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AGENDA

Accessibility and Disability Commission
September 22, 2015

MEMBERS

Elona Jackson-Hinton, Mayor
Dennis Campos, District 1
Jorge J. Lambrinos, District 2
Joy Rittenhouse – District 3
Judy Post, District 4
Michael Warner II, District 5
John Orr, District 6
Xilian Chen Stammer, District 7
Jennipha-Lauren Nielson, At-large

STAFF

Robert Gorski, Accessibility Issues Coordinator

MISSION STATEMENT

The City of Pasadena is dedicated to delivering exemplary municipal services, responsive to our entire community and consistent with our history, culture and unique character.

In compliance with the Americans with Disabilities Act of 1990, listening assistive devices are available from the Accessibility Issues Coordinator with a 24-hour advance notice. Please call 626-744-4782 to request use of a listening device.

Language translation services are available for this meeting by calling 626-744-4782 at least 24 hours in advance.

Habr  servicio de interpretaci n disponible para  stas juntas llamando al 626-744-4782 por lo menos con 24 horas de anticipaci n.

Public meeting begins at 4:00 pm. Items on the agenda may not be called in order listed.

*Agendas are available on the Internet at
http://ww2.cityofpasadena.net/commissions/access_disab.asp*

*Materials related to an item on this Agenda submitted to the Accessibility and Disability Commission **after** distribution of the agenda packet are available for public inspection in the Department of Human Services and Recreation at 1020 N. Fair Oaks Ave., during normal business hours.*



**CITY OF PASADENA
ACCESSIBILITY AND DISABILITY COMMISSION
MEETING AGENDA
TUESDAY, SEPTEMBER 22, 2015 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. REVIEW TIMELINES FOR ACHIEVING COMMISSION OBJECTIVES**
- IV. ADA25 ACTIVITIES**
- V. DISCUSS FUTURE FOCUS OF ACCESSIBILITY COORDINATOR POSITION**
- VI. UPDATE ON ACCESSIBILITY OF LIBRARY COMPUTERS**
- VII. COORDINATOR'S REPORT ON ADA COMPLAINTS AND ACCESSIBILITY IN CITY FACILITIES**
- VIII. APPROVE MINUTES OF AUGUST 25, 2015**
- IX. ADJOURNMENT**

Posting Statement: I hereby certify that this agenda was posted in its entirety on the bulletin board at Council Chamber, Room S249 and the bulletin board in the rotunda area of City Hall, 100 N. Garfield Avenue, and a copy provided to the Information Service Department, Main Library, for posting by 5:30 PM on the 17th day of September 2015. Documents distributed to a majority of the Commission regarding any item on this agenda will be made available at the Reception Counter at Jackie Robinson Community Center. For information on accessibility and to request reasonable accommodations at least 3 days in advance, contact Robert Gorski, Accessibility and Disability Issues Coordinator at 744-4782 or 744-4371 TTY.

CITY OF PASADENA
ACCESSIBILITY AND DISABILITY COMMISSION
MEETING MINUTES
August 25, 2015
DRAFT

Members present: Dennis Campos (arriving at 4:16), Elona Jackson-Hinton, Jennipha-Lauren Nielsen, John Orr, Xilian Chen Stammer, Jorge Lambrinos

Member Absent: Joy Rittenhouse, Judy Post, Michael Warner II

Others present: Robert Gorski (Accessibility Issues Coordinator); Ada Lai (Pasadena resident)

I. CALL TO ORDER AND COMMENTS FROM THE CHAIR

Jennipha Nielsen called the meeting to order at 4:07.

II. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

There were no public comments.

III. TIMELINES FOR ACHIEVING EACH COMMISSION OBJECTIVES

Objective 1. John Orr will have a progress report by October 2015.

Objective 2: By September Jennipha Nielsen will have a mission statement. By November she will have a rough draft of a checklist for restroom accessibility, and in October she will present a final checklist.

Objective 3: Dennis Campos will a draft report in December and a finished report in Feb. 2016.

Objective 4: Xilian Chen Stammer has completed a first draft form and instructions, and with commissioners input, she will report a second draft by September.

Objective 5: The commission tabled discussion due to Michael Warner's absence.

Objective 6: Elona Hinton will gather information and strategies through contact with Cal State LA and with Pasadena City Human Resources and report in November 2015.

Objective 7: By October Elona Hinton will report to the commission on her research.

IV. ADA25 ACTIVITIES AND FUNDING FOR BROCHURES

Jorge Lambrinos moved that the commission request the City allocate \$570 from commission funds to print 250 ADA25 brochures. Jennipha Nielsen called a recess in order to count how many buttons remained. When the meeting reconvened, Lambrinos amended his motion to remove "from commission funds" from the motion. John seconded and the motion passed.

