



City of Santa Fe

AGENDA

REGULAR MEETING OF
THE MAYOR'S COMMITTEE ON
DISABILITY
JUNE 07, 2023
3:00 PM
ATTEND VIRTUALLY

SPECIAL PROCEDURES FOR THE MAYOR'S COMMITTEE ON DISABILITY MEETING

Attendance: In response to the State's declaration of a Public Health Emergency, the Mayor's Proclamation of Emergency, and the ban on public gatherings in excess of those permitted in the current Public Health Order, the Mayor's Committee on Disability meeting will be conducted virtually.

Internet: To join the Zoom meeting on the internet using a computer, laptop, smartphone, or tablet, use the following link: <https://santafenm-gov.zoom.us/j/87315404586?pwd=WFE1S0N5dWlpY0UycTJTdUs0anV2dz09>

Meeting ID: 873 1540 4586

Passcode: 227199

Attendees should use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

Phone: To join the Zoom meeting using a phone, use the following phone numbers and Webinar ID: **US: 1 (346) 248-7799 - Meeting ID: 884 0984 9066 Passcode: 786200**

Phone attendees should press *9 to use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

The agenda and packet for the meeting will be posted at <https://santafe.primegov.com/public/portal>.

1. CALL TO ORDER

2. **ROLL CALL**

3. **APPROVAL OF AGENDA**

4. **APPROVAL OF MINUTES**

- a. May 03, 2023 Meeting Minutes and CART Transcript.

5. **PUBLIC COMMENTS (15 MINUTES TOTAL)**

- a. Public Comments from Website or Zoom.

6. **PRESENTATIONS**

- a. Updates on City of Santa Fe Acquisition and Proposed Training to Use and Utilize ADA Kits During Emergencies and Community Events (Brian Williams, Emergency Management Director; Eli Fresquez)

7. **ACTION ITEMS**

- a. Voting for MCD Chair and Vice-Chair for 2023-2025 Term (Regina Wheeler, Halona Crowe, Kathlyne Gish)
- b. Voting to Create MCD Assistance Subcommittees: Examples and Ideas: Minutes and Transcripts Subcommittee, Inclusive City Access Subcommittee, Social Media and Website Subcommittee, Inclusive Meetings Subcommittee, ADA Coordinator Selection Subcommittee, ADA Grievance Process Oversight Subcommittee, etc. (Kathlyne Gish)
- c. Updates for posting MCD position (Kathlyne Gish)
- d. Summer Commemoration Event, to Celebrate and Give Awards to Selected City Staff and Others Who Have Supported the Disability Community (Eli Fresquez, Kendra Garcia, Angelique Montoya-Chavez)

- e. Continued Discussion on updated ADA Coordinator Job Position, Description and Process to Hire, and Interviews (Kathlyne Gish, Kendra Garcia, Eli Fresquez, Regina Wheeler, Director of Public Works)
- f. Discussion and Plan to Implement Inclusive City Meetings, Accommodations Process, Zoom/Hybrid Meetings, ASL, CART, Languages, LOOP System in City Buildings, Ongoing Need to Correct and Update Community Access (Pam Parfitt, Kathlyne Gish)
- g. Public Library Access process for obtaining physical materials for homebound/physically limited patrons (Kathlyne Gish)

8. DISCUSSION ITEMS-NO ACTION

- a. Ice and Weed Removal in the City of Santa Fe as ADA Compliance Issue (Eli Fresquez)
- b. ADA Compliance Process upon Receipt of a Verbal, Written, Mailed, E-Mailed, etc. Complaint/Request for an Accommodation (Kathlyne Gish)
- c. Continued Discussion of Appropriate City Placement for ADA Coordinator and Mayor's Committee on Disability (Aurore Bleck and Kathlyne Gish, Regina Wheeler, Director of Public Works)
- d. Continued Discussion of Updates on New City Website. (Kathlyne Gish, Eli Fresquez, Regina Wheeler, Public Works Director)
- e. MCD Sub-Committee Reports.

9. MATTERS FROM STAFF

- a. A link to the video recording of this meeting will be added to the Meeting Minutes for this meeting.

10. **MATTERS FROM THE COMMITTEE**

11. **NEXT MEETING: Wednesday, July 5, 2023**

12. **ADJOURN**

This venue is equipped with closed captions. Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6521, five (5) working days prior to meeting date.



MINUTES

REGULAR MEETING OF
THE MAYOR'S COMMITTEE ON
DISABILITY
MAY 03, 2023
3:00 PM
VIRTUAL MEETING

1. CALL TO ORDER

Meeting called to order by Chair Gish at 3:08 pm

2. ROLL CALL

Members Present:

Member Aurore Bleck
Member Kendra Garcia
Member Kathlyne Gish
Member Pam Parfitt
Member Angelique Montoya-Chavez
Member Jose "Eli" Fresquez

Members Excused:

Member Christopher Pommier

Members Not in Attendance:

Member Meriam Jawhar

Others Attending:

Halona Crowe, Clerk
Regina Wheeler, Public Works Director
Lucrecia Diaz, Complete Streets Admin Manager
Brittany (Captioner, Partners Interpreting)

3. APPROVAL OF AGENDA

MOTION: Member Bleck moved, seconded by Member Parfitt, to Approve the Agenda as presented.

VOTE: The motion was approved on the following Roll Call vote:

For: Member Bleck, Member Garcia, Member Gish, Member Parfitt,



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Member Fresquez

Against: None

Abstain: None

4. APPROVAL OF MINUTES

a. April 05, 2023 Meeting Minutes and CART Transcript.

MOTION: Member Bleck moved, seconded by Member Fresquez, to Approve the 04/05/23 Meeting Minutes as Amended:

Chair Gish Requested Corrections to Members Present and Others Attending;

Member Bleck requested correction of typos (Hugo to Genoveva; kids to kits; add Ride or Paratransit, occlude to include, etc) on Transcript.

VOTE: The motion was approved on the following Roll Call vote:

For: Member Bleck, Member Garcia, Member Gish, Member Parfitt, Member Montoya-Chavez, Member Fresquez

Against: None

Abstain: None

5. PUBLIC COMMENTS (15 MINUTES TOTAL)

a. Public Comments from website or Zoom

No Public Comments from PrimeGov website.



MINUTES

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THE MAYOR'S COMMITTEE ON
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6. PRESENTATIONS

- a. Updates on City of Santa Fe Acquisition and Proposed Training to Use and Utilize ADA Kits During Emergencies and Community Events (Brian Williams, Emergency Management Director; Eli Fresquez)

Chair Gish/Eli: Please invite Brian Williams to our next meeting. Regina Wheeler sent invite via Outlook.

7. ACTION ITEMS

- a. Discussion of Procedure for Appointing New Member (Kathlyne Gish)
- b. Summer Commemoration Dinner Proposal, to Celebrate and Give Awards to Selected City Staff and Others Who Have Supported the Disability Community and Creation of Subcommittee to Organize Event (Eli Fresquez, Kendra Garcia, Angelique Montoya-Chavez)
- c. Continued Discussion on updated ADA Coordinator Job Position, Description and Process to Hire, Recruiter, and Flip Book as Recruitment Tool (Kathlyne Gish, Eli Fresquez, Regina Wheeler, Director of Public Works)
- d. Discussion and Plan to Implement Inclusive City Meetings, Accommodations Process, Zoom/Hybrid Meetings, ASL, CART, Languages, LOOP System in City Buildings, Ongoing Need to Correct and Update Community Access (Pam Parfitt, Kathlyne Gish)

MOTION: Member Bleck moved, seconded by Member Fresquez, to Approve the motion as presented: Draft a letter from the Committee to Mayor, City Manager, City Clerk, City Attorney's Office regarding ADA accommodations and inclusivity at meetings



MINUTES

(ASL, CART, Spanish Interpreter, Hearing Induction Loop) at all City Committee meetings (Governing Body, Finance, Quality of Life, Public Utilities/Public Works) with clear communication on what ADA accommodations are available and who to go to for accommodations.

VOTE: The motion was approved on the following Roll Call vote:

For: Member Bleck, Member Garcia, Member Gish, Member Parfitt, Member Montoya-Chavez, Member Fresquez

Against: None

Abstain: None

8. DISCUSSION ITEMS-NO ACTION

- A. Ice and Weed Removal in the City of Santa Fe as ADA Compliance Issue (Eli Fresquez)
- B. ADA Compliance Process upon Receipt of a Verbal, Written, Mailed, E-Mailed, etc. Complaint/Request for an Accommodation (Kathlyne Gish)
- C. Continued Discussion of Appropriate City Placement for ADA Coordinator and Mayor's Committee on Disability (Aurore Bleck and Kathlyne Gish, Regina Wheeler, Director of Public Works)
- D. Continued Discussion of Updates on New City Website; The City Never Obtained Advising from the Mayor's Committee on Disability on Website Features and Accessibility; Continued Lack of ADA Compliant Information to Request Accommodations/Report Concerns; 2022 Year in Review Claiming of ADA Certified City Website is Not Accurate, and More (Kathlyne Gish, Eli Fresquez, Regina Wheeler, Public Works Director)



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VIRTUAL MEETING

E. MCD Sub-Committee Reports

9. **MATTERS FROM STAFF**

- a. A link to the video recording of this meeting will be added to the Meeting Minutes for this meeting.

<https://youtu.be/vhoHOXho1lg>

10. **MATTERS FROM THE COMMITTEE**

11. **NEXT MEETING: June 07 2023**

12. **ADJOURN**

Meeting Adjourned by Chair Gish at 5:05 pm.

This venue is equipped with closed captions. Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6521, five (5) working days prior to meeting date.

Halona Crowe

Liaison

Chair



PARTNERS

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City of Santa Fe
Mayor's Committee on Disability
May 3, 2023
3:00 - 5:00 PM (MT)
* * * * *

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(Captions provided by a live Captioner.)

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HALONA CROWE: Good afternoon, Chair.

KATHLYNE GISH: Hi.

HALONA CROWE: I am not too sure if we will have a quorum. One, two, three, four. I have four members of the committee.

AURORE BLECK: That is a quorum for us. We have special rules.

HALONA CROWE: Okay. Hi, Eli.

ELI FRESQUEZ: Good afternoon.

>>: Hello.

HALONA CROWE: There is Kendra.

KATHLYNE GISH: Angelique is telling me the link isn't allowing her to join. So one second.

KENDRA GARCIA: Hello, everyone. I am here. It is just that my camera is not working. So I am here.

KATHLYNE GISH: Thank you, Kendra.

KENDRA GARCIA: You are welcome.

KATHLYNE GISH: Okay, while Angelique tries to join, I will call the meeting to order. I call this meeting to order at 3:08 p.m. May we have roll call?

HALONA CROWE: Aurore Bleck.

AURORE BLECK: Here.

HALONA CROWE: Kendra Garcia.

KENDRA GARCIA: Here.

HALONA CROWE: Chair Gish.

KATHLYNE GISH: Here.

HALONA CROWE: Pam Parfitt.

PAM PARFITT: Here.

HALONA CROWE: Angelique Montoya-Chavez.

KATHLYNE GISH: Trying to join.

HALONA CROWE: Meriam Jawhar.

KATHLYNE GISH: I haven't heard from her.

HALONA CROWE: Eli Fresquez.

ELI FRESQUEZ: Here.

HALONA CROWE: And Chris.

KATHLYNE GISH: He is excused.

HALONA CROWE: Chair, you have a quorum.

KATHLYNE GISH: Thank you. Next is the approval of the agenda. Are there any amendments or changes needed to the agenda? If not, may we approve the agenda as is?

PAM PARFITT: Moved to approve.

KATHLYNE GISH: Is there a second?

>>: I second.

HALONA CROWE: Approval of the agenda roll call. Aurore Bleck.

AURORE BLECK: Yes.

HALONA CROWE: Kendra Garcia.

KENDRA GARCIA: Yes.

HALONA CROWE: Chair Gish.

KATHLYNE GISH: Yes.

HALONA CROWE: Pam Parfitt.

PAM PARFITT: Yes.

HALONA CROWE: Angelique Montoya-Chavez.

KATHLYNE GISH: Still trying to join.

HALONA CROWE: Eli Fresquez.

ELI FRESQUEZ: Yes.

HALONA CROWE: Agenda is approved.

KATHLYNE GISH: Thank you. Next is approval of minutes. And I do have some requests. And this is not just for these minutes but going forward. In the draft that I have, the minutes don't list all of the current members that were in attendance. And there is only six of the eight members that were in attendance.

AURORE BLECK: The one I had were two run together. There were two run

together. All eight were there but there were two in a line. Angie and Eli were together. Oh, no, they need a return after Angie and a return after Eli. Then there's the other two members of their there on my copy.

KATHLYNE GISH: Okay.

HALONA CROWE: Yes, I apologize, it is so hard to edit the PDF documents. But I do have on the minutes that I submitted, Member Aurore Bleck, Garcia, Angelique Montoya-Chavez, Meriam Jawhar, Eli Fresquez, and Chris. I see where that happened. It is just we get a PDF and it is very hard to edit the document because it is generated straight from PrimeGov. I will make a note to double check. It is hard to edit. If I do an enter, it will throw everything else off.

KATHLYNE GISH: If you need to list them like that, if you can put a semicolon in there so they are separated, that would be great. On the list of attendees, according to my notes, the complete list would be Gina Maria, Robin Garrison of Disability Rights New Mexico, Jeminie of the Governor's Commission on Disability, an unidentified guest, Regina Wheeler, and you, Halona. Some of them are not listed on their there. So if you can add.

HALONA CROWE: I do have Robin and Jeminie listed. I do not have their associated job titles. Unfortunately, again, it is very hard to edit on the PDF.

KATHLYNE GISH: If you could make sure that those names are listed, that would be great. And that is all the edits that I have for the minutes.

AURORE BLECK: I have a couple. These pages are from the beginning of the packet, not the page in the minutes. I'm sorry if that is confusing. There is listed a meeting at Hugo Chavez, but it should be (Unknown term). That is on page 19. And then paragraph four, and then on page 21, paragraph three, talking about the emergency kits. Kathlyne says we have procured the kids instead of kits. On page 22, paragraph eight, when I am speaking it says Santa Fe and then unknown term. The term is either ride or paratransit. And then on page 40, paragraph two, Kathlyne is speaking. The transcript says (Unknown term). And it should say include. Those are completely opposite meetings.

KATHLYNE GISH: I appreciate that. I didn't notice those. I looked through it, but I can't go through it all right now.

HALONA CROWE: I will add those changes.

KATHLYNE GISH: You don't have to change the transcript necessarily, if it is too hard. That would be great if you could. You could just add a note into the transcript. If you can't, add it into the minutes as a note for the transcript.

HALONA CROWE: The transcript is in a Word document, so I can show the edits for

that. Crossing out and then changing. I will take care of that.

KATHLYNE GISH: Okay. Thank you. So next we have public comments.

AURORE BLECK: Do we need to vote?

KATHLYNE GISH: Sorry. So approval of the minutes?

AURORE BLECK: Moved to approve the minutes as amended in the transcription. As amended.

KATHLYNE GISH: Thank you. Is there a second?

ELI FRESQUEZ: I second.

