



City of Surprise
Disability Advisory Commission (DAC)
Wednesday, January 10, 2017– 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 Brenda Renou called the meeting to order at the Surprise City Hall, Council Chambers, 16000 N. Civic Center Plaza, Surprise, Arizona 85374, on Wednesday, January 10, 2017 – 6:00 P.M.

A. ROLL CALL

Brenda Renou, Chair – Present
Robert Monahan, Vice Chair - Present
Dan Moore, Commissioner – Present
Kathryn Chandler, Commissioner – Present
Bruce Hertzog, Commissioner – Present
George Van de Langeryt, Commissioner – Present
Vacancy for Commissioner
Michelle Boyer, Commission Liaison – Present

B. PLEDGE OF ALLEGIANCE

Chair Renou led the Pledge of Allegiance.

C. CURRENT EVENTS AND REPORTS

Chair Renou – Discussion and consideration for all public to be involved in various current events within the City. Chair Renou went over the month of January's activities in various locations, times, dates, and fees if any.

Commissioner Van de Langeryt- Friend of the Commissioner's from American Legion Post 96 had to visit Del Webb Hospital and did so riding a bike as the method of transportation. The friend had a great deal of difficulty crossing the railroad track at Reems and Meeker roads. There are no sidewalks. A person would have to go through the dirt and rocks to get over the tracks. With research Commissioner Van de Langeryt conducted found out that is railroad property and the City has no responsibility. He still wants to look into this because he feels access should be there for someone in a

wheelchair or mobility difficulties to cross that land. You cannot do it unless you walk on the street which is very dangerous. Traffic in that area is pretty heavy.

Commissioner Hertzog – Nothing to report

Commissioner Chandler- Nothing to report

Vice Chair Monahan - Nothing to report

Commissioner Moore – Commissioner feels the Commission has all new people including a new Commission Liaison and as a result he's not positive they are following protocol, he's not positive they are being as active as they could be. Therefore, he suggested reaching out to Councilman Winters and was able to do so. Councilman Winters was gracious in volunteering to come to a meeting. Commissioner Moore indicated to Councilman Winters he rather him come to a DAC meeting if possible. He will be tentatively at the next meeting in March. He will be a good asset being disabled and on a commission now on the council. Commissioner Moore feels that is a win/win for the DAC.

D. STAFF REPORTS

Commission Liaison: Brian Carmichael spoke and advised prior there was turnover within the Commission and there are three interviews to replace the Chair. The Commission tonight will nominate a Chair and Vice Chair. If Vice Chair Renou were to be appointed the Chair that would open Vice Chair and both be nominated on tonight. Another topic for discussion was training from the City to better understand the duties and responsibility of the Commission. Councilman Winters and possibly Legal come into a meeting and talk about roles and responsibilities. Possibly assigned roles and several focus areas with primary and sub-committees as an area of opportunity in 2018. Pending interviews, the chosen candidate would be sworn in by council by next meeting hopefully in March meeting. No obligation to meet on a monthly basis but annually but in the ordinance once a year minimum is the obligation. If there are no items to place on the agenda Commission may skip a month.

CALL TO THE PUBLIC

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

E. CONSENT AGENDA

REGULAR AGENDA ITEM – NON-PUBLIC HEARING

Item #1: Discussion and action pertaining to approval of the January 10, 2018 meeting minutes

- Commissioner Moore asked for Chair Poschner to be removed from all minutes as absent and to update minutes for November and December 2017.
- Motion to approve by Vice Chair Monahan
- Second to approve by Commissioner Chandler
- All in favor approved – zero opposed

Item #2: Discussion and action pertaining to public concern and assessing future survey results

- David Kohlbeck, Business Manager, Public Works and handles specifically the City transit operations include Express Bus Route, Dial-a-Ride services. Provided an updated presentation on the general transit update, performance from old Dial-a-Ride contract to the new contract from Valley Metro also spoke about the September 2017 feedback on surveys from those who heavily relied on these methods of transportation.
- Update on Express Service: Adding 5th trip then modify the route. Results are “no” and stay with 4 trips and current route. No changes in April 2018 service remains. In July 2017 Valley Metro terminated contract with Total Transit a.k.a. Discount Cab awarded new contract with TransDev offering a second service called RideChoice allows the rider 16 one way trips per month. Authorize more trips for medical and work up to 40. They schedule trips independently. On time performance has been increasing but still working on decreasing late time arrivals. Senior Center shuttle must go to Senior Center at least 3 times a week about 16-17 riders on this service to make it to activities at 8:30am then begins to return around 1pm and 3pm. RideChoice taxi operated program where majority of the trips go about 2,250 trips per month. Largest trip of riders to about 40 per month and use it heavily for on-going medical trips and work trips.
- Review of survey results: 41 of 76 people responded to the survey. The users took the survey and provided feedback on what they use the services for. They were asked the ease of booking a regional ADA trip working directly with TransDev and the reply was good to excellent category. The overall service was about 50/50 but when TransDev kicked off the service they did not realize being centralized out of Gilbert the demand would hinder service. The NW Valley and Commissioner Chandler has placed busses and hiring drivers that live in NW Valley. The drivers are familiar with the area to increase satisfaction and be improved. RideChoice taxi program results were about half satisfied biggest issue found was the on-time performance. RideChoice program currently in place is about seven years old and expiring June 2018. Valley Metro will rewrite a new RFP for Ride Choice option will have performance standards unlike old contract. Rider survey on the drivers resulted in very satisfied. Areas for needing most improvement were timeliness at 46%.

