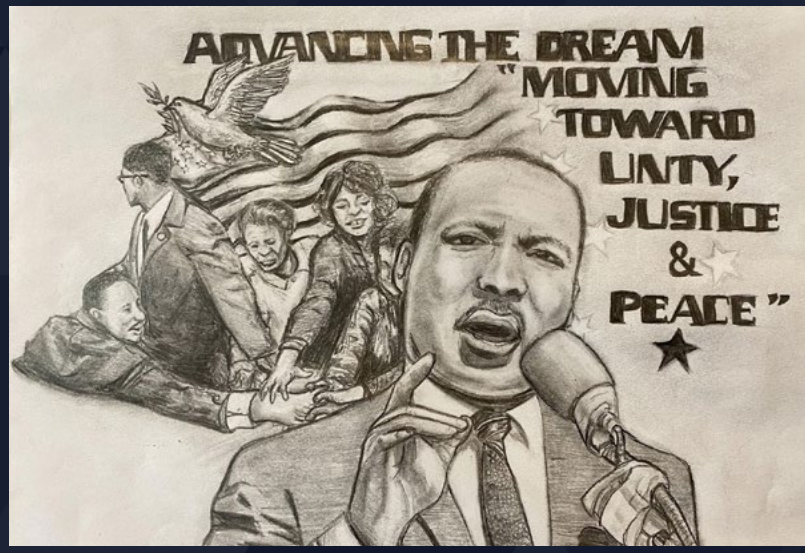
Unity Council Report

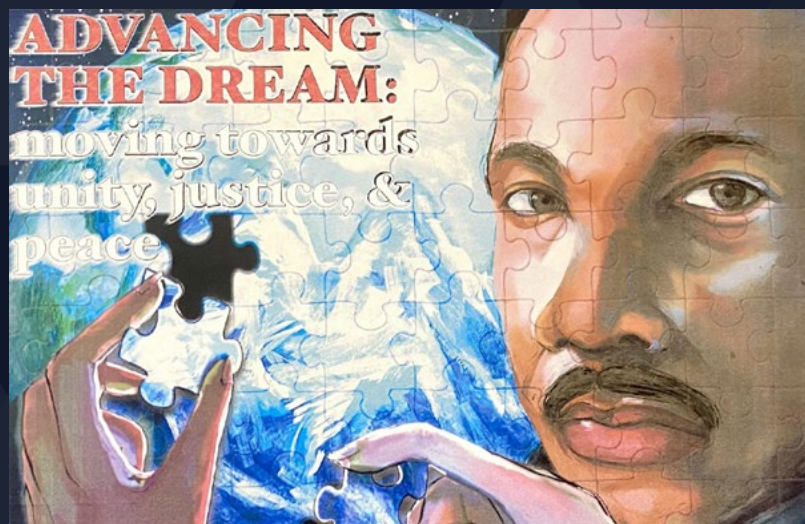
AUGUST 2023

The fourth challenge we face is to unite around powerful action programs to eradicate the last vestiges of racial injustice. We will be greatly misled if we feel that the problem will work itself out.

– Rev. Dr. Martin Luther King, Jr.

Photos on the right: MLK 2023 art winners*





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Letter to City Council

Dear Mayor Ross and Arlington City Council Members,

Thank you for the opportunity to continue the important work of the Arlington Unity Council. Since its inception in 2020 and its resulting Report of Recommendations in 2021, the Unity Council has remained both diligent and intentional in efforts to mitigate disparities amongst racial and ethnic groups throughout Arlington. Additionally, the Unity Council has served as both an operational model and conduit for bringing the diverse voices of the city together for the common purpose of engendering greater inclusivity, understanding and unity amongst all Arlington residents and stakeholders.

Our collective efforts have been denoted by substantial progress in many areas. For example, the recommendation for the City to create and hire a Chief Equity Officer has been fulfilled.

> **As a result of this hiring, the City has brought a much keener focus to the equitable implementation of the 57 recommendations set forth in our original report. Of those recommendations, all 57 have either been fully addressed or initiated to varying degrees.**

With respect to other highlights of progress, we can point to several specific achievements of the Unity Council and the City's dedicated staff. In the area of public safety, the recommendations set forth by the Unity Council have been largely implemented by the Arlington Police Department. With respect to housing patterns throughout the city, the data demonstrates that the city's neighborhoods continue to become more diverse, particularly when correlated with the increasing levels of academic achievement amongst minorities in those same areas. Considerations of equity and diminishing barriers to resources and opportunity are being made across all aspects of city government and our residents are benefiting. Most significantly, many of the city's traditionally disenfranchised populations are being engaged and given voice through the establishment of community-focused coalitions like the Arlington Latino Resource Coalition.

Letter to City Council

The Unity Council is excited about the prospect of continuing to build upon this momentum with the issuance of its 2023 Update Report and Recommendations. This year's report continues to be grounded in its foundational charge of ensuring equitable outcomes for racial and ethnic populations in Arlington.

However, the Unity Council continues to evolve to ensure it is being inclusive of all underserved and marginalized populations in Arlington. The Rev. Dr. Martin Luther King, Jr. stated during his Aug. 11, 1957, speech in Montgomery, Alabama, on "Conquering Self-Centeredness," "An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity." It is based upon this premise that this year's Update Report and Recommendations consider three additional areas of disparity and inclusion as directed by the City Council when it created the permanent Unity Council.

Specifically, the Unity Council has set forth recommendations addressing residents that are aged 65 and older; intellectually and physically disabled individuals; and members of the LGBTQ+ community. In addition to expanding our recommendations to include these underserved segments of the community, the Unity Council has also partnered with the Mayor's advisory councils to initiate cultural exchange initiatives that will foster greater understanding, appreciation and unified celebration of the beautifully complex human tapestry that makes up Arlington.

As we stated in our previous report, many of these recommendations cannot be accomplished by the City government alone and will require continued collaboration with our residents, stakeholders and organizational partners. We are confident that Arlington's inherent "Can Do" spirit will ensure that those efforts continue to be successful.

In closing, we collectively thank you for the honor to serve as members of the Unity Council. We appreciate your continued support and steadfast commitment to ensuring equitable outcomes for all our residents, stakeholders and communities. We are strongest as a unified Arlington!

The Unity Council

Unity Council Chair

Dr. Jason E. Shelton

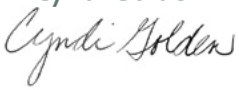
Race & Ethnicity Subcommittee

Arely Cure

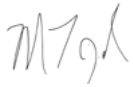
Washima Huq

LGBTQ+ Community Subcommittee

Cyndi Golden



Mark Joeckel



Senior Citizens Subcommittee

Jo Anna Cardoza

John Sanchez

Disabled Community Subcommittee

Reecia Stoglin

Reginald Lewis

Unity Council Staff

Jennifer Wichmann
Deputy City Manager

Troy Williams
Chief Equity Officer

Deloris Anderson-Goodwin
Administrative Services Coordinator

Quotes throughout this report are drawn from interviews conducted with Arlington residents.

Like most people who engage in casual conversation, local residents who were willing to share their views would sometimes inadvertently repeat themselves (e.g., *"I…I…I, think that…."* "*uhh, uhh…."* "*you know, you know…,"*) restart/revisit certain points and/or dramatically change direction when responding to a question.

These revisions were made for the expressed purpose of preserving comprehensibility. The thrust of our interviewees' comments, arguments and sentiments remain intact. Direct quotes from one-on-one interviews that appear in this final report have been edited for presentation and clarity.

Unity Chair Statement

Dr. Jason E. Shelton
Professor of Sociology and Director of the Center for African American Studies
University of Texas at Arlington

Over the past three years, the City of Arlington has made significant progress in addressing racial and ethnic disparities. In 2020, our leaders responded to the post-George Floyd challenges facing our nation and local community by establishing the Unity Council, a task force charged with examining various aspects of race and ethnic relations, as well as advancing recommendations for closing racial and ethnic gaps. I had the honor of chairing the Unity Council, which was comprised of 28 residents and stakeholders of diverse backgrounds varying by race, ethnicity, social class, gender, religious affiliation, sexual orientation and political ideology. Despite our differences, we worked together to develop 57 recommendations that directly addressed five aspects of racial inequality in Arlington: (a) Economic Disparities, (b) Education and Workforce Training, (c) Housing, (d) Health & Wellness and (e) Policing and Criminal Justice. Some of our suggestions could be implemented quickly while others required long-term planning. Regardless, all of the recommendations were intended to help Arlington live up to its brand: The American Dream City.

> **This report provides an update on the status of those recommendations. It also includes data and new sets of recommendations regarding the Unity Council's most recent charge to address challenges facing local residents with disabilities; residents aged 65 and up; and to assess conditions within our city's LGBTQ+ community. Race and ethnic relations remain a key area of study for the Unity Council since Arlington continues to be one of the most racially and ethnically diverse cities in the United States.**

The City Council has also adopted the Unity Council's prior recommendation to establish a permanent task force "charged with directly engaging residents, organizations and institutions on matters regarding race, ethnicity and other forms of diversity in Arlington."

Unity Chair Statement

Addressing such matters in a proactive and inclusive way helps with maintaining our sense of community, protects social problems from magnifying and assists City leaders by providing them with key sources of information.

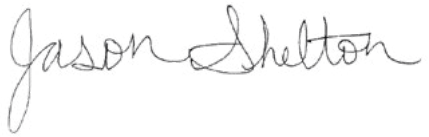
For example, in reading this report, you'll find that once again, results from the 2022 Citizen Satisfaction Survey show that a strong majority of residents rate the quality of life in Arlington as "good" or "excellent" (69%) and rate the quality of life in their particular neighborhood as "good" or "excellent" (74%.) I'm also pleased to report that no less than 77% of Black, 73% of White and 66% of Latina/Latino residents also feel this way.

> **However, there is significant evidence (both quantitative and qualitative) of inequalities facing our seniors, residents with disabilities and members of our LGBTQ+ community.**

And, while we've taken major steps toward addressing racial and ethnic disparities, these additional areas of inequity need to be explored further. As a result, findings from our one-on-one interviews often reveal impassioned, spirited and insightful comments. To be completely honest: some of the people that we spoke with have felt undervalued and overlooked. Nevertheless, they provided us with reasonable suggestions for improving their circumstances and quality of life.

The Unity Council was established to "study equity strategies that the City of Arlington could implement to promote and encourage greater equality, to gather community input on the need to use equitable measures to build greater equality and to report findings and recommendations to the City Council."

This report fulfills our charge from City leadership. We also hope that the report makes Arlington an even better place for people to feel welcome and call "home."



Executive Summary

The City of Arlington Unity Council (Unity Council), which was established following the 2020 murder of George Floyd, has remained committed to its charge of gathering community input, seeking strategies and creating an equity plan to eliminate racism and other forms of discrimination.

This report serves as an update to the tremendous work that has been advanced by the Unity Council since the issuance of its February 2021 Report & Recommendations. In addition to providing an update on its initial recommendations, this report also addresses an expanded scope of work for the Unity Council – addressing the inclusionary needs of our disabled, over age 65 and LGBTQ+ populations.

As a result of this expanded scope, the Unity Council is demonstrating its commitment to not only eliminating racial and ethnic disparities, but also ensuring that we are intentional about eliminating disparities for many other segments of the city's underserved and marginalized populations. In its February 2021 report, the Unity Council set forth 57 recommendations, designed to foster more equitable outcomes for all Arlington residents and stakeholders. These recommendations were specifically focused on eliminating racial and ethnic disparities across five socio-economic areas that included economics, education and workforce training, housing, health and wellness, policing and criminal justice.

While the Unity Council's initial report captured a snapshot in time, the recommendations set forth were designed to begin the ever-evolving work of ensuring equitable outcomes for all residents and stakeholders. Additionally, it was understood that many of the recommendations contained in the initial report could not be accomplished by the City of Arlington alone and required collaboration with an array of community partners and stakeholders. By the end of December 2022, City staff was able to report that it had initiated action on 55 of the 57 original recommendations set forth in the Unity Council's February 2021 report. More specifically, the City reported full completion of 27 of the recommendations, initiated action on 28 of the recommendations and had only two recommendations pending action.

Executive Summary

As a result of these efforts the process of transformational change around equity and inclusion has begun taking root and is demonstrating some encouraging results. Below are several highlights of the work that the Unity Council and City staff have collaboratively achieved.

General Recommendations Update

- The City Council established the Unity Council as a permanent task force, charged with directly engaging residents, organizations and institutions on matters regarding race, ethnicity and other forms of diversity in Arlington. The initial appointment of Unity Council members occurred on Aug. 24, 2021 and the first meeting was held on Oct. 13, 2021.
- The City hired its first Chief Diversity Officer in July 2022 and charged the role with creating various programs designed to enhance diversity, equity and inclusion citywide.
- The City continues to expand its anti-poverty efforts through collaborations around job training, affordable housing, transportation, financial and homeownership education and access to business capital.

Housing Recommendations Update

- With respect to finding tools to develop affordable neighborhoods, the City Council agreed to implement a modification of the Low-Income Housing Tax Credit application and process to increase incentives for the development of affordable housing.
- The Arlington Housing Finance Corporation is working with developers to ensure additional income targeting for affordable housing is achieved through development partnership negotiations that foster deeper affordability opportunities for the city's most economically vulnerable households.
- The Arlington Financial Stability Committee was established to foster coordinated approaches between the City, social service providers and local financial institutions to deliver financial literacy and homeownership education to residents.

Education and Workforce Training Recommendations Update

- The Neighborhood Wi-Fi Program continues to expand across East Arlington. In FY22, the City Council approved lease agreements with SiFi to support construction of the citywide broadband network.
- The Library and Parks and Recreation Departments external Wi-Fi services have been installed across nineteen facilities throughout the community.
- The Arlington Library continues to offer Career Chats for Teens; Job Search Jumpstart Training Series; MS Office Suite Training Series; Resume Writing Workshops; and Job and Education Fairs.

Executive Summary

Health & Wellness Recommendations Update

- The City of Arlington, through the Arlington Tomorrow Foundation, has partnered with UTA, the United Way and other stakeholders to assess the "State of the Non-Profit Sector" to develop comprehensive service delivery frameworks for advancing anti-poverty, health and other community development programs.
- The City of Arlington's Public Health Nurse and the Arlington Fire Department public health team are connecting with various agencies, including John Peter Smith Hospital (JPS), Tarrant County Public Health (TCPH), Texas Health Resources (THR), Medical City Arlington (MCA), Mission Arlington, the YMCA, UTA and the Arlington Latino Resource Coalition to facilitate creative healthcare opportunities for underserved communities.
- In June 2022, the City Council adopted an ordinance to preserve areas that are marketable for grocery stores with healthier food options.

Economic Disparities Recommendations Update

The City of Arlington's Office of Business Diversity has undertaken several policy and operational initiatives to increase MWBE engagement in City contracting, to include expanded program data reporting capacity; facilitating a revised RFQ process for capital projects; business diversity trainings; and business capacity development services.

- The City of Arlington has begun facilitating a Community Investment and Development Initiative whose purpose is to provide reciprocal education for the economic stakeholders, while promoting City development priorities and efforts. The execution of this work will focus on identifying barriers to investment and expanding access to capital for all stakeholders – especially underserved firms and communities.
- Information on the Arlington On-Demand (formerly Via) Non-Profit Free Ride Program has been provided to all Arlington non-profits and staff continues to encourage them to offer free rides to those in need. The Grants Unit allocated $70,000 for use by non-profits in 2021 with CDBG COVID funds (available until 2026.) The City is currently monitoring usage and program marketing.

Executive Summary

Policing and Criminal Justice Recommendations Update

- Youth engagement with the Arlington Police Department (APD) has increased significantly through the expansion of Police Athletic League (PAL) programming citywide; community events; police ride along programs; and connecting K-12 students with the Arlington Police Department.
- APD has increased community knowledge and cultural understanding amongst new and experienced patrol officers by implementing cultural exchange initiatives; attendance at community events; and community immersion programs.
- APD reviews training twice annually with the Public Safety Assessment Council to discuss training trends and available resources. The department is also in the process of establishing a partnership with UTA to conduct a third-party review of the agency's Use of Force data.

The highlights above represent only a small sample of all the tremendous work that City leadership, City staff and members of the Unity Council have performed in the effort to ensure that we are "One Arlington." While much has been accomplished there is still significant progress to be achieved. An examination of the current data in this report reminds us that transformational change occurs across time

and that we must continue to invest significant time and resources into ensuring equitable outcomes for all residents and stakeholders.

> **As an example, when we examine the City of Arlington's most recent Citizen Satisfaction Survey, we find that the disparity in the quality of life for our Latino and Asian-American residents is a continuing concern.**

As such, we must continue to empower the voices of our Latino residents to assist the City in providing effective service delivery and resources to the community in partnership with trusted community stakeholders and institutions.

Executive Summary

While much of the data related to policing and criminal justice demonstrates that Arlington continues to be one of the nation's safer cities, we must remain committed to ensuring that we are fostering strong police and community relationships – grounded upon the tenants of accountability and transparency.

Many of the original Unity Council recommendations focused on initiatives that would build trust between APD and Arlington's minority communities. The Department has engaged in several initiatives focused on this goal. When evaluating Use of Force (UOF) data from 2019 to 2022, the below findings were noted:

- The total number of UOF incidents decreased by 11.2% (1,131 to 1,004)
- The total number of UOF occurrences increased by 20% (3,044 to 3,655)
- The number of subjects against whom force was used decreased by 13.9% (1,636 to 1,408)
- A 26.2% decrease from 2019 in Calls for Service, including dispatched, Self-Initiated activity and traffic stops

The increase in UOF occurrences can be attributed to increased response to violent offenses. In evaluating the top 10 dispatched calls for service in 2022 where force was applied, Domestic Assaults and Aggravated Assaults

comprise 44% of the top 10 Calls for Service. This is significant in that our officers are responding to calls which are violent in nature. APD's increased focus on de-escalation tactics involving time, distance and additional officers can be attributed to the increase in the number of occurrences.

Additionally, the nature of offenses being dispatched often requires a multiple officer response, both leading to an increase in occurrences when voluntary compliance is not obtained and force application is warranted. While that data shows us areas where continued effort is required, it also delineates where significant progress is being made.

Executive Summary

Housing patterns in the city have continued to become more diverse since 2018, with noticeable increases in racial and ethnic diversity in north and northwest Arlington. The movement of more diverse populations into other areas of the city also correlates with increased levels of academic achievement amongst minorities.

Additionally, while economic disparity continues to impact the city's populations of color more significantly, the poverty rates for Blacks, Latinos and other people of color has been on a noticeable downward trend. Based upon the current data, the Unity Council is issuing an additional series of race and ethnicity related recommendations in this report.

The race and ethnicity recommendations speak to the need to ensure that the City's government service information is accessible to a wide variety of individuals, to include new immigrants and other new Arlington residents.

Additionally, the Unity Council would like to see increased collaboration amongst all the diversity-focused entities within the government, with a focus on cultural exchange and understanding.

The second portion of the report addresses the work that the Unity Council has conducted within its expanded scope.

Per the charge set forth by the City Council, the Unity Council spent a significant amount of time in the past two years examining issues of disparity and equity for underserved and marginalized communities that are not addressed strictly within the context of race and ethnicity.

More specifically, the report issues an additional series of findings and recommendations pertinent to the lived experience of the city's disabled, age 65+ and LGBTQ+ residents. The data captured to create these findings and recommendations for these populations was acquired through community listening sessions; surveys; one-on-one interviews; focus groups; and presentations from subject-matter experts.

Executive Summary

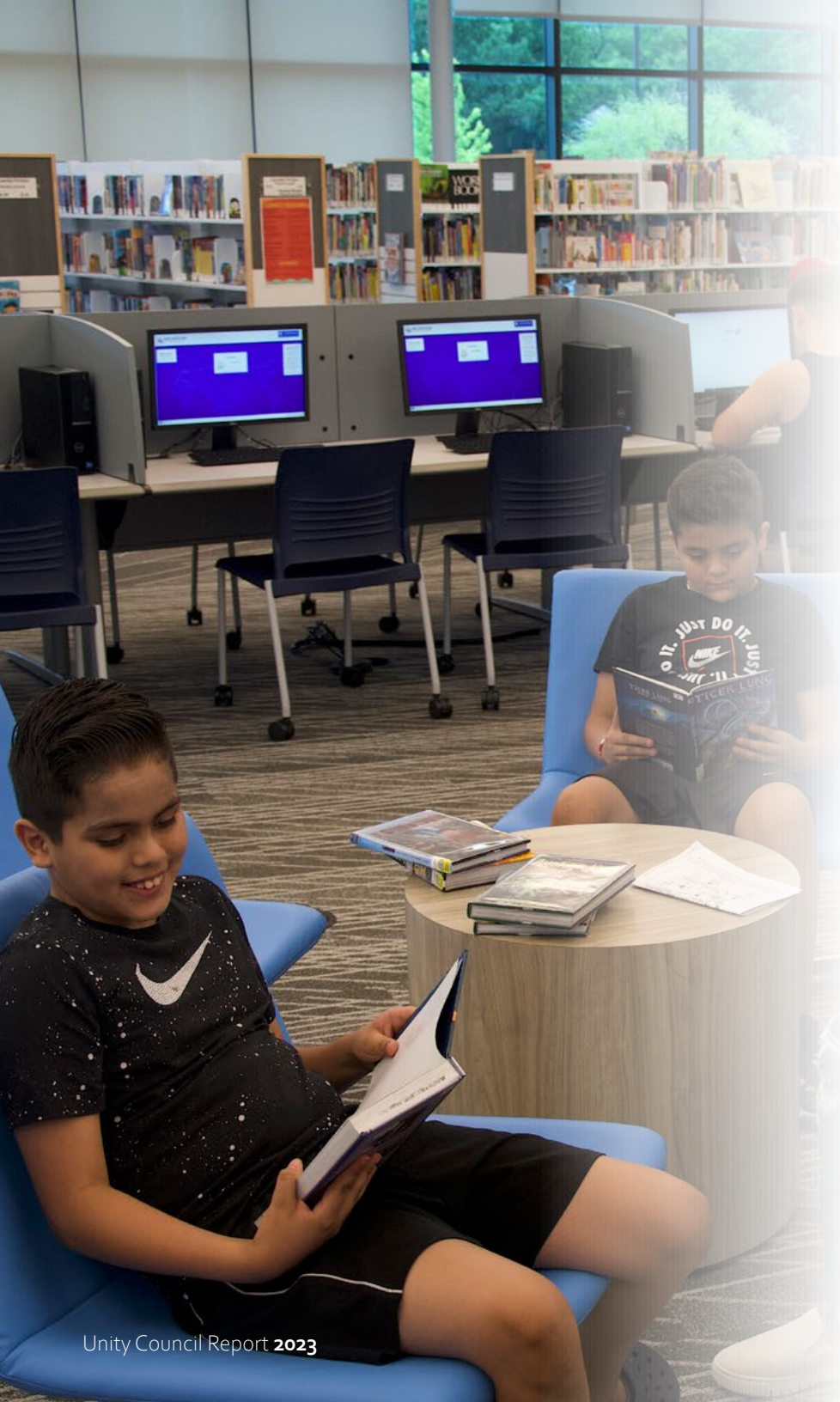
The Unity Council's recommendations in these expanded areas of diversity and inclusion generally speak to the City's need to enhance its communication and engagement strategies for underserved populations – particularly youth.

The recommendations also generally speak to the need to provide City employees with ongoing access to various diversity-related trainings.

With respect to specific disability recommendations, the City is being tasked with focusing on accessibility to all City facilities and electronic communication platforms. With respect to seniors, the City is being asked to focus on ensuring that the recreational programming needs of seniors is being met. Additionally, the City should create a plan to engage seniors around volunteer opportunities and available transportation services. Finally, with respect to the LGBTQ+ community, the City is being asked to broaden the use of gender identification and sexual orientation categories on appropriate city documents and expanding alternate options for public restrooms in new City facilities.

In closing, Arlington's greatest strength continues to be its diversity and our future success remains reliant upon cultivating that asset. This report provides a comprehensive path forward for the critically important work of creating a more inclusive and equitable Arlington.

The City's continued progress will require serious consideration of the data and collaborative, strategic action-planning to effectuate transformational change. The Unity Council looks forward to continuing this work in partnership with the entire community and building an even stronger Arlington!



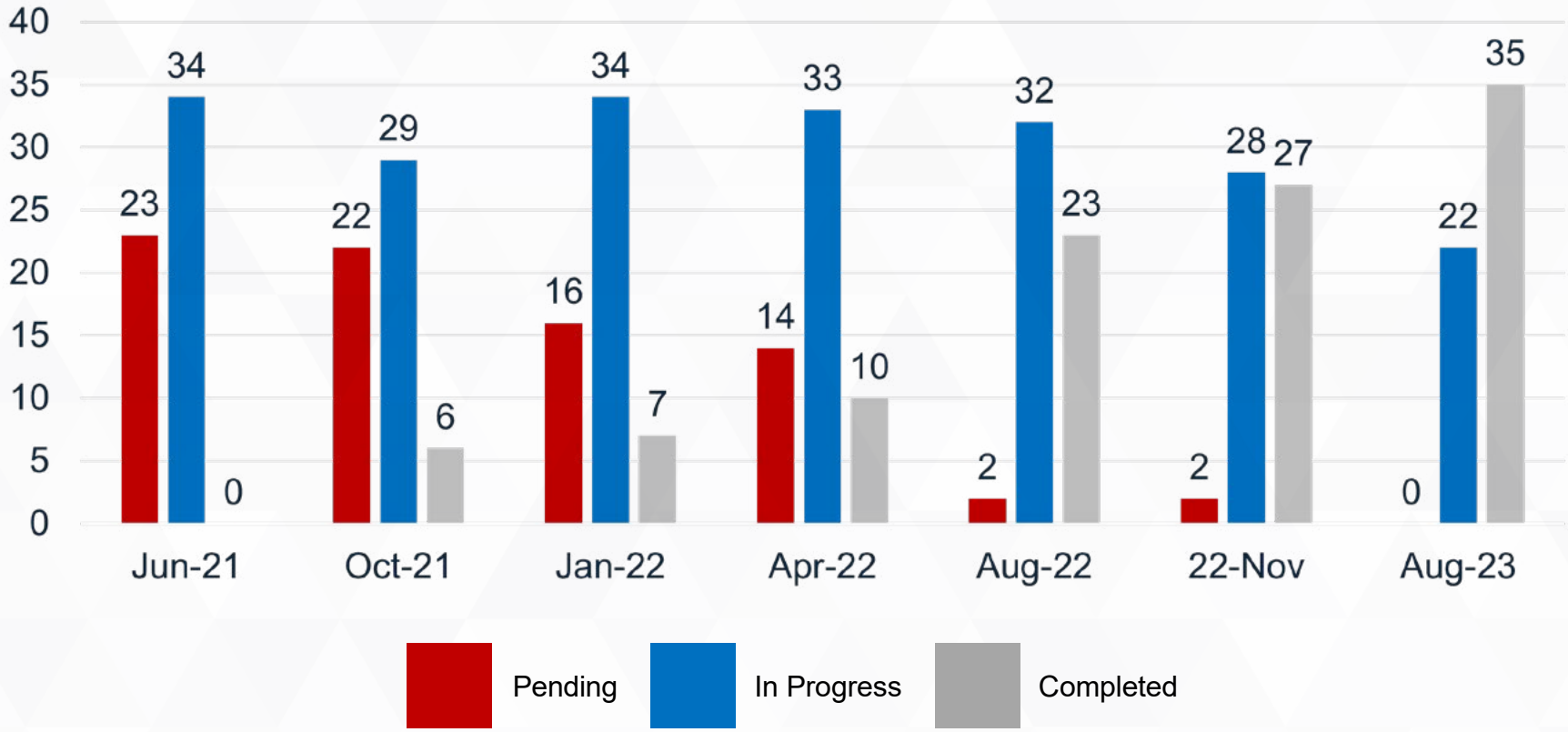
The flame is going out with respect to resolutions created after the murder of George Floyd. I think it was putting a band aid over the situation and now the band aid has worn off and the wound is still there. ***There are still issues whether it's policing or education, safe neighborhoods, livable housing, access to mental health or hospitals, healthcare. We still have a ways to go to make sure that anyone and everyone who needs these services receive them in a way that is non-judgmental.***

– an Arlington resident

EXISTING RECOMMENDATIONS & IMPLEMENTATION UPDATE

Recommendation Progress

Several "Completed" items are considered "Ongoing" with sustained efforts



I would say that race and ethnic relations in Arlington are 'okay,' not 'good.' It could be better. There are a lot of economic issues and fears that affect the relations that we have with each other and among various race and ethnic groups.

– an Arlington resident

DEMOGRAPHICS

Demographics Recommendations | 2021 Report

Concern or Issue	Recommendation
City of Arlington should have a permanent community-based group tasked with monitoring racial and ethnic disparities, as well as bridging racial and ethnic divides.	**Short term** • Establish a permanent task force charged with directly engaging residents, organizations and institutions on matters regarding race, ethnicity and other forms of diversity in Arlington.
City of Arlington needs an adequate data source for monitoring racial and ethnic disparities.	**Short term** • Enhance Arlington's Citizen Satisfaction Survey to include a wider range of important variables such as race/ethnicity, income and education.
Arlington City Manager's Office needs a staff member charged with monitoring various matters relevant to race and ethnic relations.	**Medium term** • Establish a Chief Diversity Officer who will create various programs that aim to enhance diversity, equity and inclusion.
City of Arlington should establish a form of public transportation that is more accessible to low-income residents.	**Medium term** • Develop a pilot-program for residents who qualify for free or reduced rates on Arlington On-Demand (formerly Via) Rideshare by collaborating with Tarrant County Women, Infants and Children Program (WIC) and the Arlington Housing Authority.
There are growing levels of concentrated poverty in particular neighborhoods in Arlington.	**Long term** • Establish anti-poverty programs in targeted neighborhoods that focus on job training, community clean-up, as well as public and private investment.

Demographics Recommendations | 2023 Update

1.1.A
Establish a permanent task force charged with directly engaging residents, organizations and institutions on matters regarding race, ethnicity and other forms of diversity in Arlington.

City Facilitator: City Manager's Office
Timeframe: Short term (6-12 months) **- Complete (& Ongoing)**
Actions:
- Unity Council members were appointed Aug. 24, 2021.
- The first meeting was held on Oct. 13, 2021.
- The Annual Report published in August 2023.

1.2.A
Enhance Arlington's Citizen Satisfaction Survey to include a wider range of important variables such as race/ethnicity, income and education.

City Facilitator: Finance Department
Timeframe: Short term (6-12 months) **- Complete (& Ongoing)**
Actions:
- The final survey was delivered in April 2023 and contained a significant increase in responses, allowing for nearly all survey questions to be reported out by race and ethnicity.
- An equity-specific dashboard is in final development.

1.3.A
Establish a Chief Diversity Officer who will create various programs that aim to enhance diversity, equity and inclusion.