The commission reviewed and agreed to several changes in draft letters concerning ADA25 in Pasadena that will be mailed to former President George H. W. Bush, former Senator Tom Harkin, and former Congressmen Tony Coelho. Jorge Lambrinos moved to send the letters under the chair's signature. Xilian Chen Stammer seconded and the motion passed.

Jorge Lambrinos moved that the commission request the Department fund a \$70 registration fee for Jennipha Nielsen to attend an ADA conference in San Francisco on September 26 and 27. John Orr seconded and the motion passed.

V. FUTURE FOCUS OF ACCESSIBILITY COORDINATOR POSITION

The commission agreed to continue ~~to discuss~~ this matter ~~on~~ to the next commission meeting.

VI. AUTHORIZE CONTACTING LIBRARY COMMISSION REGARDING ACCESSIBILITY OF LIBRARY COMPUTERS

Jorge Lambrinos moved that the commission authorize Michael Warner to contact the Library Commission regarding its involvement in the accessibility of library computers available to the public.- John Orr seconded and the motion passed.

VII. ACCESS COMPLAINTS REGARDING POSTED AGENDAS AND LACK OF AQCESSIBLE ON-STREET PARKING

The commission agreed to table this matter to the September 2015 Commission meeting.

VIII. APPROVE MINUTES OF JULY 2015

Jorge Lambrinos moved to approve the minutes as submitted. Elona Hinton seconded and the motion passed.

IX. ADJOURNMENT

The Commission agreed to hold its December meeting on December. 17. The meeting adjourned at 6 pm.

Submitted by Dennis Campos, Chair, Accessibility and Disability Commission
Prepared by Xilian Chen Stammer, Secretary, Accessibility and Disability Commission

Complaint Report

This form is intended to document complaints received by the Pasadena *Accessibility and Disability Commission*.

Report		Involved Facility/Company
<i>Reported:</i> <input type="checkbox"/> In person <input type="checkbox"/> By Letter <input type="checkbox"/> By Telephone		<i>Type of Facility/Company:</i>
<i>Complainant Name:</i>		<i>Facility/Company Name:</i>
<i>Address: Street City State Zip Code</i>		<i>Address: Street City State Zip Code</i>
<i>Day Time /Cell Number:</i>	<i>Email Address:</i>	<i>Website Address and/or Telephone number (if available):</i>
<i>Relationship/involvement with Facility/Company:</i> <input type="checkbox"/> Resident <input type="checkbox"/> Employee <input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Other		<i>Area of Concerns (but not limited):</i> <input type="checkbox"/> Transportation <input type="checkbox"/> Disability Parking <input type="checkbox"/> Side Walk <input type="checkbox"/> Facility Accessibility <input type="checkbox"/> Access to Emergency Information <input type="checkbox"/> Closed Captioning Display Requirements <input type="checkbox"/> Hearing Aid Compatibility for Telephones <input type="checkbox"/> Employee Assistance Program <input type="checkbox"/> Equal Opportunity & Non-Discrimination
<i>Details of Allegation(s)/Description of Concern(s):</i>		

Signature of Complainant: _____ Date: _____ Time: _____

Received by Commissioner or Staff (Please print): _____

Signature of Commissioner or Staff: _____ Date: _____

(___ called (or) ___ emailed to Complainant on date: _____ to inform _____ that Complaint was submitted to City of Pasadena Department of _____, on Date _____ Initial: _____)

Complaint Report Protocol

Purpose

The purpose of this protocol is to provide guidance on the receiving and reporting complaints regarding American Disability Act (ADA) compliance related matters.

Important Information

Collect *only* information related to the facts of incident/problem and avoid writing about opinions. Complaints *not* directly related to the ADA compliance and/or safety and accessibility matters, for example, personal complaints, business disagreements, monetary disputes, child rearing philosophy or style, and program differences will not be referred to the Accessibility and Disability Commission.

Complaint Report Protocol

1. If the Complaint is filed in person, the person filing the complaint is responsible to complete the Complaint Report Form, sign it, and date it.
2. If the complaint is received by letter, the Commissioner/staff is responsible to complete the Complaint Report Form as much as possible based on the received letter, then attach the letter to the Complaint Report form.
3. If the complaint is received by telephone, the commissioner/staff is responsible to inform the person filing the complaint that a Complaint Report Form will be filled out by the commissioner/staff on behalf of the person filing the complaint. The commissioner/staff is also responsible to complete the Complaint Report Form based on the information provided by the person who made the telephone complaint.
4. Under all the circumstances listed above, the receiving commissioner/staff will:
 - a. sign the Complaint Report Form,
 - b. date it,
 - c. submit it to the related City Department,
 - d. make a copy of the Complaint Report for the Commission Binder, and
 - e. report to the Commission at the following commission meeting.
5. The receiving Commissioner/staff is responsible to inform (via email or telephone call) the person who filed the complaint on “when” and “to whom” the complaint Report was submitted, and the contact information (if possible) for the complaint to follow through.
6. After informing the complaint, the Commissioner/staff will record it on the Complaint Report Form and initial it.

