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## **City of Santa Rosa Community Advisory Committee**

**Minutes of January 18, 2005 ADA Community Advisory Committee Meeting**  
Finley Community Center, Willow Room

### **Community Members present:**

Charlene Ho'ohuli, CRI  
Larry Henzerling, CRI  
Leslie Bailiff, Earle Baum Center of the Blind  
Margo Merck, Community Housing Development Corporation  
Paul Bell, Becoming Independent  
Shirlee Zane, Council on Aging

### **City Staff Members present:**

Caroline Fowler, City Attorney's Office  
Greg Scoles, City Manager's Office  
Lynne Margolies, Risk Management

### **MIG Staff Members present:**

Susan Goltsman  
Laurel Kelly

## **AGENDA**

1. Introductions
2. Report Back
  - a. Revised Complaint Process
  - b. Website
  - c. Training
  - d. Public Hearing on Budget Priorities
3. Review of Revisions to Draft General Policies
4. Complete Review of General Policies
5. Public Comments
6. Schedule for Future Meetings
7. Adjournment

## **1. INTRODUCTIONS**

## **2. REPORT BACK**

### **A. REVISED COMPLAINT PROCESS**

- Revised *Draft ADA Complaint Procedure* was distributed prior to the meeting.
- Two changes were proposed by the City:
  - For requests or complaints relating specifically to curb ramps and sidewalks, only one telephone number will be provided (to reduce confusion).

- Response time will be corrected to 3 business days (not 72 business hours).
- Margo will review the revised draft and send comments to Caroline by the end of this week.

**Next steps:**

- Caroline to post *Draft ADA Complaint Procedure* on the City's ADA Website after reviewing Margo's comments and revising as appropriate.

**B. WEBSITE**

- City of Santa Rosa's Americans with Disabilities Act (ADA) web pages (<http://ci.santa-rosa.ca.us/default.aspx?PageId=1200>) are now operational.
- The website is a great start, but committee members would like more input.
- Suggestions for other documents links to add to the ADA web pages included:
  - Requests for Reasonable Accommodation in the Application of the City's Land Use Regulations under the Fair Housing Act (Article 7, Chapter 20-02).
  - Fair Housing Act
  - Other relevant City websites, including the City Council web pages (for example, the notice of an ADA Study Session on January 25 should appear on both the ADA web pages and City Council web pages simultaneously).
- Some Committee members felt the path-of-travel illustration (*Sidewalk Detour or Diversion*) in the ADA Public Right-of-Way Policy posted on the website could be revised so that it is easier to understand.

**Next steps:**

- Committee members should send links to disability-related websites to Lynne, who will make sure they are included in the City's web pages.
- A website subcommittee was formed (Lynne, Margo, Shirlee and Larry) and will meet to discuss improving the City's web pages. A progress report will be made at the next Community Advisory Committee meeting.

**C. TRAINING**

- The Public Works Department is working with the Northern California Engineering Contractors Association to conduct a special ADA compliance workshop for ECA members (led by an outside consultant) at the North Coast Builders Exchange on Feb. 18. Interested individuals should contact NCBE or the ECA for further information.

**D. PUBLIC HEARING ON 2005-06 BUDGET PRIORITIES**

- On January 18 at 5 pm, the City Council is meeting to seek input from the public, either oral or written, on budget priorities for the 2005-06 fiscal year.
- This meeting is just the beginning of a public comment period that continues through June.
- Committee members and members of the public are invited to participate, either in person or through written comments.

- ❑ The meeting schedule for budget priorities has not yet been set, but information about City Council meetings, including agendas, is regularly posted on the City Council's web pages.
- ❑ In order to better track projects related to improving accessibility for people with disabilities, the City now specifically identifies such projects or portions of projects in the Capital Improvement Program (such as curb ramp projects). It was reported that the C.I.P would be specifically discussed at Council at a later date.
- ❑ Other potential funding sources for ADA improvements mentioned by the committee:
  - CDBG (Community Development Block Grant) federal funds if the project area otherwise qualifies;
  - Measure M funds for ADA components of transportation projects;
  - Most specific site improvements come out of City of Santa Rosa General Funds.
- ❑ Committee members pointed out that service hours for Santa Rosa Paratransit do not extend past 8 pm, which prevents some persons with disabilities from attending evening meetings (such as City Council meetings) or other activities (such as night classes through continuing education). The City mentioned that regular transportation service does not exist as well, and that transportation issues are not necessarily ADA issues. Several suggestions were made regarding this issue:
  - The City could contract with a van service to provide transportation for evening meetings.
  - The ADA Community Advisory Committee could help initiate a community-based transportation networking system to match up people needing transportation with individuals willing to provide it.
  - Continue this discussion with Transit and Parking Department staff when the Committee reviews the Transition Plan for this department.