City Facilitator: City Manager's Office
Timeframe: Medium term (1-2 years) **- Complete**
Actions:
- Chief Equity Officer Troy Williams began work in July 2022.

Demographics Recommendations | 2023 Update

1.4.A
Develop a pilot-program for residents who qualify for free or reduced rates on Arlington On-Demand Rideshare by collaborating with Tarrant County Women, Infants and Children Program (WIC) and the Arlington Housing Authority.

City Facilitator: Transportation Department
Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)**
Actions:

- Information on the Arlington On-Demand Non-Profit Free Ride Program has been provided to all Arlington non-profits, and staff continues to encourage them to offer the free rides to those in need. The Grants Management Office allocated $70,000 for use by non-profits in 2021 with Community Development Block Grant (CDBG) COVID funds (available until 2026). The City continues to monitor usage and program marketing.

Sidewalks: we've got to make sure that they are accessible. They have to have a curb cut because that is a huge thing when we are walking.

– an Arlington resident

Demographics Recommendations | 2023 Update

1.5.A
Establish anti-poverty programs in targeted neighborhoods that focus on job training, community clean-up, as well as public and private investment.

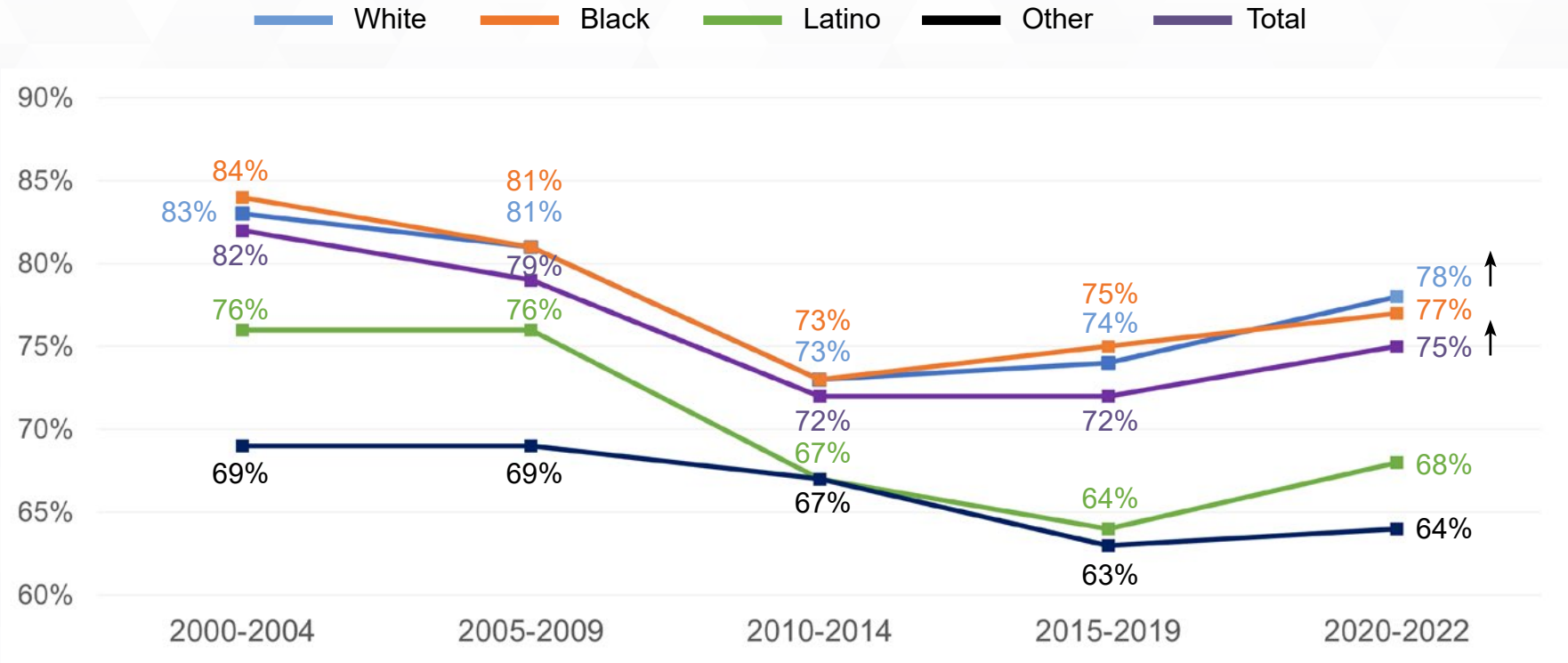
City Facilitator: City Manager's Office and Office of Strategic Initiatives
Timeframe: Long term (3-5 years) **- Complete (& Ongoing)**
Actions:

- The Chief Equity Officer continues to work with Grants Management to review the City's CDBG and Minority and MWBE programs to identify and implement program enhancements addressing issues of poverty and homelessness. The City of Arlington and the United Way have established an Arlington Financial Stability Committee, focused on financial education, affordable housing, homeownership and access to business capital. The group is utilizing an existing MoneyWise grant to amplify efforts.
- The Chief Equity Officer continues to build partnerships with local trade unions to expand career opportunities for underserved populations.
- The City has initiated equitable community redevelopment strategies that build upon public-private partnerships in socio-economically vulnerable area(s) of the city.

Demographics | Quality of Life: Neighborhood

Question: Overall, how would you rate your neighborhood as a neighborhood to live in, in terms of quality of life?
Base: Total respondents, excluding "Don't Know/No Answer," in total and by ethnic groups (numbers vary by year range.)
Statistical Note: An arrow indicates a significant increase (↑) or decrease (↓) at or above the 95% confidence level when compared to the previous wave; indicated for last year only, within ethnic group only/total only.

% Who Rated Quality of Life in Neighborhood as "Good" or "Excellent"



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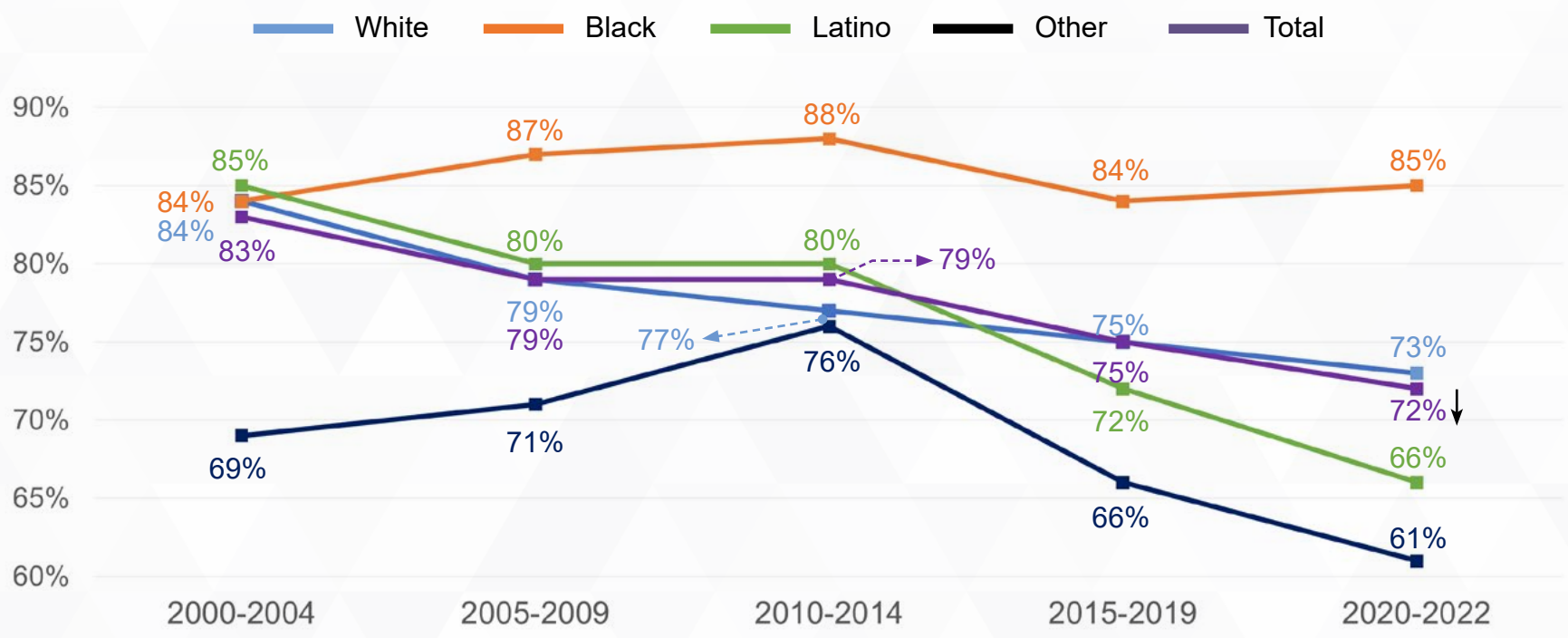
Demographics | Quality of Life: Arlington, Texas

Question: Overall, how would you rate Arlington as a city to live in, in terms of quality of life?
Base: Total respondents, excluding "Don't Know/No Answer," in total and by ethnic groups (numbers vary by year range.)
Statistical Note: An arrow indicates a significant increase (↑) or decrease (↓) at or above the 95% confidence level when compared to the previous wave; indicated for last year only, within ethnic group only/total only.

% Who Rated Quality of Life in Arlington as "Good" or "Excellent"



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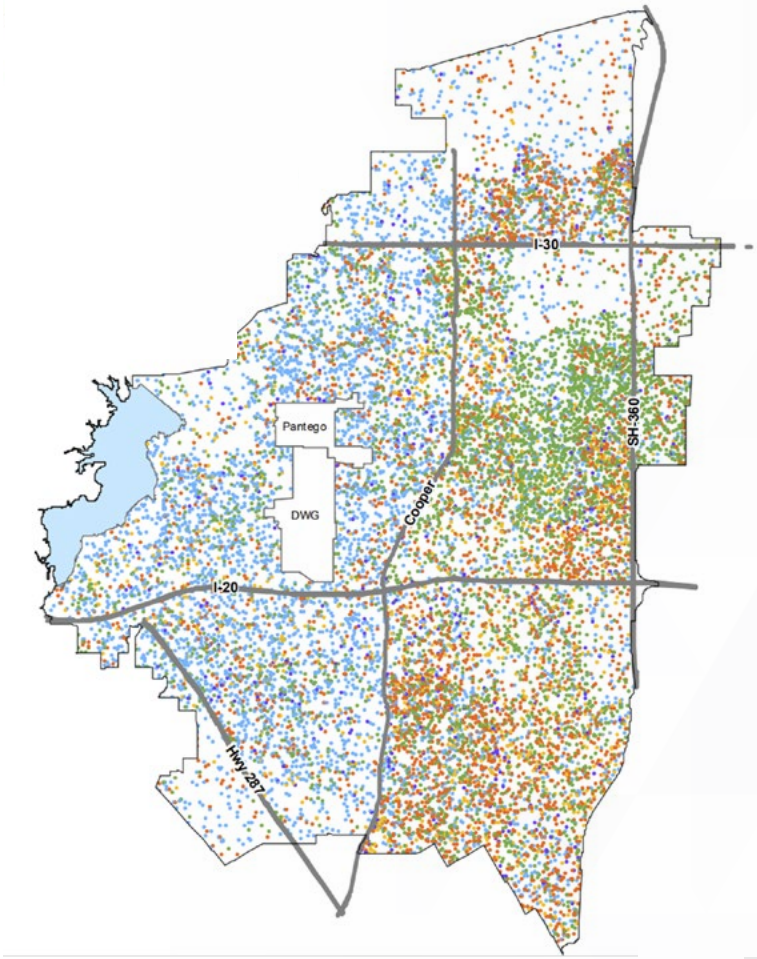
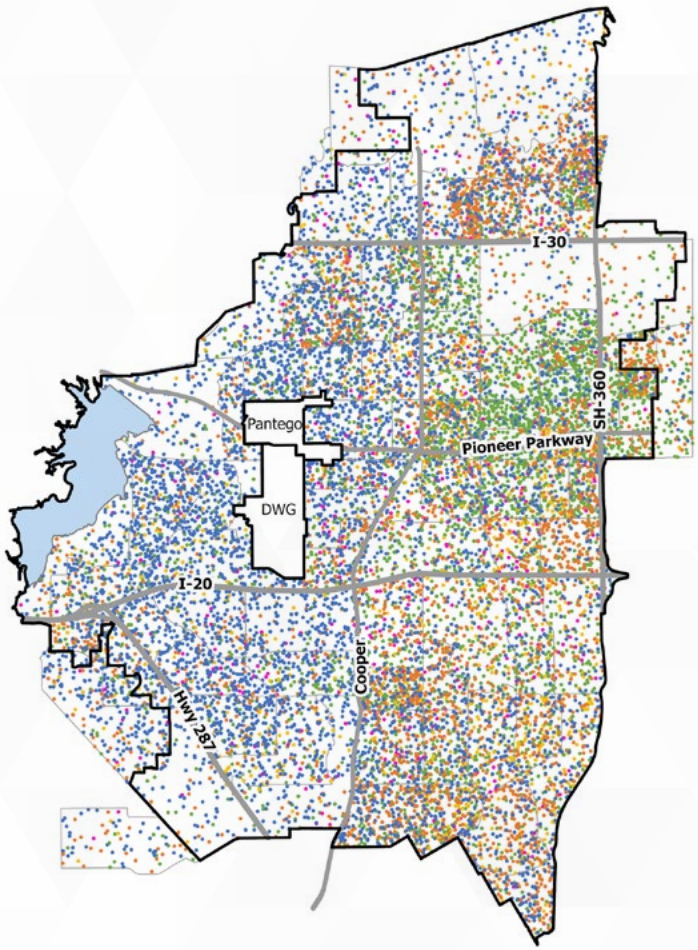
Demographics | Population by Race and Ethnicity

2018



2021



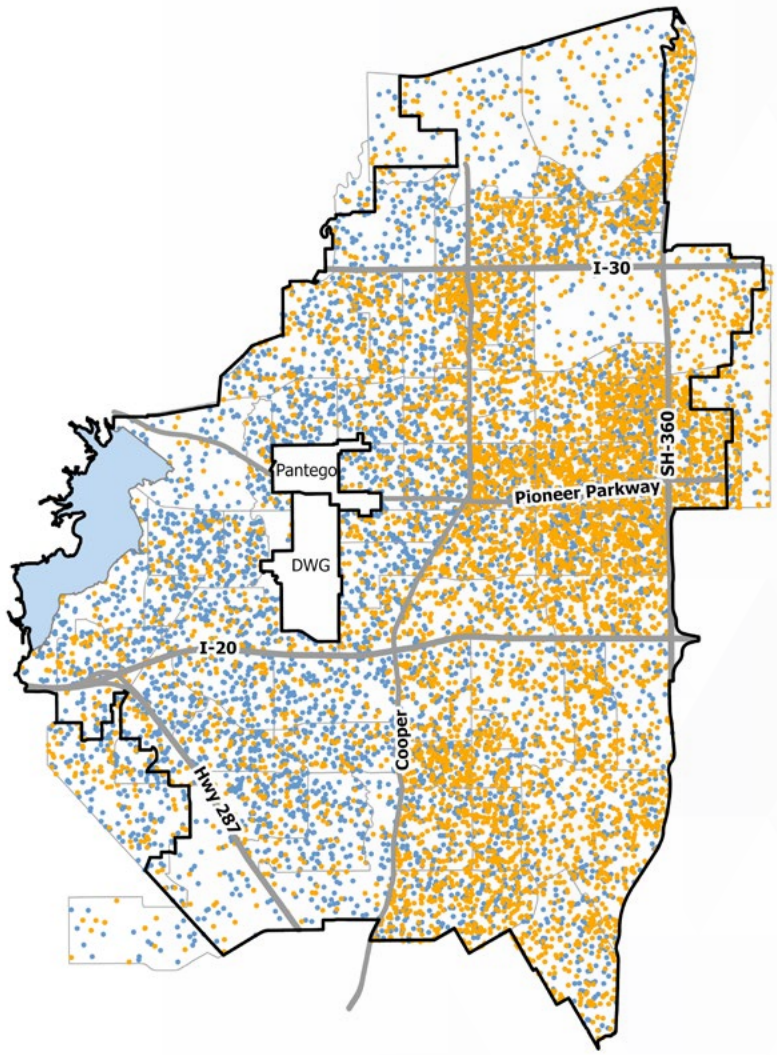
1 dot = 25 residents

- White Alone
- Black or African American Alone
- Asian or Pacific Islander
- American Indian and Alaska Native Alone
- Mixed/Other
- Hispanic or Latino (of Any Race)

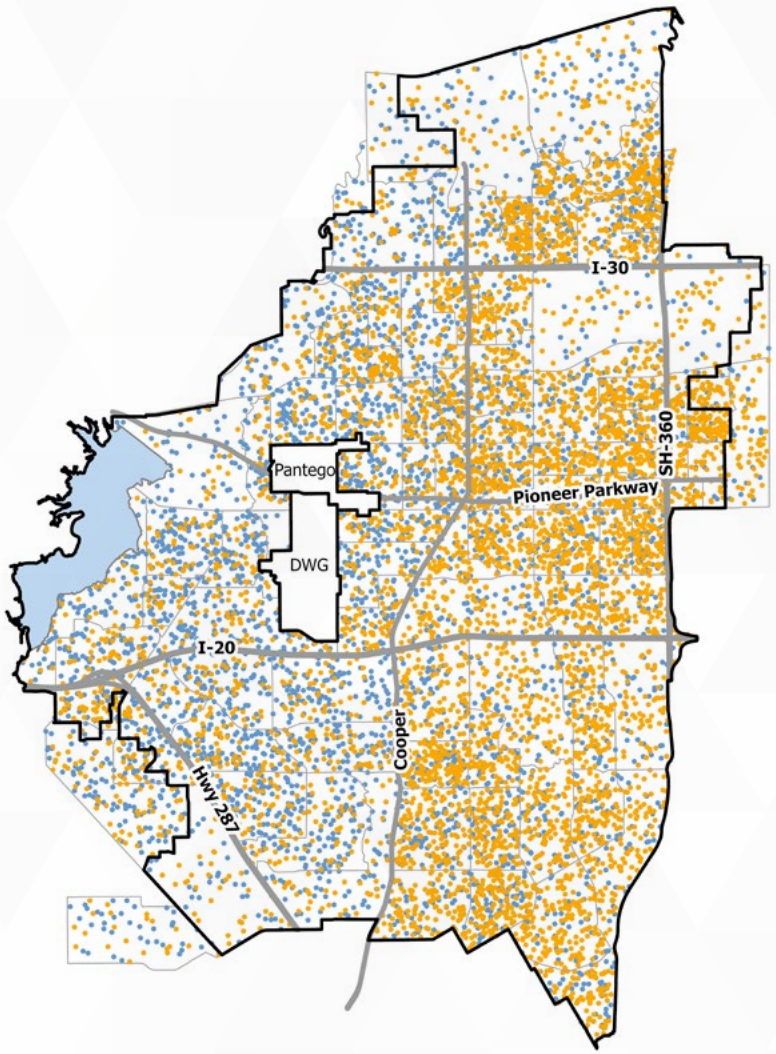
Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates, Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Demographics | Population Distribution

2010



2021



1 dot = 40 residents

White

People of Color

Source: U.S. Census Bureau, 2010 ACS 5-Year Estimates, U.S. Census Bureau, 2021 ACS 5-Year Estimates

Arlington is incredibly diverse and has many immigrants, many people from different countries. So, one of the challenges is understanding what that kind of diversity is and what that brings to families in a community.

– an Arlington resident

HOUSING

I think we're still struggling with segregation. ***We need to look at our affordable housing in all areas of Arlington because home values are higher in certain parts of Arlington and apartment complexes are well prevalent in certain parts of Arlington.***

– an Arlington resident

Housing Recommendations | 2021 Report

Concern or Issue	Recommendation
Existing zoning ordinance disadvantages older or established neighborhoods at a disadvantage for redevelopment.	**Short term** • Establish different standards for infill housing development.
Zoning ordinances can be barriers in developing sustainable, equitable communities which include housing that is affordable.	**Medium term** • Examine existing ordinances to eliminate barriers to develop housing that is affordable. • Find tools to develop affordable neighborhoods with accessible services.
There are insufficient resources for the public to learn about home rental, buying and home ownership.	**Medium term** • Work with educational institutions to include financial education to ensure that graduates are financially responsible. • Review homebuyer and renter education to see if it is sufficient. • Seek to implement changes where resources are insufficient.
There is inadequate housing inventory that is affordable and accessible for all income levels.	**Long term** • Research how to include household debt in the evaluation of housing cost burden. • Use the data in the Housing Needs Analysis and debt burden data to identify housing needs and target solutions to gaps. • Reduce barriers to renting.
Arlington neighborhoods do not uniformly represent the diversity of the city's population.	**Long term** • Examine possible reasons behind the current housing map by race and ethnicity. • Encourage development of proximate housing that varies by affordability and type with access to services throughout the city.

Housing Recommendations | 2023 Update

2.1.A Establish different standards for infill development.	**City Lead: Planning & Development Services** Timeframe: Short term (6-12 months) **- Complete (& Ongoing)** **Actions:** • Staff presented the findings from the public engagement process related to residential infill and redevelopment in August 2023. Having heard the concerns of their constituents about the impact on neighborhoods, the City Council decided not to pursue any of the options presented.
2.2.A Examine existing ordinances to eliminate barriers to develop housing that is affordable.	**City Lead: Planning & Development Services and Arlington Housing Authority** Timeframe: Medium term (1-2 years) **- In Progress** **Actions:** • The Chief Equity Officer has begun working with Planning & Development Services and the Housing Authority to examine zoning ordinances that will support equitable redevelopment in socio-economically vulnerable communities and expand affordable housing opportunities citywide.
2.2.B Find tools to develop affordable neighborhoods with accessible services.	**City Lead: Arlington Housing Authority** Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)** **Actions:** • The City Council's Community and Neighborhood Development Committee (CND) and Arlington Housing Finance Corporation (AHFC) members met four times to work on parameters related to the use of affordable housing tools. The results were provided to the CND Committee, AHFC Board and City Council and remain under consideration. The results were shared with the CND Committee and the City Council agreed to implement the recommendations through a modification of the Low-Income Housing Tax Credit (LIHTC) application and processes. These will be used for the upcoming 2023 round of 9% LIHTC applications.

Housing Recommendations | 2023 Update

2.3.A
Work with educational institutions to include financial education to ensure that graduates are financially responsible.

2.3.B
Review homebuyer and renter education to see if it is sufficient.

2.3.C
Seek to implement changes where resources are insufficient.

City Facilitator: Housing Authority, Grants Management and Code Compliance
Timeframe: Medium term (1-2 years) **- In Progress**
Partners: ISDs, Tarrant County College (TCC), University of Texas at Arlington (UTA)
Actions:

- The Mayor's Education Coalition has begun this work.
- The Chief Equity Officer will work with partners to review and discuss available financial education.
- The Chief Equity Officer continues to build relationships with Arlington ISD and Mansfield ISD to deliver school-based and community resources on financial education.

2.4.A
Research how to include household debt in the evaluation of housing cost burden.

2.4.B
Use the data in the Housing Needs Analysis and debt burden data to identify housing needs and target solutions to gaps.

2.4.C
Reduce barriers to renting.

City Lead: Arlington Housing Authority, Grants Management and Economic Development
Timeframe: Medium term (1-2 years)
Actions:

- 2.4.A was discussed related to the broader definition of household cost burden. The Unity Council agreed that the standardized definition was more appropriate to use. **- Complete**
- The City Council CND Committee and AHFC members met four times to work on the parameters related to the use of affordable housing tools. The results were provided to CND Committee, AHFC Board and City Council and remain under consideration. The City Council agreed to implement recommendations through modifications to the LIHTC application and process. Additionally, AHFC is working with developers to ensure additional income targeting is achieved through the partnership negotiations. **- Complete (& Ongoing)**
- Economic development strategies are focused on improving resident job skills and increasing the availability of jobs with wages that would allow residents to afford existing housing stock. **- Complete (& Ongoing)**

Housing Recommendations | 2023 Update

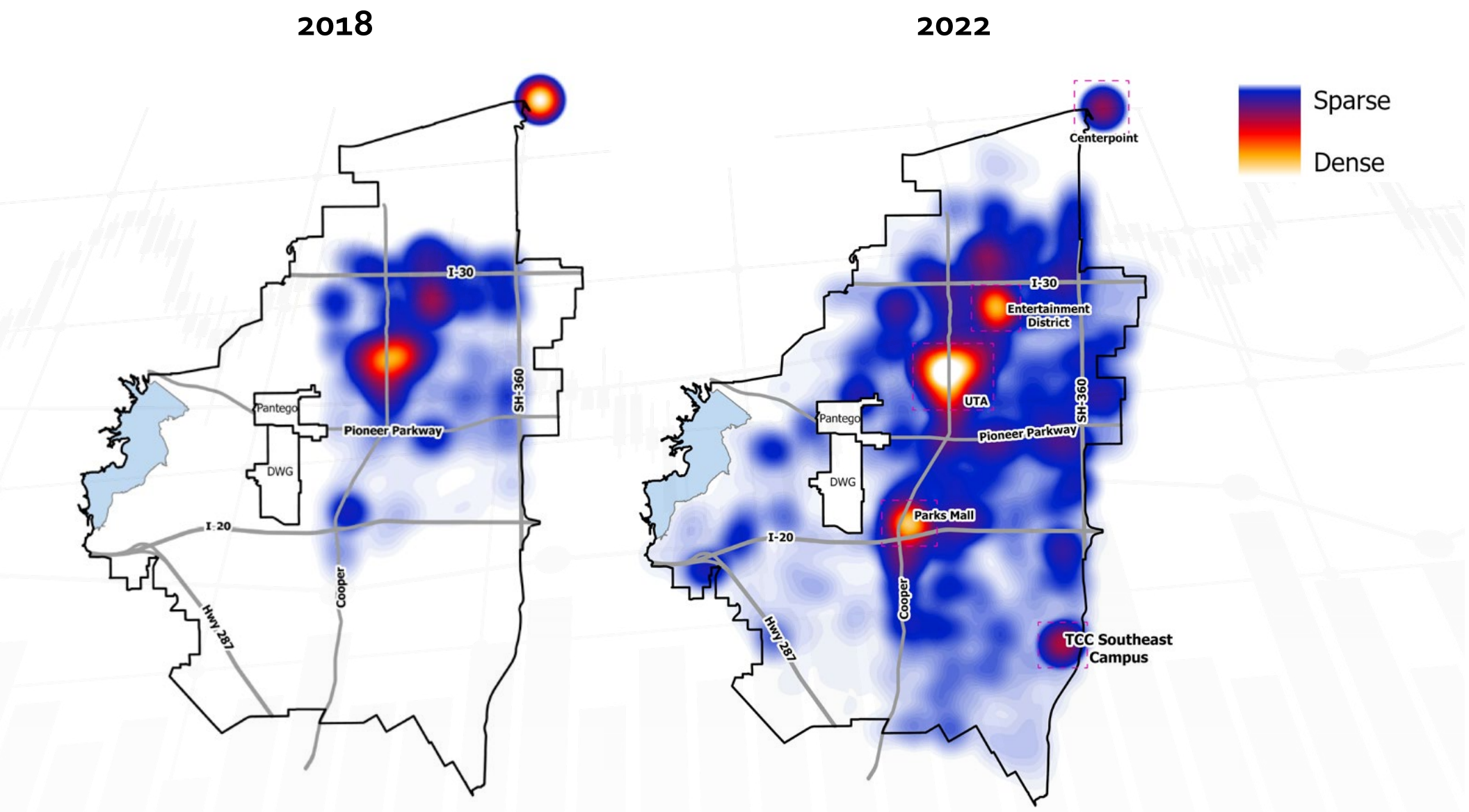
2.5.A
Examine possible reasons behind the current housing map by race and ethnicity.

2.5.B
Encourage development of proximate housing that varies by affordability and type with access to services throughout the city.

