



CITY OF TUCSON
 COMMISSION ON DISABILITY ISSUES
 (CODI)
 MEETING MINUTES

The meeting of the Tucson Commission on Disability Issues was called to order by Barton Beck, Chair, on Wednesday, April 18, 2007, at 2:33 p.m., at Eastside City Hall, in the Conference Room, located at 7575 E. Speedway Blvd., Tucson, AZ.

1. Roll Call

Commission Members	Representing	Present/Absent
Vacancy	Mayor	
Vacancy	Ward 1	
Larry Lucas	Ward 2	Present
Michael Pesce – Vice Chair	Ward 3	Present
Barton Beck – Chair	Ward 4	Present
Vacancy	Ward 5	
Robert Blizzard	Ward 6	Present
George H. McFerron	Mayor/Council	Present (departed 4:20 p.m.)
Jeffrey Handt	Mayor/Council	Present
Phyllis A. Cowman	Mayor/Council	Present
Ana Martinez	City Manager	Present
Jean Paul Jorquera	City Manager	Present
Sharon M. Ferrari	City Manager	Present
Staff Present	Representing	
John Zukas	City of Tucson Transportation Department	
Karin Erickson	Sun Tran	
Mary McLain	Van Tran	
Alison Colter-Mack	Equal Opportunity Office	
Sat Bir Kaur Khalsa	Human Relations Commission	
Rick Guerra	Recording Secretary, City Clerk's Office	
Roger Phillips	Recording Secretary, City Clerk's Office	
Guests	Representing	
Tim Shell	Guest	
Mike Pliska	Guest	
Ruth Ann Roger	Self Advocacy Coalition of Arizona	
Anna Deligio	Self Advocacy Coalition of Arizona	
James Glock	Director, Department of Transportation	
Katrina Heineking	Sun Tran	
Olga Graziano	Department of Transportation	

2. Approval of Minutes – March 21, 2007

MOTION by Mr. McFerron, duly seconded, and carried by a voice vote of 10 to 0 to approve the minutes of March 21, 2007 with the following corrections: Item 8 it should read “there was a public meeting held by Transit On The Move”; Item 9b last paragraph should read “compliant” and “assist builders”; Item 9d, “threshold” was all one word; Item 10a the word “stickers” should be “stricken” (This sentence was actually not supposed to be in the minutes at all and therefore was deleted).

3. Staff Reports – Discussion/Recommendation/Action

- a. ADA Eligibility/Transportation – John Zukas reported for the month of March there were two hundred seventy-six (276) applications requested, three hundred forty (340) applications received, forty-nine (49) applications returned as incomplete. Also, a total of two hundred seventy-four (274) applications processed, two (2) denials with thirteen point zero nine (13.09) average days to process ADA applications. He said there was a slight modification to the ADA application form in hopes that the number of returned applications due to being incomplete would decrease and thereby decrease the number of days to process. Over several months they had looked at the statistics of which questions applicants were having problems with.

Mr. Zukas reported that a draft letter regarding the Van Tran voucher list ticket system would be available April 19, 2007 with implementation expected in May 2007. A sixty day evaluation period would commence, after which modifications would be made as needed.

- b. Sun Tran - Karin Erickson reported for the month of March there had been five (5) community presentations reaching five hundred sixty-eight (568) consumers. Two (2) of the Living Independently with Freedom and Equality (LIFE) Mobility Training programs were co-hosted by Sun Tran, one on March 15 providing outreach to two (2) consumers. The next was on March 27 working with three (3) consumers, all who were in mobility devices. She said the next session with LIFE would be on May 8, 2007 from 8:30 a.m. to 12:30 p.m. at the Kino Senior Center.

Ms. Erickson reported for the month of March at the customer service center there were twenty-three thousand seven hundred twenty-eight (23,728) phone calls and seventy-five (75) e-mails. She said in March 2006 there had been thirty (30) e-mails showing a dramatic increase. She said they had received two hundred seventy-seven (277) service reports. Of those, two (2) were ADA specific and upon investigation both were determined not to be chargeable to Sun Tran. She said inquiries had increased to thirty-seven (37), with thirty-three (33) compliments. Of the one hundred seventy-seven (177) complaints after investigation it was deemed one hundred and sixty-two (162) were not chargeable to Sun Tran. She said they had received thirty (30) miscellaneous reports.

Ms. Erickson spoke about the prototype hailing guide that was being produced. She said they would be free and available in the next few weeks at the Southern Arizona Association for the Visually Impaired (SAAVI), the Southern Arizona Adult Rehab locations downtown as well as at the Arizona School for the Deaf and Blind.

- c. Van Tran – Mary McLain reported the year-to-date statistics through March continued to show an increase in demand and actual ridership. Passenger demand was four hundred forty thousand two hundred eighty-two (440,282), a nine (9) percent increase. Passenger ridership was three hundred twenty-seven thousand eight hundred and two (327,802), a two point seven (2.7) percent increase. Cancellations increased by ten (10) percent. No-shows went down by one point one (1.1) percent for a total of twenty-four thousand five hundred forty-eight (24,548). Vouchers were down to twenty-eight thousand eight hundred and eight (28,808), which was a thirty-seven (37) percent decrease from 2006.