Hi Xilian

Great start on the form. My only comments focus on saving space with some items on the form in order to allow more space for other items.

The items that need more space are [1] the box for the complainant's mail address; [2] the box for complainant's e-mail address; and [3] the box for the address of the facility complained against.

Also, the box for how the complaint was submitted needs to add: "E-mail" and "On Behalf of Another"

Lastly, the box for describing the complaint should be a little bigger, especially since the text will probably be hand-written.

Here are ideas for saving space:

- 1] Eliminate the box containing the word "REPORT"
- 2] Move the box about "Relationship/involvement with Facility/Company" to the left side of the form; and change the last word to "Service"
- 3] Eliminate the box containing "Involve Facility/Company"
- 4] Replace text inside box containing "Type of Facility/Company" with "The Facility or Service Complained Against Is: Government or Private Sector"
- 5] Replace text inside box containing "Facility/Company Name" with "Name of Facility or Service"
- 6] In the box for Areas of Concern, delete "Access to Emergency Information," "Hearing Aid Compatibility with Telephones," "Employee Assistance Program," and "Equal Opportunity & Non-Discrimination"; and add "Discrimination Related to Employment" and "Other."

Robert

Position description for Accessibility Issues Coordinator

On the page immediately following this paragraph is the description in the City's 1988 flyer for the position of Section 504 coordinator. This flyer was composed two years prior to the passage of the Americans with Disabilities Act. In the late 1990s highly individualized position descriptions were replaced with highly generalized ones. The position of Accessibility Issues Coordinator became one of many City positions within the Management Analyst series. The second page contains the description of the fourth level in the Analyst series, the level at which I currently serve.

1988 JOB FLYER

Under general direction, acts as the title 504 compliance officer; analyses the accessibility needs in public places, city employment, transportation, housing and recreation for people with disabilities and similar populations and develops approaches to reduce barriers; provides technical assistance to City departments regarding compliance to title 504 and title 24 building requirements; provides community education on issues related to accessibility; develops, coordinates and supervises activities to increase the awareness and sensitivity of City staff and the community on disability and accessibility issues; assesses the needs of disabled persons throughout Pasadena through research and demographic information and extensive contact with the disability community; identifies availability of community services; establishes a network of communications between the community and people with disabilities; establishes and maintains effective working relationships with City staff, other City, County State and Federal agencies and educational facilities; and performs other related duties as required.

A MINIMUM OF TWO YEARS OF RESPONSIBLE RECENT EXPERIENCE INVOLVING WORK WITH PEOPLE WITH DISABILITIES, SERVICES AND COMMUNITY ISSUES ARE REQUIRED.

Experience has shown that individuals possessing a Bachelor's degree in Social Services, Sociology or a related public service field are most successful in this position. A Master's degree in a closely related field may substitute for part of the experience requirement.

Must possess a working knowledge of architectural barrier-free environments including Section 504 and Title 24; extensive knowledge of disability and accessibility issues; and knowledge of affirmative action and equal employment legislation; demonstrated ability to work/negotiate in a political environment; work effectively with citizen advisory bodies in the resolution of issues; ability to identify, analyze and evaluate data objectively; prepare and present written and oral reports; exercise considerable independent judgement; facilitate consensus of opinion on various settings; and the ability to establish and maintain effective working relationships with diverse groups and individuals.

LATE 1990 MANAGEMENT ANALYST SERIES

MANAGEMENT ANALYST IV - This is the advanced journey level class in the Management Analyst series. Incumbents provide advanced professional and technical administrative assistance in conducting comprehensive analyses and coordination of municipal policies, organization, procedures and services. This class is distinguished from the Management Analyst III by difficulty and complexity of work performed. It also requires the use of a high degree of independent judgement in making decisions. In line departments, positions in this class typically have responsibility to assist division managers or department directors in accomplishing objectives which include budget preparation and monitoring, contract compliance, organizational analysis, legislative analysis, policies/procedures development and purchasing. Additionally, some positions in this class are responsible for administering activities/functions that have citywide impact or cross department lines. Incumbents in this class may supervise professional and support staff. Thorough knowledge of principles of organization and public administration, research techniques, sources and availability of information, and methods of report presentation, applicable federal, state and local laws, rules and regulations pertaining to area of assignments; administrative principles and methods, including goal setting, program and budget development, work planning and organization; equal employment/affirmation action guidelines and policies; principles and practices of municipal finance and budgeting; principles, methods and practices of municipal personnel functions, including recruitment, training, affirmative action and employee relations. In addition, thorough knowledge specific to the area of assignment is required.