KATHLYNE GISH: Thank you.

HALONA CROWE: Motion to approve as amended. Aurore Bleck.

AURORE BLECK: Yes.

HALONA CROWE: Kendra Garcia.

KENDRA GARCIA: I am a good. Yes.

HALONA CROWE: Chair Gish.

KATHLYNE GISH: Yes.

HALONA CROWE: Pam Parfitt.

PAM PARFITT: Yes.

HALONA CROWE: Angelique Montoya-Chavez.

ANGELIQUE MONTOYA-CHAVEZ: Yes.

HALONA CROWE: Eli Fresquez.

ELI FRESQUEZ: Yes.

HALONA CROWE: Minutes are approved as amended.

KATHLYNE GISH: Thank you. Next we have public comments. Are there any public comments from any guests or on behalf of anyone who can't attend the meeting?

HALONA CROWE: Chair Gish, there are no public comments from the website.

KATHLYNE GISH: Okay. Thank you. Anyone attending have any public comments from anyone? No? If there are no public comments, then next we will move on to presentations. And I do not see Brian Williams. I don't know if he was invited or not, but I made a request to invite him. And I didn't hear anything back. Eli, if you want to take this on, or we can postpone it until the next meeting.

ELI FRESQUEZ: Thank you, Chair. I propose we kick it back and give another opportunity for Brian to join us.

KATHLYNE GISH: All right. And please, as I stated in the last meeting, please invite Brian Williams to our next meeting. Thank you. So next is action items. 7(a) Discussion of procedure of appointing new member. I have not posted publicly the request yet. There's been a lot of things happening for me. I needed the time to take that I took. But I will be posting that within the next two weeks, definitely. As I stated in the last meeting, what I am planning to do is keep it as it is but add a link to the current website. I am trying to figure out how to have it be posted on Facebook so it does have a link that works. When the Facebook posts are posted or the social media posts are posted, it is often an image without a working link.

So I am trying to figure that out. Maybe we can have the text posted in the post itself along with the flyer image. Because that way it would have a working link to our webpage. And it will also be posted on the city website. Maybe we can link it to that instead and have both links in the city website link. I am trying to figure that out strategically on how to get everyone the information so they know what we do and there is less confusion this time. Hopefully.

So that is my update on appointing a new member. Next is, and I did not edit this properly. I apologize. 7(b). I think we called it the commemoration event, not a dinner. Would you like to give an update?

ELI FRESQUEZ: Sure. Thank you, Chair. So last time we met, we set up a subcommittee. And in that subcommittee, it included myself, Kendra, and Angelique, along with a member of the public to join us in planning a commemoration for the Americans with Disabilities Act, which we are sort of finalizing what that name will be, but we are going with Accessibility Awards. Tentatively we have a Tuesday, July 25th at 6:00 p.m. as our time for those awards. Tentatively. But we are moving forward. And we also have a location. We are really close to finalizing that. There's a couple things we want to review. That will be downtown Santa Fe.

We are really excited. We want to manage expectations because we are still in the planning phases. Things could change. It looks like we're going to be headed toward having these accessibility awards approximately two hours, guests between 50 and 100 guests depending on how things work out. So we are really excited about it. It is really about lifting up the disability community. It is about celebrating Disability Pride

Month in July. It is about commemorating the Americans with Disabilities Act, which is turning 30 3 years old this year. It is about bringing together the disability community, leaders in Santa Fe, community members, places of public accommodation, private sector. So we are working on it. We are meeting pretty regularly now with our subcommittee talking about something to do list we are starting to develop. So more to come. We will be sharing that as we get closer to that date and as we get more firm agreements with different aspects of the city and with different accommodations. So we are really excited.

I don't know if Kendra or Angelique have anything to share since they are on the subcommittee. Or Pam.

PAM PARFITT: If they have something to add, maybe that will answer my question. When you say it is subject to change, is that the venue and the date or just the venue? The date is really important to me.

ELI FRESQUEZ: I would say yes, both. However, we are really close. So we would be happy to share that within the next week-and-a-half or so. Hopefully, we will confirm everything. The date and time and place.

PAM PARFITT: Is there any chance of the date could move closer to the 1st of July?

ELI FRESQUEZ: Honestly, I don't know. We are kind of working that out. I would say that we are really close, so for now hold that time, Tuesday, the 25th of July at 6:00 p.m. That is most likely where we are headed. I want to be careful not to overpromise at this point because we are still working it out.

PAM PARFITT: Thank you.

KENDRA GARCIA: So this is Kendra. I just wanted to say, actually, I think, Eli, you covered everything. I had no other additional notes. Once we get all that confirmed, then we can move on to the other steps.

KATHLYNE GISH: Thank you, Kendra, Eli, and Angelique for working on this. I know you have a very short window of time to get everything done. Regina, go ahead.

REGINA WHEELER: I had a tiny thing to add to that Eli has been coordinating with me. The current time, date and location is on the mayor's calendar and calendar. But of course, we will adjust that. There is a good chance of it being available on another day as well. Thank you.

KATHLYNE GISH: Thank you.

ELI FRESQUEZ: I think you are on mute.

KATHLYNE GISH: The next item is 7(c), continue discussion on updated ADA

Coordinator job position, description and process to hire, recruiter, and Flip Book as a recruitment tool. Regina, you had said to Robin Garrison from Disability Rights New Mexico had requested an update on the hiring process. And I am wondering if you have an update for us.

REGINA WHEELER: I sure do. Thank you so much, Madam Chair. We received the recruiter's report yesterday on schedule. I was actually just reading it before the meeting. He's got two strong candidates in the report and three sort of second-tier candidates. I would say from my looking at it, I feel like there is one really, really strong candidate and a couple of other second-tier. But that's great. The next step is for the city's human resources department to generate the list of eligible. While we've had all of these people applying through the portal so the city can have it follow the normal process, now I need a list of eligible from the HR. We will set up interviews immediately. I will probably interview all five because there just aren't that many. You just want to get a sense.

I mean, we can make a selection as quickly as possible. I wanted to offer, Madam Chair, if you or anyone else on this group wanted to do a second round of the finalists. So we do five, these two would be great, you want to help us choose, I thought that might be a possibility of being involved there. And then steps after, we do have some constraints with respect to salary, as we all kind of pointed out. I let the mayor know that we would really like to choose the best candidate. So we will all have to be thinking about can we get this person and maybe have a first choice, second choice kind of thing going. We will make a decision. We send it to HR. It usually takes about 30 days for them to get a conditional offer to the candidate. Then it usually takes about 30 to 60 days for them to get the final offer because they do background checks and physicals and those kinds of things.

Sometimes we can get someone in the door 90 days after we make our recommendation.

KATHLYNE GISH: Go ahead. Sorry.

REGINA WHEELER: I was going to say at 90 to 120. It depends on how long after they get the final offer. Something like that. That is kind of the sequence.

KATHLYNE GISH: I am glad this is moving forward. It feels like forever, but I am sure it hasn't been as long as it feels. (Laughs)

REGINA WHEELER: You get used to that around here, Madam Chair.

KATHLYNE GISH: One question that I have that I actually meant to ask before was I noticed that it did say there is a physical exam required in order to be hired for the position, and I was wondering what that entails and what the accommodations process is for a person, a candidate who has disabilities.

REGINA WHEELER: So I can speak to you generally that what they do is the bottom of the job description says what do you have to do. This person will have to go out and inspect sidewalks. They'll have to go out and make recommendations to different city facilities and probably do training. So they will have a physical exam that is commensurate with those responsibilities. But I don't know what the reasonable accommodation process is associated with that. I can ask HR and get that for you.

KATHLYNE GISH: Maybe we can invite HR. There is some questions I have too about the general hiring process, as discussed in other meetings. Maybe we can plan, I don't know if it is for the next meeting, because we do have a presentation, but maybe in July we can invite HR to explain what the process is.

REGINA WHEELER: By then we should be past interviews and past conditional.

KATHLYNE GISH: I am not talking about this, just in general for the hiring process. We also discussed how the website application isn't accessible and there's different things going on with just general hiring in the city. So I would love to know what their process is and what they are doing if there is a reasonable accommodation request. There is nothing posted online on the city website. I haven't heard anything about what the process is.

REGINA WHEELER: Just one little thing I can add, and I see Eli has his hand up. During the interview process, which is before the physical, we do say, can you perform the duties of the position with or without reasonable accommodation? So there is that that right off the bat.

KATHLYNE GISH: That was a change that was made because most of the job positions don't actually state that, but they actually need to by law. That is one of my questions to HR. To make sure the reasonable accommodation process is adhered to and is clear. But I will get with you on that. It is probably not going to be in June. It is probably going to be with July. That is just to catch up with HR and meet and greet and have a general understanding so we are all on the same page. If there are no further comments or questions about anything that we just discussed with the ADA job coordinator position and hiring process, we can continue.

ELI FRESQUEZ: Madam Chair, did I hear about maybe there being an invite for folks on the committee to participate in a round of interviews?

KATHLYNE GISH: We actually asked that in the past, and I'm happy to hear that. Because I think it is important for people with disabilities and people on this committee to be included in the hiring process because of how much an ADA Coordinator will impact accessibility and inclusion in the city of Santa Fe. Eli, if you wanted to be part of that, you would be the person I would invite directly. I don't know if we can have anyone else. I guess we can have three people legally. So we don't have a quorum. But I know me and you have been working with this city a lot, Eli. I am thinking maybe you, me, and Kendra since she is my Vice Chair. I think that would be a good team.

ELI FRESQUEZ: I would be happy to. Frankly, it would be an honor. I also defer to the city too. But I would be happy to.

KATHLYNE GISH: If that happens, we will invite you and Kendra to the interviews. Regina, go ahead.

REGINA WHEELER: Madam Chair, thank you so much. I will want to be in the interview as well to sort have gathered that. So if you feel comfortable with four on one, I just want to be aware of that number.

KATHLYNE GISH: Thank you. That is fine. I assumed city staff would be there. But let me make a note of this so I don't forget. Okay. So the next item then is 7(d) Discussion and plan to implement inclusive city meetings, accommodations process, Zoom/hybrid meetings, ASL, CART, languages, loop system and city buildings, ongoing need to correct and update community access. This is from the discussion in the last meeting about accessibility features are being offered to the public to include members of the public in meetings. I did hear in one meeting a councilor mentioning they have Spanish interpreter's and different people like that. They are looking into expanding access across the board. Like I said, she did not mention disability access. But I am sure that that is part of it.

So I basically wanted to have a really brief discussion, continuing discussion, of this. And have an opportunity to update us on any changes with the loop system that is going on, if anything has changed, as well as the city Council meetings, the governing body meetings for ASL and CART and all of that. Because of that, at last I heard, has not been included, but really should be. I don't know if you have anything to add, Regina.

REGINA WHEELER: I do, Madam Chair. Thank you so much. This is a high priority, largely partly because Pam has requested a reasonable accommodation, but it is really on behalf of the entire community, not just Pam. I think we have learned from this meeting that the live captioning services make a very large difference in quality. Transcript meet your needs right out the bat. So I hear you. I have been working on that. Unfortunately, and I did invite the City Clerk to this meeting because I am having trouble getting past her with live captioning. She just is attached to the Zoom thing. She told me the same thing she told me before. I am also having trouble getting, with the live captioning services we have on this meeting, they can also provide real-time Spanish, they can provide ASL. I calculated out it would cost something around \$35,000 a year to do that at all of the council meetings, which he didn't seem way out of bounds to me.

I am not sure there is a dollar amount the ADA, the Americans with Disabilities Act says an amount at the above which it becomes a lot harder stretch. That is the downside. I just need to figure out how to get the message to the City Clerk that this is not an option, that this is what we need to have. But the good news is the hearing loop is going in. They are going to do the mesh on the floor. Facilities is going to pay for new

carpets so they can do the full mesh. Council chambers will be closed for a week in June while that gets installed.

PAM PARFITT: Madam Chair, how can I express my thrill? It is called a phased array. From your e-mail, you didn't receive the quote from Romy Price. I am rereading it from a month ago. But you didn't get it. Is it from the Albuquerque firm that I recommended, Romy Price and the Hearing and Vision, I don't know, something like that. They are doing it?

REGINA WHEELER: It is Romy, yes.

PAM PARFITT: They are competent. There are installers and then there are installers. Thank you.

KATHLYNE GISH: Thank you, Regina. This is huge. I was involved in the back-and-forth e-mails during the pandemic where it was just kind of going nowhere and there was no one to take it over. So knowing this is moving forward is wonderful.

REGINA WHEELER: Well, thank you guys are so much because really you are doing the work to make our government accessible for all people, and that is really, really important. I did want to ask for your clarification or confirmation that we are seeking as a matter of an accessibility issue live captioning, Spanish translation, and ASL? All three are really necessary for accessibility and your mind. Is that correct? Excellent, thank you so much. That is what I thought too.

ELI FRESQUEZ: I see Pam's hand up.

KATHLYNE GISH: Go ahead.

PAM PARFITT: I have not gone to any of the governing body meetings because they were not accessible to me. I would go if an organization said you better show up for this because it mattered to us. I tried to find the meeting schedule for the governing body meetings on the website. And I was unable to get that calendar. What do I need to know to access that? I can find all these individual things, like the MCD, but the actual calendar, not just all of these city meetings, but the governing body, once a month meeting that will have all of these features, I really need to know how to get that.

KATHLYNE GISH: Go ahead, Regina. You are on mute.

REGINA WHEELER: I just googled it. It is the first link I got when I googled City of Santa Fe council meetings. When I go to the page, it tells you with all the committee membership is. When you scroll down, it has the calendar of all the meetings for governing body, Finance Committee, Public Works committee, and Quality of Life committee.

KATHLYNE GISH: Just to be clear, that is the visual calendar. It is not an accessible

list.

PAM PARFITT: It is not accessible to me.

REGINA WHEELER: Oh, you are right. It is in a calendar form.

KATHLYNE GISH: It is in an image. That is actually one of the things on my list that is a problem. It has made its way all the way down because there's more pressing things right now, but that is on my list of issues with ADA compliance because that calendar is not accessible.

PAM PARFITT: I am not visually impaired and I cannot read it.

KATHLYNE GISH: It is also not accessible for someone with color blindness, it is not accessible for anyone with either a partial blindness. I have to blow it up really big on my screen in order to see what is what.

REGINA WHEELER: What we need is just a text list.

PAM PARFITT: These are the dates. I couldn't find that anywhere.

REGINA WHEELER: I don't think you will find it.

KATHLYNE GISH: That will also make it Googleable because you will be able to search for governing body meetings and that list will come up. Because that calendar right now really is not searchable and not findable and not readable. Pam, do you have any more to add?

PAM PARFITT: No, I don't. I just want to reinforce the accessibility because once you pay for Spanish, ASL, and CART, we want people to come up. But if they can't figure out when those meetings are held, you are going to sit there and say, well, nobody uses it. It is because we can't find it.

KATHLYNE GISH: That is true. Eli, go ahead.

