.

The ADA gives people with disabilities the same right to employment opportunities, purchasing choices, and participation in state and local government programs as everyone else.





## ADA Requirements

Title II of the ADA requires the City of Norfolk to review its programs, policies, and activities for compliance. This is called an **ADA Self-Evaluation**.



# More ADA Requirements

If the ADA Self-Evaluation shows barriers to access, the City of Norfolk must develop a **Transition Plan** that:

- Identifies the barriers,
- Lists the actions the city will take to get rid of them,
- Includes a timeline with costs, and
- Says who will manage the work.

# ADA Compliance Roadmap

FY 2024 to FY 2026



# ADA BEST Practices:



Policies



Staffing &  
Training



Prevention



Purchasing



Interim  
Measures



Remediation



Check-ups



Feedback

# Share your challenges and concerns...

- Learning about services and programs
- Physically getting to, or into, spaces
- Communicating effectively with staff
- Requesting accommodations or changes
- Feeling accepted and included
- Using our digital resources
- Getting City jobs
- Other...

Comments open until  
Dec. 15, 2025



# Community Voices Will Help Norfolk

1. Define success.
2. Find innovative solutions.
3. Prioritize improvements and fixes.
4. Maintain growth and prevent barriers.
5. Spread the word.

# Track Our Progress

## Upcoming Events:

- Community Conversation Kickoff (repeat/virtual): Making Norfolk More Accessible (Tentative July/August 2025)
- Community Conversation: Norfolk's ADA Self-Evaluation (October 2025)
- Community Conversation: Norfolk's ADA Transition Plan (Spring 2026)
- Also, visit our website: [www.Norfolk.gov/ADA](http://www.Norfolk.gov/ADA)

# Contact:

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