



City of Fresno

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

Meeting Minutes - Final Disability Advisory Commission

Tuesday, March 12, 2019

10:00 AM

Meeting Room A 2165

Regular Meeting

1. Call To Order

Chair Randall attended by phone and called the meeting to order at 10:03 am.

Present 5 - Chairperson Mary Beth Randall, Vice Chair Frances Reyes Acosta, Board Member Susan Coulter, Board Member Ken Elvington, and Board Member Heather Flores

Excused 2 - Board Member Jenelle Pitt, and Board Member (ex officio) Dawn Lang

2. Approval of Agenda

On motion of Vice Chair Reyes Acosta, seconded by Board Member Elvington, the above item was approved. The motion carried by the following vote:

Aye: 6 - Chairperson Randall, Vice Chair Reyes Acosta, Board Member Coulter, Board Member Elvington, Board Member Flores and Norwood

Excused: 2 - Board Member Pitt and Board Member (ex officio) Lang

3. Approval of Minutes

[ID19-1310](#) Approval of the Disability Advisory Commission Minutes from February 12, 2019

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

Aye: 6 - Chairperson Randall, Vice Chair Reyes Acosta, Board Member Coulter, Board Member Elvington, Board Member Flores and Norwood

Excused: 2 - Board Member Pitt and Board Member (ex officio) Lang

4. Member Reports and Comments

Member Flores reported that the inaugural CVRC champions award event will be March 14 at The Grand. Flores read off the 13 honorees who are making a difference in lives of people with intellectual & Developmental disabilities.

Member Coulter reported that she is working with Jesse Sandoval at the Red Cross to set up a partnership. She recently presented to their volunteers about working with people who are Deaf/Hard of Hearing. Next they are working on home education and emergency evacuation planning together, how to do education for people who are deaf in their home, considering interpreting and Deaf people who can train their peers. Vice Chair Reyes Acosta suggested collaborating with CTAP for products.

Vice Chair Reyes Acosta reported that RICV is doing smart phone training.

5. Secretary's Report

Mulhall reported that the City of Fresno has created an online grievance form and requested that commissioners and/or members of the public test it out. Form is located at www.fresno.gov/ada

Mulhall reported that all of the Public Works grant applications that DAC supported were funded, including the Pathway to Play at Inspiration Park. Gratitude was extended to all commissioners and community members who helped to make this a reality.

Thank you to Member Pitt and Member Norwood for their service on the Blackstone planning task force and for submitting their comments on the draft plan. The task force is now closed.

Thank you to Member Norwood for representing the Disability Advisory Commission on the Fresno County Voters Accessibility Advisory Committee and recently assisting with testing and selecting the new accessible equipment. Mulhall reported that the Fresno County Supervisors will be

making a decision today whether or not to switch to the Voters Choice Act model.

Mulhall reported that the Police Department communications center is continuing to test 911 operators' response to tty calls; on the most recent testing all staff respond appropriately. This is a positive outcome to their continued training and awareness of the needs of Deaf and Hard of Hearing community members.

Mulhall shared that the Public Utilities Commission is currently accepting comments on their rulemaking for transportation network companies (such as Uber and Lyft). In light of the discussion last month she recommends that those interested review and provide comment.

6. Unscheduled Communication / Public Comments

Rodney Horton, City of Fresno Planner, Long Range Planning. To express gratitude to the DAC for reviewing the Southern Blackstone Smart Mobility Plan, as those comments are valuable. Since then have done outreach related to access for all pedestrians and cyclists on Blackstone. Now nearing the end of the planning grant. The next step is acceptance of the plan by council in May of this year. After acceptance will begin moving forward with finding grants to do the work. Also have the Shaw Activity Center plan, from Barstow to Santa Ana which member Norwood has been involved with – have grant application pending for planning for that area. Will have two open house events for the Southern Blackstone strategy on April 2 and April 3. All are invited to attend.

Keith Berthold Fresno Metro Ministries, also expressed gratitude for the assistance with the Southern Blackstone Plan, as these recommendation in the strategy improve accessibility for everyone. He reminded that this hinges on the City Council accepting the strategy, need the disability voice at the city council meeting to support that strategy. Please consider being a part of that voice so can continue the process on the Blackstone corridor. Goal is May 2 or 9 for this to be before city council. Prior to that will be the planning commission on April 17 at 6pm. They welcome as many

participants as possible for both. Vice Chair Reyes Acosta suggested a letter of support for the council item. Norwood indicated that he may be able to be there, schedule permitting. Keep us informed on timelines.

Berthold further stated that Fresno Metro Ministries is working on a contract for Fresno County for Health Needs Assessment. They want to have a special focus group related to needs of people with disabilities and invite participation from the DAC and community. Please contact Berthold after the meeting.

Yonas Paulos, Homeless & Veterans advocate – shared about undocumented veterans who are being deported after service. Paulos encouraged people to contact their representatives about this issue.

Sarah Harris announced that she just received word that Fresno County Supervisors have decided to go with the voters Choice Act, which means they will have polling centers rather than polling places. All voters will be able to get absentee ballots and/or ballots that can interact with accessible technology. More accessible machines and training for staff. This gives opportunity for more people to vote, especially those with disabilities in rural areas. In Madera switching to this system increased voters by 20%. Harris, Vidal Medina, and Member Norwood were involved with looking at the accessible voting machines during the selection process. Norwood asked if the voters office will report to the VAAC which devices were chosen; Harris indicated that she believes they will.

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. [ID19-1326](#) Information Service Department Update - Mobile Applications & Kiosks

Miguel Ramirez and Robert West, programmer from the Information Services Department (ISD) presented about mobile applications and kiosks. All mobile applications are being done in house, working closely with ADA office to make sure that they are WCAG compliant.

