



**CITY OF PASADENA
ACCESSIBILITY AND DISABILITY COMMISSION
MEETING AGENDA
TUESDAY, APRIL 22, 2014 AT 4:00 PM
JACKIE ROBINSON COMMUNITY CENTER, ROOM 200**

- I. CALL TO ORDER AND COMMENTS FROM THE CHAIR**
- II. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**
- III. APPROVE MINUTES OF MARCH 25, 2014**
- IV. REPORT ON NATIONAL AND LOCAL ADA25 ACTIVITIES**
- V. REPORT ON DEVELOPMENTS WITH ENHANCING THE CITY'S EMERGENCY PLAN**
- VI. DEVELOPMENTS ON CITY ACCESSIBLE WEBSITE**
- VII. UPDATE ON PROGRESS WITH COMMISSION OBJECTIVES**
- VIII. DETERMINE PRIORITIES FOR NEW OR ENHANCED ASSISTIVE LISTENING SYSTEMS**
- IX. DIRECTOR AND STAFF REPORTS**
- X. ADJOURNMENT**

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**CITY OF PASADENA
ACCESSIBILITY AND DISABILITY COMMISSION
MEETING MINUTES
TUESDAY, MARCH 25, 2014 AT 4:00 PM
JACKIE ROBINSON COMMUNITY CENTER, ROOM 200
DRAFT**

Member present: Dolores Gibbs, Dennis Campos, Jennipha-Lauren Nielsen, Judy Post, John Orr, and Michael Warner II.

Members absent: Xilian Chen Stammer

Others present: Robert Gorski (Human Resources and Recreation), Elona Jackson-Hinton (public member)

I. CALL TO ORDER AND COMMENTS FROM THE CHAIR Dolores Gibbs called to order 4:01 pm, and reported meeting with Marcy Santoro (Human Services director) regarding ADA25. Santoro supports ADA anniversary activities and will attend the May meeting to discuss the ADA25 brochure, lapel pins, and lapel buttons, and department funding for them. Gibbs stated that she and Santoro feel that September is when the ADA25 brochure should be completed.

II. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA There were no public comments.

III. APPROVE MINUTES OF FEBRUARY 25, 2014 John Orr moved to approve the minutes as submitted. Jennipha Nielsen seconded, and the minutes were approved with Michael Warner abstaining.

IV. REPORT ON NATIONAL AND LOCAL ADA25 ACTIVITIES There were no developments reported on the national level. Jennipha Nielsen played a one-minute video about people with disabilities being active in life and the commission expressed support for having the video available on a new page for the Human Services and Recreation web site that would be devoted to ADA25. Nielsen moved to recommend that the Human Services Department dedicated one or more web site pages to the ADA 25th anniversary and that each City department home page have a banner-type link to the ADA25 page on the Human Services web site. John Orr seconded and the motion passed.

John Orr moved to restore the commission's history link on the City web site and to add a history of the City's progress in complying with the ADA. Jennipha Nielsen seconded, and the motion passed.

The commission reviewed a new draft of an ADA25 brochure and agreed that the brochure could include testimonials from non-Pasadena residents.

Judy Post moved that the commission express appreciation to Human Service and Recreation for the design of the ADA25 lapel pin. Jennipha Nielsen seconded, and the motion passed with Michael Warner abstaining.

John Orr announced that the ADA25 committee continues to plan for small member on April 23 for people interested in planning ADA25 anniversary activities.

V. DEVELOPMENTS WITH ENHANCING THE CITY'S EMERGENCY PLAN

Dolores Gibbs reported that the original focus of the Disaster Preparedness Committee has blown wider with promotion of the FAST team of volunteers to assist disaster shelter staff serve people with disabilities. Whether the committee will maintain its focus on shelters or expand into other aspects of emergency planning will be discussed at the next committee meeting. John Orr suggested that the committee consider researching a recommendation regarding the City developing a Smart 911 system.