ELI FRESQUEZ: Thank you, Madam Chair. Just throwing this idea out there for the city and folks. I wonder if it would be helpful, and we have done this in the past, for the committee to vote on drafting a letter of support and sending that to the mayor or others. I know we sent it to the City Council with varying degrees of success. They haven't been unsuccessful at times. Sometimes they have been successful. We can look at some of the similar memos we drafted in the past. Maybe it is an opportunity to give support to Regina and her efforts and showcase some of the importance, some of the legal opportunities as well with reasonable accommodations. A lot of times when there are a public meetings in communication going out, they rely on the disability community to make the reasonable accommodation request on them. It sort of it shifts the duty and burden onto the disability community. Best practice is to have something already

accessible. This would be amazing and something I think the city could be really proud of. Just offering something. It could be a letter, a memo. I don't know. Thoughts on that, Madam Chair? Others?

KATHLYNE GISH: I very much agree. I would include Renee in that because she is the one who discussed it and supported it in the governing body meeting and said she was actively working to make the meetings more accessible for everyone. So I think she is a good ally in this. Pam, go ahead.

PAM PARFITT: Madam Chair, I didn't catch everything that was said. So if I missed it, please bear with me. Are you going to, Regina, when you put an accessible copy of the minutes, I mean of the meetings for the governing body on the website, is it going to say clearly that they are accessible in these ways? There is a hearing loop, Spanish translation, CART and ASL. Because if people don't know it is there, the dates won't matter. I know I never try to go because I know it would be a waste of time and less they just asked me to be a warm body.

KATHLYNE GISH: It is true. I have seen in other areas, I have seen in the invitations for public meetings it will list out the main page what is being offered and that if anyone needs additional accommodations, what to do to request that. I know that is not happening in the city. But that is the process and that is what I would request so that it is clear and that people know what is needed if they need anything else.

PAM PARFITT: In addition.

KATHLYNE GISH: Yes, in addition to what is just to being offered as a policy, as a flat policy for inclusion. Thank you for bringing that up, Pam. That is very important.

PAM PARFITT: Education. So many people are hiding in dark holes because they don't even try anymore. But if you tell them, you get a chance. If you do this, you are going to see a lot more participation in different demographics.

KATHLYNE GISH: It is true. That is why I never, the same with me. Before there was a Zoom offered as an option for the City Council meetings into governing body meetings, I never joined either because I couldn't get downtown for a meeting. Just these hybrid formats and different formats and two different forms of accommodation and inclusion are incredibly important to just participation and also building a community that truly is accessible and inclusive for everyone who is living here. Arore, go ahead.

AURORE BLECK: It seems like this is instituted, it could be a nice article in the newspaper. In addition to being some of the materials the mayor sends out.

KATHLYNE GISH: It would be. Hopefully we have an ADA Coordinator soon, and hopefully this will be implemented about the same time that they come in. So that would be wonderful article about the work that the city has been doing for it will be over a year by then to make the city more inclusive. Regina, go ahead. You are on mute.

REGINA WHEELER: Thank you so much, Madam Chair. I wanted to respond to Eli's proposal for the letter. I think that would be great. It would be very helpful if you could say this is actually necessary for the city to implement at this point. If there is any dollar amount that is the maximum above, I thought that old number used to be \$25,000. They better have increased that. So that would be great because I calculated out that it is way less than 50,000. Thank you so much for all those details. I will submit that to the web girl. She has been very responsive, as you know. Halona submitted a bunch that you gave us last time. I think we could do press. Thank you so much for that idea. We can work with Michaela to get a press piece out about that. People need to know that the city is changing their accessibility features and it is a whole different ballgame.

I wanted to ask one thing. In the list of accessibility features we should put on the schedule list, should we include wheelchair accessible? The room is?

KATHLYNE GISH: There are some issues I am aware of with the City Council room. But it is mostly accessible. I mean, it is technically accessible for wheelchair users. There is a ramp. One thing that I am aware of is that the podium is a standing podium. So that has been an issue repeatedly in the past. And so, you know, I don't know if there is an ability to have a movable microphone. But that would be essential to me to have the ability to include anyone. Even just someone who needs to be seated who can't stand long. Because those lines get really long. When people are making public comments, I know I would have a hard time standing for that amount of time. I see people who are likely able-bodied and they are leaning against the wall because it is such a long time to wait. So think about that. That would be my suggestion for more inclusiveness, to have an inclusive podium. Eli, go ahead.

ELI FRESQUEZ: Thank you, Madam Chair. Just to talk about the financial costs, there are no bright line rules when it comes to how much something would cost. It is whether it is reasonable or unreasonable, which really has to do with whether it is a fundamental alteration or undue financial hardship, which is usually pretty hard for a public body the size of Santa Fe to argue. But it kind of depends. So it is going to be case-by-case what is reasonable and what is not. Language access is outside the Americans With Disabilities Act but is covered under Title VI of the Civil Rights Act. There are other legal requirements that come into play when you were talking about language access. The other thing I wanted to mention was on City Council, and it has been a minute since I have been there, but I do believe that there is a platform that goes up. So where the City Council actually sits, I think that might be a place where we would really have to have somebody go in and do an assessment to think about what are some places we might be able to make for wheelchair accessibility or maybe places where it is unreasonable because of existing conditions.

That really can't be done until an assessment is done, but I think that would be a good thing to know, to find out what are the technical requirements for the seating arrangements, what are some of the slopes of any kinds of ramps that are there. It is

hard for me to remember. It has been a well. I would suggest that maybe we consider having, myself or the Governor's Commission on Disability go and do collaboration and do a friendly assessment and take a look and see what we've got. That might help us think about what accessibility solutions there may be.

KATHLYNE GISH: Go ahead, Regina.

REGINA WHEELER: Thank you, Madam Chair. Do you guys remember seeing in the news, maybe it was just about a year ago, not sure if it was a congressperson or local elected official that was in a wheelchair that had to be, they had to lift him up and over to get him, it was so inaccessible, their space was. That would be really great, Eli, so we can solve the problem before we have it. I think it might be accessible, but it is really a good idea to take a look. I think the question about being able to make public comments is a really good one too. There's three pieces. You are sitting in the audience and can see the caption, all those things. That would be great. Thank you so much.

KATHLYNE GISH: Go ahead, Pam.

PAM PARFITT: Madam Chair, in addition to the happiness I want to express over the phased array, I would suggest doing that walk-through like Eli is suggesting to make the whole space accessible before you rip up the carpets and laid the phased array in case another impact, not that I want to delay that phased array, but if there's a possibility that something else would have to be changed, you've got carpet around the speaker platforms and everything. I just think the whole space should be looked at for accessibility in every way before you tear anything up for the hard of hearing community. Much as I would not want to delay it.

KATHLYNE GISH: Regina, go ahead.

REGINA WHEELER: Thank you, Madam Chair. We would probably be talking about a year at delay if we were to wait. I think the carpet is costing like 35,000 or 30,000 or something like that. I would almost rather just keep on going because the other changes are going to be harder and structural. Not sure if it is poured concrete or frame down there. I think my recommendation is we will make this one and fix it again if we need to. If you get six months of accessible hearing, that is worth it, even if we have to redo it, I think. That is my thought. It might be a long delay.

PAM PARFITT: Okay.

KATHLYNE GISH: One of the thoughts, just to be aware of, Regina, I do remember that we use to have a member, David, he used a scooter. He would constantly hit the podium when he was trying to get down the ramp because it was in his way. So that podium probably needs to be moved. Or removed altogether and replaced with a table or some other option that would be accessible for someone using a scooter or wheelchair. I know that other communities do have some kind of lower table where the

public speaks and the microphone can be moved to be lower or higher for someone standing or sitting. So that is something to think of. I know that, I mean, I am with you 100 percent on not delaying it, but I know that is also a huge barrier for physical accessibility that is not that big of a change to move the podium. So I am bringing that up. Eli, go ahead.

ELI FRESQUEZ: Thank you, Madam Chair. Something to think about, one of my former colleagues had, he was a commissioner in New York City and was a wheelchair user. There are wheelchair accessible podiums that are lower. They are not super expensive. They range everywhere from not that expensive to wildly expensive. But something for us to think about, having that available for folks if they are wheelchair users to have that equal access. Because it is pretty hard to have a full length podium that is also accessible. I haven't seen that. But what I have seen are smaller podiums that can utilize as an accommodation.

KATHLYNE GISH: Regina, go ahead.

REGINA WHEELER: Eli, you are talking about an auxiliary podium?

ELI FRESQUEZ: Exactly.

REGINA WHEELER: I see. The thing Chair Gish said about the podium in the way, maybe we should at least get a quick assessment on the podium change because that is a little bit more contained than changing all the ramps and all that. But those guys are full steam ahead. We probably bought the carpet. I will have to jump in there fast to see.

KATHLYNE GISH: The things I remember is David was able to get down the ramp, but when he had to turn in order to access the floor, that podium was completely in his way. He always hit it and had to back up and move around it and maneuver around it in a really tight turn right there. It was just disrespectful to him to have to do that. Even if it is the right width, just the turn of it is too sharp.

REGINA WHEELER: If the podium can be moved in.

ELI FRESQUEZ: I was thinking the exact same thing.

REGINA WHEELER: That is a pretty easy change. I am going to shoot them a message and see. God, they are going to get to love me.

KATHLYNE GISH: We appreciate your support and help. We can't do this without. It is a whole team effort, like I keep saying. It is all of us. So is there any other comments or anything to include in this discussion about accessible meetings for city meetings? If there is no more to add, we will go on –

ELI FRESQUEZ: Madam Chair, did we want to vote on a letter we had done?

KATHLYNE GISH: We can do that.

ELI FRESQUEZ: I think we have done two or three letters since the end of the pandemic, approximately.

KATHLYNE GISH: Normally we have a draft, but I feel like this is really time sensitive. And I think we still, I don't know the process, it is really not written very well in the city rules. But I feel like we just need to get this out. And we can identify the main points we will be including in the letter. I guess if we really need to hold a vote and vote on the actual letter, we can hold a special meeting for five minutes and vote on it. But I would say let's just move forward.

ELI FRESQUEZ: I think we had talked about this previously, Madam Chair. Aurore had suggested that as long as we have the basic understanding of what the letter would be that we could vote on it, draft it, and send it out.

KATHLYNE GISH: And then it would be included in the next packet.

ELI FRESQUEZ: But I defer to Aurore.

AURORE BLECK: It seems like this could be something very simple. That we support inclusivity in all meetings of the council, et cetera, by including a contract with a vendor who can provide the ASL, all of it.

KATHLYNE GISH: You are breaking up. You are breaking up, Aurore. So with the vendors that we had identified was ASL, CART and Spanish interpreter. And then there was also the loop system.

PAM PARFITT: That is very important to tell people that a hearing induction loop is available. Regina, this is a very difficult educational part of that phased array. It is the education of hearing aid users. They are not told by audiologists whether they have T-coil or not. The city needs some kind of card they can access when they come in that tells them it is available and there is a universal international symbol that is recognized all over the world. And that if they do not know if they have a Telecoil, this card is to be taken to their audiologist so that it can be activated, and they can be taught how to use it. Most hearing aids have Telecoils, but because users or buyers of hearing instruments are not able to absorb all of the information about do this, do that, this is how you take care of it, this is how you get to your TV, your phone, the audiologists have to spend so much time on the basics that they don't even tell them about the Telecoil.

So it is a great thing to put it in there, but if you do not tell the public that they have to go to their audiologist and get it activated, people are not going to understand what that means. There is a card that Hearing Loss Association of America was printing. Now it is not printable, I can't access it. I went to Romy and asked her for her version of it, and in two or three requests she has not supplied me with any, showed any of it to me,

but I would say she is the first person to get those cards from. And then possibly have a way for the city to keep track and keep them in stock. I am trying to get them myself. People don't know that they have a Telecoil. And they don't know if it is activated.

KATHLYNE GISH: Regina, is there a way to add additional webpages to the ADA Coordinator pages that are on the city website? Tom wasn't sure if we have the ability to add more pages, but I'm pretty that we do. I remember when I went in there and was adding pages, there wasn't any sort of limit. It was an awkward sort of tree that it creates, but there wasn't any sort of limit. I know the website has been updated, so I am thinking it is probably more functional now. That is one thing we can add. Information when the city loop system is in place, we can add information to our website pages for the public about public meetings and what is being included so that people can find it and also link that page to the governing body pages for more information about accessibility.

PAM PARFITT: Yes.

AURORE BLECK: I've threw a couple of sentences in the chat.

KATHLYNE GISH: Thank you. So I will read this. Pam, that is important. I will think about including that as a suggestion in the letter as well, of clear language to identify accessibility features that are included in the city, on the website, and we can even do a Facebook page post to let people know that the governing body meetings are becoming accessible and inclusive and link it to the same website page. So my brain is just going. But for the letter, the MCD supports inclusivity at all meetings by contracting a vendor to provide ASL, CART, et cetera. My list includes ASL, loop, CART, Spanish interpreter, and zoom attendance. That is what I am thinking.

PAM PARFITT: Hearing loop.

KATHLYNE GISH: Hearing loop? Okay.

PAM PARFITT: And a link to find out what that is, and direct them, if they don't know if they have it, there is a loop in that hearing aid and the City Council Chambers will have the loop they can connect to. But they have to know it is in their hearing aid and activate it.

KATHLYNE GISH: I'm trying to figure out how to connect all the pieces in my head right now while trying to put a letter together. My poor brain is multitasking. So the list of accessibility features, ASL, hearing loop, CART, Spanish interpreter, Zoom attendance. Is there anything else we are forgetting?

REGINA WHEELER: Madam Chair, verbatim minutes. Is that an accessibility feature? They are not doing them now, and that is another thing we get with this contractor that does the live captioning.

KATHLYNE GISH: That would be included in CART and would be easier to do with CART. But that is part of CART. But it is an additional thing because they would have to post the transcript, basically.

REGINA WHEELER: And then I think, thank you, that was it.

KATHLYNE GISH: Pam, I do have anything else to add?

PAM PARFITT: I just forgot to lower my hand.

KATHLYNE GISH: I will read what Aurore Read. The MCD supports inclusivity and all meetings by contracting a vendor to provide the list that we just stated at all city meetings in conjunction with appropriate hearing accessibility provisions. Education of the city residents should be provided when these measures are available.

PAM PARFITT: Can you be more specific about a timeline or what education means and who is going to do it?

KATHLYNE GISH: We support it. There would need to be strategic planning happening between what city employees need to take on that role and how it would be updated on the website. I would say a statement needs to be made at each governing body meeting, at the beginning of each meeting. A statement would need to be made that this meeting is accessible.

PAM PARFITT: I have just fallen behind. I have fallen behind even with the letter's intent. Sometimes I have the captions move under someone's face and someone else starts talking. I lose the thread because I have to move them. This is a letter just a supporting these things?

KATHLYNE GISH: It is because of what Regina had stated with the lack of current support from the City Clerk because she is not understanding the needs of the community. So it is to clarify and add a support as a committee for inclusive meetings.

PAM PARFITT: Thank you.

KATHLYNE GISH: Regina, go ahead.

REGINA WHEELER: Yes, Madam Chair, is there any way we can make the language more strong and say the city is actually required to provide these accommodations for accessibility? I think that kind of language would be more effective than support.

PAM PARFITT: Thank you.