- Outreach communications: Working with and participating in development in the RFP with Valley Metro. The City is part of the import process to be on the streets properly with performance standards in place.
- Vice Chair Monahan had a question on Paratransit and RideShare being mostly medically related and being late. David Kohlbeck stated from a booking standpoint to be picked up after a half hour past due time is considered late. Paratransit side the incentive to be above 93% performance but not disincentive. The RideChoice currently has no standard at all.
- Commissioner Moore asked where does the city of our size compare to other cities and their customer service? David Kohlbeck stated he's the only one that performed the surveys with these transportation services. They conducted on behalf of our councils request from September 19th work session. The riders in East Valley are very familiar with the program and how it works. To say whether satisfied or dissatisfied not able to state at this time.
- Commissioner Chandler asked if the City learned for the last seven years why it didn't work in Surprise but worked in east Valley? David Kohlbeck stated in the East Valley speculated it was an additional program not main program so the residents had another option may have caused success. Another point may be the fares in West Valley were lower. The NW Valley contract doesn't exist and in the old contract dollar amount when ended the City didn't have an option to offer a cheaper fare and next cheapest offer was Ride Choice at 3 dollars up to 7 miles anywhere and self-booking. Commissioner Chandler stated perhaps something to think about would be a fixed route in the east valley and the way people travel in Surprise is because there are no fixed routes so a lot of people are leaning on Ride Choice program a lot heavier they don't have an option of a fixed route. David Kohlbeck said the city is under contract for a major transit study and this fall study will be complete and expectation with a lot of public outreach get engaged giving input with types of transport to see in the future. Will dictate fixed route opportunities or internal circulator. Current ride choice program is offered to general low income public.
- Commissioner Van de Langeryt stated the Dial a Ride used to be 3 dollars now it's mileage based. David Kohlbeck stated 7 miles' costs about \$21.00 approximately. The \$21.00 equals \$3.00 dollars for resident and \$18.00 for the city.
- Commissioner Hertzog stated on the percentages if the very satisfied and satisfied adding together then compare to unsatisfied and very unsatisfied addition seems the city is still doing a very good job. David Kohlbeck replied July 2017 and August 2017 were very tough months. The surveys were not sent out until October 15th and gave until middle of November so as things start to come together in the end of the year people started to say things started out rough but made dramatic improvement. The "snow birds" trend in

old NW contract showed trips would spike in Jan-March then fall off in April and expected to see the same trending.

Item #3: Discussion and action pertaining to teaming with Starbucks on Grand and Reems location

- Belle Minelli a Shift Supervisor at the Bell and Reems location spoke to see how the Commission may partner with Starbucks. Starbucks is committed to expand community relations. Currently the location is looking to work with neighborhood to invite them into their store and make it as comfortable as possible. They want to host and support events or education put on by the Commission. They have ideas and suggestions but want to support the Commission. Belle Minelli passed out contact information to the board for future partnering possibilities. Hard of hearing and deaf customers visit the location on Bell/Reems. They want to learn simple signs to make it easier to make it easier for the customers to communicate with Starbucks staff. A large portion of their customers are seniors and wonderful to offer educational information on hearing loss, mobility issues, accessibility. Education on importance of language first language and overall awareness and advocacy within the disability community and the Commission. Starbucks wants awareness of the DAC Commission and wants to know what can they do to let the community know they exist. They want to embrace the 3rd place promise to feel safe, warm, and welcome.
- Vice Chair Monahan asked the question if Starbucks employees hires or partners with rehabilitation or vocational facilities. Belle Minelli replied she was not able to answer the question but there may be systems in place but would find out and let the commission know.
- Commissioner Moore stated the ADA has certain regulations to go through and looking for those places who go above and beyond the expectations.
- Commissioner Chandler likes the ideas from Starbucks and will think about collaborating.

Item #4: Presentation and Discussion by West-Mec Julia Anderson on Project Search and the opening of the new location at the Surprise facility

- Attended to discuss employment with people who have disabilities
- West-Mec public school district funded career and technical district
- Northwest campus is Surprise is the newest facility
- Adult-Ed classes are provided with certificates
- Project Search trains entry level employees and keep long term and be prepared for a job and work for it. Fully immersed in the business for students and off school campus. The program is one year and may continue to learn on the job who have disabilities to learn on the job. Criteria is 18-28 years old and those who have the first job and eligible for vocational rehab services. Non-typical job and look at a variety of jobs.