VI. POWERPOINT PRESENTATION ON ACCESSIBLE WEBSITES

Michael Warner reported that per the recommendation of the commission, he and Xilian Chen Stammer are reducing the number of slides in the PowerPoint presentation. He also noted that a tutorial on web site semantics needs to be added to the seminar. The commission recommend that Warner create a brief list of top access issues with the City's web site and that the list be shared with the City's web administrator prior to his attending the April commission meeting.

VII. UPDATE ON PROGRESS WITH COMMISSION OBJECTIVES

Regarding objective #4 the commission reviewed the fact that the most recent update on implementing the City's transition plan reported only \$43,000 was spent between July and December 2013. The commission agreed at its next meeting to assign facilities to commissioners to check that completed transition items are were done correctly.

VIII. DIRECTOR AND STAFF REPORTS

Robert Gorski reported that Information Services is committed to installing a loop assistive listening system in Wright Auditorium by the end of this fiscal year or early in the next fiscal year. The Commission agreed that the City should assure that assistive listening is available at all venues where the mayor or other city officials speak.

Gorski distributed a handout out on appropriate disability language and requested commissioners to comment, particularly on the use of the term "Intellectual disability."

Lastly, Gorski reported that City staff recently received training on dealing with "challenging customers"; unlike the training advertisement, people with disabilities were not included in the example of challenging customer. Later in the calendar year, Gorski reported, Human Resources plans to offer City staff a seminar on disability awareness.

IX. ADJOURNMENT

Meeting adjourned at 5:48 P.M.

Submitted by Dolores Gibbs, Chair, Accessibility and Disability Commission
Prepared by Michael Warner, Secretary, Accessibility and Disability Commission

New Section 508 Guidelines

Later this year the federal government will make public for comment new guidelines for Section 508 of the federal Rehabilitation Act. Section 508 guides federal agencies in the purchase of high technology equipment and software. Because the federal government is a major purchaser of technology, its guidelines have great influence on developments in technology industries.

Below are thoughts from Commissioner Michael Warner on the proposed Section 508 guidelines.

Problem

The only problem is that the new guidelines simply defer to the World Wide Web Consortium (W3C's) WCAG 2.0 guidelines, and those are technology-neutral. WCAG 2 does contain "Techniques" for various software, but the actual rules are neutral. The old Section 508 guidelines referred to some parts of WCAG 1.0 which emphasized the use of technologies that are part W3C's data and applications standardization of the World Wide Web.

My first instinct is to complain about WCAG 2.0 dropping the preference for non-proprietary technologies, but its scope is to cover the whole Internet, not just government and government funded entities like Section 508 does.

Suggested Corrections

Section 508 has a much smaller scope than WCAG, so it should not simply follow WCAG verbatim. The new Section 508 guidelines can keep their reference to WCAG 2.0, but add a rule saying that using W3C standards is preferred when feasible. The government should fund research for development of standards for documents and data like they did years ago for the DARPA Net (now known as the Internet). The World Wide Web Consortium W3C has various standards that I think could go together to form a PDF killer. HTML5 is already starting to kill Adobe Flash on videos and interactive content. The government should require these standards in their procurement contracts instead of allowing Microsoft and Adobe to keep peddling their products at the expense of taxpayer dollars and endangering national security with products having large attack surfaces.

Six Accessibility Issues with the City Web Site

1. The City does not use semantics in its public documents. Microsoft Office and Adobe PDF do have procedures on using semantics. Employees who create public documents need to learn possible procedures for marking semantics.
2. The City sometimes uses Microsoft Word documents for public information (especially the newer variant DOCX). The City should use PDF for all public documents when they have an official function for paper printing (i.e. agendas and application forms).
3. The City provides some information only in Microsoft Office and/or PDF format, but not also in HTML. With documents properly marked-up with semantics, conversion to HTML should be relatively easy.
4. The City's webpages use headings inconsistently. The fancy expanding menu on the right side of the City's homepage has titles for each section of the menu. The titles should be marked as headings.
5. The City's webpages often use fonts that do not have enough contrast with the background. Automated tools should be used to calculate the contrasts.
6. There is a need for a global directory or index to find things without having to leapfrog through several pages to find an item. With a content management system, which the City has, it should be possible to have a comprehensive list of items.

