



City of Fresno

2600 Fresno Street
Fresno, CA 93721
www.fresno.gov

Meeting Minutes - Final Disability Advisory Commission

Chairperson Mary Beth Randall
Vice Chairperson Frances Reyes Acosta
Board Member Ken Elvington
Board Member Heather Flores
Board Member Dr. Jenelle Pitt
Board Member Susan Coulter
Board Member Norman Norwood, Jr.
Board Member Ex-Officio Dawn Lang
DAC Secretary Shannon M. Mulhall

Tuesday, February 12, 2019

10:00 AM

Meeting Room A 2165

Regular Meeting

1. Call To Order

Chair Randall called the meeting to order at 10:08 am.

Present 5 - Chairperson Mary Beth Randall, Board Member Susan Coulter, Board Member Ken Elvington, Board Member Norman Norwood, and Board Member Jenelle Pitt

Excused 3 - Vice Chair Frances Reyes Acosta, Board Member Heather Flores, and Board Member (ex officio) Dawn Lang

2. Approval of Agenda

On motion of Board Member Pitt, seconded by Board Member Norwood, the above item was approved. The motion carried by the following vote:

Aye: 5 - Chairperson Randall, Board Member Coulter, Board Member Elvington, Board Member Norwood and Board Member Pitt

Excused: 3 - Vice Chair Reyes Acosta, Board Member Flores and Board Member (ex officio) Lang

3. Approval of Minutes

[ID19-1208](#) Approval of the Disability Advisory Commission Minutes from

January 8, 2019

On motion of Board Member Norwood, seconded by Board Member Coulter, that the above Action Item be approved. The motion carried by the following vote:

Aye: 5 - Chairperson Randall, Board Member Coulter, Board Member Elvington, Board Member Norwood and Board Member Pitt

Excused: 3 - Vice Chair Reyes Acosta, Board Member Flores and Board Member (ex officio) Lang

4. Member Reports and Comments

Member Norwood reported that he met with the County of Fresno Elections office and RICV staff Charity Tokash and Sarah Harris to review proposed voting devices. They were able to provide detailed and thorough feedback on the equipment usability as well as the overall set up so that people with wheelchair and/or guide dogs have room to comfortably vote.

Chair Randall reported that the RICV pancake breakfast fundraiser is this Saturday at Applebees. Tickets are \$10/ person.

5. Secretary's Report

Mulhall reported that Fresno county office of elections is requesting input on the voter system. Interested individuals can see the email for dates. Mulhall also recently attended the Fresno County Library facilities input meeting and was able to provide input on needs related to accessibility. Fresno County is showing that they are very open to hearing feedback from community.

Mulhall stated that sometime later this year the CalTrans will conduct a desk audit of the City of Fresno ADA Compliance, checking that the five basic administrative requirements of the ADA are in place. Mulhall expressed gratitude to the DAC for their role in making sure that those are already in place.

Long Range planning is working on an Industrial Compatibility Study. Thank you to Vidal Medina from RICV for volunteering to participate in their focus groups. Later there will be public comment meetings that the community is encouraged to attend.

6. Unscheduled Communication / Public Comments

The following individuals addressed the commission.

Yonas Paulos, homeless veterans advocate, stated that VA Hospital has three staff who have been removed and will be replaced. He is hopeful that this is a good sign. Recently met Fiona Ma, Secretary Treasurer for the State of CA who held a public input meeting in Fresno. Stated that Governor is promising funding for homeless housing. Audits of regional homeless issues show there are issues so it is important to voice opinions. Met with new District three Fresno City Council Member Arias about homeless issue. Met with Assembly members Joaquin and Melissa about homeless issues.

Rain Chamberlain, community advocate, recently had a conversation with code enforcement about fire alarms. They expressed concerns that code doesn't take into account the building layout and needs of people with disabilities. Requested this to be an item of discussion for future agendas.

Sarah Harris, RICV BRIDGES Youth Counselor and California Council of the Blind President. Tomorrow will have a workshop "All you need is self love" about self-compassion and knowledge 2pm – 4pm in conference room. California Council of the Blind (CCB) conference will be held at the Fresno Doubletree on June 5 – 9. In need of volunteers for the event – please contact if available. Will have vendor exhibit opportunities for 6/7 and 6/8. RICV has website and weekly newsletter available for community events. Dollars & Cents workshop on 2/22 about budgeting. Assistive Technology workshop on using Microsoft Word. Advocacy workshop on 2/19. Voter Accessibility Advisory Committee is scheduled for 2/26 at RICV at 11am. Please participate so that voices can be heard to assist people with disabilities under the Voters Choice Act. This will change the way we vote.

