



MINUTES
COMMISSION ON DISABILITIES
City Hall, 5th Floor Large Conference Room
3900 Main Street
Riverside, CA 92522
May 14, 2007 at 6:00pm
ADA Coordinator - (951) 826-5427
TDD (951) 826-5439

MISSION STATEMENT

The mission of the Commission on Disabilities is to promote greater awareness of, respect for, and the total participation of individuals with disabilities into all aspects of life.

Note: The April 9, 2007 meeting was canceled due to lack of quorum; this agenda has been carried over from April 9, 2007.

1. **Call to Order:** 6:00 p.m.
2. **Pledge of Allegiance**
3. **Roll Call:** James Stream, Gene Brosious, Susanne Puffer, Gigi Welch, Linda Garcia, Debbie Keller, Lesley Robinson, Donald Hawecker.

Absent (excused): Chairperson Paul Van Doren, Vice-Chair Terry Gregersen, Ed Rush

Also present were Parks and Recreation Special Transit Supervisor Byron Mayhan, Administrative Services Manager Susan Cox, Communication Technician Scott Brosious, and ADA Coordinator Monique Gordon (Deputy City Attorney Neil Okazaki was not present due to vacation).

Donald Hawecker was welcomed as the newly appointed member of the Commission on Disabilities, completing the term started by Dickie DeLoss.

Effective Friday, May 11, 2007, Ed Rush has submitted his resignation from the Commission on Disabilities due to family illness.

4. Minutes: Minutes for the meeting of March 12, 2007 and April 9, 2007

M/S Garcia/Robinson and unanimous to accept the minutes of March 12, 2007 as corrected and accept the minutes of April 9, 2007 as presented.

AYES – 8; NOES – 0; ABSTAIN – 0; ABSENT – 3 (Van Doren, Gregersen, Rush)

5. Introductions and Public Comment

Donna Kirchoff, Inland Regional Center, and Margaret Johnson were in attendance from the public.

6. Old Business

A. **Viewing of** Public Service Announcement: Interaction with the Community – Scott Brosious (10 minutes) [Channel 32 notes concerning COD items]

Communications Technician Scott Brosious presented the current version of the PSA to the Commission. He noted that the TDD number and closed captioning were to be added to the PSA before it was complete.

B. **Discussion** concerning final text for Utility Bill Insert and Bookmarks

6:20 pm – the Commission moved to discuss the No-Show Policy before Item# 6B since Park and Recreation staff was in attendance. Discussion on item 6B resumed at 6:45 pm.

Commissioner Brosious suggested that vital phone numbers be included on the Utility Bill Insert.

Commissioner Stream suggested that the intellectually disabled be represented on the Utility Bill Insert and Bookmarks.

Additional modifications for this project:

1. Add a representation of a intellectually disabled person
2. Include a child's picture
3. Increase the font size

The Commission approved the Utility Bill Insert and Bookmarks as revised.

7. New Business

A. **No-Show Policy** - Byron Mayhan, Transit Supervisor for the City of Riverside Special Transportation Section, will be present to discuss COD questions and concerns (30 minutes)

Parks and Recreation Transit Supervisor Byron Mayhan attended to discuss the No-Show Policy, which was instituted on March 1, 2007. He noted that currently, the Policy was not being enforced until the City Attorney's office confirmed that the No-Show Policy is in compliance with the Americans with Disabilities Act.

Transit Supervisor Mayhan noted that the No-Show Policy was instituted to address a 10% cancellation/no-show rider issue. Monthly, Special Transportation transports approximately 11,000 riders within the City of Riverside and approximately 1,000 no show – this is a huge percentage of waste for this vital community service. He noted that there are several chronic abusers who typically schedule 20 rides per week then cancel 17 – someone else could have used those 17 canceled rides.

Transit Supervisor Mayhan discussed the Policy's Penalty Assessment. In deference to the disabled community, before the penalty assessment is levied, consideration is being given to whether the no show was excused or unexcused. If a no show was unexcused, the penalty assessment would be levied. If a no show was excused, no points would be assessed for the rider. For example, if a rider was not feeling well or a medical appointment was running long and beyond the rider's control, the ride was excused.

Commissioner Hawecker noted that when a ride was being canceled, the dispatcher asked the reason for cancellation.

Transit Supervisor Mayhan noted that he wanted to make people aware of the cancellation problem and Special Transit's need for enough time to fill a canceled reservation. He noted that Special Transit was required to provide ADA riders with transportation, but the goal was to service everyone needing transportation.

