City of Surprise
Disability Advisory Commission (DAC)
Wednesday, October 23, 2013 – 6:00 P.M.
Surprise City Hall – Council Chambers
16000 N. Civic Center Plaza
Surprise, Arizona 85374

MINUTES OF THE MEETING

CALL TO ORDER

Chair Yaeger called the meeting to order at the Surprise City Hall, Council Chambers, 16000 N. Civic Center Plaza, Surprise, Arizona 85374, on Wednesday, October 23, 2013 at 6:01pm.

A. ROLL CALL

Also in attendance with Chair Yaeger were Commissioners Kaiser, Lewis and Stutzman.

Absent: Vice Chair Hernandez.

Staff in attendance: Sherry Aguilar, City Clerk; Michael Mason, Risk Manager; Ricka Gallagher, Risk Analyst.

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS AND REPORTS

Commissioner Lewis reported that Mr. Alex Galvez of Digiplex Theater updated the theater's website to include information about captioning capabilities for those who request it.

Commissioner Stutzman reported she visited the library to see the new automatic restroom doors that were recently installed.

Commissioner Kaiser had nothing to report.

Chair Yaeger reported he is happy to see the library doors have been installed after 18 months. Also, GAIN night is this Friday. Commissioner Lewis and he will be attending. Chair Yaeger also mentioned the DAC has one commissioner vacancy existing. Any citizens interested in applying, contact the City Clerk.

D. STAFF REPORTS

Ms. Gallagher reported on the following:

- CRS activities – Update of the adaptive recreational activities currently happening or planned in the next two or so months.

- Semi-annual Report to Council – Copies of an email from the City Clerk and attached Self Evaluation forms were distributed. The Council is requiring all Boards/Commissions submit their semi-annual reports by December 2, 2013. The Council also is requiring each Commissioner to complete an evaluation based on their participation. Those are due also due to the City Clerk by December 2, 2013.

- Customer Service Survey, Surprise Progress Submittals, Use of TV Crawl, Closed Captioning – An email provided to staff by Ken Lynch of the City's Communications Department was read providing detail on these various topics. This email pertained to agenda Items 2 – 4. The email was provided in lieu of Mr. Lynch and Mr. Abramson's attendance. Chair Yaeger was provided the email for his reference.

CALL TO THE PUBLIC

Chair Yaeger opened the call to the public. Having none, Chair Yaeger closed the call to the public.

CONSENT AGENDA

REGULAR AGENDA ITEM – NON-PUBLIC HEARING

Item #1: City Clerk to adminster the Oath of Office to newly appointed DAC member, Dr. Wayne Nielsen.

City Clerk Sherry Aguilar administered the official Oath of Office to newly appointed Commissioner Nielsen.

Item #2: Discussion on the most effective options to distribute the "effective customer service" survey to residents of the community that do not have computer access.

The group discussed creating a new survey as it is unknown how long the existing survey has been active or what the goal was in having it. Chair Yaeger asked staff to find out who can tabulate the results from the submittals so far and provide at next month's meeting. Commissioner Kaiser suggested removing the existing survey from the City's website prior to posting a new one online.

Item #3: Discussion on what content to submit, content format, and submittal deadlines for the next quarterly Surprise Progress.

Chair Yaeger is still unclear on the deadlines in which to submit to the City prior to printing, and asked staff to clarify this with the Communications Department.

Item #4: Discussion to clarify how the new closed captioning system works.

Commissioner Lewis inquired if the City can correct the captioning that consists of a series of symbols that at times appears when she is speaking. If not, she suggested the symbols be replaced with "inaudible" in the captioning text, or perhaps the City consider using a different captioning service that captures speech more accurately.

Item #5: Discussion and possible approval of the minutes of the 9.18.13 regular DAC meeting.

Commissioner Lewis requested that the minutes reflect that the correct date of the GAIN night is October 25, 2013. Commissioner Stutzman motioned to approve with this correction; seconded Commissioner Lewis. Motion passed 4/0.

Item #6: Discussion and approval to place items on future agendas.

The following non-standing items will be placed on the November agenda:

- Semi-annual report to Council & Strategic Plan (Yaeger)
- Change to DAC Bylaws relating to membership (Yaeger)

OTHER BUSINESS

ADJOURNMENT

Hearing no further business, Chair Yaeger adjourned the meeting at 7:44pm.

Michael E. Mason

Michael E. Mason, Risk Manager