

# ACCESSIBILITY ADVISORY COMMITTEE

## Minutes



**Date & Time:** Thursday, Jan 25th, 2018 from 2:30-4:00 P.M.

**Location:** Sun Metro Transit Operations Center at 10151 Montana

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### Agenda Minutes

#### I. Welcome/Roll Call

Meeting was called to order at 2:40 pm with following members present. Committee introduced themselves, as well as city employees that were present.

Member	Appointment	Present
Manuel Corral	District 1	
Jorge Diaz	District 2	
Michelle Adjemian	District 3	Present
Lori Vugteveen	District 4	
Vacant	District 5	
Mary Castillo	District 6	
Mike Palomar	District 7	Present
Kristen Miller	District 8	Present
George Zavala	Mayor	Present
Julio Perez	Secretary	Present
Omar DelaRosa	Legal	

#### II. Call to the Public – Public Comment

No public comment

#### III. Business Items

Approval of Nov 30th, 2017 Minutes: Michelle Adjemian made a motion to approve and Kristen Miller did second the motion – unanimously approved.

#### IV. Discussion

##### A. Bus Stop Enhancement Update

Claudia Garcia from Sun Metro provided an update on the ongoing bus enhancement project.

- 74 out of 114 bus stop from the first phase have been completed.
- Contractor is moving quite along on all the remaining work
- Phase II has started and 30 locations have been identified as high priority
- If the public has specific needs – let Sun Metro know.

## B. ADA Transition Plan and Self-Assessment Update

Departments and divisions assessed.

- Sun Metro
- Streets and Maintenance
- Planning and Inspections
- Purchasing
- Legal
- Capital Improvement
- City Clerk
- Airport
- PIO
- Libraries
- 311/911
- International Bridges
- \* Community Development
- \* MCAD
- \* Parks and Recreation
- \* Zoo
- \* Municipal Courts
- \* Environmental Services
- \* Police
- \* Health
- \* Fire
- \* Destination El Paso

Identified Improvements

### Immediate:

- To make all online documentation accessible
- Incorporate policies to standardize all printed public information in terms of font size
- Ensure departments have the ability to provide hearing aids in some public events
- Continue to provide ADA sensitivity training
- Publish uniform procedures and guidelines to comply with ADA
- Improve communication of City's ADA improvement projects to public

### Short-long term improvements

- All public video to have closed captioning features

- Ensure all museum exhibits are fully accessible
- All library material to be within patrons' reach
- Maintain and track inventory of all ADA improvements separately
- Centralized, online repository of all ADA projects and improvements

### Next Steps

- Finalize ADA assessment report
- Present to community for final input
- Provide rough cost estimates where possible for budgeting purposes
- Deliver to CM for budget consideration
  - Timeline – End of March

### C. JAWS Call Center Scripting in Sun Metro Call Center

Out of four potential vendors – only one was available and capable of providing the service necessary to make the Call Center screen accessible.

- The cost may be between 10 and 20 thousand dollars.
- Maps are not a part of the estimate – they are not able to make those compatible with JAWS.
- Vendor recommended that it would be less expensive if the online screen were adapted to our needs by Trapeze since it is already accessible. Awaiting an estimate from Trapeze.
- Julio Perez expressed a concern that once the screen is made accessible and SM hires someone with a visual impairment, the employee may not be able to carry out all the duties assigned because only a small portion of the calls that come in required the newly accessible screen – a vast number of calls requires research using a map.
- Kristen Miller mentioned that if that is the case, we should not waste money making the screen accessible – accessibility expenses should only go towards making the employee fully productive. Otherwise, it may make the employee feel like they are not carrying out all their duties assigned. The remaining members agreed. As a result – we will continue to ask for a quote from Trapeze but it will be placed on hold for now.

### V. Next meeting Location

- February 22<sup>nd</sup>, 2018 – at the Sun Metro Operations Center from 2:30-4:00pm.

VI. Adjournment – 4:03 PM