THE CITY OF NORFOLK®

Community Conversation: Norfolk's ADA Self-Evaluation

Connection Before Content

✓ Your name?

✓ Your organization, if any?

✓ What brought you out this evening?

Mermaid City

Norfolk, Virginia is at the heart of the Hampton Roads region and home to ~230,000 residents.

Norfolk is the first city in Hampton Roads to launch a diversity, equity and inclusion initiative.
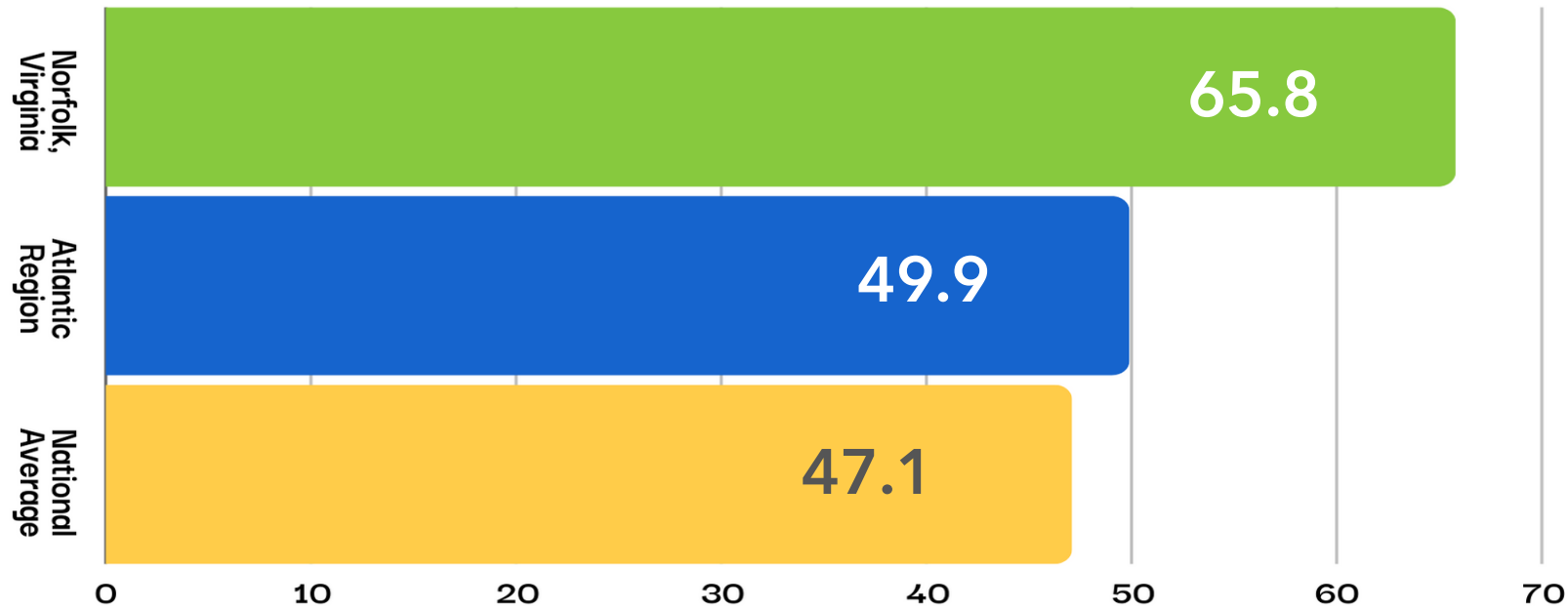