**CITY OF PASADENA ACCESSIBILITY AND DISABILITY COMMISSION
WORK PLAN: 7/1/12 - 6/30/13**

MISSION: The purpose of the commission is to advise the council on accessibility issues in Pasadena. The commission shall:

1. Study and examine: (a) existing inequities in access to the physical, work, social and cultural environments for all residents of Pasadena, particularly those who have disabilities, and (b) policies, procedures, programs and legislation for eliminating those inequities.
2. Recommend policies, procedures, programs and legislation to promote and ensure the accessibility of the physical, work, social and cultural environments to all residents of Pasadena, particularly those who have disabilities.
3. Consult and cooperate with other public agencies and commissions on matters relevant to the commission.
4. Assist the accessibility and disability issues coordinator to carry out assigned programs and responsibilities.

The purpose of the Accessibility and Disability Commission is to advise and make recommendations to the City Council.

OBJECTIVES:

- 1 By October 2013 conduct a seminar on disaster preparedness for general community and caregivers and involve staff from Fire, Public health and Human Services Departments.
- 2 Throughout the fiscal year hold a total of 4 public events to raise awareness of accessibility and disability.
- 3 By January 2014 establish a committee of commissioners and individuals from the disability community to promote planning for local celebration activities for the 25 anniversary of the Americans with Disabilities Act in July 2015.



ADA 25th Anniversary - July 26, 2015
Liberty, Justice, and Access for All

- 4 By February 2014 conduct a seminar on accessible website design.
- 5 In February 2014 provide Council with a written assessment of the implementation of the City's ADA transition plan for structural changes.

**Proposed 2014-2015 Assistive Listening Activities:
Pasadena Accessibility and Disabilities Commission
John Orr**

1. Assess the listening accessibility situation at the Pasadena Convention Center and Pasadena Civic Auditorium; at City-owned facilities used by officials for public events and official presentations (e.g., the Mayor's State of the City address, the Pasadena Quality of Life Index report); and at facilities used for "community meetings" that are sponsored by public officials. On the basis of this assessment, prepare a report that identifies priorities among proposed projects.
2. Advocate for the installation of an induction wire loop in at least one medium sized conference room that is regularly used for City committee meetings (e.g. the conference room on the basement level of City Hall).
3. Develop and implement a marketing/education program to encourage usage of installed assistive listening systems by Pasadena residents and visitors..

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Member present: John Orr, Jennipha-Lauren Nielsen, Dennis Campos, Judy Post, Michael Warner II, and Xilian Chen Stammer.

Members absent: Dolores Gibbs, Jorge Lambrinos

Others present: Robert Gorski (Human Resources and Recreation), Asim Mohammed (Manager of Applications in the Department of Information Technology), Deborah Johnson (member of the public)

I. CALL TO ORDER AND COMMENTS FROM THE CHAIR

John Orr called to order at 4:03 P.M.. There were no comments from the chair.

II. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

Deborah Johnson observed that hazardous cracks, down lifts, and uplifts are rampant on sidewalks. She spray paints the hazards. Photographs of these painted hazards were displayed in the meeting. She noted that her friend who uses a wheelchair had to ride in the street several blocks because the sidewalks were too bad to ride on. Robert Gorski noted that state laws places responsibility of sidewalk maintenance on the property owners. Johnson complained that the City's trees are often at fault for the problems and not the fault of the property owners. The commission agreed to agendize this issue for the commission's meeting in May. Robert will research the City's liability.

Jennipha-Lauren Nielsen announced that the Mayor's Breakfast will be on April 30th at 7A.M. It will be focused on homelessness and disabilities.

Judy Post reported that her City Councilmember will hosted a hearing screening at her community complex.

Michael Warner II reported that his neighbor, Rose Pecco, told him several complaints she got at the Senior Commission. Pedestrians don't get enough time to cross Lake at Orange Grove. There are problems with Dial-A-Ride drivers being rude and not showing up on time. There are not enough buses in service during peak hours when students are travelling. Warner experienced having ARTS jammed to capacity and passing people at stops, when students get out of school. Robert Gorski suggested that Warner get more specific information from his neighbor.