My FAX Bus uses google data and real-time mapping of where the bus is located. The app gives the bus locations and which busses to take to get to destination.

Member Reyes Acosta asked if the app takes care of ticketing. Not currently, but in the future will show where the Ticket Vending Machines are located.

Community member Sarah Harris asked if it has been tested for usability yet? Ramirez responded not yet but they plan to reach out to the community for testing when the time is appropriate.

Member Norwood asked if complaints, such as issues with bus stops, could be filed through MY FAX Bus application. Ramirez responded that that can be done using the FresGo to reporting system.

Vice Chair Reyes Acosta asked if FresGo was connected to accessibility complaint form and ADA page. Ramirez responded that it is not yet, but will get it there.

Ramirez reported that now community members can call 311 for all city issues (instead of the former 621-CITY number). Part of the goal is to reduce the non-emergency calls to 911. Member Flores suggested putting a 311 link to call on the FresGo app.

Ramirez presented the Fulton District mobile Application which gives facts about Fulton Street and District. It shows the artwork, landmarks, amenities,

and a photo gallery as well as interactive quizzes and facts about Fulton District. Community members can also add their own Fulton photos to the timeline.

Chair Randall said that captioning with a description of the photo is very useful in addition to the alternative text. Harris stated that it would be neat to have a person describing each piece of art.

Member Norwood asked if it could also link in the documentary video "Fresno, A City Reborn" on the building of the Fulton mall. Ramirez will look into it. He stated that the application has a visual map of what the Fulton Mall looked like before it was transformed into Fulton Street.

Member Norwood suggested having an event link on the application. Ramirez stated they are in discussion with the Downtown Partnership, since they coordinate and promote activities. For now, go to Downtown Partnership for events calendars. May be able to link to that in the future.

Ramirez next presented the Eye on Water mobile application. This is not created in-house, but rather partnered with outside entities. Utility customers can log in and see how much water they are using at any given time.

Vice Chair Reyes Acosta asked if have something like PG&E where you can sign up to reduce energy during different times in exchange for monetary incentives. Ramirez stated that it would be hard to do because of public funds being limited when PG&E is a private organization that can do that.

Ramirez stated that the next priority is a Parks App for the locations of the parks and will connect with FAX app.

Member Norwood asked if the accessible or inaccessible stops could be indicated on the mobile applications. Ramirez stated that its something that they can discuss with FAX. Mulhall asked that this be brought up next meeting when we talk about the bus stop self evaluation.

Community member Dennis, YO volunteer at RICV addressed the commission to ask about public safety alerts if there is an application for that. Mulhall responded that there is the Code Red alert system out of the police department that they can sign up for.

Ramirez next presented the City Hall Interactive wayfinding Kiosks and directory, which were created by a 3rd party vendor. Kiosk is a tv screen with a touch screen overtop created for the City Clerks office to replace the cork boards where paper announcements were posted. Clerk's office asked for an interactive rea-time digital kiosk. From the kiosk can interact with the applications and meeting agendas and announcements. One of the features of the kiosk is that it has a button to bring all of the touch button features within the mobility reach ranges in the ADA. Ramirez discussed the decision making process for equivalent facilitation because the kiosks do not have audio output. For the interior wayfinding kiosk the equivalent facilitation is the help desk, which is typically staffed during the same hours when City hall is open. For the exterior kiosks the equivalent facilitation is the city website, where the same information is posted and available in accessible formats.

Community Member Harris stated that having people test in advance and also interact with the vendor. Ramirez stated that they have a good working relationship with the vendor and are able to continue to make adjustments to the programming.

Member Elvington reiterated that equivalent facilitation was considered and that it sounds like the best accommodations were made in these choices because there are other alternatives. He reminded the commission that this is government agency working under government funds and that while not all technology may be accessible, there are multiple ways of getting the information.

8. Subcommittee Reports

8-A. Outreach Subcommittee

no report from the Outreach subcommittee.

8-B. Transportation Subcommittee

Mulhall reported that it was requested that the next Transportation Subcommittee meeting we discuss the fixed route bus stop self evaluation and transition plan. Mulhall asked for other issues that the commission wishes to discuss in the next meeting. Norwood suggested that the bus route app could announce the arrivals of the bus.

Vidal Medina, RICV systems change advocate addressed the commission to state that at the SSTAC meeting they shared the issues with buses that go to multiple stops. If the outside audible is not working you can easily get on the wrong bus or have the right bus pass by. Some buses have turned off the audible announcements, may need to see what is happening with the maintenance.

Member Elvington ask if the busses have to stop at each stop where there is a person, regardless if they are possibly getting on another bus or not. Mulhall said that these issues could be discussed at the next meeting with FAX staff.

Adjournment

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

Aye: 6 - Chairperson Randall, Vice Chair Reyes Acosta, Board Member Coulter, Board Member Elvington, Board Member Flores and Norwood

Excused: 2 - Board Member Pitt 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.

The City of Fresno's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. The meeting room is physically accessible. If, as an attendee or participant at the meeting, you need additional accommodations such as interpreters, signers, assistive listening devices, or the services of a translator, please contact the Office of the City Clerk at (559) 621-7650 or clerk@fresno.gov. To ensure availability, you are advised to make your request at least 48 hours prior to the meeting. The agenda and related staff reports are available at www.fresno.gov, as well as in the Office of the City Clerk.

La Comisión Consultiva de Discapacidades le da la bienvenida al Cuarto de Junta A (2165N), ubicado en la Alcaldía (City Hall), do piso, 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.