KATHLYNE GISH: I would say it is true because if it is including, we already know two people in this meeting alone are not attending because of the lack of inclusion that has been occurring. That is a decent percentage of a very small committee meeting. Eli,

do you have any thoughts or anything to add on to that?

ELI FRESQUEZ: Thanks, Madam Chair. I think we can draft it. Maybe we can make it a memo. We have some similar language we could use. It is a little more specific and a little more forceful when it comes to when an accommodation request is made. Also, just to highlight that we would want the recordings, if the recordings are available, for those two also have captioning included in those recordings.

KATHLYNE GISH: That is another thing. I sometimes, because I have been watching the governing body meetings randomly when I have time and ability, and the captioning is horrible. It is completely wrong. Sometimes it is completely out of sync. Sometimes the words don't make any sense and it will be a completely garbled sentence. There is no way to participate remotely. Even just going back to watch a meeting that occurred last week if you weren't able to attend and want to catch up. It is completely wrong. It is horrible. So Angelique and then Eli.

ANGELIQUE MONTOYA-CHAVEZ: I actually like the idea of recording meetings. Especially if somebody has cognitive delays, if they need to rewind, go back and hear something again because they didn't process it, I think that is a great way to be inclusive.

KATHLYNE GISH: The meetings currently are, for the governing body meetings and meetings where the City Councilors are running the meeting, Finance and all of those, those are on YouTube. But like I said, the captioning, I don't know if it is Zoom captioning or YouTube. I think it is YouTube captioning they are utilizing. It is absolutely horrible. It is completely inaccurate. You might get a sentence or two that is clear and accurate and then the rest have at least one word wrong through the whole meeting. Eli, go ahead.

ELI FRESQUEZ: Yeah, so most of the Zoom, so I will say it this way. Zoom uses automated speech recognition along with YouTube. And I think for me, most of the time when I am reading it, it makes relative sense. But I am also somebody who can hear. I don't rely on it. But for folks who rely on captioning to fully understand, the ASR system, automated speech recognition, it is not enough, it is not sufficient. That is why the captioning service is really, really helpful. Because when you are done recording, you can make sure it is embedded within the recording, and it makes it accessible on YouTube as well. It does take a little bit of know-how. So I am not sure what the contract provider, if that is included in their contract in order to have captioning supported during live video meetings but also in recorded meetings. You can do it yourself. You can go into YouTube and edit it as you go along. That takes quite a bit of time. There are some companies right out of the box that will do it for you. There is one I use called Rev. There are a few others. 3Play Media is another one. It depends on the vendor. Rev is a company that specializes in live captioning and recorded embedded captioning as well.

KATHLYNE GISH: I made a note of all of that, Eli. To me that is kind of the point of

the governing body meetings being recorded. That they should be accurate. Of course, we can hear, those of us who can hear can hear what is being said, but the text needs to be accurate. I would even say that I know a transcript can also be uploaded into YouTube as well in addition to an accurate meeting being transcribed, embedded into the video. That is another accessibility feature. That is available on multiple videos across YouTube. I have seen where people want to make their videos accessible to people. That is another option we can request for the PDF to be uploaded in addition to embedded accurate transcripts. Transcription. Let me make a note of this real quick. Hold on. Okay. So I have ASL, hearing loop, CART, Spanish interpreter, Zoom attendant to be maintained, and verbatim minutes, which would be provided under CART. And then for that to be included in the recordings as an accessibility feature for the governing body meetings. And is this a specifically governing body meetings? Or are we requesting all meetings? Go ahead, Regina.

REGINA WHEELER: Thank you, Madam Chair. What I might propose, definitely governing body meetings. It is actually a special category. There is a Finance meetings as a subcommittee of the council and Public Works Committee meetings and Quality of Life meetings. But 90 percent of the items in those subcommittees go to the governing body to be heard in the end. So if you are going to include anything else, you might want to include what is the top committees, Finance, Quality of Life, Public works. Those are a little bit harder at this point because they don't make a Zoom accessible option on those meetings. Also, it is a bigger leap for them. And then Madam Chair, I was keeping a list as well. I have the accessible podium. An accessible list of schedule of meetings on the web. Zoom access. And then of course information about accessibility features in the room and on the web.

AURORE BLECK: At those council meetings, that is where the budget gets hashed out.

REGINA WHEELER: Actually not. In fact, I did actually lobby for this. They get done at the Finance Committee meeting. They were just done over the last three weeks. There were hearings Tuesday through Thursday of the last three weeks of the Finance Committee.

KATHLYNE GISH: So the Finance Committee seems incredibly important. If that is who actually funds any changes, including what we are requesting to happen with the city.

REGINA WHEELER: I would say that would be your number one most important committee if you were going to pick one. I agree.

KATHLYNE GISH: All right. I would say just as a general term, let's identify it as council committees. Because then we can work with it to identify what is most important priority now and then work toward long-term goals of completely accessible meetings overall. Okay. So we want more direct language. But I like the general idea of what you wrote, Aurore. I like that general outline. We can definitely make the

language more direct and let them know that they are obligated to include citizens of this community in their meetings. And that requires accessible meetings. And like I said, I do know that Renée is going to be an ally on this. I can hold her to that because I did hear her say that at a public meeting. So she will be on our side.

So I have no issues personally with moving forward with this letter and sending it off and including it.

AURORE BLECK: Should we make a motion? I will move.

KATHLYNE GISH: Okay. Go ahead.

AURORE BLECK: I make a motion to approve what we've drafted with the stronger lawyer language and all the necessary accommodations as a memo or letter from the committee to go to, who are we sending it to? City Council members? Who are we sending it to?

KATHLYNE GISH: I would say knowing what I know, it would be the mayor, city manager, City Council, City Clerk, and I'm trying to think of who else.

AURORE BLECK: All right. That is the motion.

KATHLYNE GISH: Regina, can you think of anyone else who would be included in that? Maybe city legal.

REGINA WHEELER: City Attorney and City Clerk. That is a great idea.

KATHLYNE GISH: City Clerk, City manager, City Attorney, Mayor, and City Council. Okay. Go ahead with your motion.

AURORE BLECK: So the motion is the Mayor's Committee wants to send a letter to these people about having all these accommodations at the City Council and council meetings with the language lawyered up strong according to the law. So that is what we want.

PAM PARFITT: This is a legal issue. It isn't just a polite request.

KATHLYNE GISH: Correct.

AURORE BLECK: That is why we are going to stick Eli on it.

KATHLYNE GISH: Halona, go ahead.

HALONA CROWE: I was unable to hear Aurore. It dropped off about accommodating at meetings with language. Then it kind of got garbled.

KATHLYNE GISH: So it was like legal language that is more direct and then did you get the list of who we are sending it to?

HALONA CROWE: Yes.

KATHLYNE GISH: Okay. And a list of accommodations we are including in it. Regarding all City Council committees.

AURORE BLECK: And City Council meetings.

KATHLYNE GISH: I have listed what we mean by that is governing body, Finance, Public Works, and Quality of Life. And then I want language that is, if possible, if it is not too long already, about the importance of inclusive public meetings and also the detriment to not having inclusive meetings. Because there is a cost that is occurring by not including everyone in the community that wants to participate and should be participating in these meetings. And the cost is exactly what is happening with the City Council Chambers right now, which is since there is no assessment and no understanding of what is needed for accessibility, there is going to have to be a do over for the carpeting and everything else most likely at some point. So while we will have partial accessibility now, we might need to do more accessibility in the future, and that is an added cost. And there is a cost to not including people where things might move forward in the governing body meetings where people like me might not have a voice to see how it would affect someone on SSI or how it would affect a senior on low-income housing. That cost gets put on that person when there is a burden that gets passed to reduce transportation or change a route or whatever is going on. That is a burden and a cost that is unfair and undue burden to that community. Pam, go ahead.

PAM PARFITT: I am just experiencing a memorable moment after 29 years with the symphony. For the first time, they put on their website when you buy tickets to the symphony concerts, which was held at a completely and accessible building with no remediation possible, the Scottish Temple, I was a founder of that organization. I had never seen grandparents, blind, mobility impaired, hearing impaired, once they put out on their website how you could enter and that you would have front row seating, that you could be part of your grandchild's life or any other relative of these kids, I couldn't believe who turned out. It was amazing. And I have been to every concert for 29 years.

KATHLYNE GISH: I guess I would add, as an addition to that, based on what you said, is a clear communication. Because that is something that doesn't happen with the city very often. There is often not clear communication about what is available and what is happening and when and why and all of that. So that people know and know how to be included in meetings or events. So that is what this is all attempting to do. To have clear communication and a variety of ways. But also with what you were saying, clear communication about how to be included, not just what is available, but where do you go? Who do you go to?

PAM PARFITT: Yes, directions for a side entrance. Someone to meet you and seat you with your walker. It was amazing to see who came to that concert. It was just incredible.

KATHLYNE GISH: That is really cool. All right, I think we, this is a long letter. So Aurore, do you want to continue on your motion? (Laughs) So everything that Aurore said. The list of accessibility requests that we identified, the meetings that we have identified to be inclusive, the council committee meetings, and who it is going to has all been identified. And then the language, legal language and direct language. And also, if possible, if it is not too long, which it might be, language highlighting the detriment if the city doesn't have inclusive meetings. What that entails, what that means to people with disabilities, elderly, and how it impacts all of us by being excluded. And how it impacts them. It is a cost. It is a literal value that is a cost to the city.

AURORE BLECK: You can also go a very positive direction and say this way we will be able to include the valuable sites.

KATHLYNE GISH: I am not saying it has to be written negatively, I am just saying it needs to be identified in there that it, that there is a cost. Actually, I am hoping we go a positive route. There's been enough happening in the last month with me that I am going that way.

AURORE BLECK: So are we ready for a second? To people understand what they are agreeing to?

KATHLYNE GISH: Is there a second to approve this letter?

ELI FRESQUEZ: I second the letter.

KATHLYNE GISH: Okay. May we have roll call vote, please? And thank you, everyone. (Laughs) Halona, you are on mute.

HALONA CROWE: Sorry. Aurore Bleck.

AURORE BLECK: Yes.

HALONA CROWE: Kendra Garcia.

KENDRA GARCIA: Yes.

HALONA CROWE: Chair Gish.

KATHLYNE GISH: Yes.

HALONA CROWE: Pam Parfitt.

PAM PARFITT: Yes.

HALONA CROWE: Angelique Montoya-Chavez.

ANGELIQUE MONTOYA-CHAVEZ: Yes.

HALONA CROWE: Eli Fresquez.

ELI FRESQUEZ: Yes.

HALONA CROWE: Motion is approved regarding a draft letter to Mayor, City Manager, City Clerk, City Attorney Office about accommodation meetings with legal and direct language regarding the importance of including public accommodations, clear communication on what ADA accommodations are available and who to go to for accommodations.

KATHLYNE GISH: Thank you so much.

HALONA CROWE: Motion is approved.

KATHLYNE GISH: Thank you. Pam, go ahead.

PAM PARFITT: Madam Chair and Regina, do you have a time frame? HLLA is trying to update accessible places in the city. I am working on it now. When can I think this phased array might be installed so I can update this master list?

REGINA WHEELER: Madame Chair, Pam, it is scheduled to be installed in June right now. I don't know if this little podium adjustment wrench we are throwing into it, I imagine they they're going to try to stay on track, so I will say by August 1st, I mean July 1st, you will have a hearing.

PAM PARFITT: Thank you so much. Did you know that your Google maps is now specifically identifying all looped venues, offices, public spaces? So I am recommending you put this on Google maps as a feature that they just recently incorporated.

KATHLYNE GISH: We can assure that they do that. So thank you for letting me know. I knew about that, so thank you for reminding me that that is an option. Because we absolutely can make that request. Going forward. Once it is included, we can make it on Google maps that it is included in those buildings or locations. Okay, if there isn't any more to add, I do need to move on. So the next item is discussion items. 8(a), ice and weed removal in the City of Santa Fe as an ADA compliance issue. We all know that weeds are coming. Snow might be on the way out, but weeds are on the way in. I have seen some of them growing already from last year that were not cut down adequately. They have already begun to grow crazy

enough. So I guess I am wondering how, because with the process I experienced last year, the process was to go to cut constituent Services and make a request. Then it took, what was it, six or eight months before I got a reply? In the interim time, people in the community just hacked down the weeds. In the city just claimed, and hey, it is done. I know the city did not do that because I witnessed people hacking it down. Clearly that is not how it should go. So I am wondering what could be done to expedite the process.

As I said in the past, when it is an ADA accommodation, like a block sidewalk, or a blocked access route to a bus, to a job, to a school, all of those things, and someone needs to enter or access those facilities or community resources, how can we get that expedited? Because right now it is going to Constituent Services and taking six to eight months. I don't have any answers. I don't know the internal workings of the city. But legally it is supposed to be pretty immediate response to deal with an ADA accommodation need for access. But right now the city doesn't have that. So I don't know, Regina. I am looking at you. But I don't have any answers myself. But this process clearly needs to be worked out to be more functional than it has been.

REGINA WHEELER: Pam, is your hand up for this item?

PAM PARFITT: I didn't realize it is up. I'm sorry. But I do have a comment later.

REGINA WHEELER: Okay, Madame Chair, thank you so much for your comments. The city gets hundreds and hundreds of requests a day. Thousands a week. It is burying us all. We don't have enough staff. We have no spray, there is a zero tolerance for any chemicals to be used on weed suppression. So there is only manual methods going on in town, which causes a huge seed load. They make their way around the city, it probably takes the whole summer to get the whole thing. They are testing a new machine that steams the weeds and supposedly kills them that way to try to get ahead of it. Everybody is upset about weeds. Everybody is upset about potholes, weeds, and medians. I don't know. I guess what I would say is that is a department that is in Public Works. So if somebody is having trouble with the CRM, you can feel free to send it to me. I think I remember the one you were talking about specifically. There was a big question about whether or not that was ours. But I walked it in that is definitely ours. It is a trail, basically.

KATHLYNE GISH: Both of the trail and adjacent sidewalk. There is no one in the interim area there to maintain it.

REGINA WHEELER: By city code, sidewalks are supposed to be maintained by the private property adjacent. But in that case there is no private property adjacent.

KATHLYNE GISH: The whole section gets ignored. It is bad for ice and weeds.

REGINA WHEELER: I will raise that particular issue. If you guys are working on a CRM, send me a copy and I will make sure I ask people to follow up with me when I

finish it.

KATHLYNE GISH: The reason why I even brought that up is because it is adjacent to the affordable housing that is right there where people are walking in that area to try to get to the mall. Instead of walking down a safe sidewalk, they are jaywalking and going across that really busy traffic. I am concerned for the senior citizens that are doing it, which I have seen. There is a lady who lives near my mom. She has a walker. She just goes for it. She doesn't care what is going on. She is just going to cross right there. If anybody is coming at her, they have to stop. My heart just sunk, oh my gosh, she should have a safe sidewalk to go down. That weed issue literally took six to eight months to be acknowledged by the city. People were hacking it down in an unsafe way because there were sharp points to where they cut it. I don't know what they used. It was not a saw. So that is why I am being so proactive about it.

Because that is both the access route and the sidewalk are the accessible path to access resources at the mall and across the street. Go ahead, Pam.