City Facilitator: Arlington Housing Authority, Code Compliance, Grants Management and Economic Development
Timeframe: Long term (3-5 years)
Partners: Arlington Board of Realtors (ARBOR), TCAA
Actions:

- Item 2.5.A has been examined, and staff is focused on seeking creative ways to develop additional affordability bands in housing outside of the tax credit housing applications. **- Complete (& Ongoing)**
- Item 2.5.B, staff is working with City Council and community stakeholders to determine the best pathway to invest the $4.5 million that the City of Arlington received in HOME-ARPA funds to support community housing needs. **- In Progress**
- As noted under item 2.4.B, the AHFC is also requesting deeper affordability during negotiations with developers and recently was able to add 18 units affordable to households earning under 60% of the area median income that previously were targeted to households earning 80% of area median income.**- Complete (& Ongoing)**

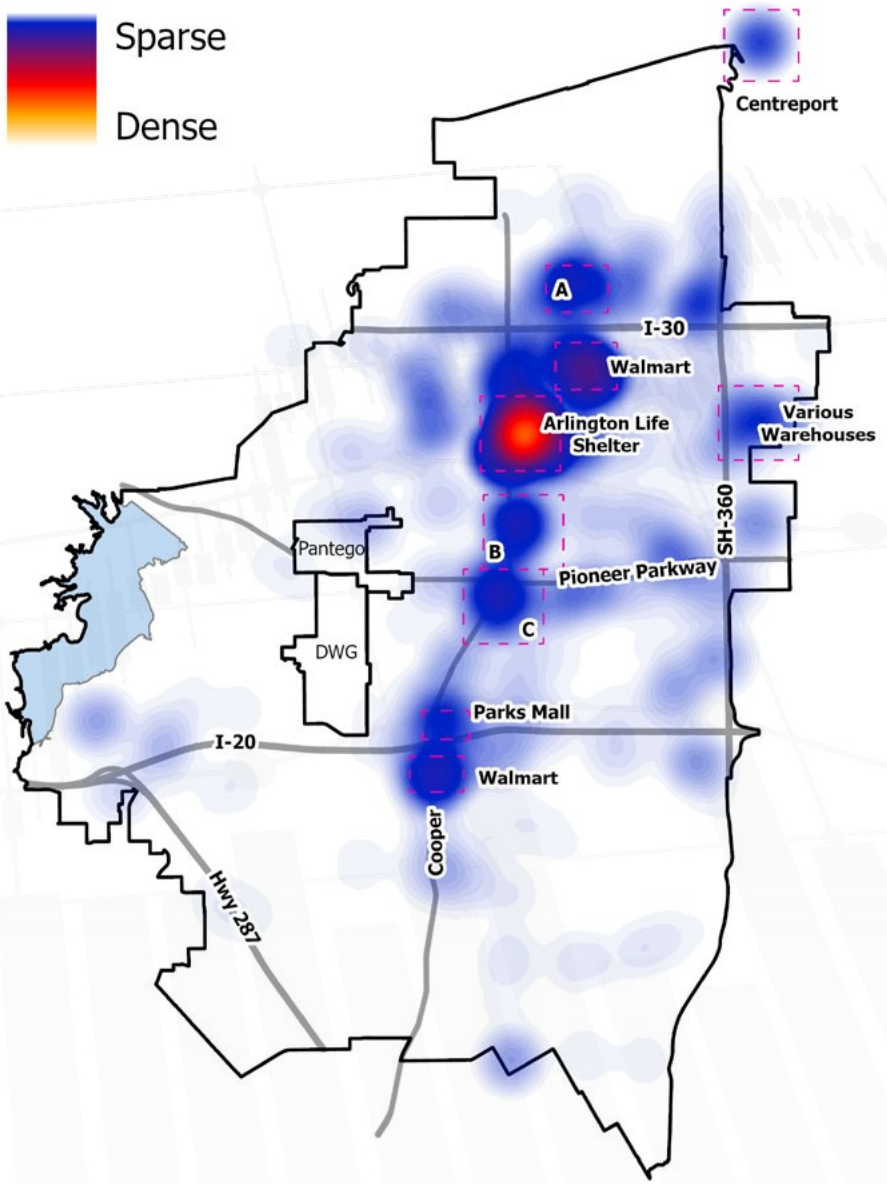
Arlington On-Demand Rides* 2018 & 2022



* Arlington On-Demand (formerly Via)
Source: City of Arlington Internal Data

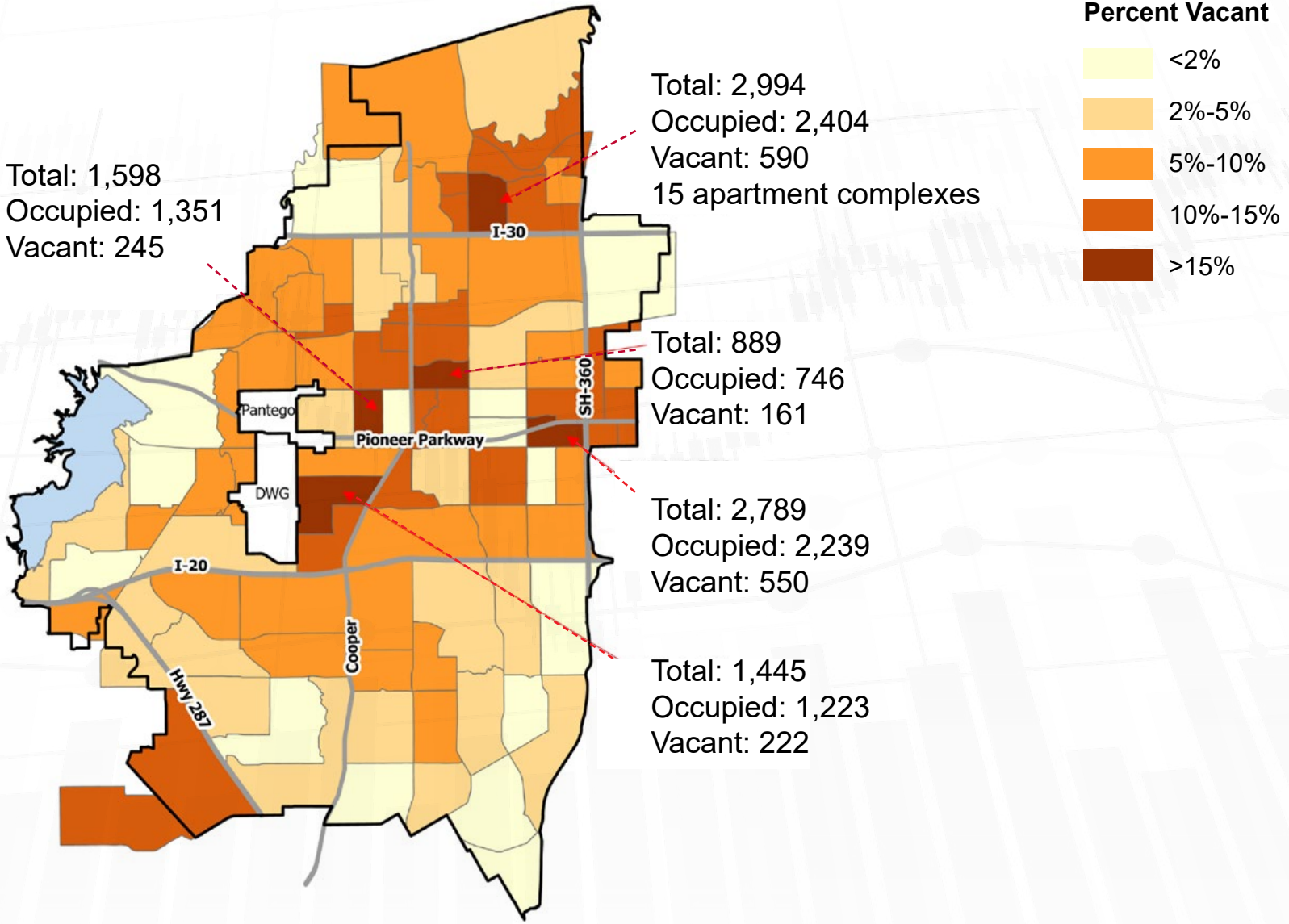
Arlington On-Demand Rides 2022 Non-Profit Destinations

Point	Location
A	• InTown Suites • Whole Foods
B	• Family Dollar • Paddock on Park Row Apartments
C	• Texas Health and Human Services (HHSC) • Arlington Charities Food Distribution Center • Goodwill Store • InTown Suites



Source: City of Arlington Internal Data

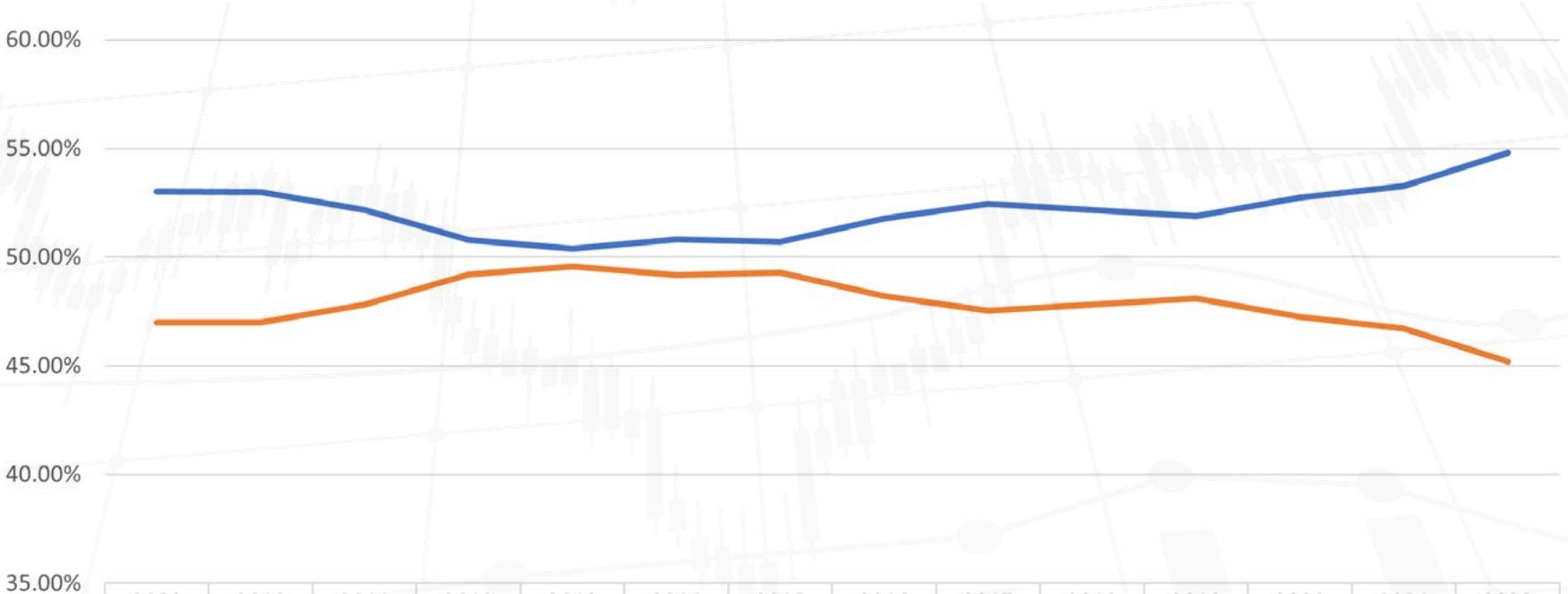
Housing | Vacant Housing Units



Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Housing | Residential/Commercial Property Appraised Values

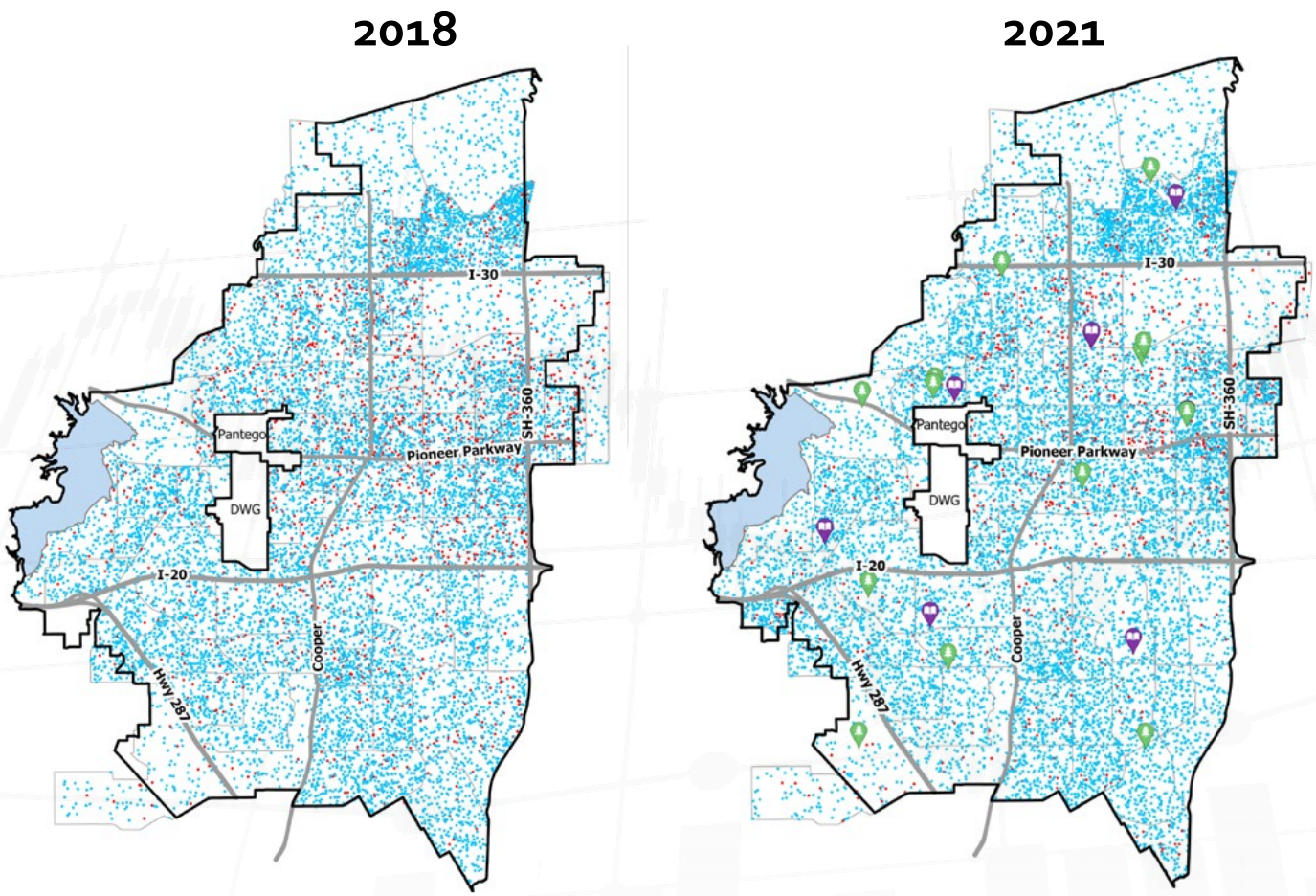
Note: Commercial Includes Commercial Property, Industrial Property, Business Personal Property (Commercial and Industrial) , Mineral Leases, Agricultural Properties and Multi-Family Properties



	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Residential	53.01%	52.99%	52.18%	50.78%	50.41%	50.82%	50.70%	51.77%	52.46%	52.19%	51.88%	52.75%	53.28%	54.81%
Commercial	46.99%	47.01%	47.82%	49.22%	49.59%	49.18%	49.30%	48.23%	47.54%	47.81%	48.12%	47.25%	46.72%	45.19%

Source: Tarrant Appraisal District

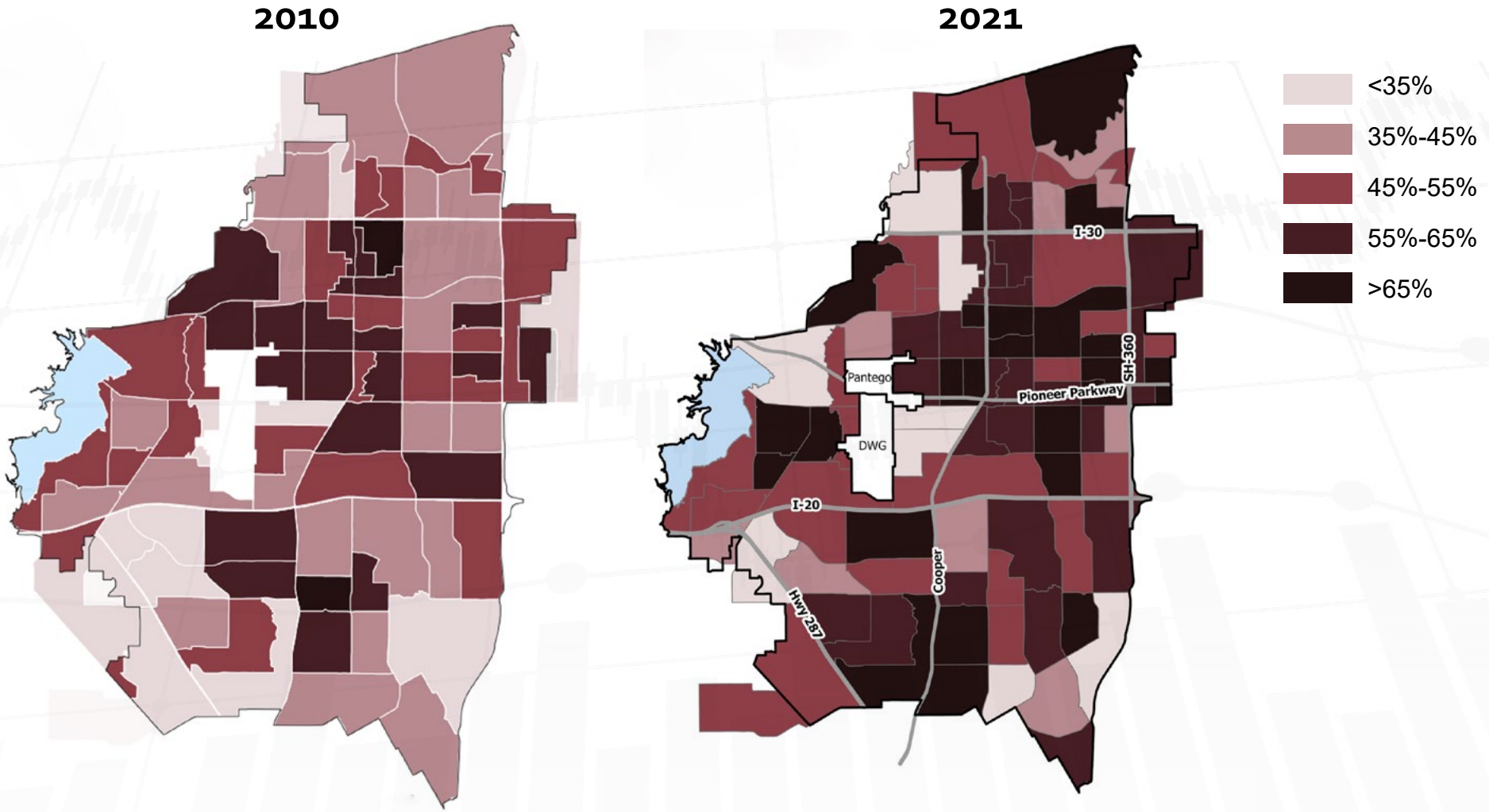
Housing | Internet Access



Source: U.S. Census Bureau, 2018 and 2021 ACS 5-Year Estimates, City of Arlington Internal Data

Housing | Rent Burden

Note: Rent Burden is experienced by renters who spend over 30% of their income on rent

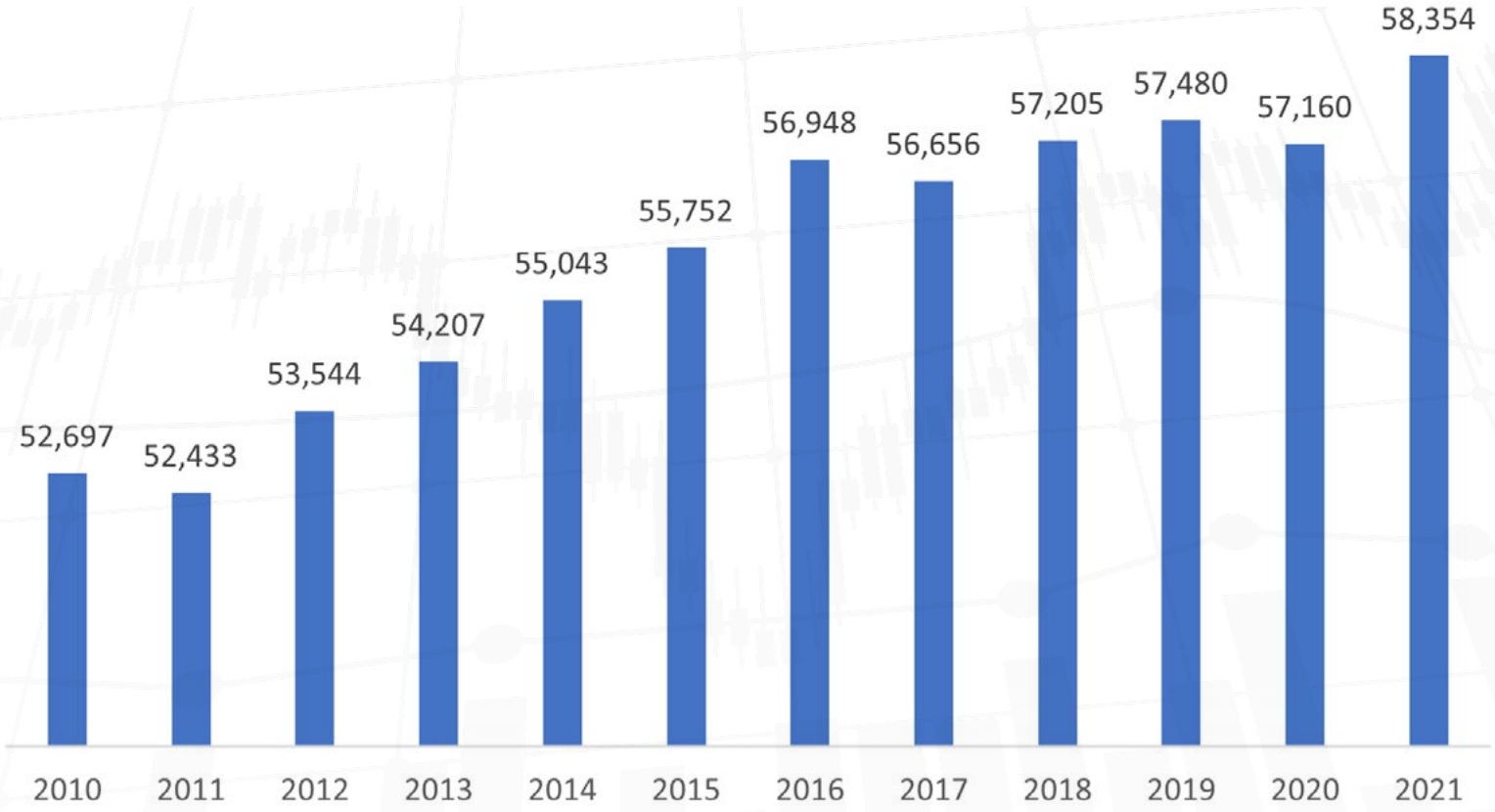


Source: U.S. Census Bureau, 2018 and 2021 ACS 5-Year Estimates, City of Arlington Internal Data

Housing | Rent Burden

Note: Rent Burden is experienced by renters who spend over 30% of their income on rent

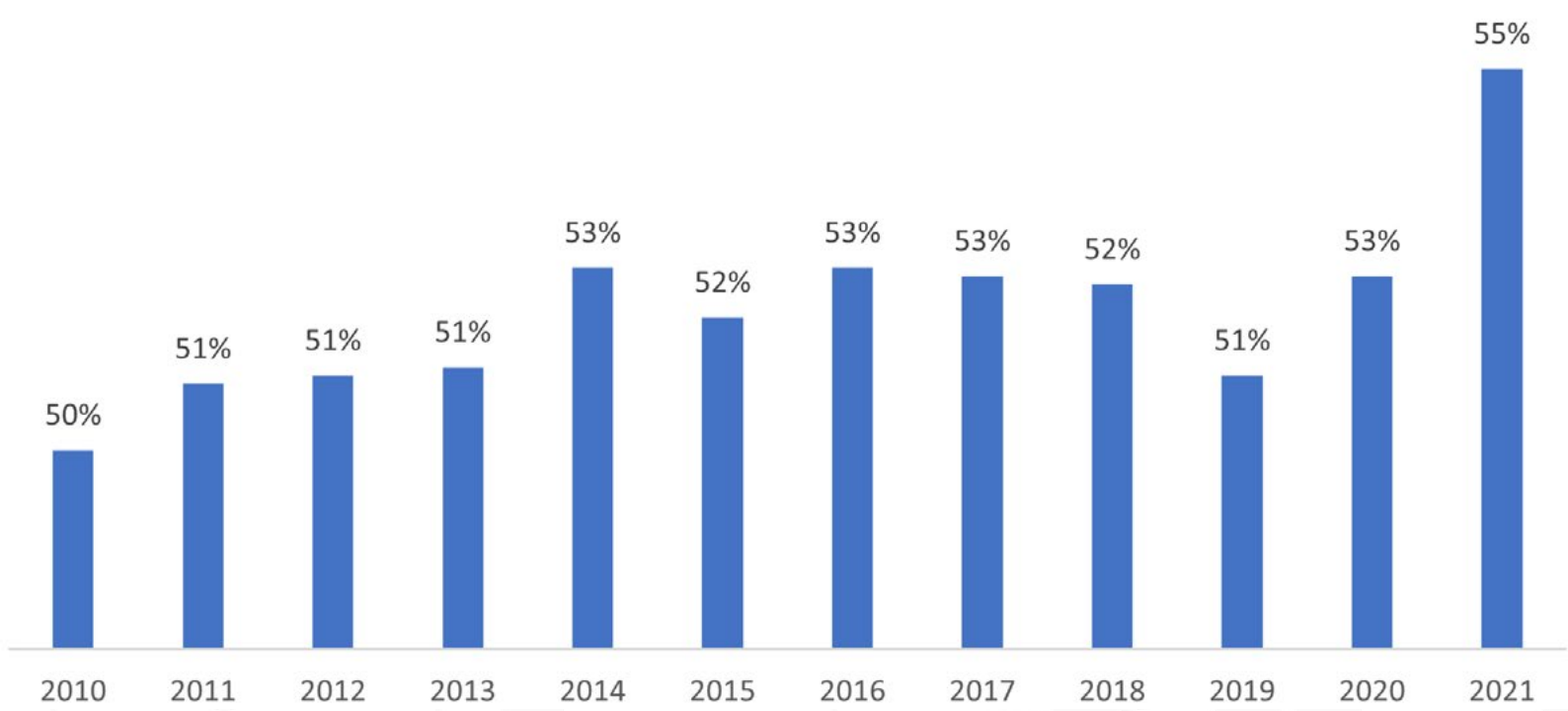
Occupied Units Paying Rent



Source: U.S. Census Bureau, 2010-2021 ACS 5-Year Estimates

Housing | Rent Burden

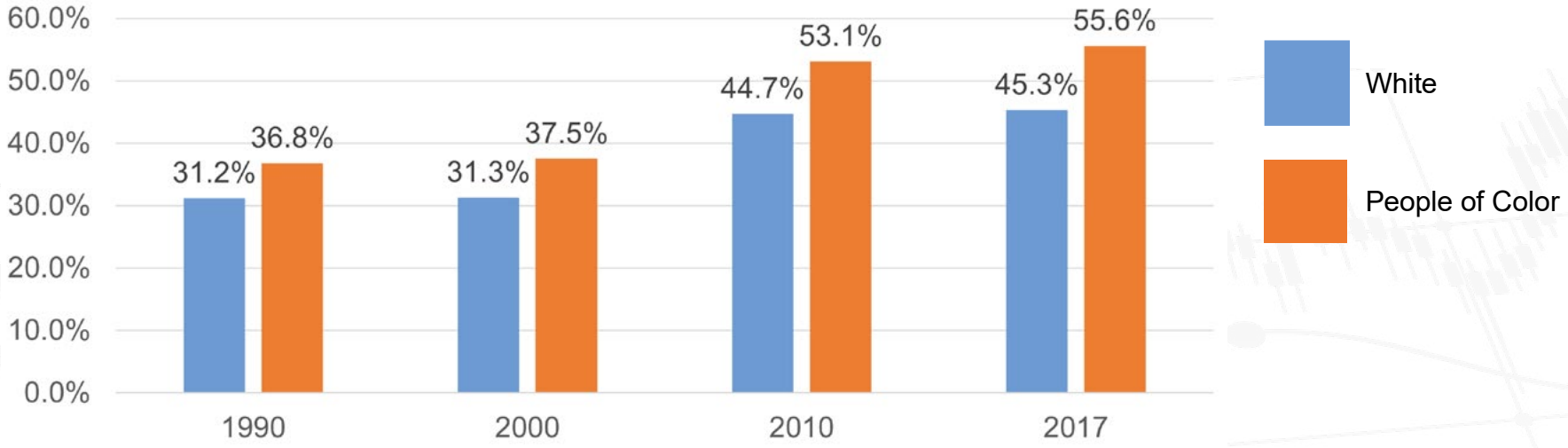
Note: Rent Burden is experienced by renters who spend over 30% of their income on rent



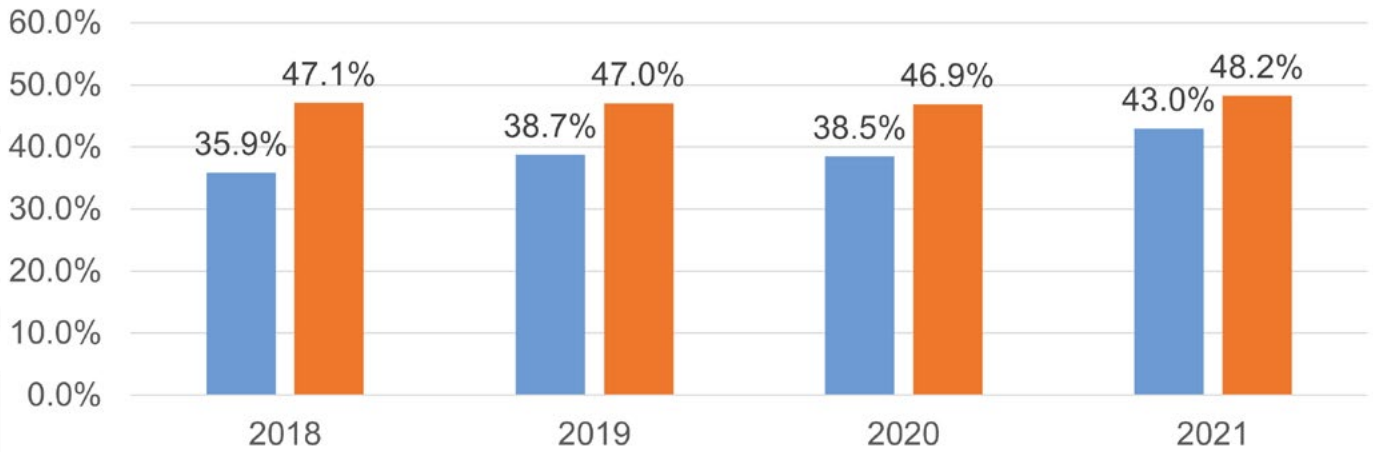
Source: U.S. Census Bureau, 2010-2021 ACS 5-Year Estimates

Housing | Rent Burden

1990, 2000, 2010 and 2017

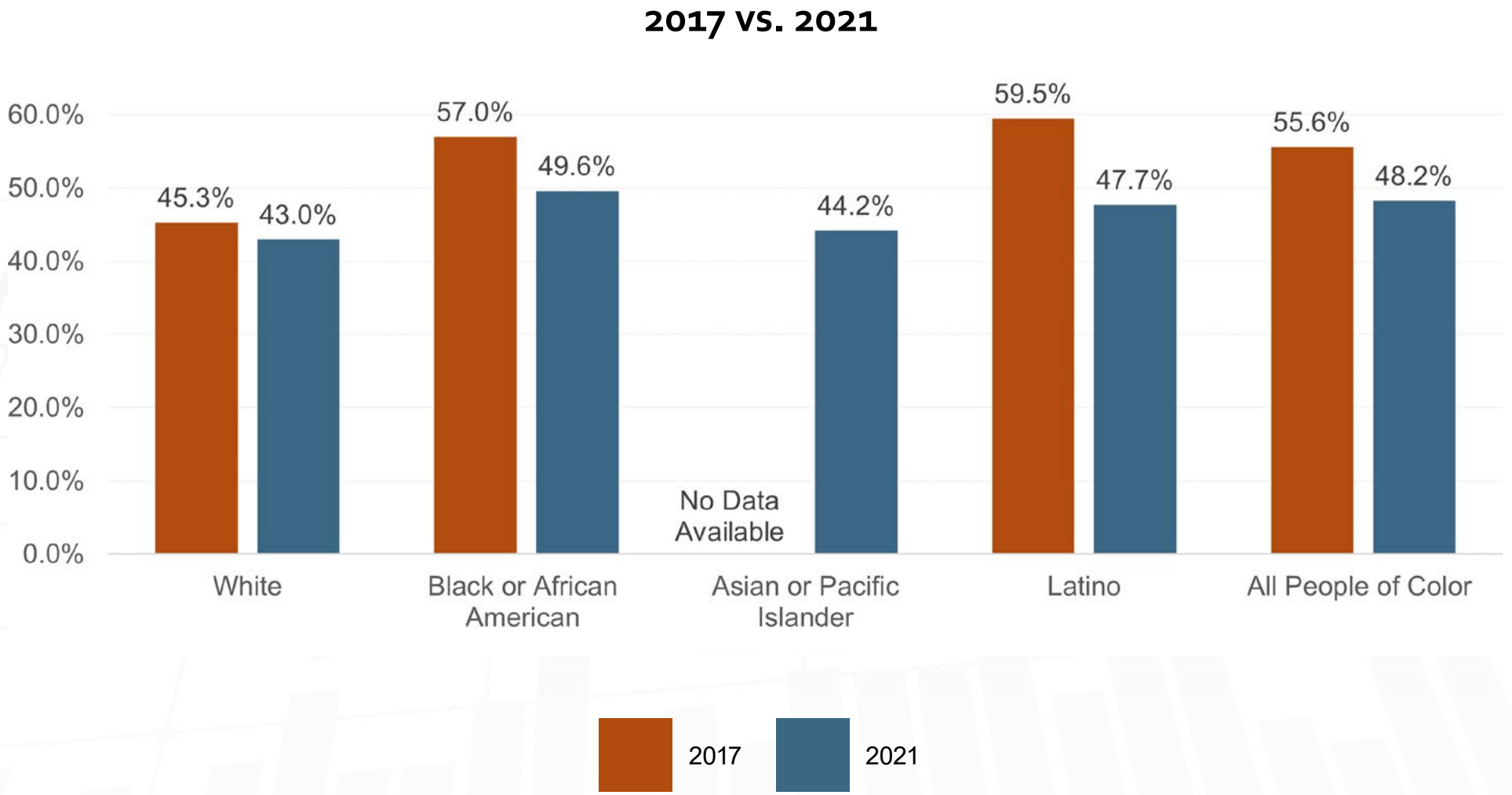


2018-2021



Source: PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017; U.S. Census Bureau, ACS 2021 5-Year Estimates Public Use Microdata Sample.