5+ Years
DIVERSITY, EQUITY AND INCLUSION **IN NORFOLK**

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

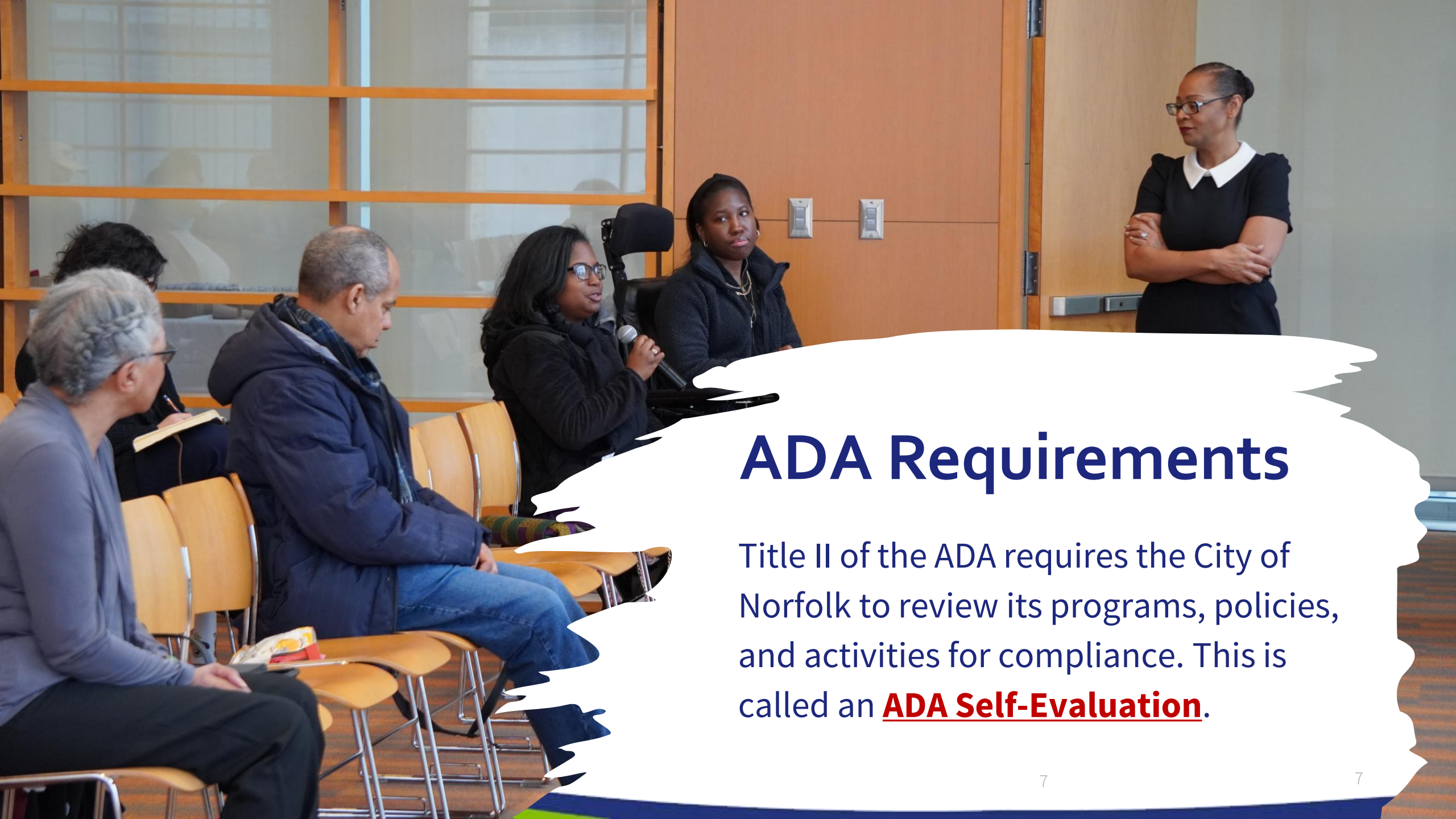|	
Norfolk, Virginia	65.8
Atlantic Region	49.9
National Average	47.1

Click to learn more - Norfolk Data Story (2022)