PAM PARFITT: I have a question about the debris left over from the care of the ice on the roads in the winter is now in the bicycle lanes. Along the sides of the road where all the cyclists are trying to get to and from school, work. It is bicycle month, bike to work, bike to school, and all the debris is all over the accessible routes. Who is in charge of that? How do we get it cleaned up for bicycle month? I forgot the right term for this month. But this is the big month for getting to work and school on a bike.

KATHLYNE GISH: Go ahead, Regina.

REGINA WHEELER: Thank you, Madam Chair, member Pam. That is Public Works as well. That is the Streets Division. We completed a massive a few weeks of sweeping effort to clear the roads completely. So if you can tell me what particular roads you are seeing the debris remaining in the bicycle lane, that would be really helpful and I can get them out there on that. Part of the reason we did that big push for the sweep, we always do it, but we are also, if you noticed, refreshing striping around town right now. They really needed it to get all cleared out for the striping. But we definitely might have a few we can get it out of the bike lanes more so. I appreciate any list or feedback you can provide.

PAM PARFITT: Can I tell you a big one right now?

REGINA WHEELER: Absolutely. Thank you.

PAM PARFITT: A bike path that is just completely filled with sand and debris forced me to buy different tires for my bicycle because it was too dangerous. Old Santa Fe Trail from the museum, around that corner and south. It is completely covered in mud, sand. Maybe they swept up around it, but it needs to be made accessible.

REGINA WHEELER: From the museum?

PAM PARFITT: Lejo. the weeds that grow there, it is a sharp corner. There are joggers, bicycles and cars all converging. You can't see when the weeds get really tall there. The bikes can't be in the weeds. They go out into the traffic into the traffic can't see the oncoming bikes. You can see the joggers. That whole strip on that corner, weeds, dirt, and going south on old Santa Fe Trail, it is a mess.

REGINA WHEELER: Thank you. I will report back.

PAM PARFITT: Thank you. I almost killed somebody with my car.

KATHLYNE GISH: Thank you, Regina. And thank you, Pam. Eli, go ahead.

ELI FRESQUEZ: Thank you, Madam Chair. I have to hop off, but I am going to hop back in. I'm going to leave for about a minute and be back in.

KATHLYNE GISH: That is fine. Thank you, Eli. The next item is it 8(b) ADA compliance process upon verbal, written, mailed, e-mailed complaint/request for accommodation. And at some point I really would like to invite the City Clerk to our meeting. I know you are trying, but I want a formal request for her to attend. Again, not next month, but probably July or August. Because this needs to be, there needs to be a process. And that is why, you know, when I was working as an intern under David Chapman, why I said it would be helpful if we posted the process to request an accommodation on the website so that when somebody made a formal request, they knew the process that was going to happen and what to expect, so there is nothing that is hidden, there is nothing that cannot happen, this is what is expected. It is basically a checklist. So I know Regina, you are still learning. I get it. The City Clerk definitely needs to learn what the process is. It actually really should be identical to what the process is that the ADA Coordinator does. Because there is a timeline, there is a time limit when someone makes a formal request. They need to have within a certain time, and it is listed on the website, a reply in writing or in the format that they request with accommodations. And they need a reply. They need to have the ability to appeal if the reply is not in their favor. And that is federally required. That is the process.

So I just wanted to let you know, Regina, it is not you alone. This is literally the whole city that is under this technically for anybody who receives an accommodation request. But you and the City Clerk in particular right now are the people that need to be following this the most for these accommodations. I don't know if you had a chance to read through that list yet, but I would, when you have time, please read through that page. Because that is when, as soon as you get a request, that is what you should be referring to. That list on that website. To say this is what I should be doing, this is what I should say, what I should do, and the process going forward. And again, like I said in the past, me and Eli are here to support you 100 percent. I know you got thrown into this as much as anybody. So hopefully when we have an ADA Coordinator, they will just know this process and know what to do and hopefully work to even improve it beyond what we have been doing.

But I just wanted to say that because I know that there have been issues with the City Clerk receiving accommodations and not following through with them. Go ahead, Regina.

REGINA WHEELER: Thank you, Madam Chair, and thank you for that encouragement to follow the formal process. I must admit, I actually have five jobs at the city, and I did volunteer to be the ADA Coordinator. I thought it was important. It was in my department. I am happy to be here to help. My focus has been on getting results rather than following paper process. But it is an interesting thing that you say because I could possibly as the ADA Coordinator basically right back to Pam and say while the hearing loop accommodation is being fulfilled by the city, the City Clerk is declining to provide live captioning, blah, blah, blah. Then the formal process of an appeal, which is kind of what you are doing with the letter could come back.

KATHLYNE GISH: Exactly.

REGINA WHEELER: I guess I would say that I will try. I don't have time. I have so many jobs. The good news is, the other hard thing about the five jobs I have is I am also recruiting for them. I did a lot of work on the ADA recruitment, streets director equipment, director of administration of transit to recruitment, and I've also got a supervisor. Anyway, there is a lot. It is going to get better. I will really try to look at that, but I am so far behind on so many things. But it is a real priority for me to fulfill the request. Thank you.

KATHLYNE GISH: I get that. Like I said, when there is a process, the person has the right to within a number of days posted receive a reply. I think that to me is more important, that they there actually replied to within the time frame, and that they know you are working on it. Because yes, you are busy, I get that. Even though the ADA will say it lack of staff is not an excuse, you know? To me it is important that the person making the accommodations request to be heard and that the process be followed as much as possible. Which to me, more than anything, is the time frame. Because that is incredibly important that somebody know that the city is working on their accommodations request. So let's see. We will work with the City Clerk to get these issues fixed. Because I know that she has not received adequate training. Pam, go ahead.

PAM PARFITT: I want to second what you are saying. The reason I need to know a time frame, I know it is paper and procedures, but a disabled person feels visible if there is something that replies. If there is something that says within this time frame you actually know you exist.

KATHLYNE GISH: And you know that some things move a –

PAM PARFITT: Overwhelming invisibility. And in some cases, hostility that is directed at you because you are in the quote of one receptionist, "You are making my job very

difficult because you are requesting that I look at you when I want to be typing these notes." I feel so invisible. And I think a lot of people feel like, why bother? Nothing will happen. But if you actually hear back and do know that within this time frame you really do exist, it is important.

KATHLYNE GISH: And I would say in addition to that, it is just a matter of basic respect. If someone says hi to you and you just walk away, that is how it feels. If someone is coming to you and saying I have a need in order to be included in the person just ignores them, even if they are working on it, even if they say behind the scenes, which I'm sure happens 90 percent of the time, behind the scenes they are working on it and they are saying, okay, I'm going to get this done, but they don't communicate it back to the person that they are working on it and working to make it happen and it is going to happen and say it 10 days, 15 days. Or if there is a delay, what is going on so that the person knows. It is just basic respect to communicate what is happening. So I know that it is a social skill. A social need. That when someone is busy checking all those boxes, to take time to be personable. It probably doesn't come naturally for a lot of people. Myself included. When I get stressed, I shut down. I am like, okay, I am going to focus on this. But it is important to communicate to people who essentially are voiceless. I mean, that is who we are. We are essentially most of the time voiceless and unheard. So it is important to understand that as a culture, that culture of inclusion that we are trying to build includes communicating to a person what is going on and what the process is going to look like so that they can prepare and so they can follow up as well and not feel like they are just being ignored. And thank you, Pam. Eli is trying to join. Can you please let him back in, Halona? Kendra, go ahead.

KENDRA GARCIA: That was just going to be what I was going to say, if you guys could let him in.

KATHLYNE GISH: Okay, he is back. So if there's nothing more to continue for that, or to include for that, so 8(c). Continued discussion of appropriate city placement for ADA Coordinator and Mayor's Committee on Disability. I am sure that is all being jumbled around because the ADA Coordinator needs to be hired first. But are there any updates, Regina, for changes in the ADA Coordinator position and the Mayor's Committee position of where we will be in the hierarchy in this city?

REGINA WHEELER: Madam Chair, thank you for the question. There are no plans for any changes right this minute. However, there is an amendment to being introduced, a budgetary amendment that will be heard when the budget is a herd at council next Wednesday night, to create the Office of Equity and Inclusion at the city. You might remember, that was in a resolution, that resolution wasn't polled and wasn't moving forward, and now some councilors are bringing it forward as an amendment to the budget. I have asked and suggested that the ADA Coordinator would be a great position in that office. But there hasn't been any confirmation. That is the only update I have right now, I think, Madam Chair.

KATHLYNE GISH: That would be ideal. If we can to be in the mayor's office, that would be ideal to be under what is essentially a civil rights department. So yeah. And I know we have discussed that. Go ahead, Kendra.

KENDRA GARCIA: One thing that I was thinking, Madam Chair, is if we should write a letter of support or request for that. I don't think we have done it in the past. If we have, I am sorry to repeat myself, but I would think that would probably be a little bit more of a push to get us in the right direction.

KATHLYNE GISH: And on that, I wonder if it would be more effective if we as individual citizens would be more effective if we all wrote an individual letter in support of it or as the Mayor's Committee on Disability or both. I don't know.

REGINA WHEELER: Maybe both. Probably.

KATHLYNE GISH: We can definitely vote to write a letter. Next Wednesday, Regina? At the governing body meeting?

REGINA WHEELER: That is correct, Madam Chair.

KATHLYNE GISH: Okay. So let me make a note of this. That would need to go out really fast.

REGINA WHEELER: The other option is public comment at the meeting. And there will be a Zoom accessibility for public comment at that meeting.

KATHLYNE GISH: Okay. Just a show of hands, who would be attending that meeting, if possible? To speak.

PAM PARFITT: Is it next Wednesday, the 10th? I will have to check.

KATHLYNE GISH: You can type public comments in there too if you can't attend. If we wrote public comments and spoke, because it is really fast to write a letter by next Wednesday as a committee. That requires a lot of us to get together. (Laughs)

KENDRA GARCIA: We could just send an e-mail, like a supportive e-mail.

KATHLYNE GISH: To the City Councilors.

KENDRA GARCIA: To be know specifically who is on the council? I don't know at the moment.

KATHLYNE GISH: I can get everyone that information. I can send it. I know where that is.

KENDRA GARCIA: Okay. That would be great. Thank you, Madam Chair. Also, I

unfortunately have to jump off for another meeting, but thank you.

KATHLYNE GISH: Thank you, Kendra.

KENDRA GARCIA: Thank you.

KATHLYNE GISH: Okay. So then the next item is 8(d) Continue discussion of updates on new city website. The city never obtained advising from the Mayor's Committee on Disability on website features and accessibility. Continued lack of ADA compliant information to request accommodations and report concerns. And then I left the rest in there, which I didn't mean to. So I know that it had been updated, Regina. You said you send it up. I did see some of the changes. I didn't get a chance to look at it as in-depth as I want to do with everything going on. But I will look at it and give you feedback. I really appreciate that being updated. I noticed that the itemized calendar is on there. So someone looking for a calendar date can now find it. And that the member list have been updated, which was my main request. And then I will check to make sure. I know there is a lot of places where the ADA Coordinator name was hidden or in a link somewhere or something. All of that needs to be updated. I will go through when I have a chance and to get back to you on that to double check and make sure and confirm with you that it is all done. If I find something, I will let you know.

REGINA WHEELER: Thank you so much, Madam Chair. I might also add that the web girl is super responsive and how I submit my request to her is I just go to that report a website issue and put it in there and she does it right away. That is as easy for you as anything. That might be an option too.

KATHLYNE GISH: I will do that. I will cc to you what I say to her. We can do it directly. Angelique, go ahead.

ANGELIQUE MONTOYA-CHAVEZ: One thing I did see on the website, and hopefully we can, let me see if I can turn my camera on for a second. I know it is hard to see on my phone, but it says celebrating 31 years of ADA. Sorry. So if we could change that, it is going to be 33 years. And just update the information on there, I think that would be helpful.

KATHLYNE GISH: That was posted by Tom to celebrate the 31 years. He did that after he resigned. So he was really proud of uploading that and sent it to me and was like, look what I did. I actually really do agree that we need to celebrate July every year and update the website for that.

ANGELIQUE MONTOYA-CHAVEZ: And just update the information. When people look on there, just so they know as a city we are trying to be as inclusive as we can and just change things each year. If we can just change that to 33 years, that would be awesome. Thank you.

KATHLYNE GISH: Yes, thank you for that. So I will include that in my list. And I will help, if I am able to, which I think I am because we have enough time between now and July, to find a really good resource to update it to celebrate the 33rd year. I don't expect you to go around. He posted it. I was really grateful that he did that. It is wonderful information. So I think that is it for the items. The next is the Mayor's Committee subcommittee reports. If there is nothing else to add for item 8(d). Are there any subcommittee reports?

AURORE BLECK: Yes.

KATHLYNE GISH: Go ahead.

AURORE BLECK: The senior newsletter said that the senior van is doing all kind of trips with a few exceptions. So I was curious, so I called. There are no longer any exceptions. As of May 1, it is completely open like pre- COVID. Except more people wear masks and I think they are cleaning the van a little more.

KATHLYNE GISH: That is wonderful.

AURORE BLECK: Progress.

KATHLYNE GISH: Are there any plans for the Transportation Advisory Board to meet yet?

AURORE BLECK: I haven't heard a word.

KATHLYNE GISH: Pam, go ahead.

PAM PARFITT: I will just reiterate that there is a statewide effort to update the list of accessible loop accessible, hearing accessible, it could be the new Wi-Fi list. So it will be on a national registry.

KATHLYNE GISH: That is very cool. I was also thinking of how we can with the loop system, how we can get that tied to the Governor's Commission on Disability in some way so that when people are requesting accommodations or information or needs, it would be included in everything they are doing as well. Because they do identify accessible buildings, and they do things like that. They do identify and support accommodation needs. So I am kind of thinking, how do we pull them in as well to be a side resource for us? Where when people are reaching out for information, they are included in all of this. Angelique, go ahead.

ANGELIQUE MONTOYA-CHAVEZ: I am one of the commissioners for the governor, so if you send me that information, I can definitely mention that at the next meeting. We are breaking up into some groups. That would be important to do.

KATHLYNE GISH: Thank you so much. Are there any other subcommittee reports?

No? Okay. Next is matters from staff.

REGINA WHEELER: Thank you, Madam Chair. I don't have any additional matters.

KATHLYNE GISH: Thank you, Regina.

HALONA CROWE: A link to the video recording of this meeting will be added to the meeting minutes for this meeting.

KATHLYNE GISH: Thank you, Halona. Are there matters from the committee? Aurore and then Pam.

AURORE BLECK: My granddaughter is graduating from high school. I am so grateful. She is going to college at Fort Lewis in Durango. So I am very happy.

HALONA CROWE: My daughter goes there.

AURORE BLECK: Really?

KATHLYNE GISH: A small world.

HALONA CROWE: I am going to pick her up tomorrow afternoon. We leave tomorrow afternoon to go pick her up for the summer.

AURORE BLECK: I am sure she likes it.

HALONA CROWE: Oh yeah, it is beautiful. Good luck to her.

KATHLYNE GISH: Good luck. Pam.