III. APPROVE MINUTES OF MARCH 25, 2014

Judy Post moved to approve the minutes with corrections to the spelling of the names Mercy Santoro and Jennipha-Lauren Nielsen. Jennipha-Lauren Nielsen seconded, and the motion passed..

IV. NATIONAL AND LOCAL ADA25 ACTIVITIES

Robert Gorski announced that the traveling show on the ADA will be in Los Angeles during the Ability Expo from March 3 to 5 at Los Angeles Convention Center. Jennipha-Lauren Nielsen announced that the first ADA25 Network meeting will be at Ability First April 23.. Nielson and John Orr will distribute testimonial guidelines and draft brochures to help Network member learn about the benefits of the ADA. Orr plans to have a final draft of the brochure by June.

V. ENHANCING THE CITY'S EMERGENCY PLAN

Robert Gorski recounted that the commission created the Disaster Preparedness Committee 2 to 3 years ago. At the beginning of this fiscal year, the committee's only task was to create a seminar for caregivers, but then the committee became involved in discussions with City staff about improving how the plan addressed service to people with disabilities. An enhancement committee was established with members of this commission, the senior commission and people from various city departments to write the annex for emergency shelters. Gorski asked if the committee wants to continue on to other aspects of the emergency plan (evacuation, communications, etc.). John Orr expressed his concern about strengthening plans to provide emergency notifications to people with sensory and mobility disabilities.

VI. DEVELOPMENTS WITH CITY ACCESSIBLE WEBSITE

Asim Mohammed explained that accessibility is considered when features are added to the website, but staff may not know everything that they need to know. The task of posting documents is decentralized, allowing each department to upload their own documents via the content management system that is run by Department of Information Technology (DoIT). DoIT has no policy on document appearance or content, and Mohammed agreed that a document policy could be created. He also explained that there is an option to save documents in HTML, but some documents are image only because they are printed and scanned by departments.. If there are errors in the use of headings, Mohammed requested that commissioners bring them to his attention, so they can be fixed. IT staff do use a tool to analyze appearance of text (font size, contrast, etc.), and are working on a master site index.

John Orr complained that text on the city website tends to be pastel (not black); the menu on the right side is particularly problematic with pastel backgrounds. "City of" Pasadena is hard to read on top of the webpages.

Michael Warner II observed that the problem with Microsoft word documents is layout can vary between user systems, and he urged that PDF be used in place of Word. And

further, he observed that Appearances don't need to be standardized and consistent, but semantics need to be put in everything to aid people with blindness.

Jennipha-Lauren Nielsen suggested that a procedural step is established for adding alternate text to images and suggested that Warner draft a list of specific problems on specific pages for Mohammed to investigate.

Regarding a timeline for establishing standards. Mohammed said he first needs to talk to each department head, but improving links, headings, contrast, and navigation can be done quickly.

Mohammed explained that most City departments use DoIT's content management system to create webpages. Exceptions are Water and Power, which uses Dreamweaver for authoring pages on its own website (pwpweb.com), and City Clerk, that uses FrontPage to author City Council and commissions pages. (If a page has ww3.cityofpasadena.net as its address, it is authored with FrontPage.)

The commission agreed to John Orr's suggestion that Michael Warner, Robert Gorski, and Asim Mohammed review Warner's written comments on the City's website and report at a future commission meeting.

VII. UPDATE ON PROGRESS WITH COMMISSION OBJECTIVES

UPDATE Objective 1: Seminar on disaster preparedness John Orr said that the Disaster Preparedness Committee probably will not do a preparedness seminar for caregivers, at least not this year. Robert Gorski suggested the consider what they want to do next fiscal year or possibly end the committee.

UPDATE Objective 2: Four Public Information Events During the Fiscal Year

The commission agreed the objective has been achieved with Christ Holden's block party, Fire Department's event, ADA25 Network meetings, and bringing pamphlets to the Mayor's Prayer Breakfast.