Not placed in Day Programs with 100% employment placement. They do a lot of disability awareness training. Cities are places to bring on a Project Search candidate. The program wants to bring people out of poverty level.

- West-Mec is at 96% for competitive employment of getting people in the community employed and skill set they need to maintain long term.
- Start in August until June and gain skill sets with that time frame with a typical day of 8am – 2:30pm.
- Focus on goal and skill development
- Employment Skills Curriculum
- Core-Mark and Renaissance Hotel and Spa both are used to place interns to gain skills in the workforce. They are used for training also and at the end of the year a placement in the community from the “host” business.
- Vice Chair Monahan asked if someone such as Starbucks wanted to hire someone from West-Mec would West-Mec help the person who graduates and do they provide help with reasonable accommodations or job coaching?
- If someone wanted to work at a place because it’s his or her career goals then West-Mec will help the struggles the person had get through that to be a “gold star” for that employer. May-August is used for job coaching.
- Commissioner Moore asked if during the year at West-Mec is the person employed and are there benefits and if the person was into another agency are they then a temporary employee, non-employee? Julia replied no the person is not employed but interns. Most are on public access or still on the parent’s insurance.
- Julia advised West-Mec works with many people with different mental health disabilities and a deficit from competitive employment.
- Commissioner Hertzog asked if West-Mec monitors the interns when on the job and Julia replied they have a certified special-ed teacher and two job coaches. Someone on site all the time.
- Vice Chair Monahan asked there are benefits counseling when transferring into paid employment. Julia replied they work very closely with Employee First Initiative in the State of Arizona and the AZ Benefits 101 to do presentations and parenting presentations to move forward with interns living at home with money in the paycheck and how to budget.
- Chair Renou stated she works with teenagers in foster care and asked about 17 year olds who already have GED’s. Julia replied they have to cross the 18-year-old barrier at this time.
- West-Mec does a lot of accommodations and adaptations plus checklists. If a high school student hasn’t mastered the smart phone they need to use the phone and how to use it.
- Expectations of Interns is that learning that things are not fair all the time. West-Mec is an adult program and treated as an adult.
- Expectations of Families is taught when at West-Mec to teach the interns encouragement.

- West-Mec supports the Interns by immediately providing a response to changes or problems on site. They also have social events they teach the students so they know how to interact.
- Chair Renou asked if the student commits the entire year and yes they must commit the year to have the skill set to move on in a career.
- Vice Chair Monahan asked if the Surprise residents should know in the location here. Julia responded the suggested are coming in and West-Mec is open to suggestions.

Item #5

Consideration and action pertaining to the appointment of the Chair position for the Disability Advisory Commission through July 2018 as per Surprise City Code section 2-295, Section 11 due to resignation of the Chair. In the event the current Vice-Chair is appointed the Commission will consider and appoint a new Vice-Chair.

- Commissioners asked why July 2018
- Chair Renou explained that is City code and what the Board is going by
- Vice Chair Monahan stated July is when the terms begin and ends
- Commissioner Moore said it is a term the City sets forth.
- Commissioner Hertzog motioned for Commissioner Renou to take on the role as Chair.
- Commissioner Moore second the motion.
- All in favor
- None opposed
- Chair Renou asked if anyone would like to fill the role of Vice Chair
- Commissioner Moore motioned Commissioner Monahan as Vice Chair and Commissioner Monahan accepted nomination.
- Commissioner Chandler second the motion
- All in favor
- None opposed

Item #6:

Discussion pertaining to areas of concentration, focus, and training for Commissioners.

- Commissioner Moore stated since the Board has a new member in March a unanimous decision to wait and get a solid focus once the new board members arrives.
- Areas of concern assigned to different Commissioners and know how to focus along with Councilman Winters experience to better direct the Commission.
- Commissioner Chandler is out of town in February voted to wait until March
- Commissioner Hertzog wants to get a stronger agenda and areas of concentration for the whole purpose of the commission.
- Commissioner Moore said the turnover has caused a delay and wants more on their plate to be more active. The Above and Beyond Award fell by the wayside in the past.

- The Commissioner wants to have Councilman Winters at the March meeting along with the new Commission member to all learn together.
- Motion by Commissioner Moore to delay February meeting until March.
- Commissioner Chandler second the motion to delay February meeting until March
- All in favor
- None opposed

Item #7: Future Agenda Items

- Councilman Winters asked to join the March 2018 meeting from an email sent by Commissioner Moore.
- City Attorney, Robert Wingo, to join as a guest speaker for the April 2018 meeting. The Commission has several questions on legal processes within the meetings that take place every month.
- Commission to strategize a sub-committee with each member assigned tasks to keep the members active in the community.
- Maintain the Above and Beyond Award to community candidates.

OTHER BUSINESS:

ADJOURNMENT:

Hearing no further business, Chair Renou requested a motioned to adjourn the meeting. Commissioner Van de Langeryt motioned and Vice Chair Monahan second the motion. All in favor meeting adjourned at 7:48 pm.

Michelle Boyer

Michelle Boyer, Commission Liaison