PAM PARFITT: This came in and I am on the committee. I am trying to play catch-up for things that I missed. I do not know how the nominations for the ADA awards are going to be taken. I have someone I want to nominate, but I have no idea how to present it.

KATHLYNE GISH: Angelique, you want to answer that?

ANGELIQUE MONTOYA-CHAVEZ: So we have been discussing creating a website where people can actually nominate people and cast their votes and all of that stuff. Because we do want it to be accessible. We are just not there yet. Just give us a second. That is definitely one of our ideas that we are tossing around and trying to create.

PAM PARFITT: And you are going to let this committee know when that website is up? How will the community know?

ANGELIQUE MONTOYA-CHAVEZ: I definitely think you guys will be the first to know once it is up and you can contribute your ideas. We just mentioned it. This is something we just thought of. So as soon as it is up, we will let you know.

PAM PARFITT: I have a second catch up. I need to pick up on the City Council meeting May 10. Is that going to be fully accessible, Regina? CART, captions? If I go to it, I can actually function?

REGINA WHEELER: No. No, it won't be. And I can --

KATHLYNE GISH: I can say that will be an amazing thing to bring up. That you aren't able to purchase a paid effectively. I can do it as well if I am able to attend. I have to check.

PAM PARFITT: I can check. By my calendar, I can be there, but what is the point if I can't hear and read the captions? But this is the meeting when this is the proposed civil rights committee is going to be voted on?

KATHLYNE GISH: The thing is, so this is based on the CHART report. That in no way includes disability. They did not include disability in any way, not even in their survey questions as how people identify. It was entirely race and gender and disability was excluded from that report. That is one thing that I am writing to the City Council over. Because that is a glaring error in that report to me. Disability identity is extremely important, even just as an intersectional identity. Because it changes the way that you interact with society and the way that society interacts with you. It is a huge barrier to inclusion, more so than race. It is a physical lock to inclusion. Not just a behavioral issue or a discrimination issue. It is literal barriers. That was not identified in that report. So it is kind of, it supports completely why we want to be under a department of equity and inclusion and why a department of equity and inclusion needs to exist. Regina, go ahead.

PAM PARFITT: Thank you for the clarification. CHART and CART, I get so mixed up and I can't follow this conversation. I am playing catch up. What is the big deal about May 10? You ask if people can attend. I can physically go there. But is it worthwhile? And what is CART or CHART? I am mixed up. So thank you for the clarifications.

REGINA WHEELER: I can help a little with that. Thank you so much, Madam Chair, and Pam, for your questions. On May 10, the budget for fiscal year '24 will be heard for the governing body for consideration for adoption. At that meeting, an amendment will be introduced, I believe, or at least considered, to create the Office of Equity and Inclusion, which is an outcome of the CHART process. I don't know if anybody is thinking of it as a civil rights. I think they are thinking of it more as a way to kind of smooth out the division between people of different, as Chair said, races mostly. But I would really encourage anyone from this group here or the community at large to put out the idea that this should really be about inclusion of all people of all identities and

that an ADA Coordinator would be a great addition to that. It is where the ADA Coordinator should live it. Regarding accessibility at the meeting, Pam, if you could call the City Clerk or e-mail her specifically and cc me or something like that that said I would like to attend this meeting, it is very important that I can participate in the budget adoption and in any Office of Equity and Inclusion amendments, I need the following accommodations.

PAM PARFITT: Well, there is the hearing loop. If I can have a selection of seats, I can find a spot where it might work.

REGINA WHEELER: Will it work now at all?

PAM PARFITT: The last time I was there, certain places worked. And of certain microphones worked. But then I had to move next to a, I don't know, it wasn't CART. It was just an overhead projected type thing with a tiny captioning that was unreadable. And I had to get out of the seats where I could hear to go try to get to a seat where I could see what was captioned. It was so stressful. I just, I just didn't do anything except concentrate on what I wanted to say and hope that it fit in.

REGINA WHEELER: That might be the best angle for this, just attend by Zoom and make public comment. I don't think you are going to have any better results by next Wednesday. Because all of those conditions that you just said it still exist.

PAM PARFITT: In Zoom I will be able to see and they can see me? It is just my voice, right? I can see them?

KATHLYNE GISH: You can request to see them. I have seen people ask is a disability accommodation to be able to see who they are speaking to. I know for me as well, that also helps because if I am just speaking to a blank screen, I will freeze up because I can't see someone's face to interact with them. So I definitely would need that as an accommodation as well to be able to view who I am speaking to. And really, that should be the process. It is so weird that they are making people speak to a blank screen. I don't get that at all.

PAM PARFITT: I have to have the visual cues to even function.

KATHLYNE GISH: So Pam, why don't you and me get together on this. I think you should make a formal request for CART. Because of the fact that the loop system is not set and is not functional entirely like it should be. And we will use this as an initiative to get the City Clerk to really follow the process that she is supposed to be following. I will get with you probably tomorrow. I am going to be busy on Friday, but I have tomorrow and then I have this weekend open. So I will get with you on that, okay?

PAM PARFITT: Okay.

KATHLYNE GISH: Thank you. Are there any other matters from the committee? Know, if there are no more matters from the committee, our next meeting is June 7th, 2023 from 3:00 to 5:00 p.m. If there is nothing else to say, we are adjourned at 5:05. Thank you, everyone.

>>: Thank you, guys.

>>: Thank you.

REGINA WHEELER: Thank you, Madam Chair, for a great meeting. Thanks, everybody.

KATHLYNE GISH: Thank you, Regina.

(Ended at 5:05 PM MT)

Meeting the Needs of People with disAbilities

Community Guide to Accessible Events & Meetings

Recommendations from Age Friendly Seattle,
an initiative to make Seattle a great place
to grow up AND grow old.



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Why We Produced This Guide

Disability is a fact of life for tens of thousands of Seattle residents. In every part of our city, people live, work, and play with a range of abilities, including people who are blind or have low vision, deaf or hard of hearing, or challenged by learning disabilities, speech limitations, or mobility barriers.

Age Friendly Seattle produced this guide as part of their commitment to developing a city that is accessible and inclusive of all ages and abilities. By planning and implementing accessible events, meetings, and activities, and effective communications, we help to ensure that all Seattle residents can participate in events and contribute wisdom and talent to their communities with independence, equity, and dignity.

The City of Seattle encourages everyone to participate in its programs and activities, regardless of ability. For accommodations, materials in alternate formats, or accessibility information, contact Age Friendly Seattle (agefriendly@seattle.gov or 206-684-0662 or Relay 711) or visit www.seattle.gov/americans-with-disabilities-act at your earliest opportunity.

Chapter 1: Accessible Events & Meetings

The chapter provides event coordinators, and program planners with information and tools with which to make communications and events accessible to individuals with disabilities. Tools are provided in several ways—embedded links to online resources as well as checklists and supporting documents found in the [Appendix](#).

Planning accessible events does not need to be daunting. The key is to remember your audience:

- Twenty-three percent of King County adults age 18+ self-identify as having a disability.¹
- Thirty-eight percent of King County residents age 60 and older self-identify as having disabilities.²
- At every age, racial and ethnic minorities experience even higher rates of disability.³

If your event is truly inclusive of all members of the community, providing accommodations for individuals with disabilities must be a key step in the planning process.

An accessible event will have higher attendance and a broader audience. If your event or meeting is participatory, you will benefit from the perspectives of a broader ranges of ages and abilities.

Good planning can eliminate the need for individual accommodations later. Consider accessibility from the very early stages of your planning process.

Age Friendly Seattle believes that our community is strengthened by providing additional support to ensure that individuals with disabilities and without disabilities have meaningful experiences.

Who is required to provide accommodations to individuals with disabilities?

The Americans with Disabilities Act (ADA) requires state and local governments (Title II) and many businesses and organizations that provide public accommodations and commercial facilities (Title III) to provide reasonable accommodations for individuals with disabilities.

For detailed information, ADA technical assistance manuals are available online:

- Title II: www.ada.gov/taman2.html
- Title III: www.ada.gov/taman3.html

¹ Behavioral Risk Factor Surveillance Survey, King County and United States, 2011–2013

² Ibid.

³ American Community Survey (2009–2013 five-year estimates)

Starting Premise

Age Friendly Seattle believes that our community is strengthened by providing additional support to ensure that individuals with disabilities and without disabilities have meaningful experiences.

Age Friendly Seattle subscribes to the seven principles of Universal Design⁴, which can be applied to any type of process, including event planning:

1. **Equitable Use**—The event is useful and marketable to people with diverse abilities.
2. **Flexibility in Use**—The event accommodates a wide range of individual preferences and abilities.
3. **Simple and Intuitive Use**—The event is easy to understand, regardless of the participant’s experience, knowledge, language skills, or current concentration level.
4. **Perceptible Information**—The event communicates necessary information effectively to the user, regardless of ambient conditions or the user’s sensory abilities.
5. **Tolerance for Error**—The event minimizes hazards and the adverse consequences of accidental or unintended actions.
6. **Low Physical Effort**—The event can be used efficiently and comfortably and with a minimum of fatigue.
7. **Size and Space for Approach and Use**—Appropriate size and space is provided for approach, reach, manipulation, and use, regardless of the user’s body size, posture, or mobility.

Event Roles & Responsibilities

One aspect of event planning that is often overlooked is assignment of roles and responsibilities, and requisite staff and/or volunteer training. Since event staff are the “face” of your organization, everyone involved should know how to create a welcoming and enjoyable atmosphere.

When events have co-sponsors, each co-sponsor is equally responsible for ADA compliance. If your organization is co-sponsoring but not leading the planning, be sure to determine in advance who is responsible for receiving request for accommodations and who will pay for auxiliary services, if needed. See the [Co-Sponsored Events Checklist](#) and related tools in the Appendix.

Staffing considerations include:

- **Accommodation requests:** It is essential that everyone who takes calls, processes registrations, or receives inquiries from the public knows how to respond to a request for accommodation (see [Providing Appropriate Notice](#) later in this chapter).
- **Budget:** Many accommodation requests will involve some expense to your organization. Since the ADA requires that reasonable accommodation be provided, be prepared to take this into consideration when developing the budget for your events.
- **Event setup:** Assign someone to be responsible for assuring that all accommodations (e.g., ASL interpreters, assisted listening devices, large print, or Braille materials) previously requested are available at the event site when participants begin to arrive.
- **Equipment:** Test any special equipment (e.g., assisted listening devices) in advance.

⁴ Universal Design refers to broad-spectrum ideas meant to produce buildings, products, and environments that are inherently accessible to older people, people without disabilities, and people with disabilities. For local information, visit the Northwest Universal Design Council website at www.environmentforall.org.

- **Sign-in Table:** Have a person near or at the registration or sign-in table to assist anyone needing help in completing necessary paperwork, or in reading event/meeting materials not available in an alternative format. This person should also watch the entrance lines for signs of someone who may need a chair while waiting.
- **All staff:** Alert all staff and volunteers as to where accessible restrooms and accessibility features are located as well as anything that generally requires a visual cue (e.g., location handout or refreshment table, if photos will be taken).

Serious thought should be given to offering “awareness training” for staff and volunteers so they can assist participants effectively. At minimum, all persons involved on the day of the event/meeting should be provided copies of the [Etiquette When Working with Individuals who Experience Communication Barriers](#) found in the Appendix.

Site Selection

Typically, we think of public events taking place in large venues, such as school auditoriums, local government facilities, or rented halls. These venues are likely to be accessible for individuals with mobility challenges but may have other accessibility challenges, which this guide will discuss.

Sometimes neighborhood gatherings take place in private homes, condo recreation rooms, or small business venues that may not be accessible. Event planners are strongly encouraged to move to an accessible location. If the event sponsor or any co-sponsor is subject to ADA regulations, an accessible venue is mandatory.

Following are four basic accessibility considerations:

1. **Transit:** Can the venue be reached by transit as well as by car? A reasonable distance is two blocks to a bus stop, if level; less, if the venue is situated on a hill.
2. **Accessible parking:** “Accessible parking” refers to a space that has been properly striped and displays the international symbol of accessibility.
3. **Drop-off and pick-up points:** An accessible facility should have a designated (preferably covered) drop-off and pick-up area (preferably covered) that is clearly marked and readily identifiable by paratransit drivers, personal drivers, and waiting passengers.
4. **Accessible restrooms:** Are restrooms ADA-compliant, with wheelchair-accessible stalls and sink control and paper products within easy reach?

It is always easier to choose a venue that is fully accessible than to hire services and install equipment for a special event. If your venue does not meet the basic requirements above, you should consider moving to a different venue.

For a longer list of accessibility considerations, see Site Visit, below, as well as the [Site Accessibility Checklist](#) in the Appendix.

Site Visit

Unless you have visited the site recently to review accessibility, you are encouraged to inspect any proposed event sites prior to scheduling to determine suitability, and then plan for potential accommodations.

Be sure to review the following:

- Ambient noise
- Building access
- Building corridors
- Elevators or ramps between levels
- Entrances
- Lighting
- Outlets
- Pathways
- Restrooms
- Resting places and entrance line seating
- Room setup
- Signage/wayfinding
- Sound system
- Stage or riser
- Water fountains

Additional issues you should consider if your event will take place at an outdoor venue (e.g., public park, stadium, or other open area) include:

- Accessible parking
- Concession areas and stands
- Event access, including wayfinding to event
- Park or stadium entrances
- Pathway slope and surface
- Restrooms (nearby buildings or portable)
- Seating
- Signage at event
- Surface conditions (e.g., muddy or slippery)
- Utilities (e.g., electrical power)

Review the [Site Accessibility Checklist](#) found in the Appendix. Make a photocopy to take with on the site visit.

Unique Venues

If your venue is unique and no alternative is available (e.g., dedication of a historic site or remote outdoor area), you can contact the Northwest ADA Center to brainstorm and craft creative solutions. If the City of Seattle is a co-sponsor of your event, you can request an e-mail or phone consultation with the department's ADA coordinator. See also [Creating a More Accessible Venue](#) in the Appendix.

Remote Participation

Remote participation is a valuable option, not only for people who may not be physically able to attend the meeting but also people with busy schedules. While using technology during the meeting and finding a meeting space with phone and/or Internet connection may feel like a hassle, the benefits outweigh the costs. Some organizations choose to hold all-remote events (e.g., a telephone town hall meeting or a Twitter or Facebook chat).

Skype is a common service for remote participation—on screen, if a camera is available, or off, like a conference call. If you are not familiar with Skype, help is available via Lynda.com (e.g., “Up and Running with Skype for Business”). Other services are also available.

Scheduling & Inviting Participation

Once you have ensured that your event is physically accessible, you can schedule and invite people to participate.

Timing

Organizations tend to offer programs and events at certain times and days. Stay flexible, and consider availability of accessible public transit options, personal assistants' schedules, and other barriers that make it difficult for individuals with disabilities to get to locations before mid-morning or stay beyond mid-afternoon. People of all abilities can find it difficult to attend during traditional work hours.

To accommodate the constraints of varied daily schedules, it is ideal to host repeat sessions on a range of different days and times so people have choices of when they can attend.