UPDATE Objective 3: Establish a committee to promote planning for the ADA's 25 anniversary The commission agreed the objective had been achieved.

UPDATE Objective 4: Seminar on accessible website design Review of this item was tabled.

UPDATE Objective 5: Provide Council with a written assessment of the City's ADA transition plan. The commission agreed to John Orr's suggestion that commissioners visit a random sample of sites marked completed on the most recent bi-annual report for verification, and in June visit sites marked to be completed by June.

VIII. NEW PRIORITIES FOR ASSISTIVE LISTENING SYSTEMS

John Orr reported that loop systems will be installed at Villa Parke Community Center and in Central Library's Wright Auditorium. He proposed installing new assistive listening systems, first, in places where many meetings/events by the City government are held; second, in at least one medium conference room that is regularly used for city committee meetings. Orr also proposed the City develop and implement a public relations effort to educate the community about the listening systems and a program to train City staff on appropriate use of the assistive listening systems.

IX. DIRECTOR AND STAFF REPORTS

The Desidaro Project will have its first meeting on April 23 at 6:30 P.M. at the city council chambers and the project calls for a new park and detached condos developed by Habitat for Humanity. Robert Gorski observed that people may use Public Comments to express accessibility concerns. John Orr move that the commission direct the commission chair to advise commissioners of upcoming opportunities for commissioners to make input on the Robinson Park and Desidero projects. Judy Post seconded, and the motion passed.

Robert Gorski reported on a legal action brought by an individual against the Tournament of Roses, the City, and several contractors for accessibility issues at the annual Rose Parade. Jennipha-Lauren Nielsen asked if this legal action might help to provide more funding to address accessibility issues. Gorski said probably will not.

X. ADJOURNMENT

The meeting adjourned at 6:04 P.M..

Submitted by Dolores Gibbs, Chair, Accessibility and Disability Commission
Prepared by Michael Warner, Secretary, Accessibility and Disability Commission

Hello All,

At its last meeting the Accessibility and Disability Commission briefly discussed uplifted public sidewalk as an accessibility issues, and the commission asked me to provide background information on this topic at the May commission meeting.

To that end, I plan to ask Public Works staff the following questions:

- 1] Has the City identified locations where the City deems uplifted sidewalk to be a problem?
- 2] If the City has a list, how many locations are on the list and what is the definition of when uplifted sidewalk is a problem?
- 3] Where and how should a citizen report a location to the City of uplifted sidewalk that he or she thinks is a problem for accessibility or for safety?
- 4] Is the city responsible for maintaining the usability of public sidewalk? Is the adjacent property owner responsible? Is the responsibility shared between City and adjacent property owner?
- 5] What are ways that uplifted sidewalk gets repaired? (If a property owner shares responsibility with the City, under what circumstances can the City compel the property owner to participate in making repairs?)
- 6] What happens when repairing uplifted sidewalk requires removing a tree in the parkway? Or a tree on private property other than the parkway?
- 7] People have noticed a few locations where usability of public sidewalk is a problem because a portion of the sidewalk has sunk. Is the City aware of these locations, and if so, how does the City deal with them?

In response, additional questions from commissioners:

- 8] [Where does the responsibility lie for apartment buildings? My mother fell onto her cane on an uneven sidewalk, and broke two ribs. It was a "beveled" patch in front of her apartment.](#)
- 9] If a complaint about *access and/or injury* is lodged at the City because of a sidewalk in disrepair, can the City make the property owner replace the broken section of the sidewalk beyond a "temporary patch" that the City offers? I have a feeling that the City would respond to access/injury complaints on a "case by case" basis and could respond in various ways

10] it doesn't make sense to construct curb ramps, then tolerate sidewalks that make it virtually impossible for people to get to them. it would be helpful also to consult with the City Attorney's Office about issues related to this situation. Even though homeowners have obligations to repair sidewalks in Pasadena, what legal obligation does the City have to assure safe sidewalks? Is there a public safety standard for sidewalks? Under ADA, does the obligation to provide ramps extend to an obligation to remove at least the most severe accessibility barriers on public sidewalks? Where does financial liability lie for injuries caused by sidewalks that do not comply with legally-defined public safety standards?