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**.
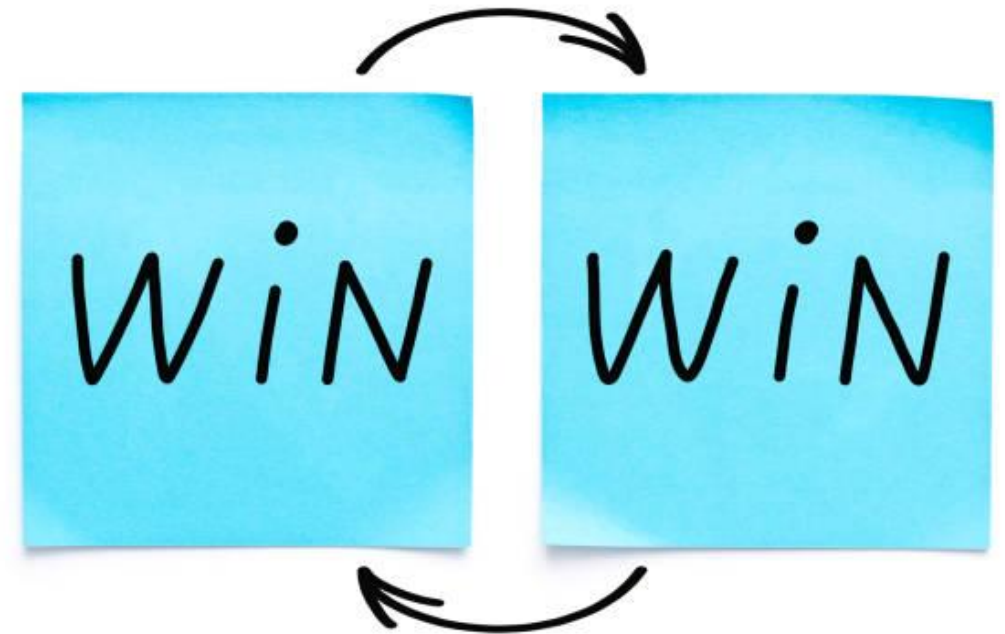
More ADA Requirements

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.

Community Benefits

1. Easier access to city services for everyone

2. More transparent decision-making

3. Better collaboration between the city and people with disabilities

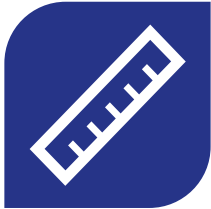4. Encourages responsibility and awareness of risks.

ADA Compliance Roadmap
FY 2024 to FY 2026

Strategy

Self-Evaluation

Transition Plan

Community Engagement

YOU ARE HERE

Monitor & Update

Research

THE CITY OF NORFOLK
DIVERSITY, EQUITY & INCLUSION

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ADA BEST Practices:

Policies

Staffing & Training

Prevention
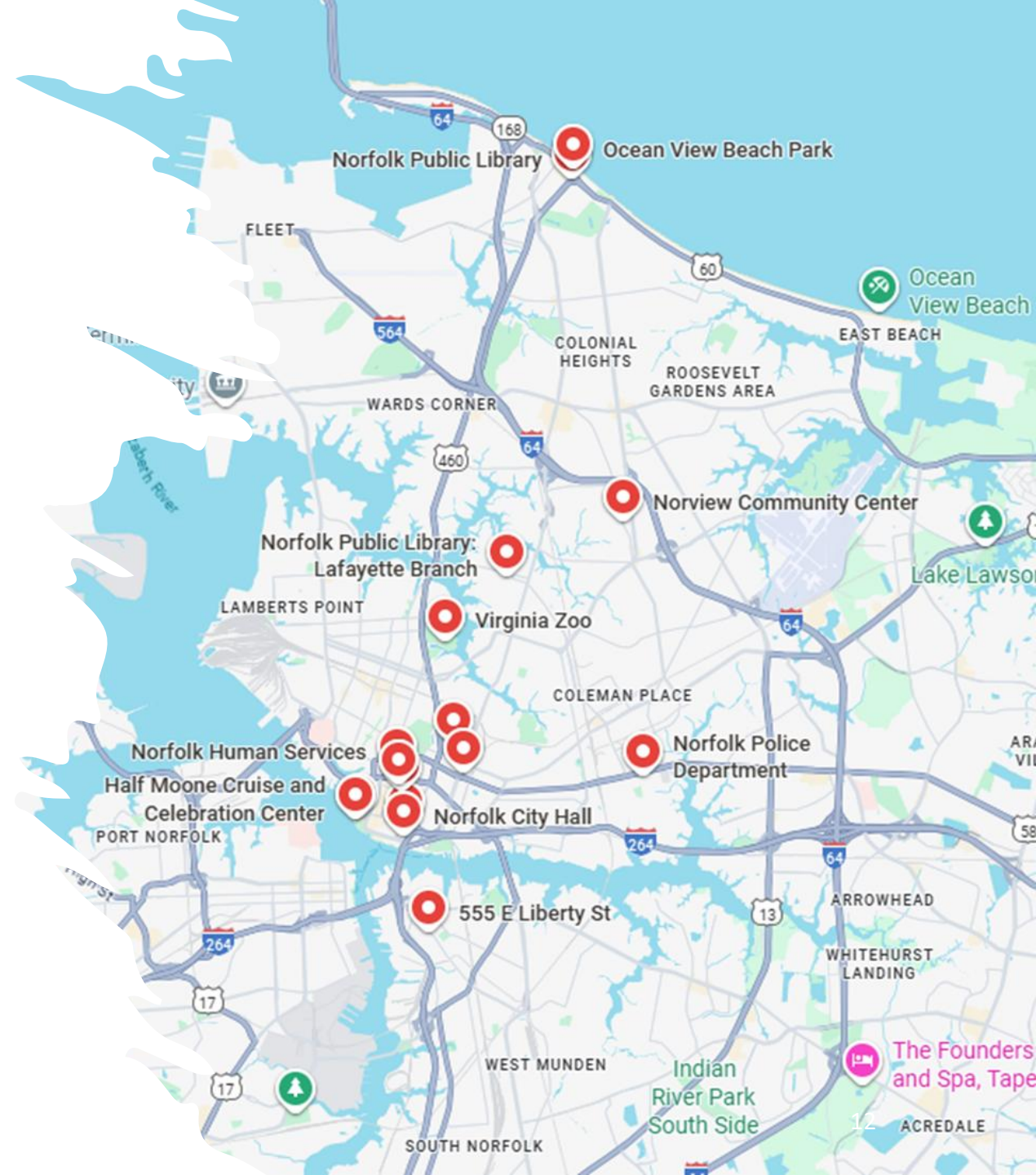
Purchasing

Interim Measures

Remediation

Check-ups

Feedback

Project Components

- Policy and Program Review

- Sidewalks and Roads

- Facilities

- Community Engagement

- Website Review

- Training and Technical Assistance

- Final Report (Transition Plan)

Project Status

(as of October 2025)

The City is on track to complete work by August/September 2026

- ✓ **Contract with PIM** (July 2025)

- ✓ **City department self-evaluations** (10 of 29 complete)

- ✓ **Right-of-way identified** (Oct. 2025)

- ✓ **Facility reviews** (2 of 15 complete)

- ✓ **Website review** (in progress)

- ✓ **Community engagement** (in progress)

Questions?

Community Voice – Round 1

Define Success:
What does an accessible Norfolk look and feel like?

Think about:
- Physical access (buildings, sidewalks, transportation)
- Communication (language, signage, technology)
- Emotional experience (feeling welcome, safe, independent)

Community Voice – Round 2

Find innovative solutions:
What accessibility solutions should Norfolk consider?

Please include:
- The name or description of the solution
- Where it was (city, state, country, or organization)
- Why it stood out or worked well

Community Voice – Round 3

Prioritize improvements and fixes:
Which accessibility changes matter most right now, and why?

Try to include:

- A specific improvement or fix (e.g., curb cuts, signage, website accessibility, staff training)

- A reason it should be prioritized (e.g., safety, high usage, equity, legal compliance, personal experience)

Community Voice – Round 4

Maintain progress:
How can we improve access without adding new barriers?

Think about:

- Rules that might keep progress on track
- Ways to plan for accessibility from the start
- Barriers we can prevent with better designs, training or communication

Community Voice – Round 5

Spread the word:
How can we help people learn about accessibility in Norfolk?

Possibilities include:

- Social media, storytelling, or community events

- Partnerships with schools, businesses, or faith groups

- Creative ways to make accessibility visible and valued

Invite others to join the conversation!

- **February 25 from 4-6 p.m. (in-person) at**
  Jordan Newby Library at Broad Creek
  1425 Norchester St.

Comments open until
June 30, 2026

SCAN HERE!

Upcoming Events

- **October 29, 2025***: Community Conversation, Norfolk's ADA Self-Evaluation (virtual) from 1:30-3:30p

- **Spring 2026**: Community Conversations: Community Priorities

- **Fall 2026**: Community Conversation: Transition Plan Reveal

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