Housing | Rent Burden by Race and Ethnicity



Source: PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017 and U.S. Census Bureau, ACS 2021 5-Year Estimates Public Use Microdata Sample

As a City, Arlington needs to be more vocal in what it has to offer for facilities. I had never known they have [golf] carts for people with disabilities.

– an Arlington resident

EDUCATION AND WORKFORCE TRAINING

Education and Workforce Training Recommendations | 2021 Report

Concern or Issue	Recommendation
Improved internet access is needed for families with limited resources or in an area with low connectivity.	**Medium term** • Increase internet availability. • Increase free public Wi-Fi hot spots throughout Arlington.
Community is unaware of available community resources such as educational assistance, job training, work opportunities, etc.	**Short term** • Create Community Outreach, Networking, Empowerment, Communication Tool (CONECT) – centralized location for resources and assistance.*
Increase low-income student and parent participation in ISD programs.	**Short term** • Conduct "Education and Workforce Training Fair" twice annually in public areas throughout the city where the need is greatest.
Increase racial, ethnic and cultural diversity in curriculum.	**Long term** • Diversify lesson plans and curriculum to be inclusive of relevant culture and identity.*

** The City does not have direct control over this item.*

Education and Workforce Training Recommendations | 2021 Report

Concern or Issue	Recommendation
Address microaggressions occurring in schools.	**Medium term** • Require diversity training for students and teachers and organize conversations on same.*
Increase availability of counselors to students to address mental health issues.	**Medium term** • Hire additional guidance counselor resources for school districts.*
Increase higher education preparedness in high-poverty high schools.	**Medium term** • Add programs and resources such as college advisors and internship programs.*

** The City does not have direct control over this item.*

Education and Workforce Training Recommendations | 2023 Update

3.1.A
Increase internet availability.

3.1.B
Increase free public Wi-Fi hot spots throughout Arlington.

City Facilitator: IT, Asset Management, Parks and Recreation and Library Services
Timeframe: Medium term (1-2 years)
Actions:

- The Neighborhood Wi-Fi Program spans across 0.54 square miles in East Arlington, covering approximately 1,164 households. The services are powered by a City-owned fiber optic network and built on existing infrastructure. Since the launch in October 2021, the Wi-Fi services have been accessed by approximately 29,946 users. The City is preparing to expand the Neighborhood Wi-Fi Program network through the use of a HUD grant. **- Complete (& Ongoing)**
- In FY22 3rd quarter, the City Council approved four lease agreements with SiFi and an amendment to the Public Right-of-Way Permitting and Construction Manual to support construction of the citywide fiber optic network system. **- Complete (& Ongoing)**
- The Library Services and Parks and Recreation departments' external Wi-Fi services have been installed across 19 facilities throughout the community. **- Complete**
- Library Services also has 400 internet hot spots available for check out for one month at a time with a library card. **- Complete (& Ongoing)**

3.2.A
Create Community-Outreach Networking Empowerment Communication Tool (CONECT) – centralized location for resources and assistance.

City Facilitator: City Manager's Office and City Council
Timeframe: Short term (6-12 months) **- In Progress**
Partners: ISDs
Actions:

- The Mayor's Education Coalition has begun this work.
- The Chief Equity Officer convened a working group of K-12 institutions in September 2022 to explore this recommendation.
- The Chief Equity Officer continues to build collaborative relationship with Arlington ISD and Mansfield ISD.

Education and Workforce Training Recommendations | 2023 Update

3.3.A Conduct an "Education and Workforce Training Fair" twice annually in public areas where it is most needed.	**City Facilitator: City Manager's Office and City Council** Timeframe: Short term (6-12 months) **- In Progress** Partners: ISDs, Tarrant County College (TCC), University of Texas at Arlington (UTA), Workforce Solutions of Tarrant County **Actions:** • The Mayor's Education Coalition has begun this work. • The Chief Equity Officer convened a working group of K-12 and higher education institutions in September 2022 to explore this recommendation. • The Chief Equity Officer continues to build collaborative relationships with area education institutions and will work through the Mayor's Education Coalition to collaborate on an Education and Workforce Training Fair in 2023/2024.*
3.4.A Diversify lesson plans and curriculum to be inclusive of relevant culture and identity.	**City Facilitator: City Manager's Office and City Council** Timeframe: Long term (3-5 years) **- In Progress** Partners: ISDs, TCC, UTA **Actions:** • The Mayor's Education Coalition has begun this work. The Chief Equity Officer joined that effort by convening a working group of K-12 and higher education institutions to explore this recommendation in 2023/2024.*
3.5.A Require diversity training for students and teachers and organize conversations on same.	**City Facilitator: City Manager's Office and City Council** Timeframe: Medium term (1-2 years) **- In Progress** Partners: ISDs, TCC, UTA **Actions:** • The Mayor's Education Coalition has begun this work. The Chief Equity Officer joined that effort by convening a working group of K-12 and higher education institutions to explore this recommendation in 2023/2024.*

** The City does not have direct control over this item.*

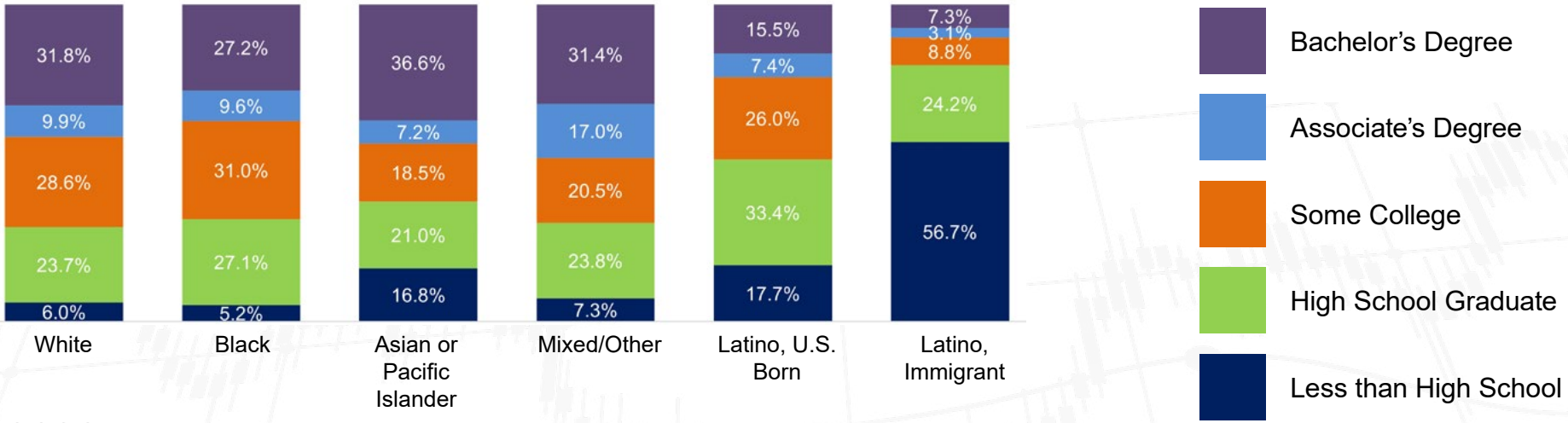
Education and Workforce Training Recommendations | 2023 Update

3.6.A Hire additional guidance counselor resources for school districts.	**City Facilitator: City Manager's Office and City Council** Timeframe: Medium term (1-2 years) **- In Progress** Partners: ISDs **Actions:** • The Mayor's Education Coalition has begun this work. The Chief Equity Officer joined that effort by convening a working group of K-12 and higher education institutions to explore this recommendation in 2023/2024.*
3.7.A Add programs and resources such as college advisors and internship programs.	**City Facilitator: City Manager's Office and City Council** Timeframe: Medium term (1-2 years) **- In Progress** Partners: ISDs, TCC, UTA **Actions:** • The Mayor's Education Coalition has begun this work. The Chief Equity Officer joined that effort by convening a working group of K-12 and higher education institutions to explore this recommendation in 2023/2024.*

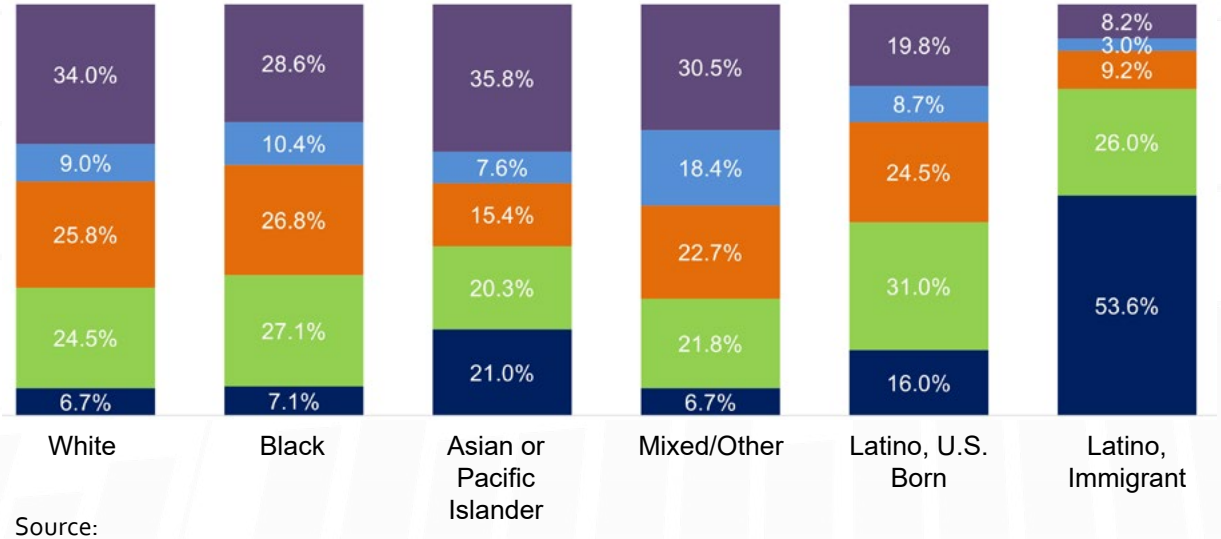
** The City does not have direct control over this item.*

Education and Workforce Training | Educational Attainment by Race and Ethnicity

2017

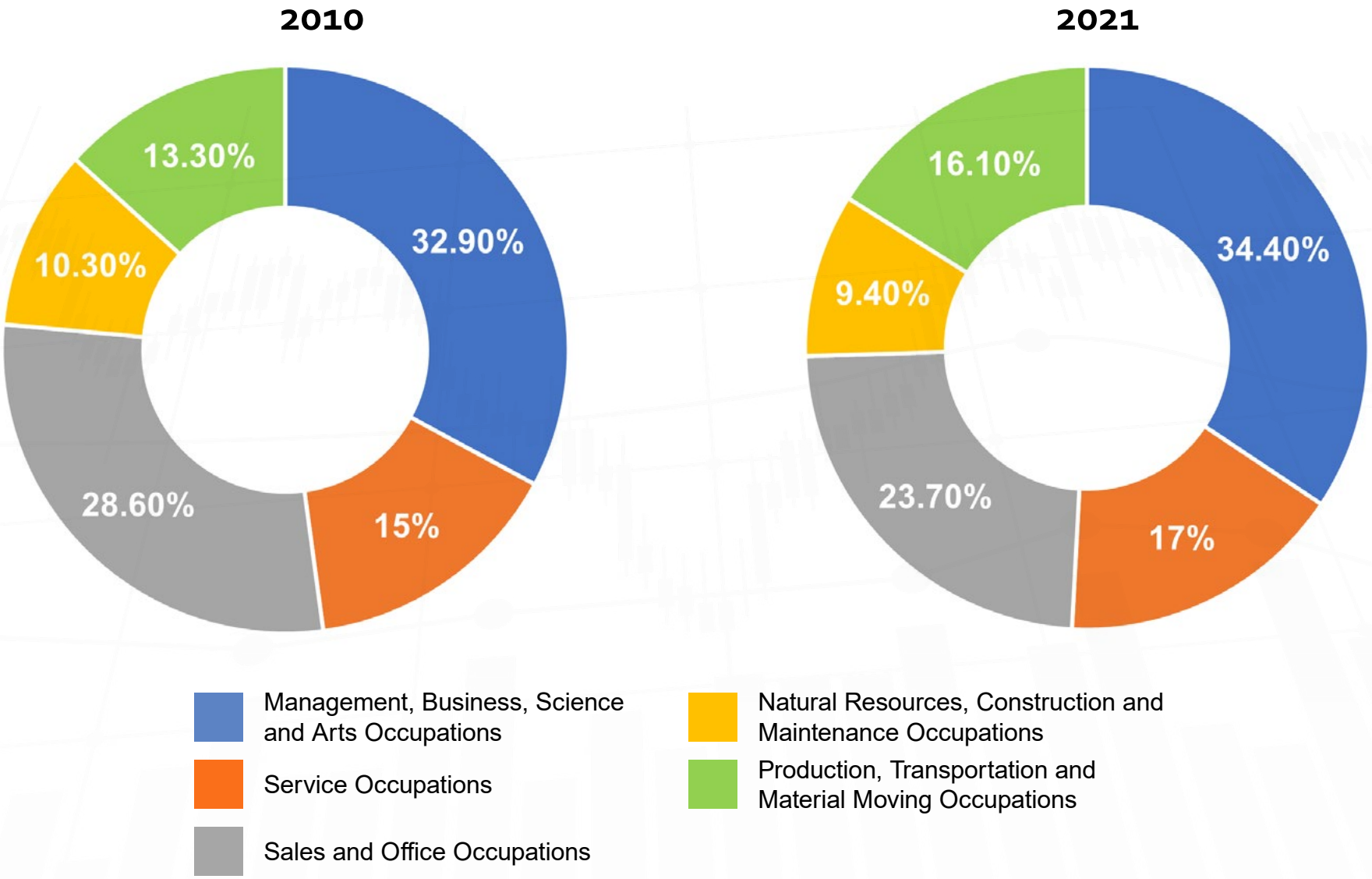


2020



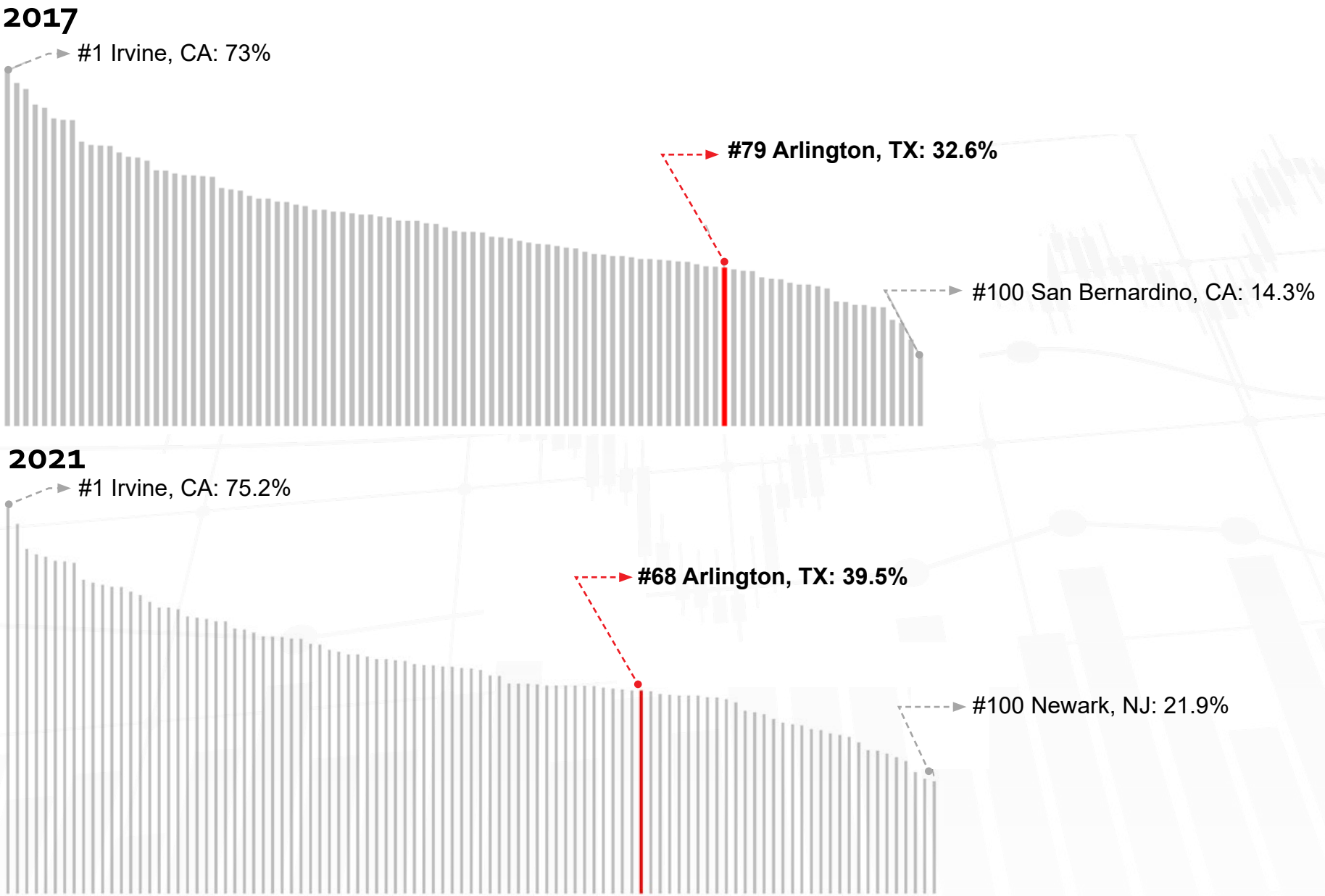
Source:
PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017
Note: U.S. Census ACS Data does not include "Latino, U.S. Born" or "Latino, Immigrant" education data at the city level, therefore it could not be used for this metric.
PolicyLink/USC Equity Research Institute, National Equity Atlas, 2020
Note: U.S. Census 2021 ACS Data does not include "Latino, U.S. Born" or "Latino, Immigrant" education data at the city level, therefore it could not be used for this metric

Education and Workforce Training | Occupations



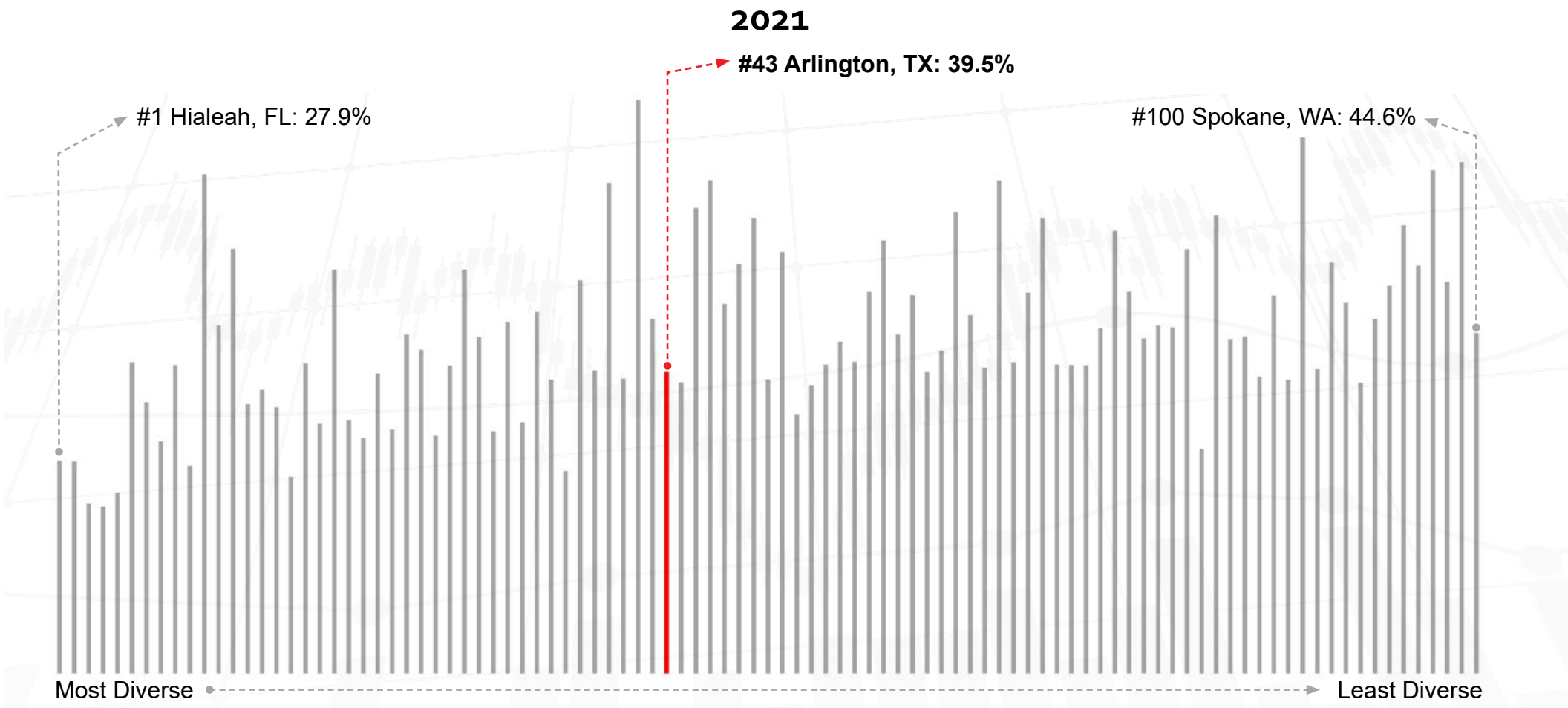
Source: U.S. Census Bureau, 2010 ACS 5-Year Estimates; U.S. Census Bureau, 2021 ACS 5-Year Estimates

Education and Workforce Training | Percent of Population with Associates Degree or Higher Top 100 Cities



Source: PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017; U.S. Census Bureau, 2021 ACS 5-Year Estimates

Education and Workforce Training | Percent of Population with Associates Degree or Higher In Top 100 U.S. Cities



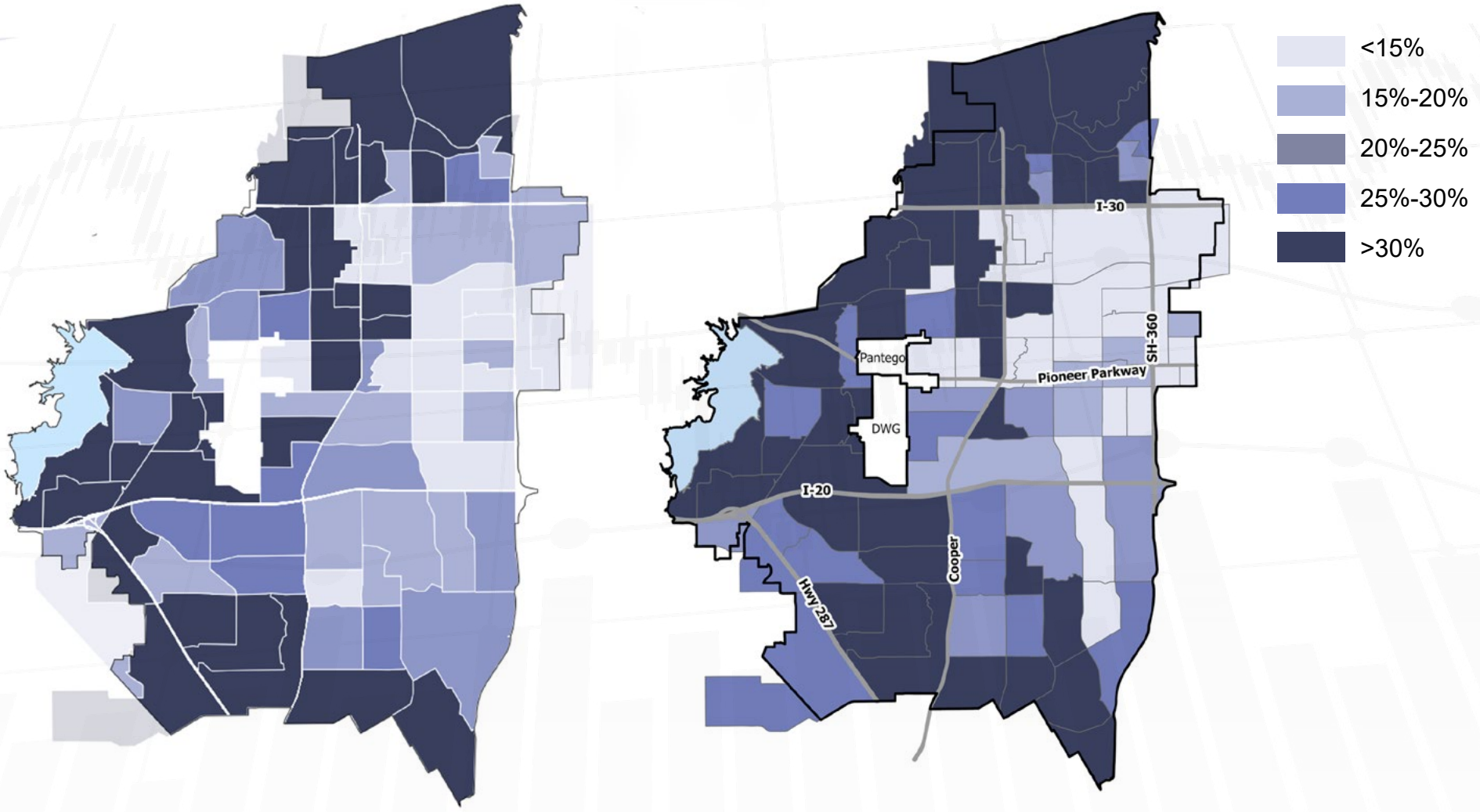
Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

Education and Workforce Training | Percentage of People of Color with a Bachelor's Degree or Higher

In 2021, Arlington saw an increase in people of color with bachelor's degrees, particularly in the southern area of the city. This could be attributed to new housing developments in those areas and young families moving into those homes.

