



City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Special Ad Hoc Committee Meeting on the Self-Evaluation and Transition Plan Update

Monday, October 2, 2017

Minutes

- I. Call to Order: 5:30 p.m.

- II. Roll Call
 - Present: Chair Sperling, Commissioners Gregory and Harrington
 - Commissioner Van Docto arrived at 5:31 p.m.
 - Commissioner Young arrived at 5:47 p.m.

- III. Public Comments
 - None

- IV. ADA Self-Evaluation & Transition Plan (SETP) Project Status; Christine Calabrese, City ADA Coordinator
 - City Council allocated \$100,000 for phase one, which helped achieve the following milestones by late 2016:
 - MCPD adopted Project Plan and formed oversight body
 - Re-established Departmental Access Coordinator (DAC) Network
 - Conducted Self-Evaluation Survey
 - Created the Public Right of Way (PRoW) Gap Analysis Report

- City Council allocated \$500,000 for phase two, of which \$134,867 have been spent thus far. Phase two includes the following tasks:
 - BlueDAG Software as a Service System (SaaS) procurement, customization and five-year subscription
 - ADA Curb Ramp Transition Plan Update
 - Project management services
 - As-needed consultant services

- Phase two goals are as follows:
 - Integrated, updated City Access Policy
 - Renewed Departmental Access Coordinator (DAC) Network
 - Modernized Citywide ADA Title II Compliance Systems
 - Expanded Digital Access Program
 - Improved Public Right of Way Access Compliance Systems
 - Updated Curb Ramp Inventory and Transition Plan
 - 1997 Buildings and Facilities Transition Plan Status Report

V. ADA Title II Program Management and BlueDAG Software as a Service System; *Josh Hovinga, Chief Operating Officer, and Damon Brown, Director of Business Development, BlueDAG*

- Mr. Hovinga and Mr. Brown explained that BlueDAG helps create customizable workflows for the following:
 - Grievances
 - Inspections
 - Importing project data

- Management portal
 - Public notices
 - Code search library: local, state and federal
 - Self-Evaluation reports
 - Transition plans
- Commissioner Harrington inquired about how to leverage this tool to prioritize projects for Measure KK funding.
 - Ms. Calabrese envisions it as program management tool to track our performance as a City, in regards to ADA Title II, rather than a capital improvement program prioritization tool, especially a broader capital improvement program like Measure KK. For instance, the curb ramp data will be static, point-in-time data, which is useful to have because the integrity of the initial data can be maintained.
 - This tool will allow us to organize around Title II of the ADA as a department for intakes and grievances and interface with Cityworks, CAD, and other data and asset management systems.
 - As for Measure KK prioritization, that process is just starting. This new system will certainly help departments and divisions better share data and maps and in turn will help to better prioritize and coordinate projects.
- Chair Sperling asked about flexibility of producing reports.

- Mr. Hovinga and Mr. Brown confirmed that there is much flexibility.

VI. Draft ADA Title II Policy Package; *Sherri Rita, ADA Programmatic Access Coordinator*

A. Citywide Disability Access Policy

- Ms. Rita explained that the City of Oakland's existing policy on disability access, as prescribed in Administrative Instruction (AI) 123, required updating to achieve the following:
 - More closely tracking Title II regulations
 - More definition and instructions regarding implementation of federal and state accessibility requirements
 - Clarification of department-specific roles and responsibilities
 - Alignment with current patterns of practice and City organization
- Currently, the updated policy is pending City Administrator sign-off.
- Commissioner Harrington commented about incorporating DAC roles and responsibilities in job descriptions, including maintenance of data in BlueDAG.
- Chair Sperling requested clarification on implementation of Administrative Instructions, particularly as it relates to notice to staff.

- Ms. Rita explained that via the quarterly Departmental Access Coordinator (DAC) network meetings, DAC members receive at least quarterly policy updates and training, and are expected to further disseminate policy information at their departmental or program level.
- Ms. Calabrese added that onboarding is another opportunity to ensure employees are aware of Citywide policies and that inclusion of these new policies will be recommended as part of new employee orientation.
- Chair Sperling inquired about whether there is a commitment from the City Administrator to fill the ADA Coordinator position upon Ms. Calabrese's departure.
 - Ms. Calabrese stated the need to first hire the new Physical Access Coordinator before her departure.

B. Effective Communications Policy

- This updated policy is currently being reviewed by City Administrator and includes the following:
 - Expands upon previous Web Access Policy to recognize range of digital communications and platforms that are now available
 - Reinforces and provides additional guidance on ADA effective communication requirements

- Adopts World Wide Web Consortium Accessibility Guidelines (WCAG) 2.0 Conformance Level AA or above as the City's standard for compliance for new or modified web-based or other information communication technologies
- Applies WCAG 2.0 AA principles to non-digital communications
- Requires annual audit of new or modified web content and report to MCPD
- Requires at least annual staff training on digital accessibility
- Requires application of this policy to technology procurement
- Requires reference to California Relay Service (711) in lieu of TTY number on all communications
- Memorializes centralized Auxiliary Aids and Services Program
- Allows for use of Video Remote Interpretation (VRI) in lieu of in-person interpretation for select transactions when on-site interpretation cannot be timely secured, particularly in emergencies or for simple exchanges.