#### **E. REPORT BACK ON OTHER DECEMBER 2004 MEETING ISSUES**

- ❑ Caroline reported on the resolution of problems and issues raised by members of the public at earlier meetings:
  - *December 1 meeting: a construction fence blocked the sidewalk at Davis and 4th.* The contractor noted that the construction signs to reroute traffic have been stolen repeatedly, but has pledged to keep on top of this problem.
  - *December 1 meeting: the length of the crossing period at 2<sup>nd</sup> Street along D Street is too short.* The timing of lights is longer than the Caltrans standard and there is also an advanced pedestrian warning that adds an extra 5 seconds. Contact Rob Sprinkle, Public Works (707.543.3817) for further information.
  - *December 14 meeting: restroom at the City Hall downstairs is not accessible.* The restroom was surveyed and it does meet ADA guidelines for toilet rooms.

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**ADA TRANSITION PLAN****3. REVIEW OF REVISIONS TO DRAFT GENERAL POLICIES AND PRACTICES****GENERAL**

- ❑ Revisions to the Transition Plan were based on comments received at the December 14 ADA Community Advisory Committee meeting.
- ❑ A Committee member suggested that, in general, the individual sections in the Transition Plan need timelines and deadlines.

**I. NON-DISCRIMINATION POLICY**

- ❑ Suggestions were made to include more specific information in this section, including:
  - The Department of Justice ADA code
  - Definitions of ADA-related terms
  - A statement that reflects the City's obligation to ensure that individuals with disabilities are able to obtain City services and benefits in some way even if the specifically requested accommodation is too burdensome.
  - City Code *Requests for Reasonable Accommodation*
- ❑ Committee members do not yet have copies of the City's previous ADA Self-Evaluation and Transition Plan, which includes components such as an explanation of the ADA and Title 24, the City's responsibilities related to the ADA and Title 24, and definitions of ADA-related terms.

**Next steps:**

- ❑ The consultants explained that we are reviewing general policies, but the introduction will have more information on general ADA and as we get further on in the process, we will have the entire transition plan available. The City will send the previous Transition Plan to Committee members prior to the next meeting.

**II. FACILITIES, PROGRAMS, AND SERVICES POLICY****A. GENERAL**

- ❑ It was suggested that this section should state that the City adopts all ADA requirements and policies, not just the principal policies already included. No action was taken on this suggestion.

**B. REQUESTS FOR ACCOMMODATION**

- ❑ It was suggested that this section should include the statement that the City must give priority to accommodations that "offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate" [ADA, 28 CFR Sec. 35.150(b)].
- ❑ It was suggested that a reference to the ADA Complaint Procedure be added in case "the individual and the City representative disagree about what is 'necessary' and 'reasonable'." No action was taken on this suggestion.

**C. TOURS OF CITY FACILITIES**

- ❑ No changes were suggested.

**D. SPECIAL EVENTS**

- ❑ It was suggested that a statement be added to underscore that both the City and the private organization holding a special event on City property are responsible for ensuring accessibility. It was agreed that that information would be on the general information and checklist.

**E. EQUIPMENT**

- ❑ It was noted that lots of City departments don't have TTYs, and that many TTYs are not correctly installed in order to be accessible to people who use wheelchairs. It was noted that TTY's that are provided by the telephone company are not under the control of the City.
- ❑ It was suggested that this section would be more helpful if it indicated where and when specialized equipment is or will be available, as well as including the contact person/office and other contact information.
- ❑ Lynne reported that the new ADA web pages were intended to provide this type of information and she requested help from Committee members and the public in this effort.

**Next steps:**

- ❑ Bonnie Milstein and Irma Ramirez volunteered to work with Lynne in assembling the components of the City's "Accessibility Toolkit" (which is part of the implementation of the Transition Plan) as well as the new ADA web pages.
- ❑ Consider including a statement in the implementation portion of the Transition Plan that would notify the public that such information is available in the Accessibility Toolkit as well as the location(s) where the Accessibility Toolkit may be found.

**F. PURCHASING**

- ❑ MMerck suggested that the IT purchasing group in particular could benefit from input from an accessibility specialist.
- ❑ No changes were made.

**G. EVACUATION**

- ❑ MMerck suggested that the City hire an accessibility expert to provide training to staff in how to safely evacuate people with disabilities.
- ❑ The City mentioned that part of the strategic plan is to assess emergency preparedness and look at evacuation plans.
- ❑ No changes were made.

**III. PUBLIC MEETINGS**

- ❑ Policy 8: It was suggested that the public notice be changed to "2 business days" rather than "48 hours" The change will be made.
- ❑ Policy 9: It was suggested that the word "resource" be added: "Maintain a resource list..." The change will be made

#### **IV. COMMUNICATIONS**

##### **A. GENERAL**

- ❑ No changes were suggested.