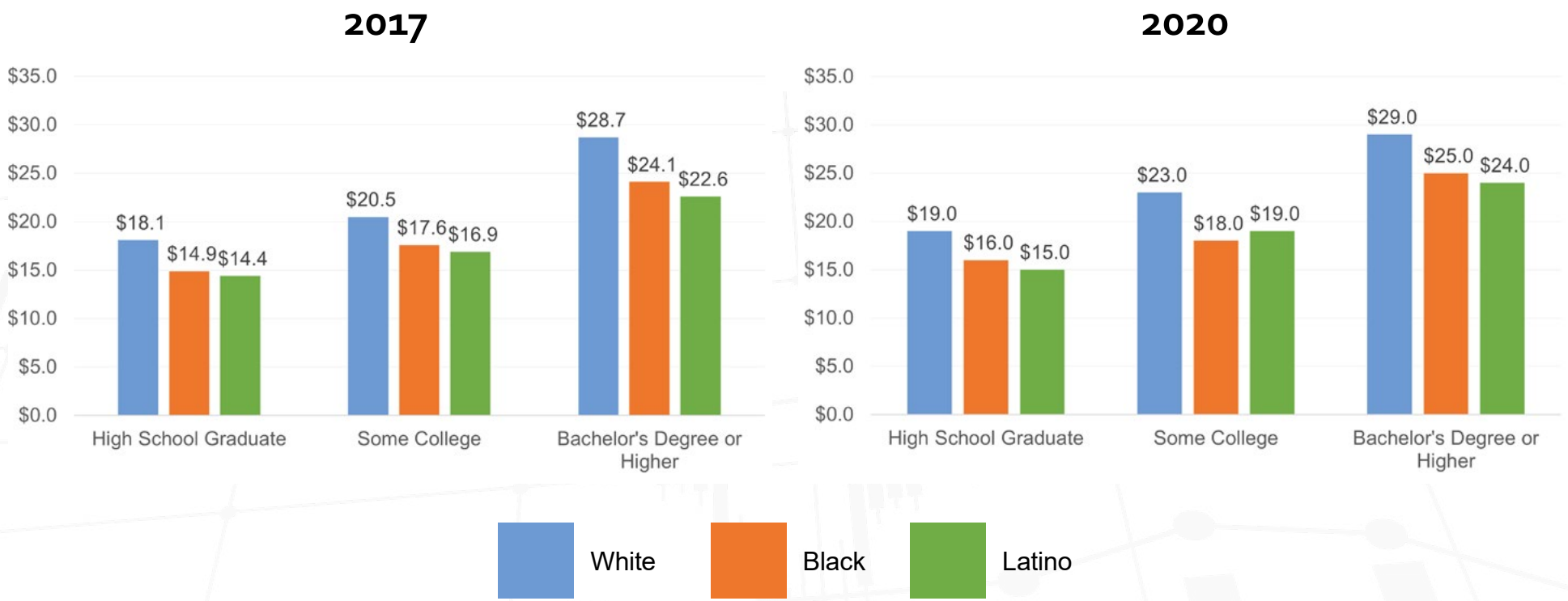
2018

2021



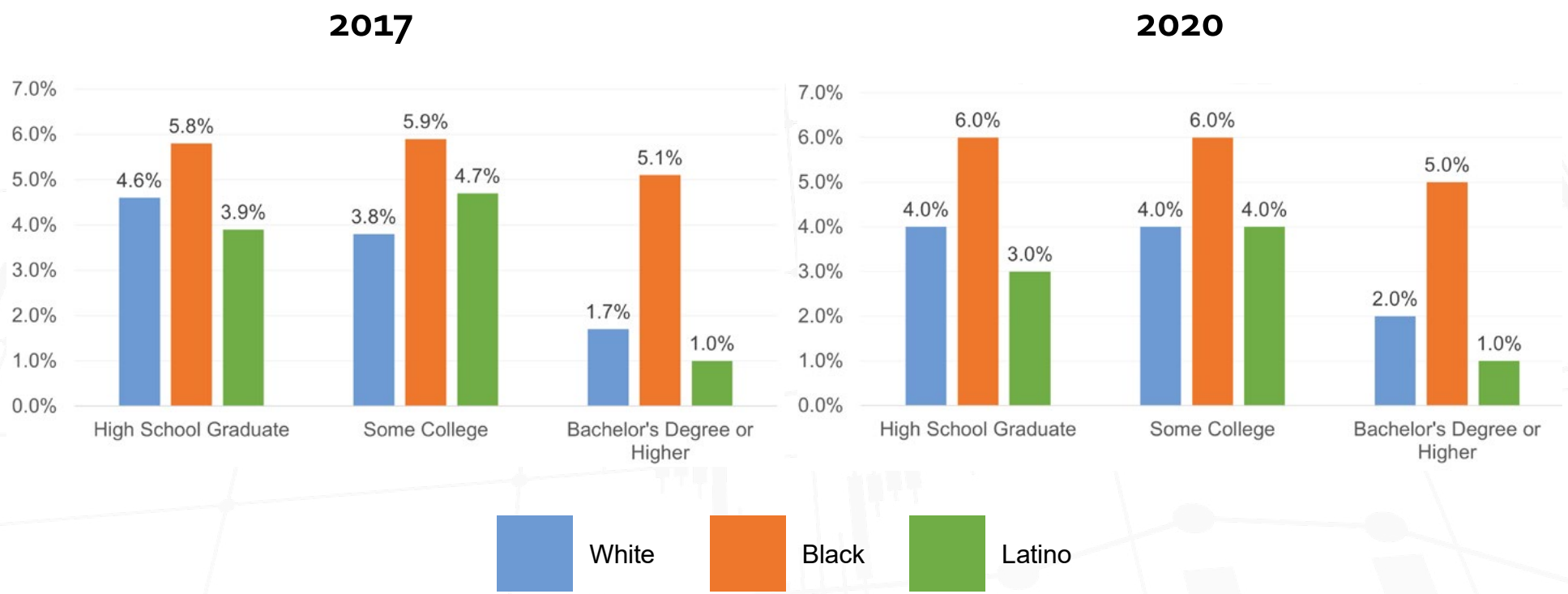
Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates; U.S. Census Bureau, 2021 ACS 5-Year Estimates

Education and Workforce Training | Median Wage by Educational Attainment by Race & Ethnicity



Source: PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017; PolicyLink/USC Equity Research Institute, National Equity Atlas, 2020

Education and Workforce Training | Unemployment Rate by Education Attainment by Race & Ethnicity



Source: PolicyLink/USC Equity Research Institute, National Equity Atlas, 2017; PolicyLink/USC Equity Research Institute, National Equity Atlas, 2020

We have a lot of older adults that are dealing with chronic diseases, high blood pressure, diabetes, things of that nature. So it's imperative that those individuals have access to healthy food.

– an Arlington resident

HEALTH & WELLNESS

Health & Wellness Recommendations | 2021 Report

Concern or Issue	Recommendation
Communities of color are disproportionately affected by gaps in physical and mental healthcare services.	**Short term** • Create dedicated City staff position of Chief Equity Officer to implement and monitor strategies targeted to erase disparity in healthcare for residents of Arlington. This position would report directly to the City Manager and work in collaboration with health care providers.
Entities serving disadvantaged residents could use additional support such as Mission Arlington, Open Arms Clinic, private and nonprofit groups, churches and health organizations.	**Medium term** • Leverage relationships with trusted providers to enable and support efforts in care delivery.
Physical and mental health disparities exist in some areas of the city especially 76010 and 76011 zip codes.	**Medium term** • Support a mobile healthcare program to provide basic primary care, mental health care and referral by exploring funding sources and convening stakeholders to implement.*
Lack of affordable transportation options inhibit ability to receive care and services.	**Medium term** • Enact a program to provide free or subsidized rates on Arlington On-Demand (formerly Via) for residents in need.

* *The City does not have direct control over this item.*

Health & Wellness Recommendations | 2021 Report

Concern or Issue	Recommendation
Information regarding health and wellness is not distributed effectively to many residents in need, especially those in poorer areas.	**Long term** • Explore and implement alternative means of disseminating information to all communities.
Lack of healthy food choices and presence of food deserts.	**Long term** • Investigate City ordinances and/or policies to promote the presence of healthier food choices in areas determined in need or identified as food deserts.
Arlington is consistently ranked low in the healthiest cities surveys.	**Long term** • Create a citywide awareness initiative involving City leadership as well as citizen leaders and organizations providing not only examples of healthy living practices, but opportunities to achieve them.*

** The City does not have direct control over this item.*

Health & Wellness Recommendations | 2023 Update

4.1.A
Create a dedicated City staff position of Chief Equity Officer to implement and monitor strategies targeted to erase disparity in healthcare for residents of Arlington. This position would report directly to the City Manager and work in collaboration with health care providers.

City Facilitator: City Manager's Office and Fire Department
Timeframe: Short term (6-12 months) **- Complete (& Ongoing)**
Partners: Tarrant County Public Health
Actions:

- Chief Equity Officer Troy Williams began work July 2022.
- The Chief Equity Officer will work with the Fire Department Public Health Nurse to track key health data.
- The Fire Department conducted a community health survey in May 2022 and shared the results with the City Council in August 2022.

4.2.A
Leverage relationships with trusted providers to enable and support efforts in care delivery.

City Facilitator: City Manager's Office
Timeframe: Medium term (1-2 years) **- In Progress**
Partners: JPS Hospital, Texas Health Resources, non-profit agencies
Actions:

- The Chief Equity Officer will convene a working group of healthcare providers and non-profit agencies that provide healthcare to explore this recommendation.
- The Chief Equity Officer has partnered with UTA, the Arlington Tomorrow Foundation and other stakeholders to assess the "State of the Non-Profit Sector."
- The Chief Equity Officer and Public Health Nurse are engaged in the Tarrant County Community Health Improvement Program to improve healthcare delivery and access.

Health & Wellness Recommendations | 2023 Update

4.3.A
Support a mobile healthcare program to provide basic primary care, mental health care and referral by exploring funding sources and convening stakeholders to implement.

City Facilitator: City Manager's Office and Fire Department
Timeframe: Medium term (1-2 years) **- In Progress**
Partners: JPS Hospital, Texas Health Resources
Actions:

- The newly hired Public Health Nurse and the Arlington Fire Department public health team are connecting with various agencies including JPS Hospital, Tarrant County Public Health, Texas Health Resources, Medical City Arlington, Mission Arlington and UTA to facilitate creative healthcare opportunities for underserved communities.

4.4.A
Enact a program to provide free or subsidized rates on Arlington On-Demand (formerly Via) for residents in need.

City Lead: Fire Department and Parks & Recreation
Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)**
Partners: Tarrant County Public Health
Actions:

- Information on the Arlington On-Demand Non-Profit Free Ride Program has been provided to all Arlington non-profits and staff continues to encourage them to offer the free rides to those in need. The Grants Management Office allocated $70,000 for use by non-profits in 2021 with CDBG COVID funds (available until 2026.) The City continues to monitor usage and program marketing.

Health & Wellness Recommendations | 2023 Update

4.5.A
Explore and implement alternative means of disseminating information to all communities.

City Facilitator: Fire Department and Parks & Recreation
Timeframe: Long term (3-5 years) **- Complete (& Ongoing)**
Partners: Tarrant County Public Health
Actions:

- The Fire Department has hired a Public Health Nurse who is aggressively pursuing community partner relationships and potential grant opportunities.
- The Public Health Nurse has begun working with the Arlington Latino Resource Coalition to address health disparities in the Latino community.
- The Public Health Nurse is chairing the Community Health Advisory Board in partnership with the YMCA and other community stakeholders.
- The City has a strong, collaborative relationship with the Black Heart Association to deliver community health education and screening for heart disease and diabetes.

4.6.A
Investigate City ordinances and or policies to promote the presence of healthier food choices in areas determined in need or identified as food deserts.

City Lead: City Manager's Office and Planning & Development Services:
Timeframe: Long term (3-5 years) **- Complete (& Ongoing)**
Actions:

- The City Council adopted an ordinance in June 2022 to preserve areas that are marketable for grocery stores with healthier food options by limiting the locations and density of dollar stores.

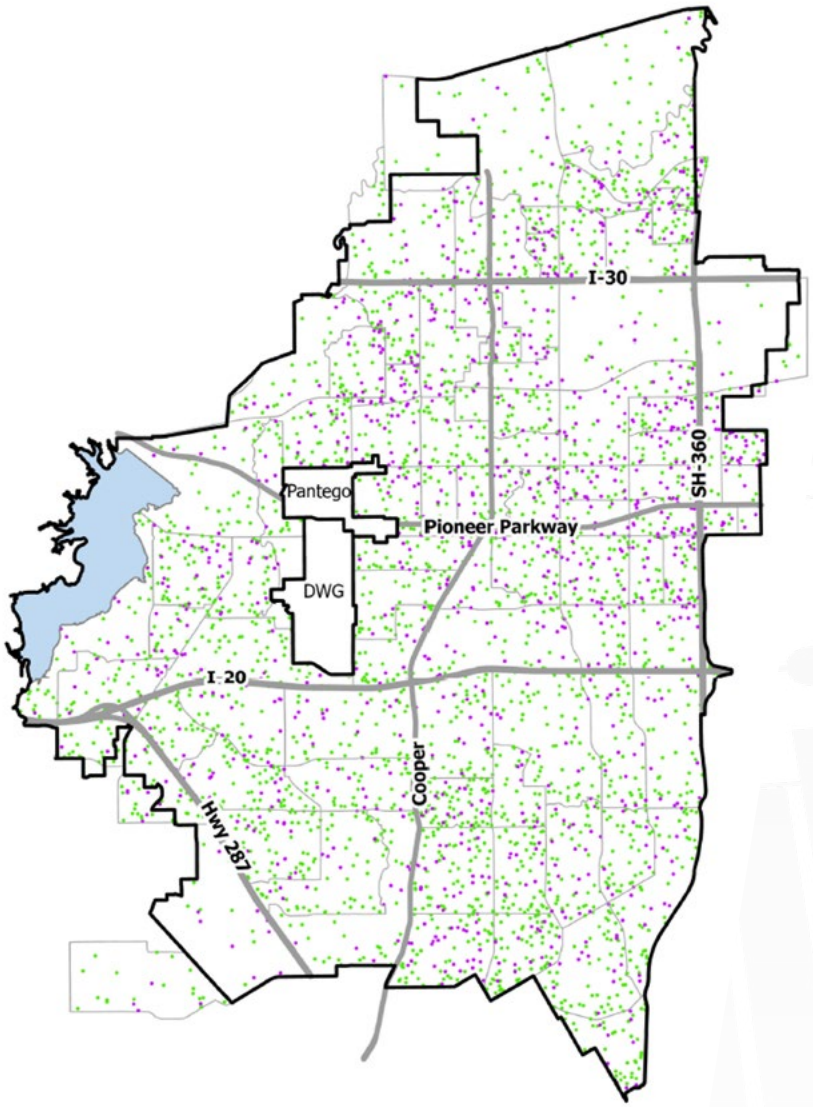
4.7.A
Create a citywide awareness initiative involving city leadership as well as citizen leaders and organizations providing not only examples of healthy living practices, but opportunities to achieve them.

City Lead: Chief Equity Officer
Timeframe: Long term (3-5 years) **- In Progress**
Actions:

- The Chief Equity Officer has begun research on possible solutions and will bring those to a City Council committee for review and action.

Health & Wellness | Types of Health Insurance

2021



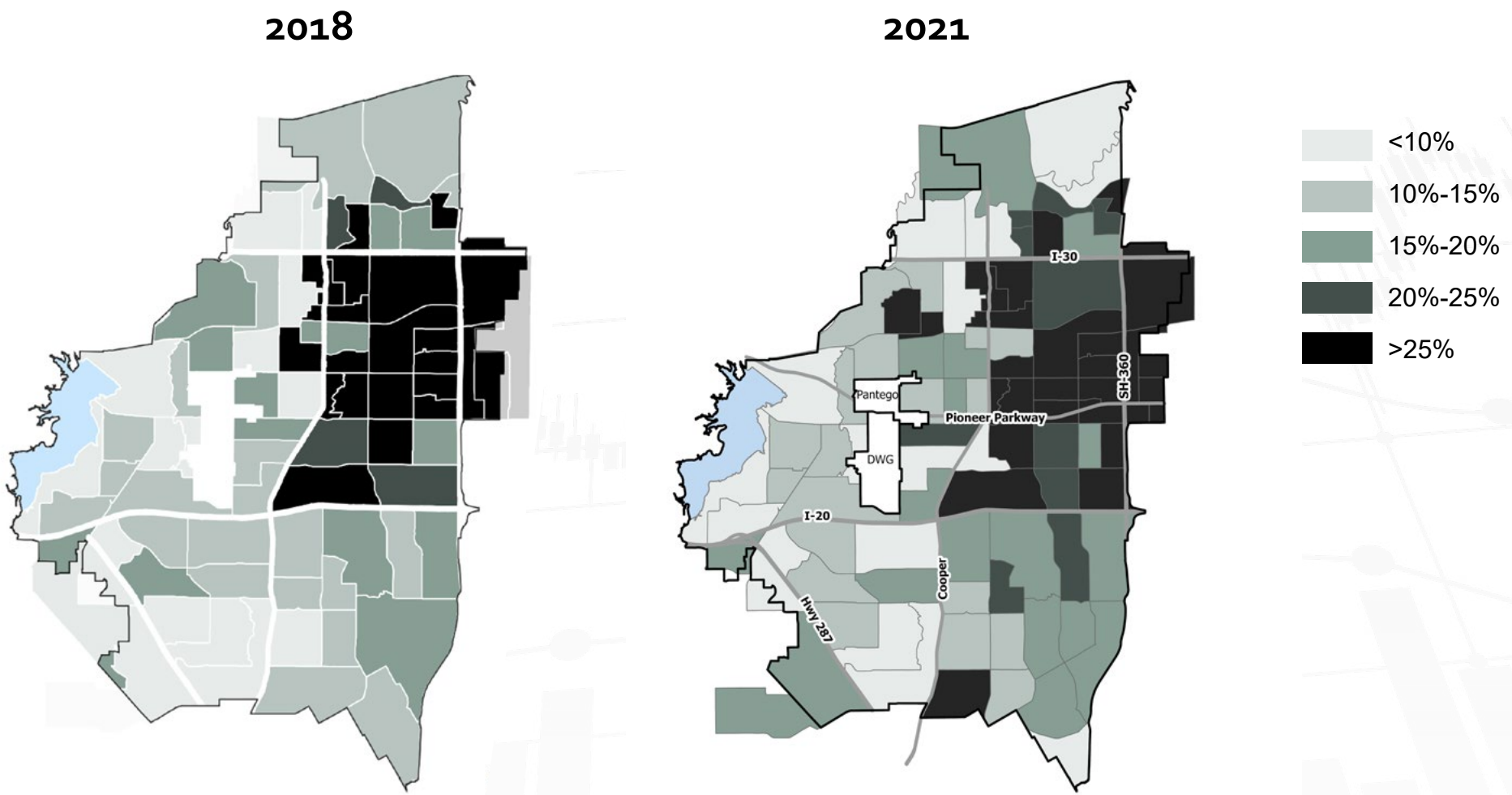
1 dot = 90 households

With Public Coverage

With Private Health Insurance

Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates

Health & Wellness | Percentage of Population Without Health Insurance



Source: U.S. Census Bureau, 2018 ACS 5-Year Estimates; U.S. Census Bureau, 2021 ACS 5-Year Estimates

The Americans with Disabilities Act—a lot of people treat it like it's the gold standard for accessibility. It is not. It is the minimal standard for access.

– an Arlington resident

ECONOMIC DISPARITIES

An individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity.

– Rev. Dr. Martin Luther King, Jr.

Economic Disparities Recommendations | 2021 Report

Concern or Issue	Recommendation
MWBE spending by the City is inadequate.	**Long term** • Implement data collection. • Create an Office of Business Diversity. • Reduce barriers of communication with MWBEs. • Find solutions to reducing barriers to MWBEs being prime contractors.
MWBE program needs to be strengthened.	**Short term** • Create an MWBE Department and develop contracting requirements and accountability for City departments and prime contractors. • Enhance Arlington's Citizen Satisfaction Survey to include a wider range of important variables such as race/ethnicity, income and education.
Commercial capital access for MWBEs needs to be increased.	**Long term** • Increase lending to minority businesses by connecting MWBEs with banks, encouraging banks to lend more to MWBEs and recruit additional lenders with a track record of lending to MWBEs.

Economic Disparities Recommendations | 2021 Report

Concern or Issue	Recommendation
More job opportunities are needed in East Arlington.	**Long term** • Establish a job resource center in the East Library and Recreation Center, staffed by at least one individual, to encourage companies to conduct job fairs in this area. • Conduct job and "Arlington Resource Sharing" Group fairs in East Arlington on an annual basis.
Need to increase affordability of transportation to get to work.	**Medium term** • Consider a pilot program that subsidizes Arlington On-Demand (formerly Via) service for persons with certain income levels.
Continued Unity Council effort needed.	**Long term** • Maintain the Unity Council, in some form, as a standing committee past delivery of February 2021 report. • Implement an independent MWBE public oversight committee chosen by the City Council.

Economic Disparities Recommendations | 2023 Update

5.1.A
Implement MWBE data collection.

5.1.B
Create an Office of Business Diversity.

5.1.C
Reduce barriers of communication with MWBEs.

5.1.D
Find solutions to reducing barriers to MWBEs being prime contractors.

City Lead: City Manager's Office, Finance Department and Economic Development
Timeframe: Long term (3-5 years)
Actions:

- The Office of Business Diversity was established in September 2022. **- Complete (& Ongoing)**
- The Office of Business Diversity has implemented a diversity software program to capture MWBE spend, monitor contract compliance, track prime and subconsultant progress and verify the certification status of the City's vendors. **- In Progress**
- The Office of Business Diversity has expanded its data reporting capacity by tracking new MWBEs doing business with the City and their location. **- Complete**
- The Office of Business Diversity facilitated a revised annual RFQ process for capital projects; delivered an RFQ pre-bid workshop that attracted a significant number of minority vendors; conducted training for RFQ team lead evaluators; hosted quarterly Lunch & Learns with the vendor community; and will establish a vendor outreach and training office at Spark Coworking Arlington. **- Complete**

5.2.A
Create an MWBE Department and develop contracting requirements and accountability for City departments and prime contractors.

City Lead: City Manager's Office, Finance Department and Economic Development
Timeframe: Long term (3-5 years) **- Complete (& Ongoing)**
Actions:

- The Office of Business Diversity has been established and is reviewing/developing policies, practices and training. Staff meets monthly with Procurement and other departments for improvement and training. Staff conducts annual outcomes meetings with a focus on operational improvement and innovations with departmental leaders.

Economic Disparities Recommendations | 2023 Update

5.3.A
Increase lending to minority businesses by connecting MWBEs with banks, encouraging banks to lend more to MWBEs and recruit additional lenders with a track record of lending to MWBEs.

City Facilitator: City Manager's Office, Finance Department and Economic Development
Timeframe: Long term (3-5 years) **- In Progress**
Partners: Arlington Chambers of Commerce
Actions:

- Staff is working with Arlington chambers of commerce and Arlington banks to explore ways to implement this recommendation locally.
- Meetings will be held with the city's major depository banks to ask for their help in achieving these goals.
- Staff has also created a resource sheet with alternative funding options such as fintech loans, which use algorithms to determine credit worthiness and are not restrained by federal banking regulations.

5.4.A
Establish a job resource center at the East Library and Recreation Center, staffed by at least one individual; encourage companies to conduct job fairs in this area.

5.4.B
Conduct job and Arlington resource sharing group fairs in east Arlington on an annual basis.

City Facilitator: Library Services
Timeframe: Long term (3-5 years)
Partner: Workforce Solutions for Tarrant County
Actions:

- Library Services continues to develop a workforce resource center that consists of a kiosk with online resources at the East Library and Recreation Center. **- Complete (& Ongoing)**
- Library Services continues to conduct and host job fairs, housing fairs and other resource events at the East Library and Recreation Center. Resume workshops are also offered in partnership with Goodwill Industries. Library Services has also partnered with UTA to provide LinkedIn workshops. Library staff also provides headshots for resume and online employment profiles. **- Complete**

Economic Disparities Recommendations | 2023 Update

5.5.A
Consider a pilot program that subsidizes Arlington On-Demand (formerly Via) service for people with certain income levels.

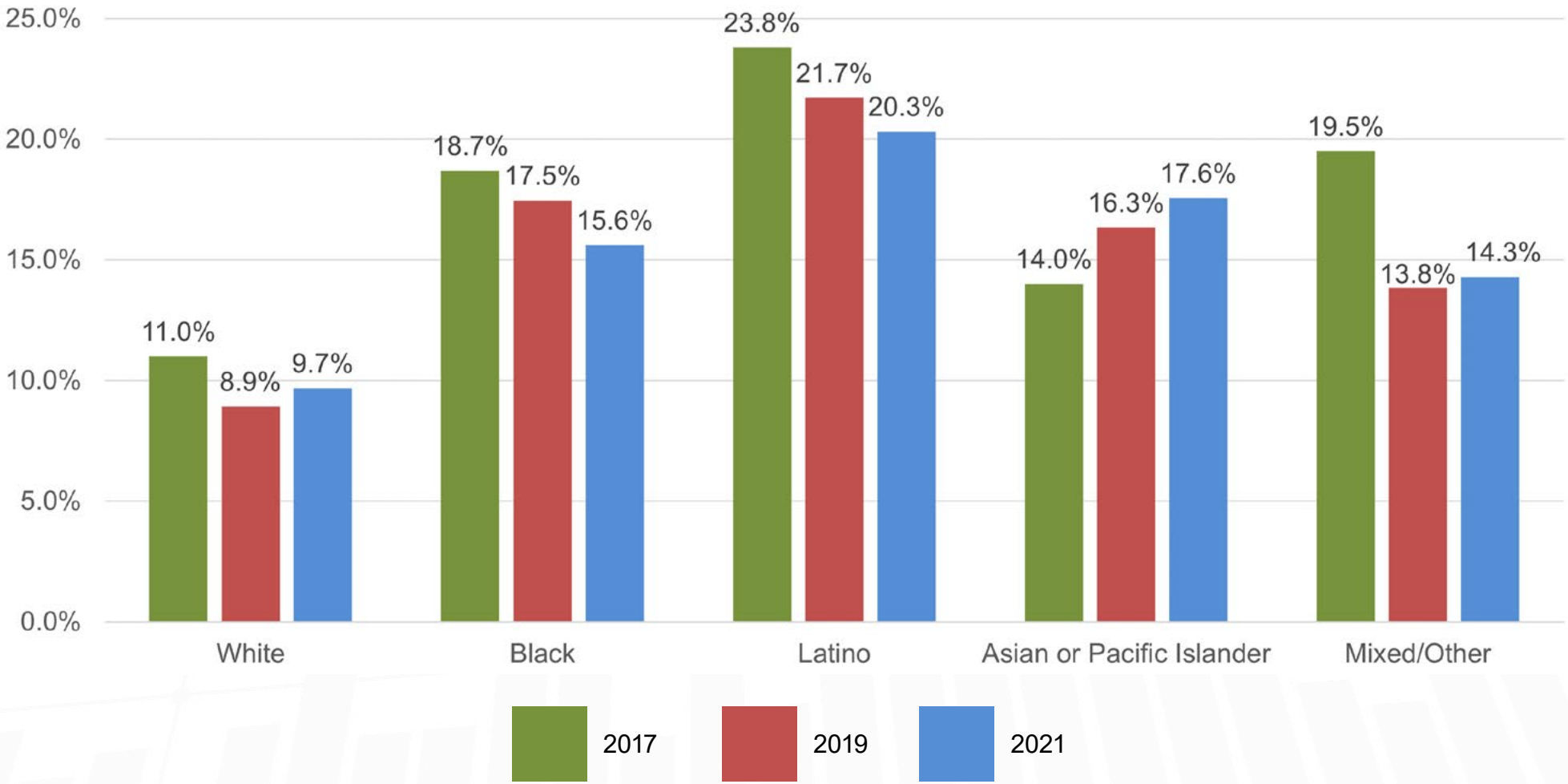
City Lead: Transportation Department
Timeframe: Medium term (1-2 years) **- Complete**
Actions:
- Information on the Arlington On-Demand Non-Profit Free Ride Program has been provided to all Arlington non-profits and staff continues to encourage them to offer free rides to those in need.

5.6.A
Maintain the Unity City Council, in some form, as a standing committee past delivery of February 2021 report.

5.6.B
Implement an independent MWBE public oversight committee chosen by City Council.

City Lead: City Manager's Office
Timeframe: Short term (6-12 months) **- Complete (& Ongoing)**
Actions:
- Unity Council members were appointed in August 2021. The first meeting was held in October 2021.
- An Annual Report was published in Summer 2023.
- MWBE public oversight is included in the duties of the permanent version of the Unity Council.
- The City reviewed a Bond Oversight Committee proposal for feasibility and determined that MWBE oversight will remain with Unity Council.

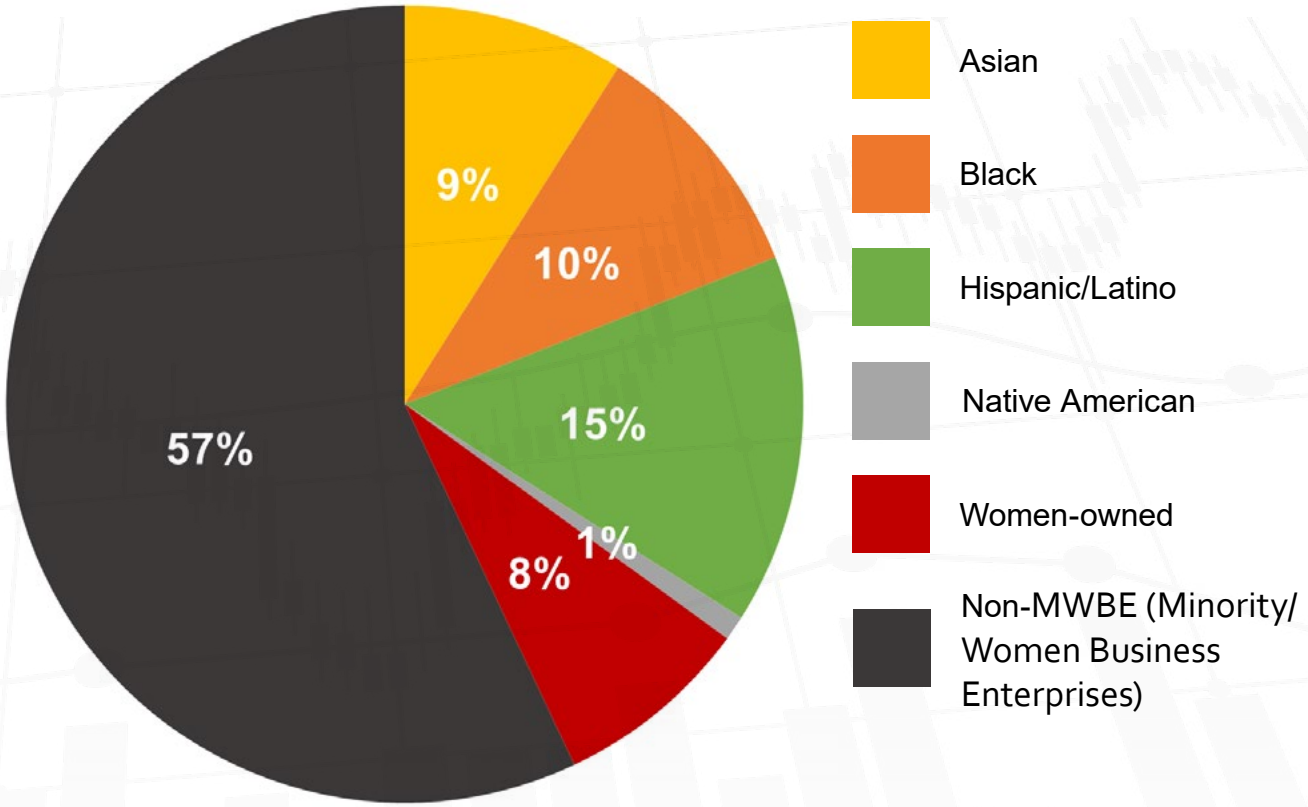
Economic | Poverty Rate by Race



Source: U.S. Census Bureau, 2017, 2019, 2021 ACS 5-Year Estimates

Economic | Prime Awarded Contract Breakdown in 2022

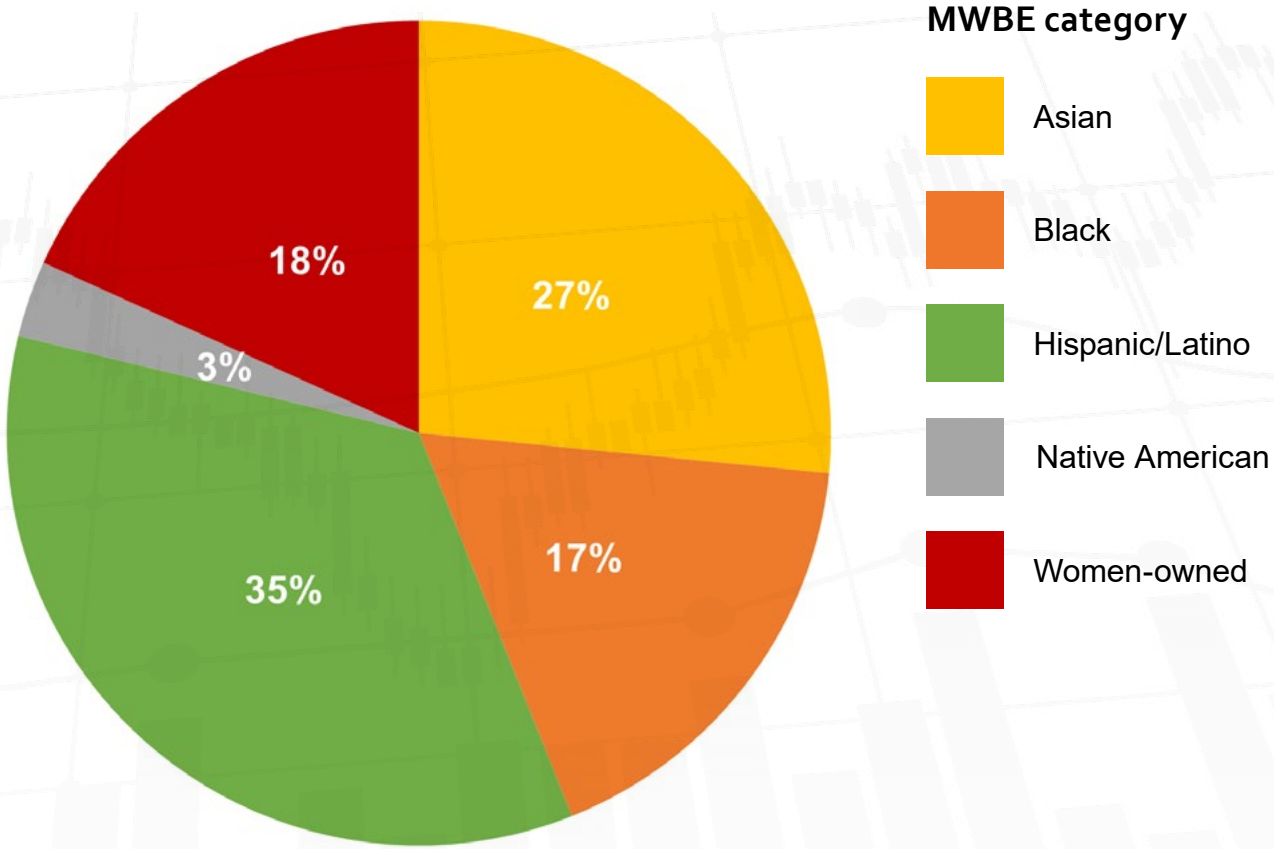
Prime Awarded Contract Breakdown in 2022: In 2021 the City established the first Office of Business Diversity to focus on engaging small, minority and women-owned businesses in the City of Arlington.