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Notes to April commission meeting

During Public Comment, Debra Johnson of district 7 talked about taking photos of sidewalk uplifts and cracks that are a problem for people with disabilities and other people who with walking limitations. Johnson has fallen at uplifted sidewalk, and her many complaints to the City have, with exception, been ignored. Johnson has a friend who uses a wheelchair and once the friend had to roll in the street for several blocks because of uplifted sidewalk. The commission agreed to ask the chair to agendize a discussion on uplifted sidewalk for possible commission action at the May meeting. The commission asked the accessible coordinator to research the City's awareness of uplifted sidewalk, the responsibilities of the City and property owners for sidewalk maintenance, the city's current practice for repairing sidewalk, and what happens to complaints and claims for damage.

J. Nielsen announced that attendance at the upcoming Mayor's Breakfast is \$35 and the breakfast will focus on homelessness.

J. Post commended Councilmember Masuda for sponsoring a hearing test clinic at Vista Grove.

M. Warner reported that friend with a disability alleges that the crosswalk lights at Lake and Orange Grove make crossing Lake difficult; that paratransit drivers are sometimes rude and late in arriving; and that mass transit buses sometimes pass him by without stopping even to explain that the bus is full.

Minutes approved with one typo correction.

Regarding emergency planning, the commission asked the Disaster Preparedness Committee to meet soon and decide if it wants to continue working on the Emergency Enhancement Committee, to start on a different task, or to work on no task for the immediate future.

Regarding ADA25, R. Gorski reported no developments on the national level other than the dates – March 3-5 – for the ADA Legacy Project to be in Los Angeles at the Abilities Expo with information booths, discussions, and fun giveaways. J. Nielsen reported that the initial meeting of Pasadena's ADA25 Network occurs on April 23 at the office of Abilityfirst. J Orr reminded the commission that he expects to have a final draft of an ADA25 brochure by June.

Regarding the City's web site, web manager Asim Mohammed said he is aware of the 6 problems identifying by M. Warner. Points 1, 2 and 3 require broad changes in City policy that Mohammed is working on. Points 4 and 5 are slowly being addressed by Mohammed's limited staff of two people. Point 6 will be addressed by a project to create a "master web page" within a few weeks.

J. Orr expressed dissatisfaction with the pastel colors and grey print on the City's web, and A Mohammed replied that he is working with Human Services and Recreation staff to design a template for all departments to use and the template will have darker colors than those used currently.

J. Nielsen expressed dissatisfaction that some photos and graphics on the City web are not designed with descriptive text in the background for blind people to read with their technological devices.

Mohammed said that Water and Power has a separate web site which he does not manage. Also, the City Clerk controls the pages dedicated to City commissions and advisory bodies, and there should be no problem with restoring the link to the commission's history page and to upload an updated history.

Regarding commission objectives,

- #1 A preparedness seminar for caregivers will not be accomplished. The Disaster Preparedness Committee needs to decide if it wants to recommend this objective for next fiscal year.
- #2 Make four public presentations about the commission has been accomplished.
- #3 Initiating an ADA25 Network has been accomplished.
- #4 Developing a seminar on accessible web design is in process.
- #5 A written assessment of progress on the City's transition plan is in process. Commissioners agreed to select items on the most recent semiannual progress report and visit the location to verify the work.

J. Orr urged the commission to have a discussion in the very near future about creating a new a list of priority locations for loop listening systems.

Regarding plans for a new Robinson Park Center, J. Nielsen moved to ask the chair to agendize discussion on the project for the next commission meeting and to present different opportunities by which the commission can pursue insuring that the project yields a fully accessible park center. The motion passed with Dennis Campos voting no.

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- 1] research uplifted sidewalk numbers, who is liable for what, and practices for repair
- 2] in March minutes correct Mercy's first name
- 3] set up meeting with Asim Mohammed and Michael Warner
- 4] opportunities for A&D commission to make input on Robinson Center project