Jerry Zuniga Habitat for Humanity (HFH) - Home rehabilitation program for safe and healthy repair improvements for residents living in the City of Fresno. Repairs are currently focused on roofs, water heater, and "critical" plumbing or electrical improvements. HFH is assisting homeowners with

access, but limited to residents in the neighborhood revitalization team NRT areas. HFH applying for money from the City of Fresno to expand this program to include the accessibility component citywide. Asking for letters of support from an individual or organizations for those funds. Encourage community to reach out for any needs.

This portion of the meeting is reserved for persons desiring to address the DAC on any matter not on this agenda (presentation are limited to 3 minutes per person). The DAC is generally legally prohibited from taking any action on information presented in unscheduled communication until subsequent meetings.

7. Presentations

7-A. [ID19-1211](#) Service Animals

Mulhall provided a presentation on the various service animal regulations, including those under Department of Justice, Department of Transportation, Housing and Urban Development, Air Carrier Access Act, and the State of California. Mulhall requested the commission review and comment on the City's dog license and assistance animal license fee waiver applications.

The floor was opened for comments from the commission.

Member Norwood asked about requirements for cleaning up after a service animal, and if there fines or punishments for if a person with a disability is unable to clean up after their service Dog? Chair Randall responded that she had never heard about regulation about cleaning up after service animal, as an individual, try to be diligent about it because that can be problematic to not. There are alternative ways to manage that – there are options. Mulhall stated that she will look into this and report back.

Member Norwood inquired about rules with Uber and lyft with service

animals? Member Elvington responded indicating that Uber has a choice for “uber assist” which is the same cost as regular ride, drivers have gone through online training. He tends to use that when traveling with guide dog. Randall stated that she has had issues with Uber, now know that they require that all uber drivers pick up people with service animals. When had the issue, was treated well by the company and driver had opportunity to learn more. Imagines similar for Lyft because they have medical transport option.

Member Norwood noted that airports has secured funding for largest upgrade and remodel for the airport, asking if that includes the Service Animal Relief Area and to please include DAC with planning upgrades. Mulhall indicated that she has asked Airports division to come present and provide an update on the SARA this spring some time.

Member Elvington stated that he saw no changes necessary on the assistance dog application and that it seems simple and straightforward. No other commission comments on the application process.

The floor was opened for public comment.

Glenna Gammel stated that she has a friend with blind brother who is able to pick up after animal. Other people who don't have disabilities don't bother to clean up messes. People should do this.

Rain Chamberlain stated that service dogs are not required to be trained by professionals, can be owner handler trained. Need to remind that there is a factor that handlers should use their best judgement that the dog is within their training. Please look into the factor related to cleaning up after a dog, especially related to housing. Individual rental situations this may be an impact.

8. Task Forces

8-A. [ID19-1209](#) Southern Blackstone Avenue Smart Mobility Plan Task Force

Members Norwood and Pitt reported that the draft of the plan is now available www.fresno.gov/blackstone and has been distributed for public comment. Asking for comments by March 1, then will proceed. Norwood and

Pitt will provide individual comments and copy Mulhall on the comments.

8-B. [ID19-1210](#) Other Power Driven Mobility Devices Task Force

The work of this task force has concluded and it is closed. Mulhall expressed gratitude to Member Norwood and community member Chamberlain for their time and comments. The next step in the policy approval is underway, currently collecting internal staff comments, and then will put forth to the CMO for approval.

9. Subcommittee Reports

9-A. Outreach Subcommittee

Member Pitt reported that there is still no response for interns and suggested moving forward without working with them. Subcommittee members Pitt, Reyes Acosta, and Gammel will schedule a time to meet again to move forward with the work.

9-B. Transportation Subcommittee

Mulhall reported the notes from the transportation subcommittee meeting.

Member Norwood asked about city policy related to wheelchair seating on the Q and policy related to drivers asking people to move from accessible. Mulhall responded with information about the regulations that drivers can ask, but cannot require an individual to move from the accessible seating. Transportation Subcommittee member Chamberlain stated that how the drivers ask is very important to whether or not a person will move.