Source: Office of Business Diversity FY22

Economic | Cumulative Minority/Women Business Enterprises (MWBE) Spend Breakdown

Cumulative MWBE Spend Breakdown: In FY22, 43% of all City awarded contracts were awarded to MWBE certified businesses for a cumulative spend amount of $136.7 million to MWBE firms.



Source: Office of Business Diversity FY22

Something that would be helpful—and even more amazing to see—is queer Black and Brown businesses not only being accepted but encouraged to come to Arlington. I want our community to feel comfortable, to be out and about and proud.

– an Arlington resident

POLICING & CRIMINAL JUSTICE

Policing & Criminal Justice Recommendations | 2021 Report

Concern or Issue	Recommendation
There is a deep divide between Arlington's youth and police.	**Short term** • Expand the Police Athletic League to include sporting activities throughout the entire school year. **Medium term** • Build upon the police ride-along program to include students and young adults. **Long term** • Start a program to connect K-12 students with Arlington Police Department (APD) related to similar interests or hobbies.
Some Arlington police officers are not as well educated about or connected with the communities they patrol.	**Short term** • Pair new officers with officers of a different race and background and directly engage with communities of a different race in their districts. **Medium term** • Create a plan to encourage patrol officers to attend community events, patronize diverse restaurants, meet with different community leaders and make connections with residents. **Long term** • Create an immersion program for officers to connect to the communities they serve; suggestions include having officers live in their beat for one week and connect with HOAs and other organizations that serve the area.
Stress can put police officers' mental and emotional health at risk and therefore it may prevent them from carrying out their responsibilities as public servants and healthy citizens.	**Short term** • Revised psychological program to include racially diverse professionals; survey APD about adequacy of current program and implement indicated changes. **Medium term** • Schedule regular psychological evaluations for all officers such as an evaluation administered every 3-5 years and a mandatory evaluation after a traumatic event; consider hiring a full time APD chaplain as a part of this process.

Policing & Criminal Justice Recommendations | 2021 Report

APD Police Academy and In-Service Training should allow for more community input/interaction and include more training that focuses on police misconduct.	**Short term** • Institute a review process that includes City Manager's Office and APD leadership, qualified professionals and community members to review and evaluate high profile national incidents of police violence and misconduct to incorporate time sensitive changes in policy, training or other processes. **Medium term** • Invite concerned members of the community to review training and add a member of the Unity Council to the Police Training Advisory Board. **Long term** • Institute a bi-annual review process that includes City Manager's Office, APD leadership, qualified professionals and community members to review current trends and training resources for possible inclusion into APD training model.
An abundant amount of data that could assist in identifying racial disparities and behavioral trends of officers in policing exists, but the crime analysis unit is understaffed and unable to adequately utilize this data to enhance and/or create departmental policy that addresses these issues.	**Short term** • Increase staff dedicated to analyzing data by hiring more in-house professionals or contracting to experts. **Medium term** • Implement periodic internal and external review of analyzed data to monitor officer behavior and trends (with respect to disparities) and adjust policies accordingly. **Long term** • Translate review into layman's terms and disseminate to the public to seek feedback.

Policing & Criminal Justice Recommendations | 2023 Update

6.1.A Expand the Police Athletic League to include sporting activities throughout the entire school year.	**City Lead: Arlington Police Department (APD) and Parks & Recreation** Timeframe: Short term (6-12 months) **- Complete (& Ongoing)** **Actions:** • The Police and Parks and Recreation departments have expanded Police Athletic League programming throughout the year, including an archery program and basketball clinics.
6.1.B Build upon the police ride along program to include students and young adults.	**City Lead: Arlington Police Department** Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)** **Actions:** • Ride alongs have been offered through the Boys & Girls Club and the Koinonia Church and will be expanded in the future to high schools and Youth Explorers.
6.1.C Start a program to connect K-12 students with APD related to similar interests or hobbies.	**City Lead: APD, Library Services and Parks & Recreation** Timeframe: Long term (3-5 years) **- Complete (& Ongoing)** **Actions:** • APD plans to partner with the Boys and Girls Club to engage with and build relationships between kids of all ages and police officers. • The second year-round Police Athletic League (PAL) event took place in October 2022 at Chicken N Pickle. It was a very successful day with 26 kids and 9 advisors in attendance. • PAL event was in December 2022 at the AISD Career Tech Center (CTC.) CTC chefs provided pre-made gingerbread houses that the children decorated for the holidays.
6.2.A Pair new officers with officers of a different race and background and directly engage with communities of a different race in their districts.	**City Lead: Arlington Police Department** Timeframe: Short term (6-12 months) **- Complete (& Ongoing)** **Actions:** • APD strives to recruit diverse officers to serve in field training roles. • Cultural diversity and relational policing priorities will be developed in new officers by including several focused activities in the Police Academy, including panel discussions with the NAACP and LULAC about policing in communities of color.

Policing & Criminal Justice Recommendations | 2023 Update

6.2.B Create a plan to encourage patrol officers to attend community events, patronize diverse restaurants, meet with different community leaders and make connections with residents.	**City Lead: Arlington Police Department (APD)** Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)** **Actions:** • APD has reemphasized the Community Service Award Bar, added "community contact mark out" as a tracked activity and emphasized visits to community events, restaurants and businesses as a part of field training. • The department also provides a weekly list of community events each Monday to broaden officer awareness.
6.2.C Create an immersion program for officers to connect to the communities they serve. Suggestions include having officers live in their beat for one week and connect with HOAs and other organizations that serve the area.	**City Lead: APD** Timeframe: Long term (3-5 years) **- Complete (& Ongoing)** **Actions:** • The Neighborhood Portfolio Exercise traditionally completed in Field Training was officially moved to occur after field training when the recruit is assigned a beat. This will serve to engage the recruit in an exercise that occurs in the community they are serving. The exercise requires the recruit to learn several aspects of the beat they are assigned to. Class 59 was the first class where this new process was implemented.
6.3.A Revised psychological program to include racially diverse professionals, survey APD about adequacy of current program and implement indicated changes.	**City Facilitator: APD and Human Resources** Timeframe: Short term (6-12 months) - **In Progress** **Actions:** • A full-time Police Chaplain who is also trained in mental health work has been hired. • The Chaplain spends a full shift with every patrol officer in a ride out and conducts meaningful visits with other APD sworn employees. Following feedback from the Chaplain at the end of his rotation through the force, the addition of more formal mental health checks will be considered.

6.3.B
Schedule regular psychological evaluations for all officers such as an evaluation administered every 3-5 years and a mandatory evaluation after a traumatic event. Consider hiring a full time APD Chaplain as a part of this process.

City Facilitator: Arlington Police Department and Human Resources
Timeframe: Medium term (1-2 years) - **In Progress**
Actions:

- A full-time Police Chaplain who is also trained in mental health work has been hired.
- The Chaplain spends a full shift with every patrol officer in a ride out and conducts meaningful visits with other APD sworn employees. Following feedback from the Chaplain at the end of his rotation through the force, the addition of more formal mental health checks will be considered.

6.4.A
Institute a review process that includes City Manager's Office and APD leadership, qualified professionals and community members to review and evaluate high profile national incidents of police violence and misconduct to incorporate time sensitive changes in policy, training or other processes.

City Facilitator: City Manager's Office and Arlington Police Department
Timeframe: Short term (6-12 months) **- Complete (& Ongoing)**
Actions:
Beginning with Class 61, officers participated in talks with community groups. NAACP, LULAC, Bridging the Gap and LGBT Health Arlington participated.
In January 2023, the academy hosted a community forum and invited:

- NAACP
- Bridging the Gap
- LULAC
- Disability Studies at UTA
- LGBT Health Arlington
- DFW Islamic Educational Center
- Support Shalom
- Tarrant County Asian American Chamber of Commerce
- Junior League

The discussion focused on ways APD can better involve community, from the perspective of each group.

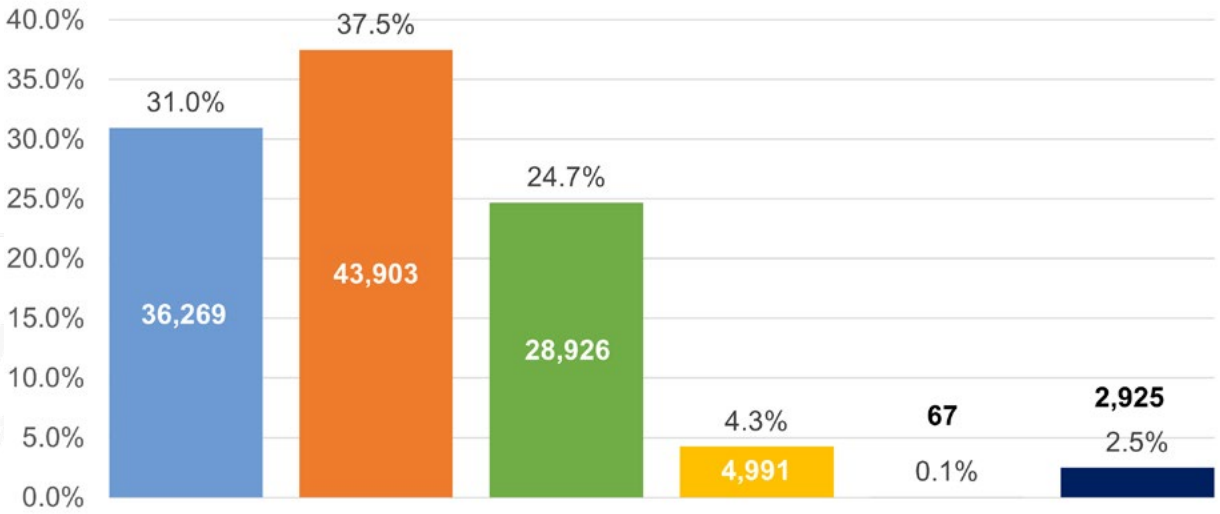
Policing & Criminal Justice Recommendations | 2023 Update

6.4.B Invite concerned members of the community to review training and add a member of the Unity Council to the Police Training Advisory Board.	**City Facilitator: City Manager's Office and Arlington Police Department** Timeframe: Medium term (1-2 years) **- Complete (& Ongoing)** **Actions:** • A Unity Council member currently serves on the Police Training Advisory Board.
6.4.C Institute a biannual review process that includes City Manager's Office, Police Department leadership, qualified professionals and community members to review current trends, training resources for possible inclusion into the Police Department training model.	**City Facilitator: City Manager's Office and Arlington Police Department** Timeframe: Long term (3-5 years) **- Complete (& Ongoing)** **Actions:** • APD will review training twice annually with the Public Safety Assessment Council to discuss training trends and available resources.
6.5.A Increase staff dedicated to analyzing data by hiring more in-house professionals or contracting to experts.	**City Facilitator: City Manager's Office and Arlington Police Department** Timeframe: Short term **- Complete (& Ongoing)** **Actions:** • APD began a pilot program called NET (NIBIN Engagement Team,) which focuses on ballistics evaluations to reduce gun violence. • APD is also evaluating the impact certain technology, such as license plate readers, has on specific geographic communities to determine if there is a disparate impact on them.

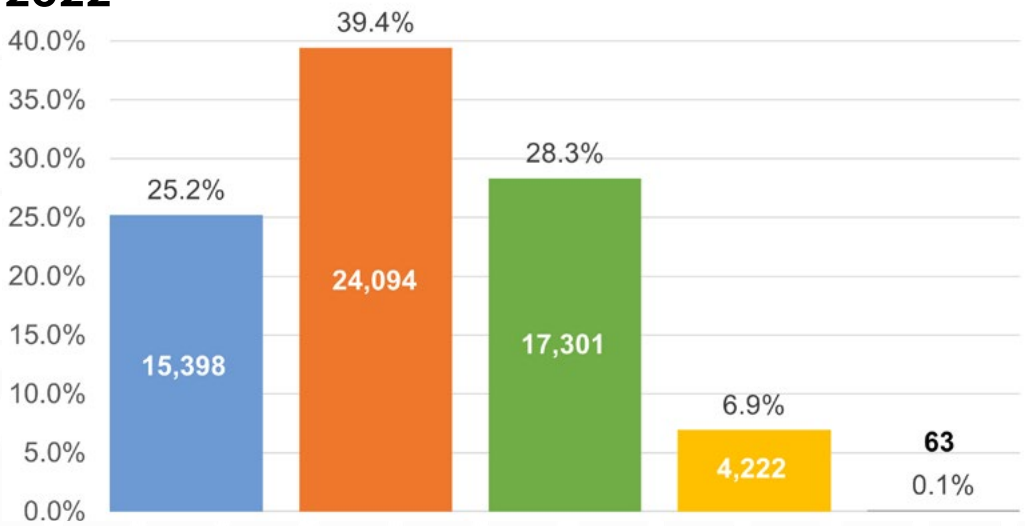
6.5.B Implement periodic internal and external review of analyzed data to monitor officer behavior and trends (with respect to disparities) and adjust policies accordingly.	**City Facilitator: City Manager's Office and Arlington Police Department** Timeframe: Medium term **- In Progress** **Actions:** • APD currently produces diversity information in the department's annual report. The department will start breaking down this information by units and divisions for more meaningful analysis.
6.5.C Translate review into layman's terms and disseminate to the public to seek feedback.	**City Facilitator: City Manager's Office and Arlington Police Department** Timeframe: Long term **- Complete (& Ongoing)** **Actions:** • The 2022 Police Annual Report incorporated this recommendation. It was presented to City Council and provided to the community through social media posts and community meetings.

Policing & Criminal Justice | All Motor Vehicle Contacts

2019



2022



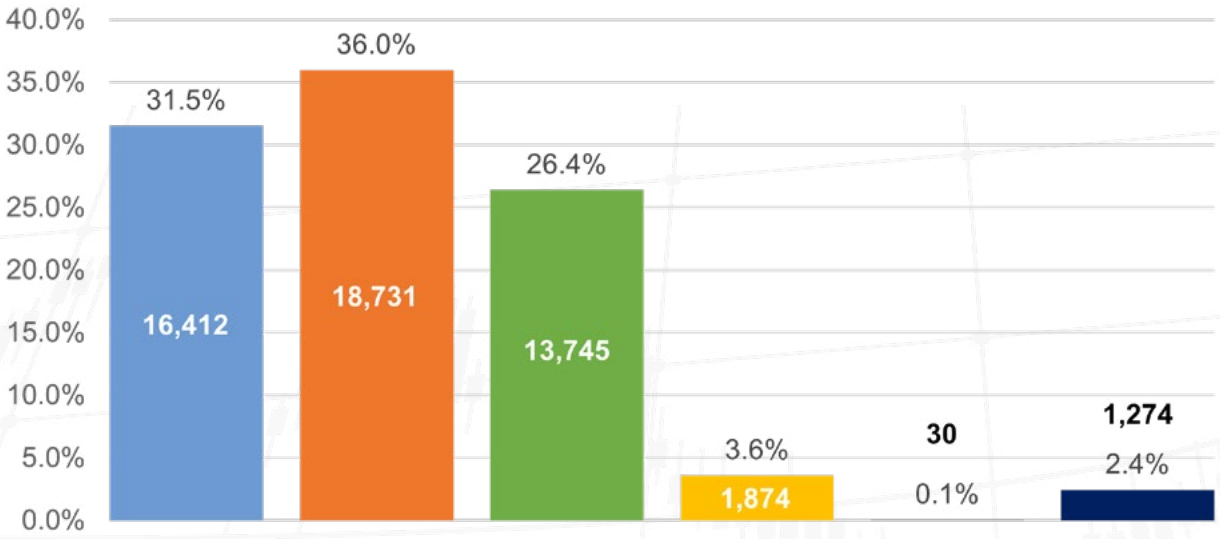
White
Black
Hispanic/Latino
Asian or Pacific Islander
Alaska Native or American
Middle Eastern*

*In 2017 the Texas Legislators passed HB 3051 which removed the Middle Eastern data requirement

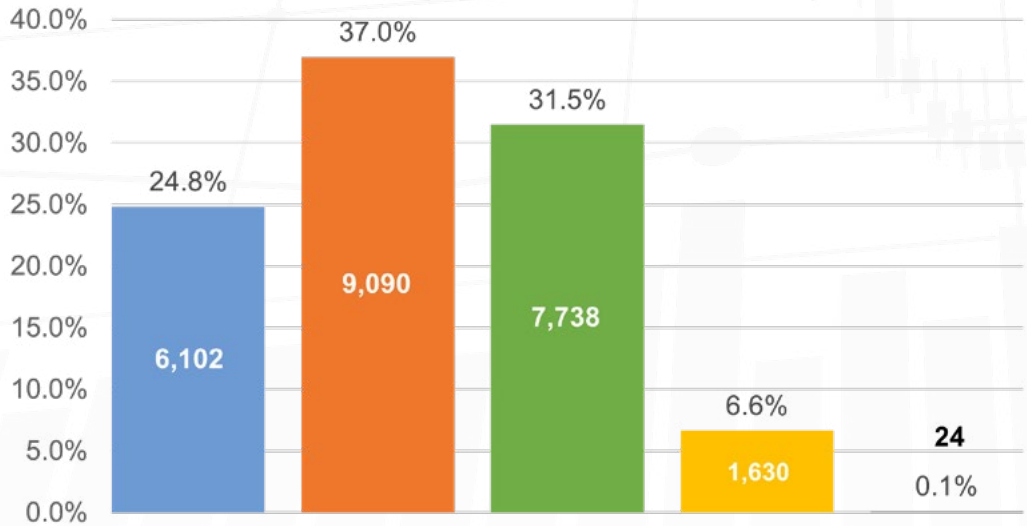
Source: 2019 Annual Racial Profiling Report, Arlington Police Department; 2022 Annual Racial Profiling Report, Arlington Police Department

Policing & Criminal Justice | Ticket or Citation

2019



2022



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Alaska Native or American
Middle Eastern*

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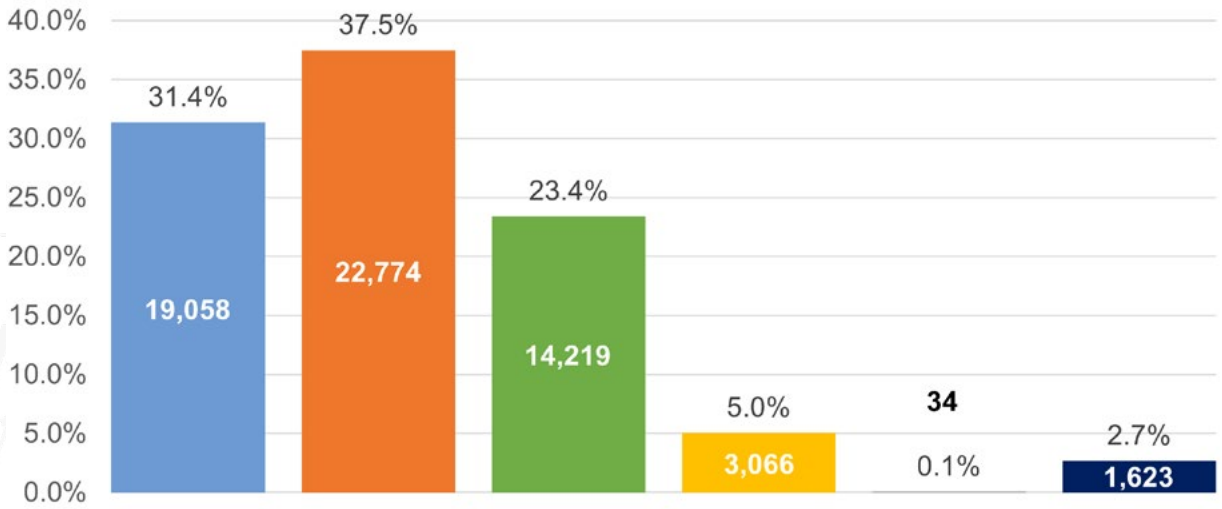
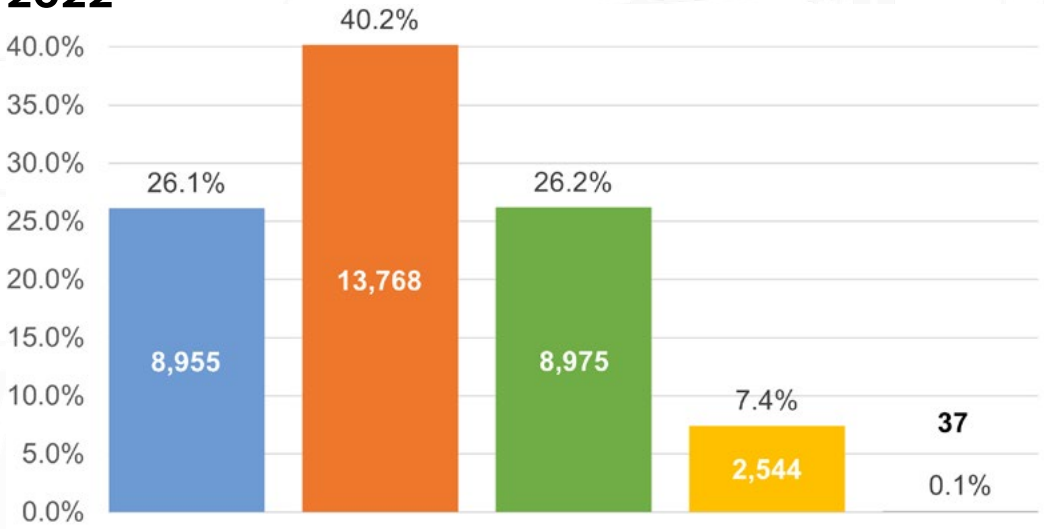
Source: 2019 Annual Racial Profiling Report, Arlington Police Department; 2022 Annual Racial Profiling Report, Arlington Police Department

Policing & Criminal Justice | Verbal Warnings

2019



2022



White

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Hispanic/Latino

Asian or Pacific Islander

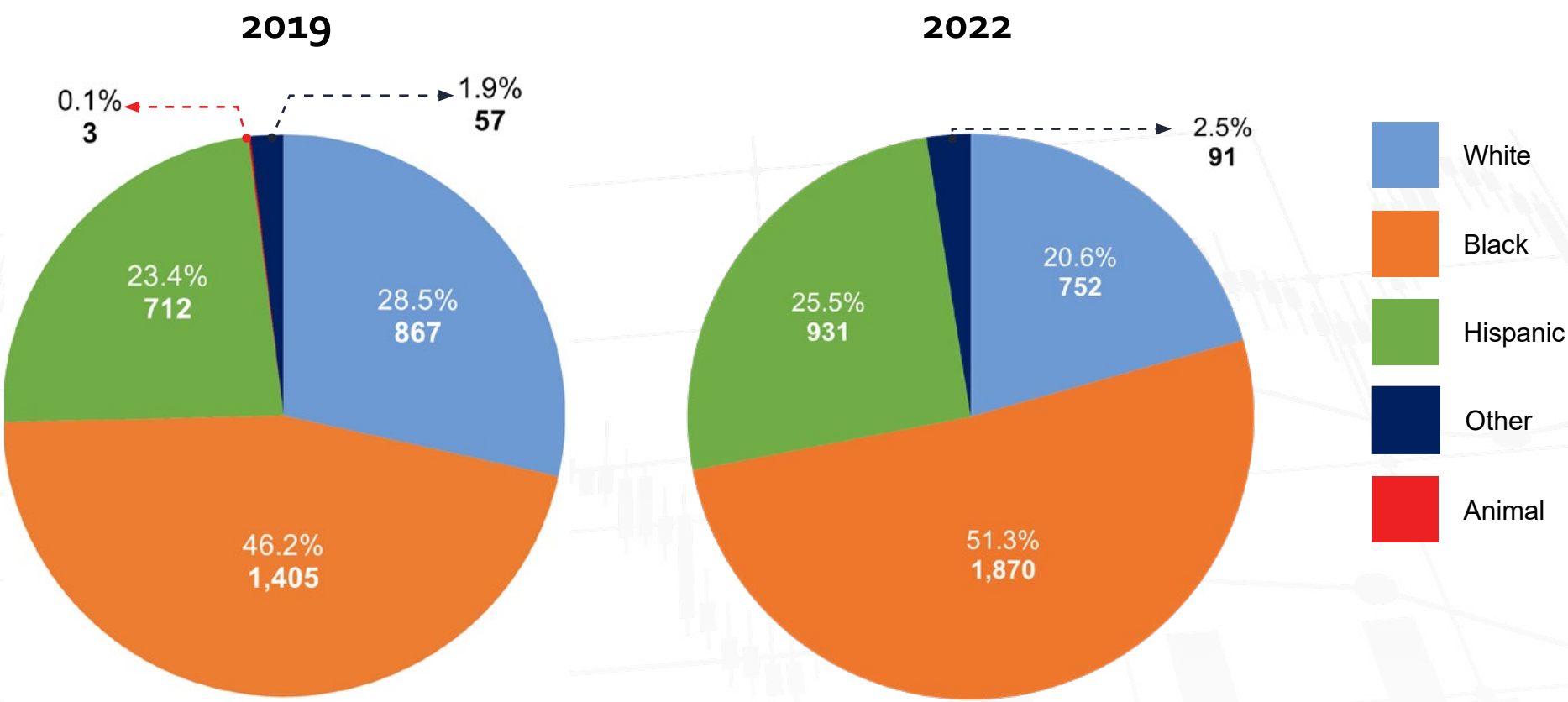
Alaska Native or American

Middle Eastern*

*In 2017 the Texas Legislators passed HB 3051 which removed the Middle Eastern data requirement

Source: 2019 Annual Racial Profiling Report, Arlington Police Department; 2022 Annual Racial Profiling Report, Arlington Police Department

Policing & Criminal Justice | Percentage of Total Force Used



Source: 2019 Use of Force Assessment, Police Department Force and Tactics Assessment Unit; 2022 Use of Force Assessment, Police Department Force and Tactics Assessment Unit

Policing & Criminal Justice | Use of Force

Police officers use force with individuals when compliance does not occur after lawful orders are given in order to protect individuals on the scenes involving police response.

> **The Arlington Police Department (APD) reports five (5) levels of force which ranges from guiding a person by touching them with an empty hand to discharging a firearm. With no national standard on collecting and reporting police use of force, many police departments report areas differently, making cross departmental comparisons challenging. APD has historically recorded and reported a broader range of force application than other agencies.**

For example, many departments do not capture the drawing or pointing of a Conducted Energy Weapon (i.e. taser) or Firearm, while APD has historically reported those instances. Other police departments typically vary in the types of force used. One common national platform on reporting UOF is the FBI National Use of Force Data Collection. Since 2015, the FBI has been collecting national-level statistics on use of force. Participation is voluntary and APD supports this initiative through our regular reporting. Reportable incidents to the FBI must result in the death or serious bodily injury of a person, or the discharge of a firearm by a law enforcement officer at or in the direction of a person. This context must be kept in mind in reviewing the total incidents of use of force by APD. The number of incidents translates to 4.6 Use of Force Incidents for every 1,000 Calls for Service. This equates to less than 0.5% of Calls for Service where force was used. This means that in about 99.5% of all calls, no force was applied. Many of the original Unity Council recommendations focused on initiatives that would build trust between APD and Arlington's minority communities.

> **The department has engaged in several initiatives focused on this goal such as Cooking with Cops, a community cookout with Arlington Police and residents and Game Up 5.0, an opportunity for Arlington Police and youth to connect with each other.**

When evaluating Use of Force (UOF) data from 2019 to 2022, the below findings were noted:

- The total number of UOF incidents decreased by 11.2% (1,131 to 1,004)
- The total number of UOF occurrences increased by 20% (3,044 to 3,655)
- The number of subjects against whom force was used decreased by 13.9% (1,636 to 1,408)
- A 26.2% decrease from 2019 in Calls for Service, including dispatched, self-initiated activity and traffic stops.

The increase in UOF occurrences can be attributed to the following:

- Increased response to violent offenses. In evaluating the top 10 dispatched calls for service in 2022 wherein force was applied, Domestic Assaults and Aggravated Assaults comprise 44% of the top 10 calls for service. This is significant in that APD officers are responding to calls which are violent in nature.
- We also evaluated results of Crimes Against Society, which is a measure of officer's self-initiated activity. When we look at those cases of Crimes Against Society, 79% of them involved drug and narcotic offenses, while 15% involved weapon law violations.
- Increase focus on de-escalation tactics involving time, distance, and additional officers can be attributed to the increase in the number of occurrences. Additionally, the nature of offenses being dispatched often requires a multiple officer response, both leading to an increase in occurrences when voluntary compliance is not obtained, and force application is warranted.