Ms. McLain reported there were thirty-seven (37) compliments and one hundred thirty (130) complaints. That equated to one (1) complaint for every two thousand five hundred twenty-two (2,522) passengers. She said the average hold time to make reservations was forty-eight (48) seconds.

Commissioner Blizzard asked about cost-per-trip statistics.

Ms. McLain said those statistics were still being developed.

- d. Parks & Recreation – No report was given.
- e. Equal Opportunity Programs – Chair Beck mentioned the letter he had received and gave to the Commission Members from Liana Perez, Office of Equal Opportunity Programs regarding the Americans With Disabilities Act (ADA) Coordinator position and the status of the Department of Justice mandate. He said this would probably be on the June meeting agenda.

Alison Colter-Mack said she did not report the ADA improvement updates every month since the information did not change that often and that they were currently working on thirteen (13) facilities to bring them into compliance. She also said they had until July 25, 2007 to complete them. Facilities completed were Police Headquarters, the Children's Museum, Community Resources Centennial and Santa Rita buildings and Randolph Community Center. Under construction was Reid Park Zoo and Santa Cruz Police Substation with anticipated completion at the end of May. Udall Park was to be complete in early May.

Ms. Colter-Mack reported that pre-construction meetings were to begin concerning facilities at Hardesty, Clements, the Public Safety Training Academy and the Temple of Music and Art. She said the installation of the assisted listening systems in the identified facilities began on April 2, 2007 with an estimated completion by May 2007.

Ms. Colter-Mack said she had been asked to give a presentation at the Construction Specifications Institute meeting on April 25, 2007 to discuss ADA issues, compliance law and the City's role in ADA compliance. This event was to be held at the Viscount Hotel, which she noted recently had been cited for several ADA violations.

- f. Human Relations Commission (HRC) – Sat Bir Kaur Khalsa reported that the Ray Davies Humanitarian Awards event was held April 11, 2007. She mentioned that City Clerk staff was present to give assistance.

4. Van Tran Policies Presentation by Jim Glock, Tucson Department of Transportation – Discussion/Recommendation/Action

Jim Glock, Director of Transportation gave the presentation highlighting the proposed changes to the current policies document. Chief among them were:

- a. No-Shows: if three (3) percent of a customer's trips were no-shows, they would be contacted and Transportation would work with the individual to reduce the number of no-shows. This would be computed on a rolling six-month period. If the numbers exceed five (5) percent, the customer would be denied access to Van Tran. Also, if a customer had an average of 6 trips a week during a given calendar year and have had no no-shows, they would receive ten (10) free ride vouchers.
- b. Fares: in compliance with ADA regulations, Van Tran fares would be roughly twice the fare charged on Sun Tran. Required caregivers would be able to ride for free as well as children under the age of five. Fares could be paid for through vouchers or a voucherless account set up with the City of Tucson Transit Services Division. If a customer was unable to pay the fare, they would be provided the trip and return, but no other trips would be authorized until payment was received.
- c. Trip Origin: in compliance with ADA regulations, service would be provided "curb-to-curb." Drivers would be discouraged from giving assistance beyond this policy.
- d. Trip Denial: this referred to being unable to provide ADA requested trips requested from one (1) to seven (7) days in advance to or from destinations within the designated Van Tran service area and during designated service times. If one leg of a round trip was denied, it would count as one denial, however if both legs of a requested round trip were denied, this would count as two denials. Destinations must be within three-quarters of a mile from a Sun Tran route. If the destination was greater than this and the trip was denied, it would not count as a trip denial under the ADA regulations.
- e. Trip Length: a trip on Van Tran would take no longer than one hundred ten (110) percent of the time of a comparable Sun Tran

trip. A ninety-five (95) percent on time performance standard would continue to be maintained.

- f. Will Call: ADA eligible passengers would be picked up within one hundred twenty (120) minutes of the requested call time. Will calls would not be honored if called in after 6:00 p.m.
- g. Appeal of an ADA Determination: The new ADA Para-Transit Appeals Board would consist of individuals who understand the concept of physical and cognitive disabilities in relationship to the environment that prevents them from using Sun Tran. The City of Tucson's ADA Project Manager or the supervisor would serve as one of the board members. Someone from one of the jurisdictions other than the City of Tucson that is serviced by Van Tran would serve on the board. Finally, someone appointed by the CODI would serve on the board. No stipend would be paid to the board members.

Commissioner Blizzard raised the question about accommodating bariatric passengers. He said Van Tran vehicles were not equipped to service them, only Handi-Car was, but their fares were quite high. He also asked about details of the will call policies.