##### **B. PRINTED INFORMATION**

- ❑ It was suggested to expand the statement that “any charge for a publication will be uniform for all formats of that publication” to be more specific (for example, if the City provides printed brochures at no cost, then it will provide a Braille or taped version of the same information at no cost). It was mentioned that the decision on alternative printed form would be made after specific request and there was no change in the wording.

##### **D. OUTREACH OF INFORMATION**

- ❑ It was suggested that the following policy be added:
  - 3. The City will evaluate the effectiveness of its outreach program by requesting public input on an annual basis. It was decided that in Policy 2. that the sentence be amended: “...to assist in this outreach effort and monitor its effectiveness.”
- ❑ The need for better cross-referencing and linking on the City’s ADA web pages was discussed.
- ❑ It was suggested that the upcoming City Council ADA Study Session might be a good opportunity to raise the idea of a permanent ADA Citizens Advisory Committee.

##### **E. SIGNS**

- ❑ A description of “City adopted sign design standards” was requested.

##### **V. TRAINING**

- ❑ It was suggested that timelines for both the appointments of staff responsible for various ADA-related tasks and for training be added.
- ❑ It was strongly recommended that the City employ an accessibility expert (even for only a one-year period) to provide disability training in general and training regarding federal and California accessibility requirements.

##### **FUNDING**

- ❑ Policy 3: Change the word “correction” in the second sentence to “accommodation.”
- ❑ It was suggested to add a policy that projects for people with disabilities should go to the top of the list of funding priorities.
- ❑ Committee members inquired about the possibility of securing dedicated funding sources for accessibility-related improvements.

#### **COMMUNITY ADVISORY COMMITTEE GENERAL DISCUSSION**

##### **Next steps:**

- ❑ **Timelines:** Once the Committee’s review of the entire Transition Plan has been completed, the Plan will be revised to indicate those implementation actions:

1. that are currently in effect,
  2. that have been completed, or
  3. the target date when a policy/implementation action will be in effect.
- ❑ **Meeting minutes:** In response to the suggestion that the more detailed minutes independently recorded by Michele Magar and Bonnie Milstein be posted to the City's ADA web pages in addition to the minutes recorded by the City's consultants, it was decided that the Committee would have only one set of official minutes. The minutes will focus on items for action/implementation and will be reviewed by Committee members prior to each meeting. A review of the past meeting's minutes will be included in each agenda so that they can be corrected or amended prior to being posted on the City's web pages.

### **PUBLIC COMMENT**

- ❑ Lack of accessible parking downtown: What is the City's responsibility for providing on-street accessible parking?
- ❑ The previous Transition Plan has not always been available to members of the public upon request.
- ❑ Can the public have more time prior to Committee meetings to review the documents under discussion?
- ❑ 9<sup>th</sup> Street between Wilson and Davis: there are barriers along the path of travel (photos were provided to the ADA Coordinator).
- ❑ Suggestion for the City's ADA web pages: include more meetings relevant to the disability community.
- ❑ Suggestion for meeting notices placed in the *Press Democrat*: run the ads in the Public Notices section and provide something to distinguish them from other ads (for example, the International Symbol of Accessibility).
- ❑ Staff Training 5.5: How will it be possible for staff to identify people with disabilities during an emergency evacuation?
- ❑ Public meetings 3.1: What are the responsibilities of people with disabilities such as chemical sensitivities in providing an accessible environment (for example, should they provide their own filtration masks)?
- ❑ Restrooms at the City Hall Council Chambers were locked during a recent meeting.
- ❑ Who will operate accessibility training for the City?
- ❑ Signs: it was reported that sometimes signs for special events are placed so that they block curb ramps.
- ❑ It was noted that the City has moved beyond a policy of resolving path of travel barriers with asphalt patches.

### **RESPONSE TO PUBLIC COMMENT**

- ❑ Locked restrooms during meetings on City property: This is not specifically an access issue. A potential policy change would be that restrooms should be open during meetings so that everyone can use them.
- ❑ Accessibility training: It is anticipated that department-specific training will be provided.

- ❑ Signs at special events: Specific instructions on how to maintain an accessible path of travel will be included in the Special Events Accessibility Checklist.
- ❑ Asphalt patches: This is not specifically an access issue. The City continues to use them as appropriate as a quick response to protect public health and safety.

**NEXT MEETINGS:**

- ❑ February 7, 2005 1-4 pm
- ❑ February 23, 2005 1-4 pm
- ❑ These next two meetings will discuss department-specific policies. Information about which departments will be discussed at either meeting will be forwarded to Committee members and interested members of the public once the schedules are confirmed.