For clarity, a UOF incident is defined by a singular police incident which involved a force application. A UOF occurrence is defined by a total number of force applications applied in an incident.

For example, a UOF incident involving one officer applying one level of force on one subject is classified as one incident with one occurrence. In contrast, a UOF incident involving two officers applying one level of force on one subject is classified as one incident with two occurrences. Some changes of note include an overall decrease in the use of CEW (taser) and an overall increase in the use of empty hand control (laying a hand on an individual to encourage compliance with a lawful order.) resulting from a policy change to elevate the CEW (i.e. taser) on the Use of Force Continuum.

> **APD continues to work to build trust with Arlington's minority communities to encourage voluntary compliance with police officer orders. Building this trust increases the safety of both police officers and members of the public.**

Policing & Criminal Justice | Use of Force by Race

2019 vs. 2022

Type of Force Used	White 2019	White 2022	Black 2019	Black 2022	Hispanic 2019	Hispanic 2022	Other 2019	Other 2022	Animal 2019	Animal 2022	Total 2019	Total 2022
Firearm Drawn	227	166	333	319	140	189	30	22	0	0	730	696
Firearm Pointed	345	264	589	895	373	436	16	45	0	0	1323	1640
Firearm Discharged	0	0	1	0	0	2	2	0	3	1	6	3
CEW Deployment	20	35	37	69	19	45	0	2	0	0	76	151
Impact Weapon	0	0	0	0	0	0	0	0	0	0	0	0
Handcuffed without Arrest	89	38	156	95	70	67	3	9	0	0	318	209
OC Spray	13	8	23	22	8	12	0	0	0	0	44	42
Empty Hand Control	164	232	256	452	101	175	6	13	0	0	527	872
Vascular Neck Restraint (VNR)	0	0	0	0	0	0	0	0	0	0	0	0
Restraint Chair	1	6	2	11	0	3	0	0	0	0	3	20
Apprehension K9 without Bite	8	3	8	7	0	2	0	0	0	0	16	12
Apprehension K9 with Bite	0	0	0	0	1	0	0	0	0	0	1	0
Total	867	752	1405	1870	712	931	57	91	3	1	3044	3645
Percentage	28.5%	20.6%	46.2%	51.3%	23.4%	25.5%	1.9%	2.5%	0.1%	0.0%	100.0%	100.0%

Source: 2019 Use of Force Assessment, Police Department Force and Tactics Assessment Unit; 2022 Use of Force Assessment, Police Department Force and Tactics Assessment Unit

NEW CHARGE & RECOMMENDATIONS

General Recommendations

Recommendation No.1

Concern or Issue	Short-Term Recommendation
Younger residents are less engaged in cultural events or programming than older residents.	The City must enhance its communication and engagement strategy to reach a wider audience of younger residents. • Partner with various community organizations. • Engage school-connected youth, via AISD and MISD student leadership programs.

Recommendation No.2

Concern or Issue	Medium-Term Recommendation
City of Arlington employees do not regularly attend diversity trainings across a wide-range of topical areas that are relevant to residents.	City employees should be required to attend annual diversity-related trainings that reflect the City Council's "Build Unity" priority.

I really would like to see more people with disabilities applying to boards and commissions because the powers that be are not going to know what we need unless we tell them, because they haven't sat where we sit.

– an Arlington resident

Disabled Community

The City of Arlington recognizes that people with disabilities are valuable members of our community and should be afforded the same respect and access to opportunity as all Arlington residents. Additionally, the City recognizes that the disabled community is not a monolith.

> **Our disabled residents embody a rich diversity across a broad spectrum of physical, intellectual, developmental, sensory and other impairments.**

Our subcommittee met its charge to improve the quality of life for our disabled residents by designing a series of recommendations that address the needs and concerns expressed by members of the disabled community and their allies.

> **The subcommittee learned about the specific needs of the disabled community by meeting with subject-matter experts, interviewing members of the disabled community and reviewing City policies and practices.**

> [Disabled residents] are suffering isolation. ***So, I am driving to build an intentional community in Arlington. Arlington could be the model for our country.***
>
> *– an Arlington resident*

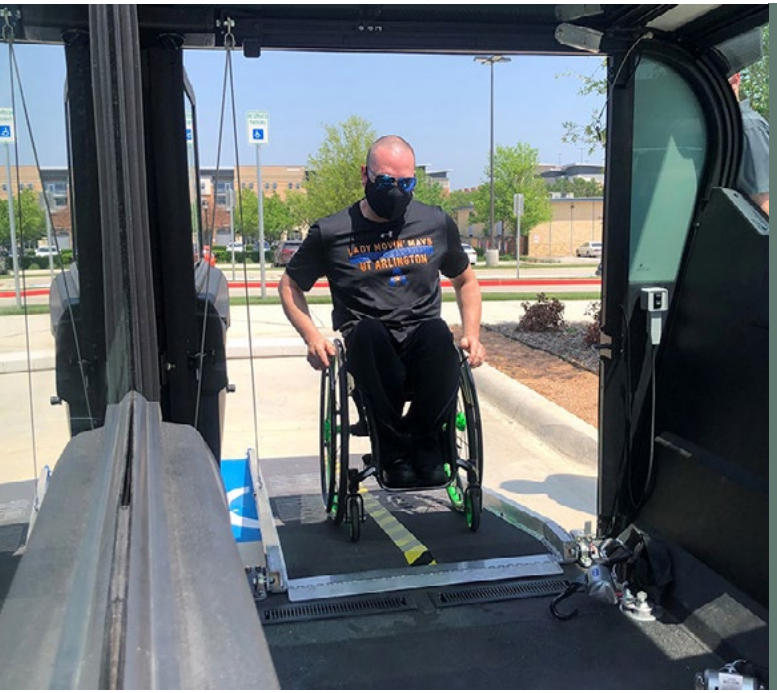
As a result of these efforts, the subcommittee's recommendations focus on addressing issues of accessibility to public facilities, websites, communication platforms and other City applications. The recommendations also support the City's impending efforts to update its current ADA Transition Plan. Arlington will continue advancing policies and practices to maximize the quality of life for our disabled residents. As "The American Dream City," we are fully committed to ensuring equitable outcomes and a sense of belonging for all our citizens and stakeholders.

Disabled Community Subcommittee

Disabled Community

The disabled community in Arlington does not have confidence in Arlington On-Demand, our City's public transportation service.

– an Arlington resident



I think that transportation is probably one of our biggest issues. It's almost unnavigable for any of our [disabled] population. It's also difficult for seniors to navigate.

– an Arlington resident

Disabled Community | General Recommendations

Recommendation No.1

Concern or Issue	Long-Term Recommendation
The City of Arlington has not updated its Americans with Disabilities Act (ADA) Transition Plan in more than a decade. It should be updated to reflect current guidelines.	The City should update its ADA Transition Plan to identify obstacles that limit access to City of Arlington facilities, programs, services and activities for individuals with disabilities and describe methods to be used to make facilities accessible.

Recommendation No.2

Concern or Issue	Short-Term Recommendation
Residents experience a range of disabilities, physical and mental. However, physical disabilities seem to receive more attention than mental.	The City must raise the level of awareness of resources available to residents who are neurodivergent or have diagnosed mental illnesses.

People with disabilities need more partners that will hire us and businesses that will at least give us a chance. If young folks are exposed to us at an early age, they will become accustomed to seeing us.
We need to be intentional.

– an Arlington resident

Be sure that you involve people with disabilities in your planning. And by that, I mean ask us what we think. We know how we can move in the event of an emergency probably better than you might know. So do have us look at your plans and talk to us as residents.

– an Arlington resident

Disabled Community | General Recommendations

Recommendation No.3

Concern or Issue	Short-Term Recommendation
City websites, applications and other forms of communication should continue to be accessible to people with disabilities.	Review City websites, applications, social media, etc. to ensure they are accessible and establish clear standards that are compatible with emerging technology. • Ensure that non-digital communications (such as Braille, sign language, etc.) remain robust.

Recommendation No.4

Concern or Issue	Short-Term Recommendation
The City needs more dedicated space and equipment in recreation centers and parks to accommodate individuals with different needs and abilities.	The Parks and Recreation Department should consistently evaluate amenities within parks and recreation centers to accommodate individuals with different needs and abilities, including when developing new parks and renovating existing parks.

Senior Citizens

The Unity Council Subcommittee on Seniors focused to understanding the needs and concerns of Arlington residents and stakeholders over the age of 65 years. The Unity Council and its subcommittee membership pursued several different approaches to garnering information from this community which included facilitating a listening session during the Arlington Aging Well Expo and other community events; receiving a subject matter expert presentation from the Tarrant County Area Agency on Aging; one-on-one interviews with members of the senior community; and engagements at other community-based events.

The subcommittee utilized the information it gathered to develop a series of recommendations that speak to concerns in recreational and social programming for seniors; senior-centric transportation services; and volunteerism as a deterrent to social isolation.

With respect to recreational and social programming, many of Arlington's seniors expressed that some of the programs the City offers are not designed from their perspective.

> ***Transportation is a major barrier for older adults, for all of those who don't drive or can't operate their own vehicle.*** Arlington On-Demand is a step in the right direction, but I would encourage the City to continue to explore and provide additional transportation services.
>
> *– an Arlington resident*

As a result, the subcommittee is proposing a short-term recommendation to have the City work with senior residents to gain additional insight on the population's needs and interests, particularly In the context of ACTIV, the City's new Active Adult Center.

Senior Citizens

With respect to senior-centric transportation, much of the population expressed that they are unaware of transportation services that effectively meet the needs of their population. This issue is of critical importance because many of the seniors in our community are without personal transportation or lack the capacity to transport themselves to necessary appointments and other errands.

> **The subcommittee recommends increasing awareness of transportation options for seniors – particularly as it relates to Arlington On-Demand. More specifically, the subcommittee recommends that the City consider providing water bill inserts and other printed material, advertising transportation services to households with senior residents. The City should conduct this targeted outreach in addition to its traditional web-based advertising for transportation resources.**

Third, the subcommittee examined the issue of social isolation within the city's senior community. Since the COVID-19 pandemic, the city's senior population has experienced lower volunteer engagement rates. Prior to COVID, the city's senior population was one the largest and most active volunteer demographics. In today's post-COVID environment, the volunteer rates among the city's senior community have waned significantly.

> **The subcommittee recommends the City create a comprehensive plan to reengage and reactivate seniors around the City's volunteer programs.**

This recommendation can positively impact seniors by increasing their social interactions throughout the city, while giving them the opportunity to engage in activities to improve self-esteem and build friendships. The implementation of these proposed actions will assist in combating feelings of abandonment and social isolation among our senior residents.

Senior Citizens Subcommittee

Senior Citizens | General Recommendations

Recommendation No.1

Concern or Issue	Short-Term Recommendation
City programs for seniors should be designed with their perspective in mind.	The Parks and Recreation Department should engage senior residents to gain their insights and ensure programming across the parks system, including ACTIV (the City's new Active Adult Center which will open in winter 2024) meets their goals.

Recommendation No.2

Concern or Issue	Short-Term Recommendation
Post-pandemic, the City's senior population has seen lower volunteer rates.	The City should create an outreach plan to a wide range of seniors specifically to encourage them to rejoin the City's volunteer program so they can increase their social interactions and have an opportunity to engage in self-esteem building activities and build friendships.

Recommendation No.3

Concern or Issue	Short-Term Recommendation
There is a lack of awareness of public transportation options for senior citizens.	Inform seniors of options available to them for movement within the city. • Advertise Arlington On-Demand to seniors in ways beyond the internet, such as water bill inserts.

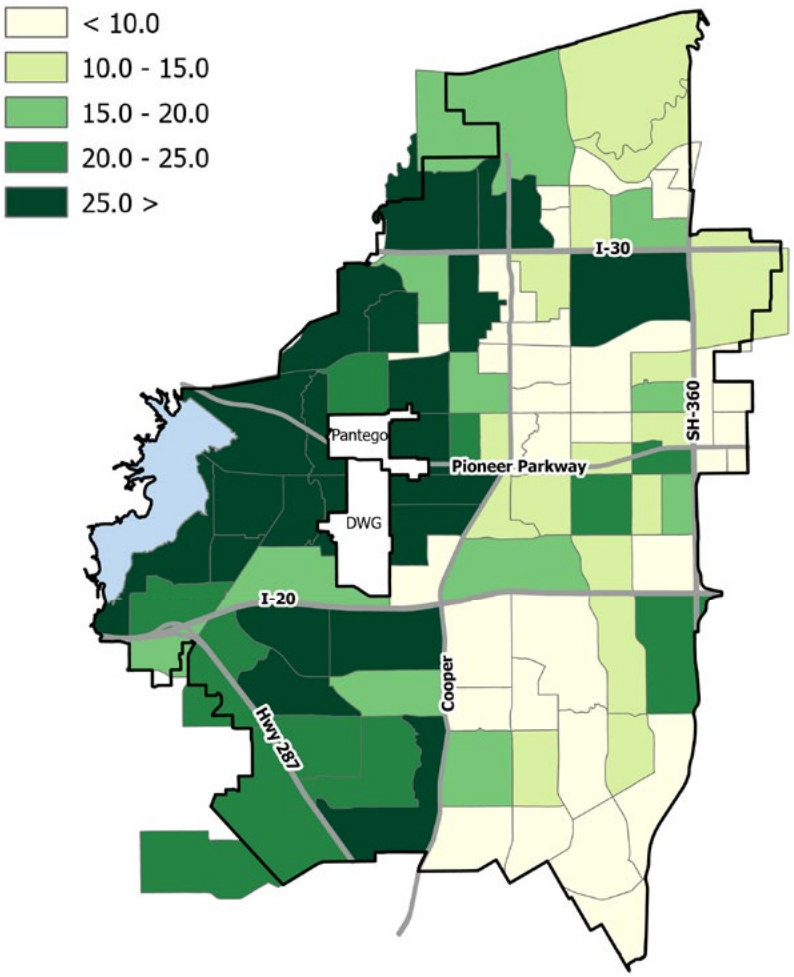
As far as life in Arlington for residents 65 and up, it depends on your socio-economic level. ***A lot of people, I think, are having to make a choice between food or dog food or medications that they need, so we need to help them.***

– an Arlington resident

A lot of seniors have no one, they don't have any family and maybe their family lives on the opposite coast or in another state. But research shows that a significant percentage of older people do not have even one confidante or family member to count on in an emergency.

– an Arlington resident

Senior Citizens | Old-Age Dependency Ratio



Per the U.S. Census, the old-age dependency ratio is derived by dividing the population 65 and over by the 18-to-64 population and multiplying by 100.

Difference age groups have different impacts on the environment and infrastructure. This indicator implies the dependency burden that the working-age population bears in relation to the elderly. There is a greater number of people over the age of 65 living in West Arlington than there is people of the same age living in East Arlington.

This data helps us analyze resources and formulate future policies and planning goals especially when it comes to infrastructure and development.

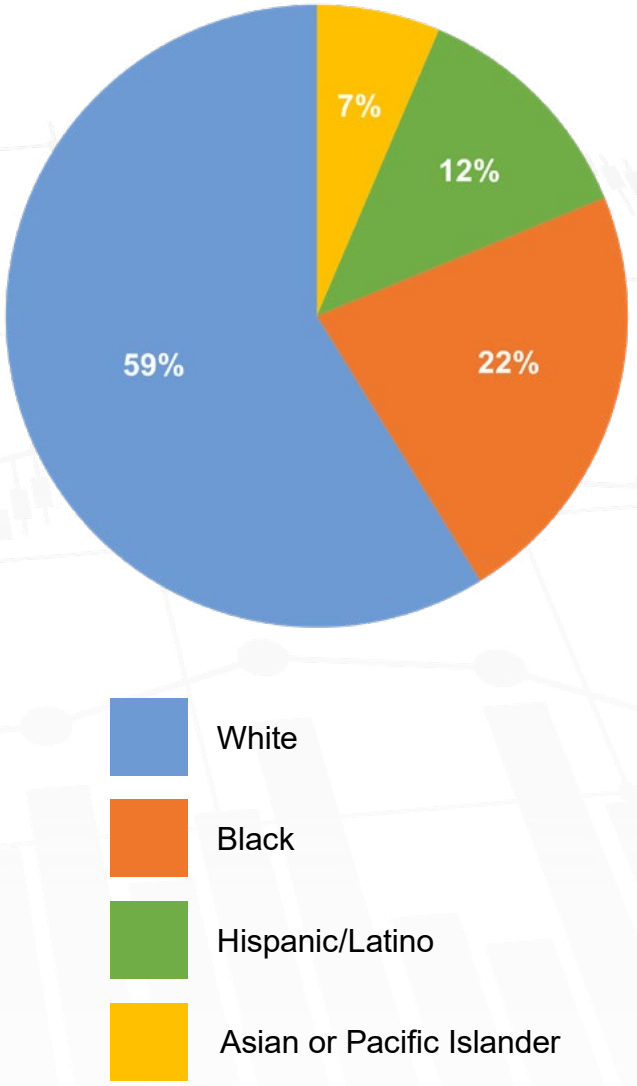
Some individuals just have Social Security, that's it. ***They might make $1,100 a month, $1,200 a month. But you can't get an apartment now for under a thousand dollars.***

– an Arlington resident

Source: U.S. Census Bureau, 2021 ACS 5-Year Estimates

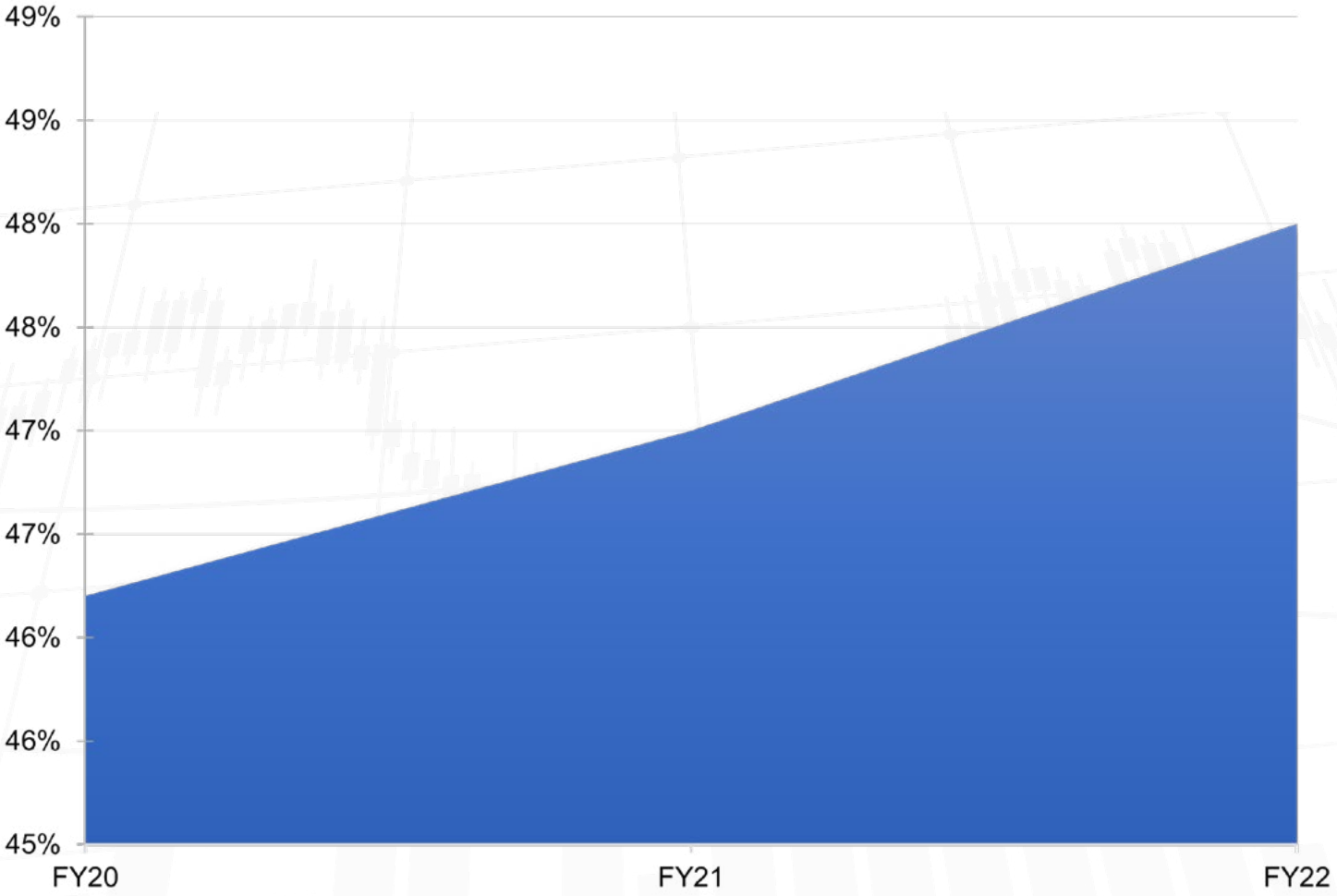
Senior Citizens | Older Adults in Arlington

- Nearly half of Arlington older adults live alone.
- The average age of older adults rose from **76 to 77 years old** over the past three years.
- **4 in 10** older adults are minorities.
- While the majority of older adults are women, the percentage of older men climbed **1%** every year over the past three years.



Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

Senior Citizens | Percent of Arlington's Older Adults Living Alone



Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

Senior Citizens | Area Agency on Aging Services

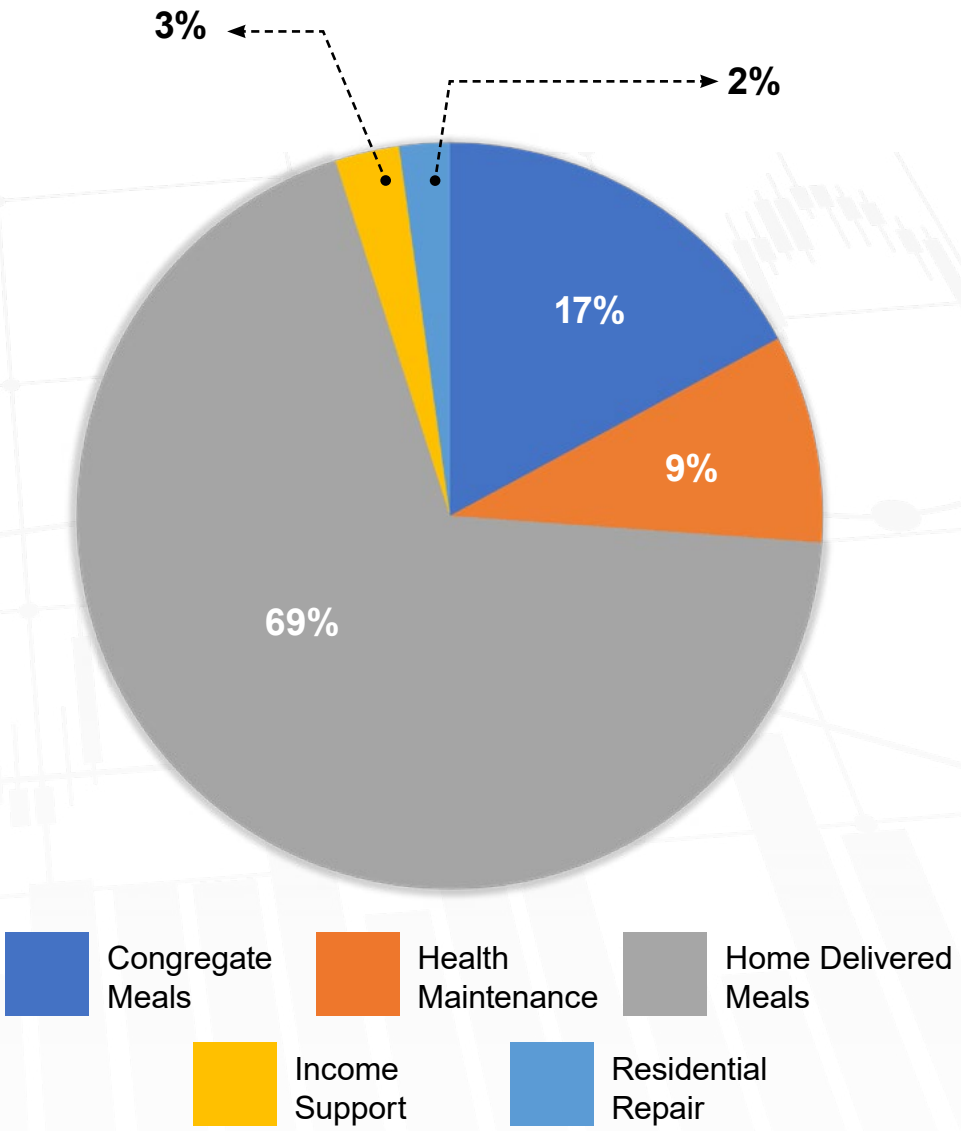
Senior Citizens AAA Serving Arlington Needs

The Tarrant County Area Agency on Aging (AAA) provides services for those 60 and older and their caretakers in the Tarrant County area.

The program is operated by the United Way and its partner organizations such as Meals on Wheels and the James L. West Center for Dementia Care.

This network of service providers works together to help seniors navigate available services and provide counseling and advocacy for vulnerable senior populations.

This graph demonstrates the services provided across all service providers participating in the AAA program.



Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

Senior Citizens | Older Adult/Caregiver Needs

NUMBER OF CALLS
to 2-1-1
in Arlington

1,470 CALLS
Rent/Mortgage Assistance

5,188 CALLS
Income Support/
Public Benefits

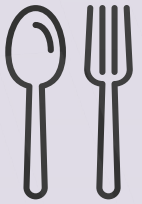
1,147 CALLS
Aging and
Caregiver Services

2,433 CALLS
Utility Assistance
Programs

1,118 CALLS
Housing Services

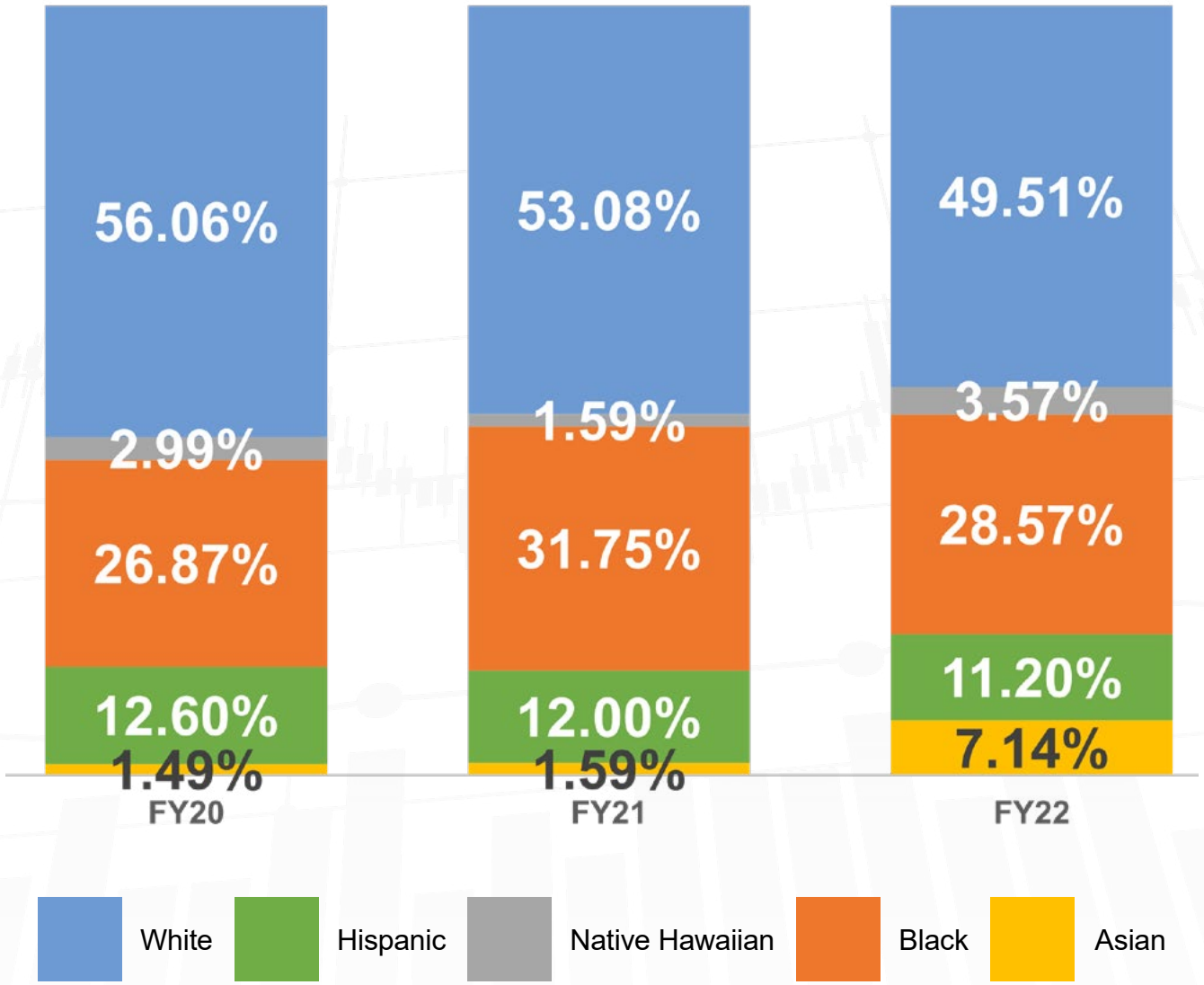
1,644 CALLS
Medical Care/Services

603 CALLS
Food Programs/Services



Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

Senior Citizens | Shifting Caregiver Demographics



Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

Senior Citizens | Caregiving in Arlington

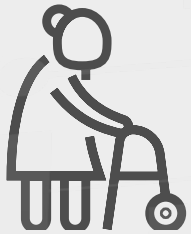
77%
of caregivers are women

24 years old
The youngest caregiver

4 IN 10
caregivers are daughters of the care recipient

63 years old
The average age of caregiver

100 years old
The oldest caregiver



YOUNGER CAREGIVERS
43% of caregivers are younger than 62 years old

Source: Area Agency on Aging of Tarrant County, AAA Service Overview 2023

LGBTQ+ Community

Assessing the needs of the LGBTQ+ community in Arlington presented unique challenges. Unlike other groups in our city, consistent, readily available data that addressed **LGBTQ+ residents** was scarce.

> **Our most valuable insights were gleaned from a well-attended town hall meeting, where members of the LGBTQ+ community along with their families, friends and allies courageously shared experiences and shed light on many of the obstacles they face.**

It became evident that while our city and many of its largest employers have implemented sound employment practices, there are still areas that require focused attention.