In response to Commissioner Hawecker's comment that RTA provides free rides if the service was not on time, the Transit Supervisor noted that Special Transit has a 98% on time record along with a much smaller schedule to maintain than RTA. There is no need for Special Transit to offer the free ride incentive.

In response to an issue raised by Commissioner Puffer concerning drivers refusing rides to non-scheduled patrons even though their transport request coincides with a scheduled patron's trip, even when the bus is empty, Transit Supervisor Mayhan noted that riders are welcome and there is no reason not to transport the non-scheduled patron, especially if their transport request coincides with the scheduled patron's trip.

In response to Commission questions concerning disabled riders requiring assistance, Transit Supervisor Mayhan explained that:

1. If the disabled rider is not at the appointed stop, a courtesy call would be delivered to the rider if there was a phone number available.
2. If the bus was empty and a disabled rider requires assistance, it was possible for the driver to leave the bus and accommodate/assist the disabled rider.
3. If the bus is occupied, the driver cannot leave the bus and assist a disabled rider due to liability and safety issues.

The Transit Supervisor noted that the No-Show Policy was a tool to make chronic abusers aware of their detrimental behavior and again noted that the Policy is not currently being enforced. Reminders are being sent in lieu of enforcement until ADA compliance is confirmed by the City Attorney.

In response to a Commissioner comment noting that disabled riders might use the excuse that they did not feel well to avoid the penalty assessment, the Transit Supervisor noted that the program operated on an honor system and the rider's word would be assumed true.

In response to a Commission question concerning the fiscal impact of the No-Show Policy on the transit system, the Transit Supervisor noted that there had been a 60% decrease in no shows. He found that once the policy was explained, there was no problem. The main object of this policy was to make riders aware of the no-show problem.

There was discussion concerning how it is established that a rider is ADA Certified. Transit Supervisor Mayhan noted that an interview takes place to document and establish that riders were ADA Certified.

The Commission suggested that a pamphlet of the Policy be distributed and signatures taken to document that the rider understands the Policy. The Transit Supervisor noted that the No-Show Policy has been handed out and mailed to riders. He noted again that the City Attorney's Office was in the process of verifying that the No-Show Policy is in compliance with the ADA. He also noted that this No-Show Policy was identical to the RTA policy.

The Commission applauded the services being provided by Special Transportation. They noted that the drivers were very professional and provided excellent service.

The Transit Supervisor noted that the Special Transportation drivers take pride in their work, receive monthly training and that the majority of the 30 drivers employed know someone who is disabled and are compassionate toward those they serve.

Commissioner Stream noted that to those who use the Special Transportation services, the No-Show Policy is workable.

Commissioner Robinson noted that the primary problem with the Policy was that many riders did not understand it. Now that it has been explained, there did not seem to be a problem.

Transit Supervisor Mayhan noted that abusers of the transit service needed to be dealt with since their actions needlessly deprived others of service.

M/S Robinson/Puffer and unanimous to concur with the No-Show Policy. This motion also disbanded the Commission on Disabilities No-Show Policy Subcommittee, since it was agreed that no Commission action is necessary concerning the No-Show Policy.

AYES – 8; NOES – 0; ABSTAIN – 0; ABSENT – 3 (Van Doren, Gregersen, Rush)

Meeting returned to the regular agenda order for discussion of the Bill Insert and Bookmarks (Item #6B) at 6:45 pm.

8. Future Agenda Items

- A. Project Update from Parks and Recreation concerning Universally Accessible Parks – Andulka and Fairmont

- B. Information from Marketing concerning the COD Brochure
- C. Report from Terry Gregersen concerning site visits to local Commissions on Disability
- D. **Presentation** by James Stream concerning abuse of the disabled (20 minutes).

The Commission requested that these items will be added to the June 11, 2007 meeting.

9. Additional Information

- A. California Telephone Access Program – a Free State Program (A Program of the California Public Utilities Commission)
- B. Riverside Neighborhood Partnership – Working together to protect & maintain a neighborhood quality of life.
- C. Homeless Services and Resources

This information will be linked to the COD website.

10. Items for future Commission Consideration

- A. Good Neighbor Award – who are the disabled?

11. Adjournment: 7:37 p.m.

These minutes were approved at the June 11, 2007 meeting. No audio or video tapes of this meeting are available.

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