Mr. Glock said Van Tran was to mirror and compliment the services provided by Sun Tran. He said that perhaps another system might be needed that provided services not available via the other two systems. He also suggested that members of CODI appeal to the Regional Transportation Authority for available funding to create safety nets for those who did not fit the strict requirements for Sun Tran or Van Tran eligibility.

Chair Beck asked where they go from there.

Mr. Glock said his staff would put together educational materials and they would come back to the commission with a goal to start the new policies by July 1, 2007. He asked the commission members to study the proposed changes and make comments.

MOTION by Commissioner Blizzard, duly seconded, and carried by a voice vote of 10 to 0 to table the discussion on the proposed changes to the Van Tran Policies until the June 20, 2007 meeting.

5. Call to the Audience

Sat Bir Kaur Khalsa asked for more information regarding the curb-to-curb and will call policies.

Mike Pliska spoke about needing assistance when riding Van Tran and concerns with road conditions.

Items 10 and 11 were taken out of order.

10. Budget Report and Expenditures – Discussion/Recommendation/Action

- a. CODI Retreat Lunch – Discussion was held. MOTION by Chair Beck, duly seconded and carried by a voice vote of 10 to 0 to allocate \$200.00 for lunch during the retreat.
- b. CODI Poster for Sun Tran and Van Tran – no action was taken.

11. CODI Annual Chairperson and Vice-Chairperson Nominations and Elections – Discussion/Recommendation/Action

Chair Beck opened the floor to nominations for Chairperson.

Commissioner Pesce nominated Commissioner McFerron for Chairperson and it was duly seconded.

Chair Beck asked if there were any other nominations. Hearing none he called for a motion to close nominations.

MOTION by Commissioner Pesce, duly seconded and carried by a voice vote of 10 to 0 to close nominations for Chairperson.

Chair Beck called for a roll call vote.

Upon roll call, the results were:

Aye: Commission Members Lucas, Pesce, Blizzard, McFerron, Handt, Cowman, Martinez, Jorquera, Ferrari;
Chair Beck

Nay: None

The appointment and election of Commissioner McFerron to be the new Chairperson passed by a roll call vote of 10 to 0.

Chair Beck opened the floor to nominations for Vice-Chairperson.

Commissioner McFerron nominated Commissioner Handt for Vice-Chairperson and it was duly seconded.

Chair Beck asked if there were any other nominations. Hearing none he called for a motion to close nominations.

MOTION by Commissioner Pesce, duly seconded and carried by a voice vote of 10 to 0 to close nominations for Vice-Chairperson.

Chair Beck called for a roll call vote.

Upon roll call, the results were:

Aye: Commission Members Lucas, Pesce, Blizzard, McFerron, Handt, Cowman, Martinez, Jorquera, Ferrari;
Chair Beck

Nay: None

The appointment and election of Commissioner Handt to be the new Vice-Chairperson passed by a roll call vote of 10 to 0.

6. Break

7. Chairperson's Summary of Current Events – Informational Only

Chair Beck referenced the Boards, Committees and Commissions Handbook he had received from the City Clerk's office. All the commission members requested a personal copy.

Chair Beck spoke about an emergency preparedness survey he had received from the Pima County Health Department.

8. Commission Member's Summary of Current Events – Informational Only

Commissioner Cowman spoke about the “Inclusiveness In The Work Place” workshop to be held May 8, 2007 in Glendale, Arizona. She also talked about the Linkages Luncheon she attended.

Commissioner Lucas reminded the commission that his term would expire in December 2007. He introduced his friend Tim Shell who he wished to recommend as his possible replacement.

9. Sub-committee Reports

- a. Public Relations/Education – Commissioner Pesce spoke about the Retreat Subcommittee meeting, referencing the plan handout. He also spoke about the upcoming conference, to be called “Building An Inclusive Tucson for People With Disabilities”. He said they were looking at having the conference coincide with the University of Arizona 2008 spring break and if that was not feasible, moving it to October 2008. He said the subcommittee was proposing to request \$1,000.00 from this year's budget to purchase some promotional materials.

MOTION by Commissioner Pesce, duly seconded, and carried by a voice vote of 10 to 0 to hold a mini-meeting of the Commission concerning budget items after the retreat on May 16, 2007.

MOTION by Chair Beck, duly seconded, and carried by a voice vote of 10 to 0 to table the remainder of the agenda items due to the loss of quorum.

- b. Services/Programs/Activities/Architectural Barriers (SPAA) – This item was tabled.
- c. Transportation – This item was tabled.
- d. Housing – This item was tabled.
- e. Employment – This item was tabled.

Items 10 and 11 were taken out of order and considered after Item 5.

10. Budget Report and Expenditures – Discussion/Recommendation/Action

This item was taken out of order.

11. CODI Annual Chairperson and Vice-Chairperson Nominations and Elections – Discussion/Recommendation/Action

This item was taken out of order.

12. CODI Bus Shelter Posters – Discussion/Recommendation/Action

This item was tabled.

13. Future Agenda Items

This item was tabled.

14. Adjournment: 4:38 p.m.