> **The current climate, which unfortunately includes the targeting of LGBTQ+ community, further exacerbates the challenge of creating safe spaces for individuals to voice their needs and concerns. Ensuring places of safety and acceptance is not only a fundamental necessity for all Arlington residents, but also a top priority for the LGBTQ+ community.**

> ***We've seen protests in several capacities of just trying to demonize queer people at City Council meetings.*** So there's a constant attack, whether it be physical or verbal and I think there is still a lack of informed dialogue on what these communities experience.
>
> *– an Arlington resident*

LGBTQ+ Community

Through the utilization of focus groups, town halls, individual comments and group conversations we are proposing a set of recommendations for greater equity and inclusion. Specific recommendations include methods to self identify gender on City documents when appropriate. An example of this might be public surveys, which would help garner statistical data to better understand the specific needs of the LGBTQ+ community.

While Arlington is one of the most diverse cities in the country, it's important to recognize that diversity does not automatically equate to understanding or acceptance. Increased knowledge can help foster greater inclusion and acceptance. As a result, the subcommittee supports offering cultural competency training to City employees that addresses the mix of races and cultures present in our city.

> ***The city of Arlington is not necessarily talking about issues surrounding things outside of Pride Month. We're basically rainbow washing politics.***
>
> *– an Arlington resident*

Our ideas and recommendations were not limited to the ones cited above, but those were two that we prioritized. We are immensely grateful for the opportunity to serve our city and hope our collective efforts will contribute to making Arlington "The American Dream City" for all our residents and stakeholders.

LGBTQ+ Community Subcommittee

LGBTQ+ Community | General Recommendations

Recommendation No.1

Concern or Issue	Short-Term Recommendation
City of Arlington can benefit from a better understanding of changing gender affiliations among City employees or residents. Data on this topic will help establish policies and plans.	When appropriate, City surveys and forms should include a wider range of gender affiliations beyond "Female" and "Male," such as "Non-Binary."

Recommendation No.2

Concern or Issue	Short-Term Recommendation
City of Arlington can benefit from a better understanding of sexual orientations of City employees or residents. Data on this topic will help establish policies and plans.	When appropriate, City surveys and forms should include a wider range of sexual orientations, such as "Straight," "Gay or Lesbian," "Bisexual," or other categories.

I don't go around Arlington super afraid of somebody being aggressive or homophobic towards me, but it's definitely something I'm cautious about. It's not like if I were to be out in a more rural area of Texas, concealing that part of my identity.

– an Arlington resident

Being queer is not against the law. To me, it is a common, basic right for people to have their lived experiences displayed.

– an Arlington resident

LGBTQ+ Community | General Recommendations

Recommendation No.3

Concern or Issue	Long-Term Recommendation
Most public restrooms in Arlington are for "Males" or "Females." A third option is needed for residents and visitors who do not identify with these gender affiliations.	To the extent possible, new public facilities that are owned and operated by the City of Arlington should include an alternate option for public restrooms, such as single-user restrooms. • Where possible, conduct an audit of existing facilities to identify opportunities to expand single-user restrooms.

I recently attended a town hall and someone was like: "We need more public displays that Arlington is an inclusive city—like a mural or a flag." ***Yes! I'd say yes to all of that.***

– an Arlington resident

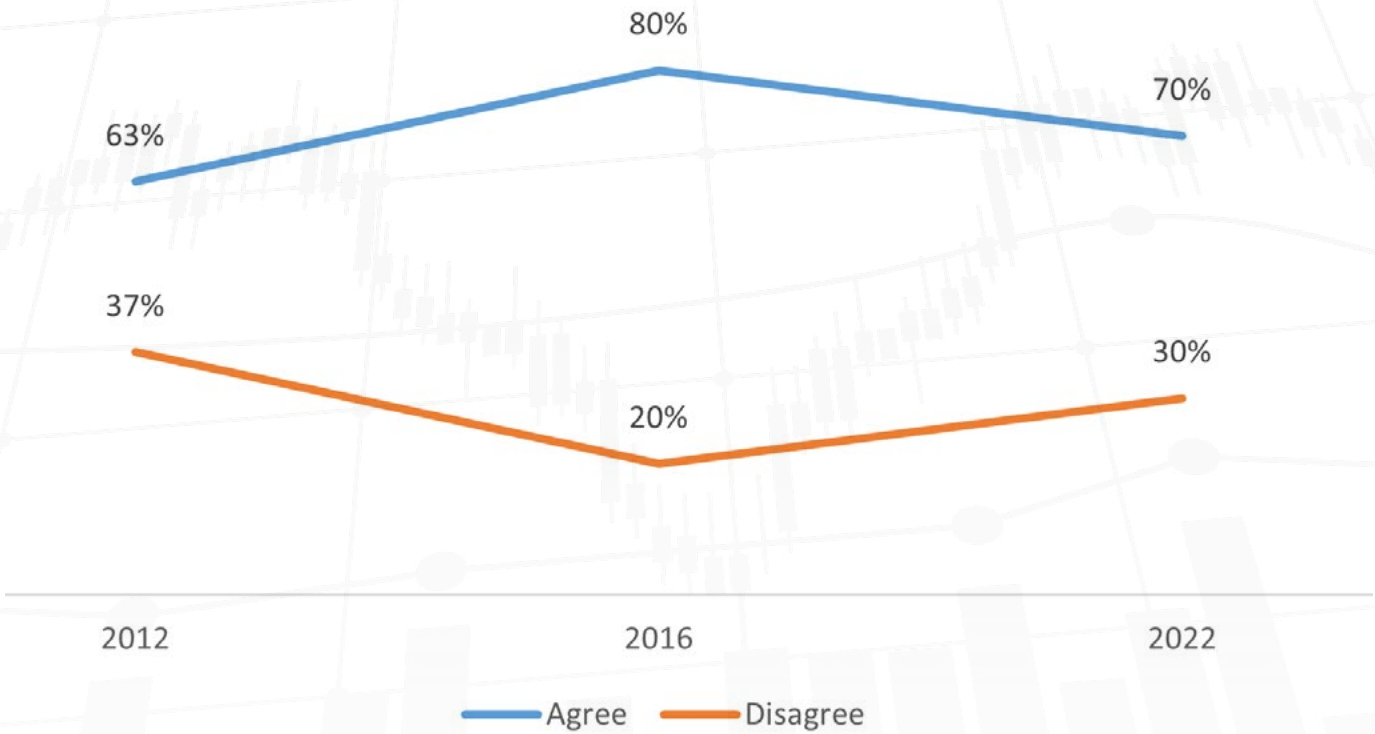
LGBTQ+ Community | Community Priorities Ranked

LGBTQ+ Community Priorities Ranked: In December of 2022, The HELP Center for LGBT Health & Wellness conducted a biennial LGBTQ+ Texas Community Health Survey, which has been conducted since 2010. The survey asks respondents to rank five health and safety priorities, which is reflected in the chart on this page.

Source: Help Center for LGBT Health & Wellness

LGBTQ+ Community | Perception of Safety

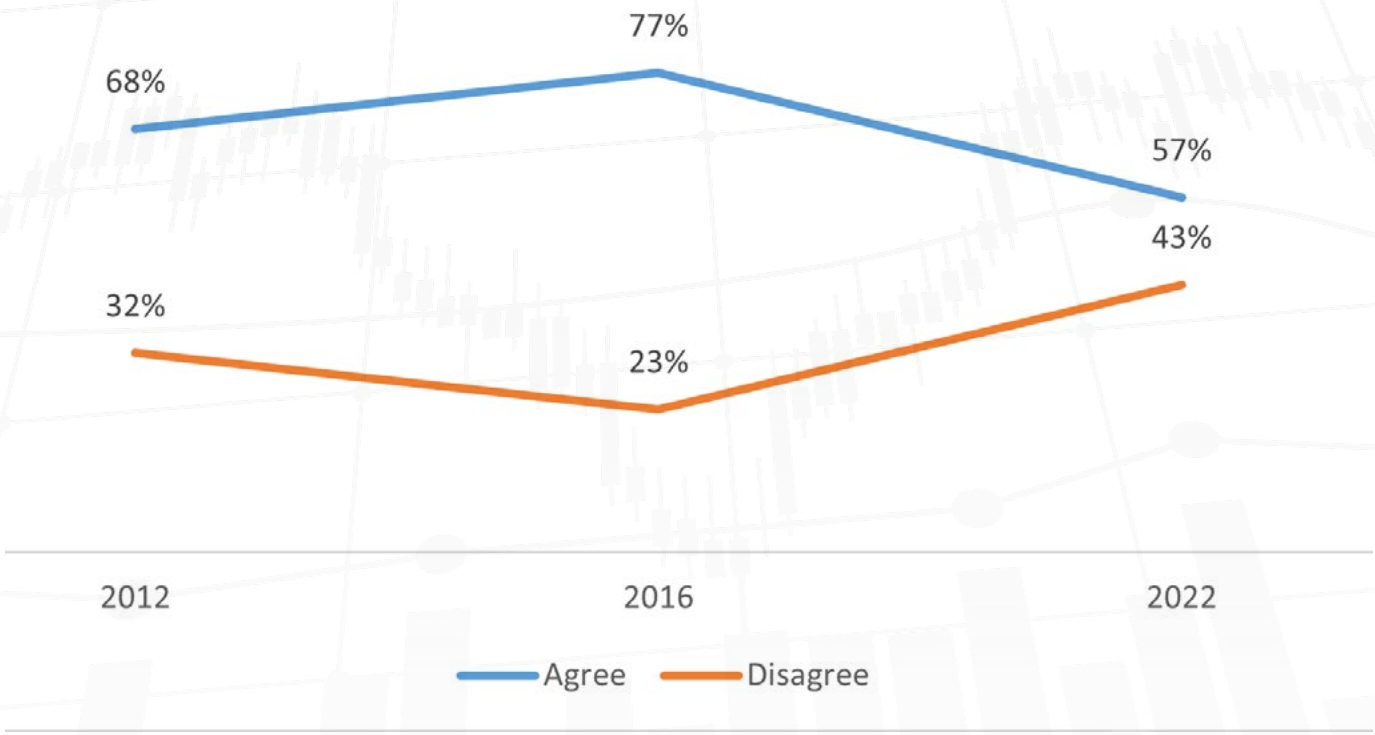
In my city it is safer to be "out" now than it was one year ago



Source: Help Center for LGBT Health & Wellness

LGBTQ+ Community | Percent Who Recommend Others Move To Arlington

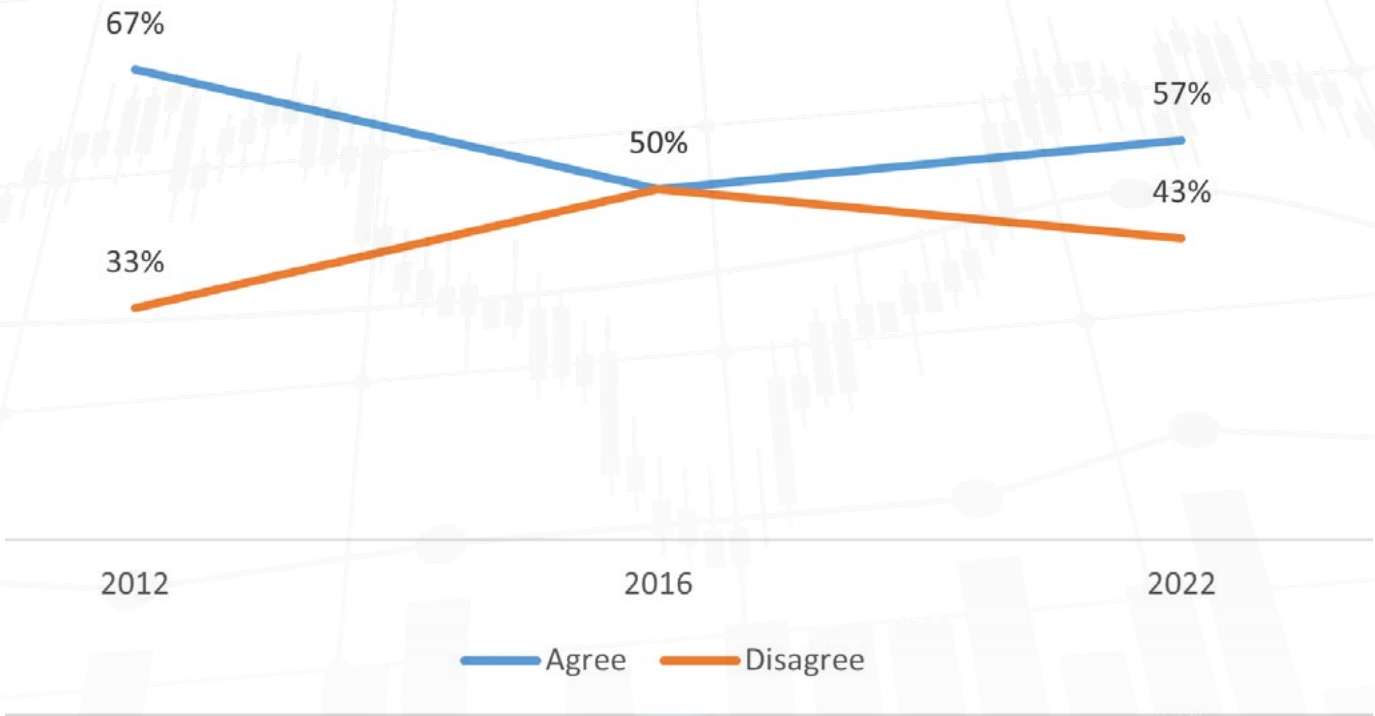
I would recommend someone who was LGBTQ+ to move to my city



Source: Help Center for LGBT Health & Wellness

LGBTQ+ Community | Hiring Practices

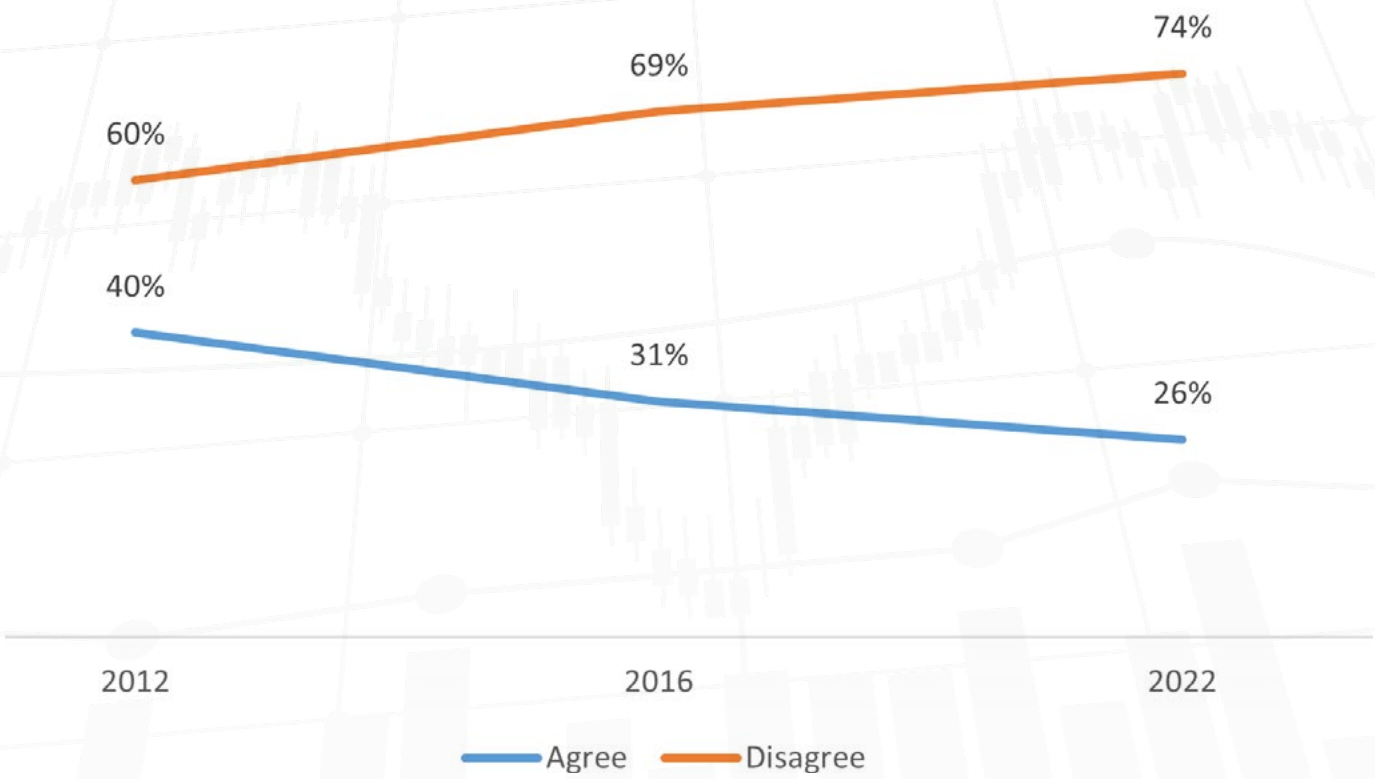
LGBTQ+ people who are "out" have a tougher time finding a good job



Source: Help Center for LGBT Health & Wellness

LGBTQ+ Community | Hiring Practices

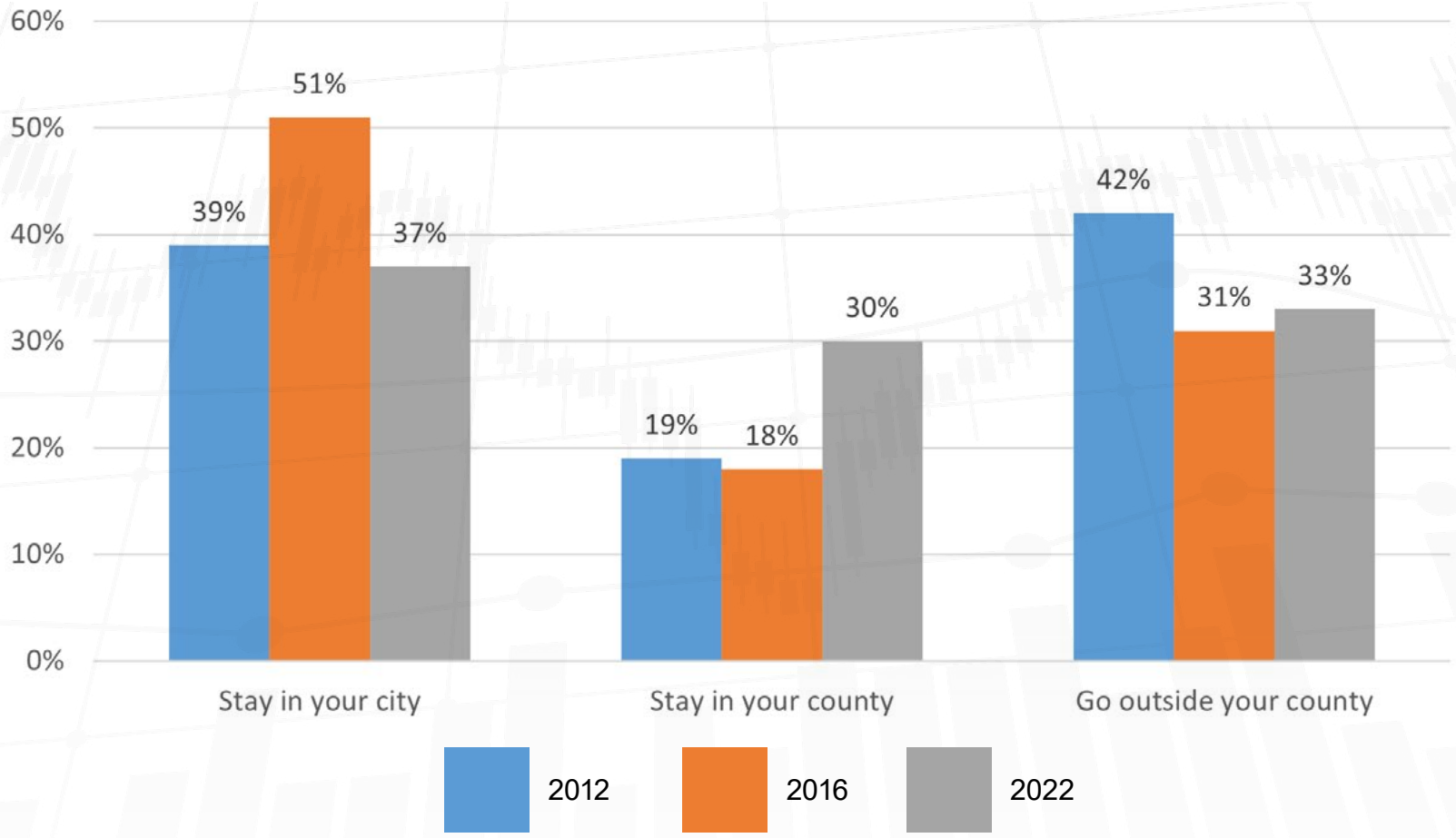
Someone I personally know has been fired from a job for being LGBTQ+



Source: Help Center for LGBT Health & Wellness

LGBTQ+ Community | Where Community Goes for Entertainment

If you are planning a "big night out" do you



Source: Help Center for LGBT Health & Wellness

Race & Ethnicity

Since its inception, participating in and championing the Unity Council recommendation has been an honor. It has been a pleasure for us to witness minor and significant improvements in our city that stemmed from the idea of a community task force. For the past two years, seeing the interest in these resolutions among community leaders, City leaders, and Arlington residents increase further solidified the need for the Unity Council recommendation to expand to be indeed inclusive of all.

> **Serving on the Unity Council, while emerging out of the George Floyd movement, a global pandemic and inflation has been very eye opening, especially when analyzing the evolving economic disparities that are challenging MWBE and minority residents in Arlington.**

> ***I think that part of the reason why race and ethnic relations are better in Arlington is because most of our folks that are of a minority population have been taught and accepted a need to assimilate into the dominant culture.***
>
> *– an Arlington resident*

The first set of recommendations of the Unity Council brought meaningful solutions regarding race and ethnicity to the forefront and while the City has implemented many of those recommendations, we still have work to do to not only bridge any gaps, but take the momentum for diversity, equity and inclusion even further.

> **The subcommittee revisited the initial approach with a more expanded lens. The information presented to the Unity Council from the public forums, panelists, subject matter experts, surveys and statistical data, all hold us accountable as a community. This is an evolving matter, which will change with time.**

With the most recent recommendations, the subcommittee wants to ensure our neighbors have a safe space for equity, belonging and access to the resources that make Arlington "The American Dream City" for all of its residents.

Race & Ethnicity Subcommittee

Race & Ethnicity | General Recommendations

Recommendation No.1

Concern or Issue	Short-Term Recommendation
New residents who have recently immigrated to the United States could use greater support in transitioning to life in Arlington.	The City should make government services information available in a format that is accessible to a wide variety of people, including new immigrants and people who are considering a move to our city.

Recommendation No.2

Concern or Issue	Short-Term Recommendation
City of Arlington can benefit from understanding the similarities and differences among residents who were born in the United States as compared to residents born abroad. Data on this topic will help establish policies and plans, as well as our understanding of diversity within racial and ethnic groups.	When appropriate, City surveys and forms should ask whether employees or residents were born in the United States.

I think the focus should be more on minority women who own businesses as opposed to women who own businesses. I actually have a small business. I've been in business for almost 30 years now and it's tough.

– an Arlington resident

Race & Ethnicity | General Recommendations

Recommendation No.3

Concern or Issue	Short-Term Recommendation
Various groups associated with the City of Arlington are working to address diversity issues and should collaborate when appropriate.	The Unity Council should collaborate with the Mayor's advisory councils in promoting awareness of diversity issues among residents.

> ***I think also for a group like Vietnamese residents, in order for them to deal with racism, we should open our mouths for discussion. Don't just keep to yourself!*** Open your mouth and tell about the problem you have and how you feel about it.
>
> *– an Arlington resident*

Chief Equity Officer Statement

Troy Williams, Esq., MPA, MS
Chief Equity Officer
City of Arlington

The Unity Council has served as a critical component of the City of Arlington's efforts to create more equitable outcomes for all its residents. The 57 recommendations set forth by the original Unity Council served as a framework that has guided the efforts of the City, its Chief Equity Officer and the engagement of community stakeholders.

Looking across our collective work since the Unity Council's 2020 inception, we can point to significant achievements that have begun to shift organizational culture, data-outcomes and overall community well-being with respect to equity.

Economic disparities

To address economic disparities, the City has taken a multi-faceted approach targeting poverty and Arlington's widening income gap, this includes:

- Improving career-relevant education in emerging industries
- Providing financial stability education and other support to socio-economically vulnerable populations
- Promoting homeownership
- Stimulating new and existing business growth

These efforts have resulted in a lowering of the poverty rate in our White, Black and Latino populations, but more work is needed to address poverty rates in our Asian, Pacific Islander and other populations.

The recently formed Office of Business Diversity has been intentional about establishing a comprehensive MWBE program through:

- The enactment of equity-focused procurement policies and processes
- Business development services and outreach activities
- Technical assistance in accessing capital and bonding

Chief Equity Officer Statement

These efforts have grown the diversity of businesses that engage the City. In 2022, 43% of the Prime-awarded contracts issued by the City went to women-owned and/or minority-owned businesses.

> **The City also has been focused on addressing issues of income and economic disparity through accessibility to community-based resources, educational opportunities and strategic partnerships.**

One notable example is the Arlington Financial Stability workgroup, which is a multi-disciplinary group that is committed to serving the needs of our most socio-economically vulnerable residents by coordinating the resources of the public, private and non-profit sectors to increase financial literacy to those in need of assistance.

As a part of our broader strategy to better position Arlington to effectively address socio-economic vulnerabilities, the City has partnered with the Arlington Tomorrow Foundation, UTA and the United Way of Tarrant County to conduct a comprehensive, 18-month research study of Arlington's non-profit sector, titled "The State of the Sector: Catalyzing A Thriving Non-Profit Community." This innovative initiative is a big step forward in understanding the needs of area nonprofits whose missions vary from arts and culture to education to animal welfare to human services.

Housing Access and Affordability

The Unity Council's recommendations addressing housing access and affordability have also experienced steady progress. The City's Grants Management Office and the Arlington Housing Authority continue to administer HUD funds to make housing access and homeownership a reality for more Arlington residents. Both entities continue to collaborate on innovative solutions to address housing accessibility and affordability, homelessness and preservation of renter rights.

> **As a result of these efforts, we are seeing more opportunities for affordable housing throughout Arlington, while creating more stable, diverse communities with greater access to opportunity for all.**

A core value of stable communities is the need to feel safe and to be treated equitably in the criminal justice system. The Arlington Police Department has implemented most of the recommendations set forth in the original Unity Council Report, many of which spoke to the need to build

Chief Equity Officer Statement

stronger relationships and levels of trust with the community. These increased engagements and continued commitment to relational policing have led to the department renewing its connectivity to many of Arlington's underserved and marginalized communities. While the data demonstrates that there is still work to be done by both law enforcement and the community, the department and its leadership have made demonstrable commitments to achieving those goals.

Education Equity

Strategic partnership and collaboration continue to be an area of focus to address education equity. Since the hiring of the Chief Equity Officer, there have been intentional efforts to ensure that the Arlington-serving ISDs, community colleges and four-year institutions work in collaboration with the City to meet the needs of all residents, particularly as it relates to youth in underserved and underrepresented communities:

- The Mayor's Education Coalition and Arlington ISD, specifically, have been critical partners with the City in the delivery of community-based events and other engagement activities.
- Tarrant County College and UTA continue to support the City's efforts to make higher education accessible to all segments of the community by partnering with the City and stakeholders to deliver college admission, financial-aid and academic exploration workshops to underrepresented populations.

Healthcare Access and Affordability

There is still considerable progress to be made in this area. For every primary healthcare provider in Tarrant County, there is a service population of more than 1,600 residents, far exceeding the national average of 1,300 residents per primary care provider. The City will continue to work with Tarrant County and area medical institutions to ensure all resident needs are included in the county's strategic planning efforts. Additionally, the Chief Equity Officer and the City's Public Health Nurse will continue to partner with community-based organizations and service providers to ensure essential health services and screenings are being provided to communities where health access disparities are the most acute.

Chief Equity Officer Statement

Next Steps

While transformational change is often measured, the City of Arlington remains committed to taking innovative, data-supported approaches to ensure equity for all its residents and stakeholders. The City will ensure that it is being both accountable and transparent in its ongoing efforts. In that regard, the City is in the process of completing the development of an enterprise equity dashboard that will provide a public-facing, comprehensive analysis of our efforts to foster equitable outcomes in all the areas discussed.

> **The dashboard will also provide the opportunity for residents, service provider organizations and other community stakeholders to better understand where our disparities exist and to consider how we can collectively work to address those issues.**

My office is excited about supporting the Unity Council in its efforts to expand its scope consistent with the charge from the City Council to serve as a catalyst and guidepost for the advancement of diversity, equity and inclusion in Arlington.

> **The new recommendations set forth in the areas of disability, the LGBTQ+ community, and seniors will appropriately broaden our diversity efforts in a manner that ensures we are addressing inclusivity for many of our most underserved, underrepresented and vulnerable populations.**

Chief Equity Officer Statement

The City has already begun taking steps on several of the new recommendations and anticipates successful implementation of many, if not all, the recommendations soon.

- We will pursue strategic initiatives to foster greater capital investment in Arlington, while mitigating barriers around access to capital for underrepresented businesses.
- The City is exploring the design and development of equitable communities through strategic public-private partnerships and investment – with an emphasis on the most economically challenged areas of Arlington.
- Future education and workforce development activities will concentrate on supporting collaborations in K-12 and higher education that facilitate academic ecosystems that support emerging workforce opportunities, while providing all students with the support necessary to learn and grow in safe, world-class and inclusive learning environments.

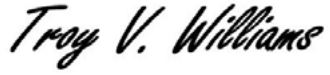
We should also be prepared to consider how we will address the intersectionality of specific populations and social concerns. For example, the City and the Unity Council may want to consider how they can best address the needs of veterans within the context of housing security and disability.

> **To effectively achieve equitable outcomes, we must have a clearer understanding of our cultural and social differences, similarities and needs.**

The City has set a framework for achieving this critical work through the implementation of collaborative cultural exchanges that engage the Mayor's advisory councils, the Unity Council and the broader community.

The goal of these exchanges is for community leaders to learn about, understand and celebrate specific segments of the population, so that we may be better equipped to collaborate around shared needs and interests. The cultural exchange series will culminate with the second annual "DreamFest," which brings all Arlington's various cultures together for a celebration of community.

> **The success of our city and all its residents will forever be connected to our ability to share in a vision for a more unified and inclusive Arlington. A city that allows everyone to pursue their respective dream in "The American Dream City." I look forward to joining with each of you in this ongoing work. We are better together.**



Thank you

The Unity Council would like to thank the following individuals who have all contributed to this final product. We appreciate your assistance, dedication and honesty in this collaborative effort. Names of interviewees are not listed to protect their anonymity and confidentiality.

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