Providing Appropriate Notice

Your event notice should inform your audience—and anyone who wishes to attend—that reasonable accommodations are available upon request. The following language must be printed at the bottom of all information disseminated to publicize your event/meeting, including registration materials:

- **Standard:** “[organization name] encourages everyone to participate. For accommodations or accessibility information, contact [name | phone | e-mail] or visit [URL].”
- **Where space is limited:** “For accommodations or accessibility information, contact [name | phone | e-mail] or visit [URL].”
- **Where space is not a concern (e.g., reports and other documents):** “[organization name] encourages everyone to participate in its programs and activities, regardless of ability. For accommodations, materials in alternate formats, or accessibility information, contact [name | phone | e-mail] or visit [URL] at your earliest opportunity.”

Many people experience unpleasant physical effects from scented products and fragrances that attach to clothing and skin—reactions that can be strong and disabling. Consider adopting a fragrance policy that event notice. Following is a draft policy similar to one adopted by the U.S. Access Board:

- Event notices shall include: “Persons attending [organization] events are requested to refrain from using perfume, cologne, and other fragrances for the comfort of other participants.”
- Signs will be posted outside meeting rooms reminding persons attending the meeting to refrain from using fragrances.
- Facilities where [organization]-sponsored events will be held will be requested to remove or disconnect any fragrance-emitting devices from the meeting rooms and adjoining restrooms, and not to schedule any remodeling activities (e.g., painting, wallpapering) or shampoo carpets or apply pesticides prior to [organization] meetings.

Registration

If your event requires completion of a registration form in advance, space should be provided on the form to allow participants to request their desired accommodation. Remember to make the registration form itself—whether print, digital, or online—accessible to individuals who are blind or have low vision. Use accessibility checkers available with your software. To check PDF accessibility, use Adobe Acrobat DC Pro.



In MS Office software, follow this path to check Accessibility: File > Info > Check for Issues > Check Accessibility

Online applications such as [Survey Monkey](#) and [Eventbrite](#) appear to be accessible by digital screen reader when you follow the company's guidelines. If you use these or other programs to create an

online registration form, ask someone who uses a screen reader or voice-activated software to test it for you.

When participants arrive at a public event, they are usually invited to sign in, which can be challenging for people who cannot hold a pen or see well. If you asked for pre-registration, you can print names of people you expect to attend. Participants can initial the list to indicate their attendance. This is easier and faster for people of all abilities. See additional tips for registration table staff under [Event Roles & Responsibilities](#), above.

Outreach

Keep in mind that most residents with disabilities do not receive services related to disability and may not be affiliated with a disability advocacy organization. When you include notice that indicates you will provide accommodations and can answer questions about accessibility, you are indicating your interest in serving all Seattle residents, regardless of ability.

Most residents with disabilities do not receive services related to disability and may not be affiliated with a disability advocacy organization. Your accommodations/accessibility notice indicates your interest in serving all residents, regardless of ability.

Program Planning

A fully accessible event or meeting requires advance planning and may require training.

Program Activities

Some events include activities such as breakout sessions, tabling, wall voting, question-and-answer sessions, and short events (indoors or outdoors) that may not be fully accessible. Plan your program carefully, considering whether guests with mobility challenges will be able to be able to participate.

Presenters

Provide your presenters with two handouts from the Appendix:

- [Tips for Presenters](#)
- [Etiquette When Working with Individuals who Experience Communication Barriers](#)

If you have not worked with your presenter before, inquire whether they need an accommodation in order to participate (e.g., a ramp, if there is a riser or stage).

Additional tips are available via the [Commission for People with disAbilities](#) (Seattle Office for Civil Rights).

Script Preparation

When preparing speaking points—for yourself or someone else—remember that a good oral presentation using PowerPoint includes “captioned” photos and images—words that reflect the visual

elements for audience members who cannot see the content of the screen. Those images and their descriptions should be meaningful. In other words, don't just decorate a PowerPoint presentation—includes photos and images that support the presentation in a meaningful way, and explain the relevance in the spoken word.

Event setup

Entrance Lines

If long lines are anticipated, consider alternate ways to register and/or provide seating to individuals with mobility barriers or other conditions that make standing difficult.

Room Setup

It is important to consider the line of sight for participants who are deaf or hard of hearing. Whenever possible, participants should receive priority seating where they can see the speaker's face, the presentation screen, and the ASL interpreter and/or CART⁵ caption screen, as appropriate.

If the room has windows, consider whether it is necessary to provide a dark screen behind the ASL interpreters and/or CART caption screen (or re-position to avoid glare or light saturation).

If there are break-out sessions or table discussions, individuals who require auxiliary aids or services should be accommodated in their choice of room or table (i.e., ideally, not requested to sit with others who require the same accommodation).

It is preferable if accessible seating is not limited to one area. Individuals with disabilities prefer to have choice in seating, like everyone else.

Seating

A variety of seating options may be needed for full accessibility. Considerations include larger chairs (e.g., extra-wide chairs, chairs with backs and/or arm rests)

Individuals who depend on lip reading require seating near the presenter, with sufficient light on the presenter's face.

For additional room setup ideas, visit [Creating a More Accessible Venue](#) in the Appendix.

Public Meeting Accommodations

Following is a list of commonly requested auxiliary aids and services:

- Accessible digital communications
- Assistive listening devices
- Assistive listening systems
- Audio recordings
- Braille materials
- Captioning
- Computer-aided transcription services
- Large print materials
- Notetakers
- Qualified ASL interpreters

⁵ CART—Communication Access Real Time translation—is described in more detail in the [Accommodations](#) portion of this document.

- Qualified readers
- Qualified tactile interpreters
- Telecommunications relay service (711)
- Written materials

ASL & Tactile Interpretation

American Sign Language (ASL) and tactile interpretation is available through a number of local vendors. Lists of interpreters are available online via a search engine and are also listed on the [Washington State Department of Social and Health Services](#) website. The [Northwest ADA Center](#) may have lists, too.

ASL and tactile interpreters are in a high demand and need to be retained as early as possible. Even two weeks' lead time may be insufficient. Be sure you know at least two different vendors for ASL and tactile interpretation services prior to receiving a request.

Note that two interpreters are usually required for any meeting. Also, remember to request additional pairs of interpreters for breakout sessions or small group discussions.

Event coordinators should consider requesting interpretation services as soon as an event date, time, and place is determined.

If promotional materials state that ASL interpretation is available, coordinators do not need to receive additional requests for ASL accommodation; however, you may wish to continue receiving requests in order to arrange preferred seating. In general, there is no limit to the number of audience members that ASL interpreters can accommodate.

Assisted Listening Devices

Assisted Listening Devices (ALDs) should be made available for any participant upon request. Some of the most common ALDs include:

- FM, infrared, or bluetooth receivers/amplifiers-- transmit and/or amplify from the sound system
- Hearing loop—some event spaces are equipped with an induction loop system that transmit magnetic energy to telecoil (T-coil) equipped hearing aides through a wire that surround an audience. For more information, visit hearingloop.org.
- Counter loop—a portable system that emits a signal to T-coil equipped devices within a short range (about 3'). These may be useful in larger venues in combination with T-coil equipped receivers/amplifiers.

Remember to test all equipment well in advance of using them at an event, and then test them again in the event space. Noise and magnetic interference can render ALDs useless.

Braille

Individuals who read Braille may request promotional materials (e.g., the event flyer), agendas and/or handouts in Braille.

Short documents can be translated to Braille by the [Seattle Public Library Equal Access Program—LEAP](#) (206-615-1380 or leap@spl.org) at no cost. Longer documents can be translated to Braille by on the of the following organizations (there may be a charge):

- [Washington Talking Book & Braille Library](#) (206-615-0400 or wtbbl@wtbbl.org)
- [Washington State School for the Blind](#) (Vancouver, WA)—contact the [Braille Services Team](#) at 360-947-3340 or 360-947-3344.

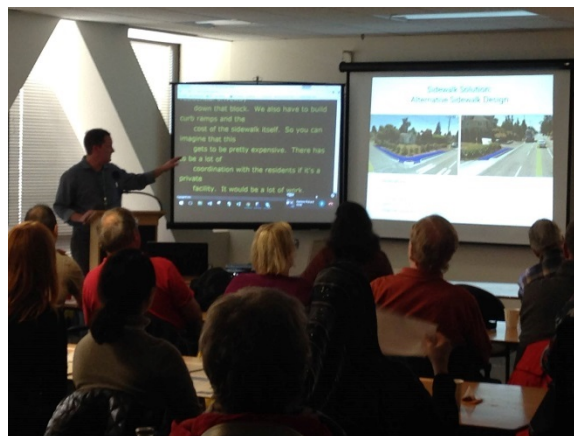
CART Captioning

CART is an acronym for Communication Access Real-time Transcription (sometimes the T stands for Translation). It is sometimes referred to as real-time captioning or live captioning (as opposed to recorded or broadcast captioning). A trained court reporter, using a steno machine and specialized software, listens to an event or meeting and creates an instant transcript of what is said. This can be done onsite with a live CART writer (captioner) or remotely with a conference phone or other audio connection for the CART writer to hear the event, and an internet connection for the user to receive the captions.



Photos on this page show presenters using two screens—one for their presentation slidedeck, the other for verbatim captioning, as transcribed by a CART writer.

CART caption screens should be portable (e.g., manual tripod or pull-up projection screens, not fixed mount), allowing flexible and optimal placement. The CART caption screen should be as close to the presenter as possible so that lip-readers can watch and read without much head and neck movement. Neither screen should not be placed behind the presenter.



Remember to schedule additional CART writers for breakout sessions or small group discussions.

Microphones and Sound Systems

Use of a sound system is a fundamental accommodation for people who struggle to hear. Whenever possible, use amplification. Ensure that every presenter is comfortable holding the mic close to his or her mouth for the best sound quality. Schedule early arrival so that presenters can become familiar with the microphone(s) they will use.

Ensure that audience questions are also spoken into a microphone. Ask audience members to wait for the mic before speaking.

Effective microphone use includes pausing when turning one's head (e.g., to view a PowerPoint slide or something happening off to the side). If wearing a lavalier (lapel) mic, remind presenters not to turn away.

Exclusions

If an attendee with a disability needs assistance, provide help but remember that staff and volunteers are not required to do personal chores (e.g., feeding, toileting).

Service Animals

Service animals are permitted to accompany their handlers anywhere members of the public have been invited. Two basic rules to remember:

- You *may* ask a service animal owner what service their animal is trained to provide.
- You may *not* ask, “What is your disability?”

Although not required by the ADA, at longer events, event planners may wish to identify a source of drinking water for service animals and an outdoor relief area with nearby trashcan as a customer service measure.

For more information about service animals, visit the following sites:

- www.ada.gov/service_animals_2010.htm
- www.nwadacenter.org/toolkit/service-animals

Chapter 2: Effective Communications

It is important to ensure that the materials you develop are accessible by individuals with communication barriers. The ADA requires that we take steps to ensure that our communications with people with disabilities are as effective and meaningful as communications with people without disabilities.

Accessible digital communications

The University of Washington (www.washington.edu/accessibility/documents/) provides clear instructions for creation of accessible digital communications—including information that can be accessed by electronic screen readers—including:

- E-mail messages
- Word documents
- PDFs
- Fixing inaccessible PDFs

Per the U.S. Department of Justice, to meet ADA requirements, all digital communications must comply with the [Web Content Accessibility Guidelines \(WCAG\) 2.0 AA](#) standards.

Age- and disability-friendly print communications

The best rule of thumb for print communications is “keep it simple.” In print communications, less means more.

- Use matte (non-reflective) paper to reduce glare.
- Use 12 point type or larger (18-point for people with vision impairment).
- Use easy-to-read sans serif fonts such as Arial, Verdana, Tahoma, or Tw Cen MT.
- Limit fonts to one or two.
- Use wide margins and ample space between lines.
- Left-justify text.
- Use simple sentence case for general text.
- Reserve Title Case for headlines.
- Avoid *italics*, **bold**, ALL CAPS, and underlining—all are difficult for older readers to see.
- Include commonly-understood symbols and illustrations.
- Ensure high contrast between paper and ink color. If in doubt, check contrast and get suggestions for improvements using a free online using [Contrast Checker](#).
- Use a spiral or ring binder for booklets, making it easier to turn pages.

Alternative formats

You may receive requests to provide promotional materials, agendas, presentations and/or handouts in a different format. This may include:

- Braille
- Large print
- Audio recording
- Digital version

When an event is expected to attract a large number of people, there is greater likelihood that large print materials will be need. Prepare several sets of materials in large print (18-point or larger type size).

Plain language

Several years ago, the federal government developed plain language guidelines that work. Among many recommendations available at [PlainLanguage.gov](https://www.plainlanguage.gov):

- Write for your audience.
- Write useful headings.
- Write short sentences.
- Use active verbs.
- Use short, simple words.
- Avoid acronyms and both bureaucratic and trendy jargon. If you must use acronyms or jargon, provide an easy reference sheet.

Accommodations

See [Public Meeting Accommodations](#) in the Appendix for information about auxiliary aids and devices.

Conclusion

Our intent in preparing this guide has been to provide information and tools you need to ensure that community members with disabilities receive the consideration and support they need to enjoy meaningful participation in events, meetings, or processes.

While this document does not respond to every situation that may arise, an effort has been made to address the most common issues and situations.

Contact

Age Friendly Seattle

agefriendly@seattle.gov

www.seattle.gov/agefriendly

Appendix

Site Accessibility Checklist

Use this checklist to evaluate basic accessibility in an unfamiliar venue. Take a photocopy with you on your site visit.

Venue: _____

Event: _____

Name of Room: _____

Address: _____

Contact: _____

Phone: _____

Have you taken photos for future reference? Exterior Yes No Interior Yes No

Venue/Facility Access

Have you considered?	Yes	No
Are parking spaces near main facility/venue entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Is there one accessible/disabled parking space for every 25 parking spaces?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a "drop off" zone at facility/venue entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a step-free route from the parking lot to the building entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Is the venue/facility entrance doorway at least 32" wide?	<input type="checkbox"/>	<input type="checkbox"/>
Is the slope from parking to building entrance 1:12 or less?	<input type="checkbox"/>	<input type="checkbox"/>
If the wheelchair accessible entrance is not the primary entrance, is there a sign on the primary entrance directing persons to the accessible entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Do doors have lever handles or pressure plates?	<input type="checkbox"/>	<input type="checkbox"/>
Is the door easy to open? Or should staff be assigned to open and close doors?	<input type="checkbox"/>	<input type="checkbox"/>
Are other than revolving doors available?	<input type="checkbox"/>	<input type="checkbox"/>
Is path of travel free of obstruction and wide enough for a wheelchair (36"+)?	<input type="checkbox"/>	<input type="checkbox"/>
Is floor surface hard and not slippery?	<input type="checkbox"/>	<input type="checkbox"/>
If the floor is carpeted, is it firm (not heavily cushioned)?	<input type="checkbox"/>	<input type="checkbox"/>
Do obstacles (e.g., phones, fountains) protrude no more than four inches?	<input type="checkbox"/>	<input type="checkbox"/>
Are elevator controls low enough to be reached from a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
Are elevator markings in Braille for the blind?	<input type="checkbox"/>	<input type="checkbox"/>
Does elevator provide audible signals for the blind?	<input type="checkbox"/>	<input type="checkbox"/>
Does elevator interior provide a turning area 51" deep for wheelchairs?	<input type="checkbox"/>	<input type="checkbox"/>
Are restrooms near facility/venue entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Are restrooms identified in Braille?	<input type="checkbox"/>	<input type="checkbox"/>
Do conference room doors have Braille signs?	<input type="checkbox"/>	<input type="checkbox"/>
Do doors have lever handles?	<input type="checkbox"/>	<input type="checkbox"/>
Are doors at least 32" wide?	<input type="checkbox"/>	<input type="checkbox"/>

Have you considered?	Yes	No
Are grab bars provided in toilet stalls?	<input type="checkbox"/>	<input type="checkbox"/>
Are sinks at least 30" high with room for a wheelchair to roll under?	<input type="checkbox"/>	<input type="checkbox"/>
Are sink handles easily reached and used?	<input type="checkbox"/>	<input type="checkbox"/>
Are soap and towel dispensers, no more than 48" from floor?	<input type="checkbox"/>	<input type="checkbox"/>
Are drinking water accessible?	<input type="checkbox"/>	<input type="checkbox"/>

Creating a More Accessible Venue

It is always easier to choose a venue that is fully accessible than to hire services and install equipment for a special event; however, some non-traditional venues may be worth considering. And even in fully accessible venues, some of the following ideas may allow for greater participation.