C. Service and Assistance Animal Policy

- This new policy was necessary because of confusion over the treatment of service and assistance animals in different programs, subject to different regulatory schemes.
 - Reconciles Department of Justice (DOJ), Department of Transportation (DOT), and Housing and Urban Development (HUD) rules protecting the rights of individuals with disabilities who rely on service or other assistance animals in activities under their enforcement jurisdiction
 - Distinguishes and harmonizes the different requirements under DOJ Title II regulations (trained dogs, and sometimes miniature horses, only), DOT regulations (any species, but must be trained) and HUD regulations (any species, no training required) based on type of city service

VII. Updated Transportation Policies and Plans; *Christine Calabrese*

A. Department of Transportation Strategic Plan and Pedestrian Master Plan Implementation

- Each plan explicitly references the City's commitment to disability civil rights and universal design principles
- ADA Curb Ramp Transition Plan funding doubled using the new Measure KK funds.

- The new ADA Curb Ramp Transition Plan will reaffirm the City's adoption of the latest and most stringent standards for ADA features in the public right-of-way

B. Draft Accessible On-Street Parking Policy

- Continues On-Call Accessible Parking Program
- Adopts Public Right of Way Accessibility Guidelines (PROWAG) and defines responsibilities of PROW improvement programs to increase / improve accessible on-street parking
 - Commissioner Harrington expressed concern about the lack of accessible on-street parking in road diet projects and the need for integration in the planning process.
- Currently pending DOT Director sign-off

C. Curb Ramp Transition Plan Update; *Mike Skowrenek, SETP Project Manager, and Richard Harmon, Survey Coordinator, Michael Baker International (MBI)*

- Uses proven visual assessment tool developed by the City ADA Coordinator to assign type, condition, and status to each of more than 17,5000 potential curb ramp locations
- Uses Google and other publicly available map-based data to conduct desktop surveys and document location status

- High confidence due to iterative quality assurance / quality control exercises and lack of data transfer issues
- Cost effective

VIII. ADA Buildings and Facilities Transition Plan Status;
Christine Calabrese

A. Draft 1997 Plan Status

- Plan to document and map the status of all facilities listed in the 1997 Plan in the new BlueDAG ADA Title II SaaS system, along with all capital projects since then.

B. Fiscal Year 2017 – 19 Look Ahead

- ADA staffers continue work with BlueDAG and internal stakeholders towards an updated and integrated dataset showing the ADA compliance status of all City buildings and facilities.
- MCPD and ADA staffers will participate in FY 2019 – 21 Infrastructure Bond Measure equity-based project selection process.
- ADA staffers will propose projects for prior year balance and current year allocations. Possible projects may include:
 - Mosswood Recreation Center rebuild
 - Senior Centers

- Commissioner Gregory inquired about who will continue the Quality Assurance / Quality Control (QAQC) for curb ramps.
 - Ms. Calabrese stated that MBI will assist through the 2017 survey to the point that there will be a new Transition Plan. There will be two systems: on-going asset management system that will take baseline data to be used for planning, design, and tracking purposes, and the and point-in-time system for purposes of responding to challenges to our ADA Transition Plan program or comparing what DOT is saying about its program to the baseline in 2017. Inspectors, engineers, and managers in the curb ramp asset management program will be trained in how to use BlueDAG to support these systems.

- Commissioner Gregory inquired whether the Transition Plan will be updated again in two decades.
 - Ms. Calabrese stated that it will more likely be two years because this method is so cost effective.

- Ian Smith inquired about the vendor and staff training for VRI.
 - Ms. Rita stated that Purple Communications has been contracted to provide VRI, and indeed, training will be provided to staff as it is deployed location by location.

- Chair Sperling inquired about next steps.

- Ms. Calabrese stated that staff and consultants will complete the curb ramp survey, draft a new Transition Plan, bring to MCPD for review and to DOT Director for approval, and arrange for training for DOT staff.
- Ms. Calabrese also stated that her main next step will be to strengthen the Accessible On-street Parking Policy.
- Ms. Rita noted that ADA On-call CIP funding could be agendized for October or November MCPD.
- Ms. Calabrese suggested that the ad hoc committee meet one more time and then agendize the Curb Ramp Transition Plan for the January 2018 MCPD agenda.
- Chair Sperling inquired about security for the software.
 - Ms. Calabrese stated that ADA staff worked with IT staff before selecting BlueDAG.
- Motion for staff to schedule a meeting for November with an update on the products for MCPD to review: Commissioner Gregory
 Seconded by Commissioner Young
 Aye: 4 - Sperling, Gregory, Van Docto, Young

IX. Adjourn: 7:19 p.m.