

**City of Sacramento
Disabilities Advisory Commission [DAC]**

MEETING MINUTES

November 3, 2008 @ 6:00 P.M.

New City Hall, 915 I Street, 1st Floor Conference Room -1104

Present: Commissioners: Bain, Correia, Finch, Kysor, Springer, Thom.

Excused: Commissioners: Skierka

Absent: Commissioners: Benson

Commission Staff: Obi Agha and Michael Paravagna, City of Sacramento, EO/ADA Program

Presenters: Gina Knepp, Sacramento City 311 Division Manager

Guest: N/A

Call to Order:

The meeting was called to order at 6:02 PM by Chairman, Mr. Jeff Thom.

Roll Call of Members:

Chairman Thom conducted a roll call of the members.

Agenda Review:

The meeting agenda was reviewed by Commissioner Thom. No changes were made to the order.

Approval of Minutes:

Commissioner Correia made the motion to approve the minutes, and was seconded by Commissioner Springer. Commissioner Bain and Kysor abstained. The motion passed. The meeting minutes for October 16, 2008 were approved.

Sacramento City 311

Ms. Gina Knepp presented the Sacramento City 311 program. She started with the background and history of the 311 development, and indicated that extensive research of a similar program was conducted nationwide, prior to launching the Sacramento non-emergency 311 program. According to Ms. Knepp, the research helped the City to employ the best possible technology and equipment, thereby reducing operational costs for the 311.

**City of Sacramento
Disabilities Advisory Commission [DAC]**

MEETING MINUTES

November 3, 2008 @ 6:00 P.M.

New City Hall, 915 I Street, 1st Floor Conference Room -1104

Ms. Knepp explained that the original reason the 311 program was launched was to alleviate the number of non-emergency calls being handled by the 911 program.

Ms. Knepp's presentation on operations of the Sacramento 311 consisted of the following:

- (a) 24 hour-a-day operation, with staff in attendance, and a goal of 26 seconds average speed of response time.
- (b) Improved customer service: 80% of the time, citizen calls can be directly handled without referring them to other agencies, with the exception of when actual work performance is required.
- (c) Calls that were "information seeking," constituted 60-70%, and according to Ms. Knepp, those services are responded to immediately.
- (d) The remaining 40% of citizen calls are service requests (field activities) and were transferred to the appropriate City agencies.
- (e) Accessibility issues are refer to the City ADA Office.
- (f) Taking a bigger role in Homeland Security by disseminating emergency Shelter location information, in the event of a disaster such as storm / flood and power failure, or prolonged emergencies such as heat wave, or location of cooling centers.
- (g) Working with NOR-CAL CENTER ON DEAFNESS to develop a 2-way paging / text messaging center.

Ms. Knepp also informed the Commissioners of another non-emergency regional 211 system [Information Line Sacramento] that handles calls associated with Health and Human / Social Services requests.

In response to a questions posed by Commissioner Thom, Ms Knepp responded it could be possible for the 311 system to conceivably be a mechanism for conveying messages to private entities, such as Taxi service, to find an accessible vehicle for persons with disabilities for transportation within the City. Ms. Knepp indicated it would have to be a coordinated effort between the 311 staff, the City Business Permit Office and the Taxi Companies.

A request was made for Ms. Knepp to coordinate with Ms. Dafna Gauthier, the City Business Permit manager, to work out mechanisms related to developing a communication link of the two systems [311 Operation and City Business Permit], with the goal of enhancing accessible Taxi operations.

**City of Sacramento
Disabilities Advisory Commission [DAC]**

MEETING MINUTES

November 3, 2008 @ 6:00 P.M.

New City Hall, 915 I Street, 1st Floor Conference Room -1104

In response to Commissioner Kysor's question, regarding 311 response strategies in the event of a disaster such as down electric power, tree, or street closures, during a rain storm, Ms. Knepp responded that the 311 program has been enhanced to be able to query and respond back to citizens on a timely fashion.

Overall, the Commissioners commended Ms. Knepp for her thorough presentation of the Sacramento 311 program, expressed interest in continuing dialogue on how to enhance the program to serve the disability community even better. Also, the DAC would like a report back on the findings between the 311 system and the accessible Taxi program for how to make the two systems more efficient in providing services to the disability community.

Staff Report:

Staff reported that one application for the current vacant DAC position was received and would be going before the P&PEC (Personal & Public Employee Committee) on 11/16/08. Staff would be represented at the meeting to answer any questions Committee members might have.

Mr. Paravagna reported on his partnering efforts with City University to develop disabilities / inclusion and awareness training modules. The ADA funding program (CC01), ADA Work Plan was reported on. Michael Paravagna, also reminded the Commissioners of the January 15th 2009 event at the Convention Center, and asked them to save the date.

Commissioner Thom indicated he would like to see how some of the ADA funding program (CC01) budget could be earmarked for developing alternative media in the functioning of City program access activities.

Mr. Thom inquired about the new SB 1608 and what is expected of local government with respect to training requirements. He would like the involvement of the Commission, [earlier in the process] on any training curriculum being rolled out for City government and staff with respect to the new Senate Bill (SB 1608).

**City of Sacramento
Disabilities Advisory Commission [DAC]**

MEETING MINUTES

November 3, 2008 @ 6:00 P.M.

New City Hall, 915 I Street, 1st Floor Conference Room -1104

Agenda for Next Meetings:

Commissioner Kysor requested a report back from staff on the progress of the installation of detectable warning surface adjacent to the light-rail track.

Mr. Agha reported that the Community Center Theater - architectural concept plan and the River Front - Promenade would be presented to the DAC on the next meeting of November 20, 2008.

Public Comment - Items:

No public comment.

Ideas, Comments and Announcements of the Commission:

The Commissioners would like to visit the idea of developing of DAC Newsletter, and suggested that the Ad hoc Committee reconvene and resume work on the Newsletter.

Adjournment

The meeting was adjourned at 7:16 PM. Moved by Commissioner Bain and seconded by Commissioner Springer.

Respectfully Submitted:

Obi Agha, Program Specialist
Equal Opportunity / ADA Program