Christine Chavez addressed the commission, stating that she rides both Handy Ride and FAX. She cannot ride backwards, related to vertigo which makes it challenging to ride the Q. In the past she has asked if people are willing to move, drivers said she is not able to ask them to move. Said that her wheelchair was broken by driver, put the hooks on the chair in a place where she asked not to, wouldn't use the securement. Has a lift & tilt chair and the joystick was broken. Her hooks are installed, big enough to be seen, and sometimes drivers will put the hooks in places other than where she indicates. Mulhall encouraged Chavez to connect with paratransit

specialist Robert Mesel for complaint issues and to connect to risk management for complaint about damage. Mesel responded that he is also a certified federal instructor for drivers, they are taught a specific way to ask people. If that doesn't happen please file a complaint.

Vidal Medina addressed the commission. He stated that when drivers say "you don't have to move" that places the thought in a person's mind, rather than requesting that they move for access. RICV provides free tethers on the chairs, although some drivers won't use the tethers because the restraints need to be pulled taught via adjustments. He recommended looking at the maintenance on the restraining systems, as it can cause damage to the power chair if they are restrained incorrectly. Training is a crucial element for this item.

Member Norwood agreed, training is important. He noted that when he tilts his chair back it is more secure, but drivers will often try to secure to the seat rather than the power base. Would like to offer consulting and assistance with training tp FAX.

Mulhall suggested inviting training division to a future DAC transportation meeting.

Member Elvington stated that he has experienced issues when a bus stop serves more than one route at a time, for example Cedar and Herndon has 34 and 38. He shared a concern that once he was waiting for 34. The 38 bus stopped in front of him and he asked which bus it was. At the same time the 34 that he actually needed to catch went on by because it looked like he was boarding the 38, and no one else was at the stop. This happens from time to time. This is another training issue.

Chair Randall emphasized that complaints and inquiries are important for FAX and Handy Ride to know what is going on. Be proactive about your needs.

Transportation Subcommittee member Chamberlain asked if is there a way for FAX to reimburse for damages. Mulhall stated in the affirmative, through

the risk management claim process.

Transportation Subcommittee member Mesel stated that when you look into the training for drivers and securement training one thing that needs to be addressed is that sometimes the straps will not retract enough for the tightness requirements. Sometimes its more about the equipment than the driver.

Member Norwood encouraged wheelchair users to be familiar with how to strap own chair, or even provide markings on the chair to make it easier for the driver.

Member Elvington furtuer suggested using reflective tape might serve dual purposes.

Chair Randall encouraged wheelchair users to reach out to FAX to help with this.

Vidal Medina shated that some wheelchairs have a transit kit with ready made securement loops. They are specially made for this purpose but that some drivers don't know about this so riders should communicate this to the driver.

10. Adjournment

On motion of Board Member Norwood, seconded by Board Member Elvington, the meeting adjourned at 11:35 a.m.. The motion carried by the following vote:

Aye: 5 - Chairperson Randall, Board Member Coulter, Board Member Elvington, Board Member Norwood and Board Member Pitt

Excused: 3 - Vice Chair Reyes Acosta, Board Member Flores and Board Member (ex officio) Lang

The Disability Advisory Commission welcomes you to Meeting Room A (2165N), located in City Hall, 2nd Floor, 2600 Fresno Street, Fresno, California 93721.

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Tso Disability Advisory Commission tos txais koj rau Meeting Room A (2165N), nyob rau hauv City Hall, 2nd Floor, 2600 Fresno Street, Fresno, California 93721.

Lub hom phiaj ntawm nroog Fresno yuav ua kom tau txhua yam raw li txoj cai American with Disabilities Act (ADA) kom fwm txhua tus. Lub rooj sab laj txhua tus yuav tsum muaj feem koom kom tau, txawm yog cov tuaj koom, cov muaj feem rau lub rooj sab laj, yuav tsum kom muaj kev pab rau sawv daws xws li txhais lus, piav tes, tej twj mloog pob ntseg los yog ib tug txhais lus, thov hu rau Office of the City Clerk ntawm (559) 621-7650 los sis clerk@fresno.gov. Yuav kom paub tseeb tias npaj tau rau koj, koj yuav tsum tau hais ua ntej 48 xuab moos ntawm lub rooj sab laj. Daim ntawv kom tswj thiab tej ntaub ntawv cov ua dej num yuav coj los ceeb tshaj muaj nyob rau ntawm www.fresno.gov, los sis ntawm Office of the City Clerk.