Have you considered?	Yes	No
Providing an accessible shuttle service to a venue, if there is no accessible public transit?	<input type="checkbox"/>	<input type="checkbox"/>
Providing wheelchairs for loan to allow mobility for people who become fatigued?	<input type="checkbox"/>	<input type="checkbox"/>
Renting a portable ramp, so people who use mobility aids can enter and move around the venue?	<input type="checkbox"/>	<input type="checkbox"/>
Renting an accessible toilet if the venue does not provide one?	<input type="checkbox"/>	<input type="checkbox"/>
Allowing clear pathways around tables and display boards?	<input type="checkbox"/>	<input type="checkbox"/>
Allowing adequate spaces throughout the seating area to allow for wheelchair seating and use of other mobility aids?	<input type="checkbox"/>	<input type="checkbox"/>
Especially for large events, developing an accessibility or mobility map that indicates accessible parking, toilets, paths, and attractions?	<input type="checkbox"/>	<input type="checkbox"/>
Providing signage in large print and high-contrast colors to identify rest rooms, exits, and activity areas?	<input type="checkbox"/>	<input type="checkbox"/>
Rest areas where participants can retreat from noise and/or extreme weather?	<input type="checkbox"/>	<input type="checkbox"/>
Providing a range of food and drink options?	<input type="checkbox"/>	<input type="checkbox"/>
Providing water for service animals?	<input type="checkbox"/>	<input type="checkbox"/>

Co-Sponsored Events Checklist

Organizations that are committed to developing an accessible and inclusive community that welcomes individuals with disabilities and ensures that they can participate in a meaningful way are encouraged to consider the following questions early in the planning process.

Accessibility Considerations	Yes	No
Have you discussed responsibility for ADA accommodations with the lead event planner or planning team?	<input type="checkbox"/>	<input type="checkbox"/>
Does every member of the planning team know who is responsible, and how to contact that person?	<input type="checkbox"/>	<input type="checkbox"/>
Does the person responsible for ADA accommodations know how to make arrangements for auxiliary aids and services?	<input type="checkbox"/>	<input type="checkbox"/>
Do you know which organization is responsible for paying for auxiliary services such as ASL interpretation and CART captioning?	<input type="checkbox"/>	<input type="checkbox"/>
What accommodation statement will appear on promotional materials (e.g., event flyer, poster, webpage)?	<input type="checkbox"/>	<input type="checkbox"/>
Will promotional materials include a statement about maintaining a fragrance-free environment?	<input type="checkbox"/>	<input type="checkbox"/>
Whose name and contact information will be used in the accommodation statements?	<input type="checkbox"/>	<input type="checkbox"/>
If breakout sessions or table discussions will take place, how will individuals with disabilities receive accommodations?	<input type="checkbox"/>	<input type="checkbox"/>
Have you provided the Site Accessibility Checklist (available in the Appendix) to the lead event organizer?	<input type="checkbox"/>	<input type="checkbox"/>
Have you provided Tips for Presenters (available in the Appendix) to the lead event organizer?	<input type="checkbox"/>	<input type="checkbox"/>

Event Logistics Worksheet

Name of event: _____

Date: _____

Time: _____

Sponsors

Lead sponsor: _____

Co-sponsors: _____

Location

Venue Name: _____

Address: _____

Time booked for event: from _____ AM/PM to _____ AM/PM

Venue contact: _____

Rental Fees—amount: _____ due by: _____ paid by: _____

Is this location ADA accessible? Yes No

If no, what steps will be taken to make the location accessible? _____

Accommodations

Who is responsible for accommodations? _____

Do all sponsors and planners know? Yes No

American Sign Language (provider: _____)

Assisted listening devices (detail: _____)

CART captioning—live remote (provider: _____)

Materials in alternative formats (produced by: _____)

Reserved seating (signs produced by: _____)

Other—specify: _____

IT Needs

Projector

Screen

Timer

Video

Sound system

No. of mics: _____ Handheld: _____ Lavalier/lapel _____

Mic stands: _____ Amplifiers: _____ Speakers: _____

Skype/sound system connection—cord/jack: _____ mic: _____

Staffing Roles & Responsibilities

Emcee: _____

Staff sign-in table: _____

Assist guests with interpreters: _____

Assist guests with assisted listening devices: _____

Time keeper: _____

Presentation or Program

Agenda created: Yes No Not applicable

Other materials created: Yes No Not applicable

Are materials accessible? Yes No

If no, what steps will be taken to make materials accessible? _____

Presenters received Tips for Presenters and Etiquette handouts

Powerpoint created or received from presenters

Script includes descriptions of visible elements

Communications & Outreach

Advertising—date: _____ responsibility: _____)

Calendars—date: _____ responsibility: _____)

Co-sponsor communications—date: _____ responsibility: _____)

Listservs and other e-mail—date: _____ responsibility: _____)

Media advisory—date: _____ responsibility: _____)

Promotional flyer—date: _____ responsibility: _____)

Seattle Channel advisory—date: _____ responsibility: _____)

Social media—date: _____ responsibility: _____)

Website—date: _____ responsibility: _____)

All promotional information includes accommodations information: Yes No

Supplies

Easels—quantity: _____

Markers—quantity: _____

Materials for exhibit table—quantity: _____

Name tags for staff—quantity: _____

Notepads—quantity: _____

Pens—quantity: _____

Sign-in sheets: _____ RSVPs _____ Blank

Signs:

Directions/arrows—quantity: _____

Interpreter—quantity: _____

"Sign in here"

Table tents for presenters

Assisted listening devices

Table tents for tables

Bathroom—quantity: _____

Tables—quantity: _____

Chairs—quantity: _____

Refreshments

Type of refreshments: _____

Vendor: _____

Requested delivery time: _____

Projected cost: _____

Payment needed by: _____

Tips for Presenters

Scan or photocopy this page to send to each presenter in advance.
Provide a copy to each presenter at the event.

Our organization is committed to developing an accessible and inclusive community that welcomes individuals with disabilities. Effective communications at events and meetings helps to ensure that all residents can participate in a meaningful way. Following are speaking tips for your consideration.

Speaking Voice

- Slow your rate of speech, for three reasons:
 1. Interpreters and caption writers can capture all your words
 2. Lip-readers have time to absorb all the information, especially if they need to turn their heads to see a screen, too.
 3. People absorb information at different rates.

Microphone Use

- If a sound system is available, use it. Hold the microphone close to your mouth, just under your nose, and as parallel to the floor as possible.
- Require that audience members speak into a microphone when asking questions. Remind them to wait for the mic.

Movement

- Avoid gesturing to illustrate a point such as visual points of reference (e.g., “If you’ll notice over here ...” or “If you compare this figure with that one... ”)
- Avoid unnecessary pacing (movement across your “stage” area).
- Avoid speaking while writing on a board or flipchart, or when turning to check a visual aid such as a Powerpoint screen. Face your audience as much as possible.

Presentation & Script

- Describe all visual material in detail for people who are blind or have low vision. If working from a script, add visual descriptions in advance.
- If you use sound elements, be sure to describe the sounds for people who are deaf or hard of hearing.
- During question-and-answer sessions, allow for both voice and movement response—not everyone can raise their hands.

For future presentations:

- Provide new vocabulary in advance—in print, on a flipchart, or projected on a screen. This helps someone who depends on lipreading to follow the presentation.
- Consider bringing non-fragile objects that the blind can pick up, hold, and touch.
- Consider using background music, film, diagrams, and posters to set a tone and/or help describe a visual element, if it is appropriate to the presentation topic.

Etiquette Regarding Specific Communication Challenges

The most important thing to remember in any conversation with someone with a disability is “assume nothing!” If you have a question about what to do, what language or terminology to use, what assistance, if any, they might need, the person with the disability should be your first and best resource. Do not be afraid to ask.

Be patient, not only with the person with the disability, but with yourself. Frustration may come from both sides of the conversation and needs to be understood and dealt with by both parties.

The most important thing to focus on during conversation with persons with disabilities is the overall goal. It is simply communication between two individuals. Ultimately, it is what is communicated, not how it is communicated.

The following summary contains many true statements, but no absolute truths. Every person with a disability is an individual. Remember that you are not working with disabilities, you are working with individuals who may have a disability.

Blind or Low Vision

Things to Know:

- Most persons who are legally blind have some sight.
- Most persons who are blind are mobile and independent.
- While many persons who are blind can use Braille, the majority of persons who are blind do not.

Things to Do:

- Introduce yourself. Identify who you are and what your job or role is. Give the person verbal information that is visually obvious to those who can see.
- Be descriptive when giving directions. For instance, saying, "Over there," has little meaning to someone who cannot see you point. Saying "Four doors after turning right from the elevator" would be more helpful.
- Always ask someone if they need your assistance and how you can assist them.
- Lead someone who is blind only after they have accepted your offer to do so. Allow them to hold your arm rather than you holding theirs. It is important that they control their own movements.
- Many techniques are used as tools for independence. Some persons who are blind use a "clock" reference for things directly in front of them such as a meal. For example, something could be positioned at three o'clock (to their right) or six o'clock (directly in front and close). Before using this technique, ask the person if this is useful.
- Remember to describe things from their perspective, not yours.

Things to Avoid:

- DO NOT move any items (i.e., furniture, personal items) without informing the person who is blind. Doing so can be frustrating and, in some cases, dangerous for the person.
- DO NOT use references that are visually-oriented, such as: “Over there near the green plant.”
- DO NOT interact with a service animal while it is working (in harness), without permission.

Deaf or Hard-Of-Hearing

Things to Know:

- Most persons who are deaf or hard-of-hearing have some hearing.
- Sign language is not another form of English. It is a language with its own grammar, context, and rules.
- The majority of people who have hearing loss do NOT use American Sign Language.
- Lip-reading, while helpful without sound clues, is only about 30 percent effective.
- Long conversations with persons who lip-read can be very fatiguing.
- Not all persons who are deaf can lip-read.
- Persons who are deaf may choose not to speak, or may not be able to speak.
- Do not be surprised to receive a non-verbal communication (e.g., a question or statement in writing or voice via a computer app).
- An ASL interpreter, if present, can voice questions or comments for an individual who uses sign language.

Things to Do:

- Determine how the person prefers to communicate.
- If the person uses an interpreter, address the person directly, not the interpreter.
- If the person reads lips, speak in a normal not exaggerated way. Short, simple sentences are best.
- If the person reads lips, avoid blocking their view of your face. Even facial hair can make lipreading difficult.
- Make sure the lighting is good.
- Gain their attention before starting a conversation.
- If you believe you may have been misunderstood, ask if they understand you.
- Be aware of situations where a person may be waiting for assistance (i.e., transportation, a table, the start of an activity), where the common method of communication is by announcement or the calling of the person's name. Develop an alternative method for notifying the deaf and/or hard-of-hearing person.
- Have a notepad, flipchart, or whiteboard (and markers) available.

Things to Avoid:

- DO NOT become impatient or exasperated with the person if it takes additional time to communicate.
- Make sure there are no physical barriers to effective communication.
- If the person is using hearing aids, avoid conversations in large, open and/or noisy surroundings.

Mobility Challenges

Things to Know:

- There are many reasons (not just paralysis) why someone uses a wheelchair, scooters, canes, leg braces, walkers, or other assistive devices.
- There is a wide range of physical abilities among those who use mobility devices. Persons using them may require different degrees of assistance or no assistance at all.
- Some people do not use one type of device exclusively, but may walk or use other devices for short periods.

- All wheelchairs are not the same. Some are manually operated and others are motorized. Different sizes and shapes meet different needs.

Things to Do:

- If you are requested to fold, carry, or store a wheelchair, treat it with care. They can break, and are difficult to repair on short notice. It is extremely disruptive to the user if their wheelchair is unavailable.
- When speaking to someone who uses a wheelchair, give the person a comfortable viewing angle of your face. Get down on their level whenever possible (e.g., sit in a chair). Having to look straight up is not a comfortable viewing angle.

Things to Avoid:

- DO NOT push someone using a wheelchair without permission.
- When communicating, do not stand too close to the person in the wheelchair. Give him/her some space.

Speech Limitations

Things to Know:

- There are many causes for persons having speech limitations. Deafness, cerebral palsy, stroke, head injury, and general speech impairment are just a few.
- It is not unusual in stressful situations for a person's speech to become harder to understand.

Things to Do:

- If you do not understand what the person is saying, bring it to his/her attention immediately and ask how the two of you may better communicate.
- If the situation is stressful, try to stay calm.
- If you are in a public area with many distractions, move to a quiet or private location.
- Consider writing as an alternative means of communication.
- Double-check that there is two-way understanding.

Things to Avoid:

- DO NOT pretend to understand them if you do not.
- DO NOT become impatient with the communication difficulty.
- DO NOT finish the person's sentences or interrupt.



FREQUENTLY ASKED QUESTIONS

Does the library display works by local artists?

Yes, all library locations do, and if you're an artist, we'd love to display your work. Please visit our Art Exhibits web page for more information.

Does the library offer services for individuals with disabilities?

All libraries are wheelchair accessible and have accessible parking. For people with low vision there is a Closed Circuit Television (CCTV) available for use at the Main Library. A book or paper can be placed under the camera and the material is electronically magnified onto the screen. All locations have a selection of Large Print titles and Books on CD are available, as well.

Santa Fe Public Library staff is happy to assist anyone with **special needs**. Please inquire at the Reference Desk for assistance.

For information about book delivery to homebound patrons and residents of nursing homes, please contact the Friends of the Santa Fe Public Library for more information.

Additional resources:

Library for the Blind and Physically Handicapped (LBPH)

NM Commission for Deaf and Hard of Hearing (NMCDHH)

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Does the library host book clubs?

We are currently offering our Rebel Readers Virtual Book Club and the in-person Nature Lover's Book Club at the Southside Library. Please check our