



Miami-Dade County

**Commission on Disability Issues (CODI)
Minutes**

*Stephen P. Clark Center (SPCC)
111 N.W. 1st Street, Miami, Florida 33128
18th Floor, Conference Room 18-4*

	Date:	Wednesday, April 24, 2013	
	Time:	1:30– 4:00 p.m. est.	
	Call to Order Time:	1:43 p.m.	
	Meeting Adjourned:	3:59 p.m. est.	
I.	<u>Opening and Attendance:</u> Attendance recorded. Call to Order. Copies of documents were distributed		
	District 1 Commissioner Jordan	John Miller 1 st Vice Chair	Absent
	District 2 Commissioner Monestime	Jackson David Access Committee Chair	Present
	District 3 Commissioner Edmonson	Jose Granda	Present
	District 4 Commissioner Heyman	Earl Oaks Employment Committee Chair	Conference Phone Present
	District 5 Commissioner Barreiro	Jose (Ernie) Martinez CODI Chairman	Present
	District 6 Commissioner Sosa	Pedro Rodriguez Housing Committee Co-Chair	Absent
	District 7 Commissioner Suarez	Harry Horgan Outreach/Education Chair	Present
	District 8 Commissioner Bell	Jesus Garcia CODI Secretary and Transportation Committee Chair	Excused Absence
	District 9 Commissioner Moss	Ronald Fulton 2 nd Vice Chair	Present
	District 10 Commissioner Souto	Dr. Sam Kohlenberg Membership Committee Chair	Absent
	District 11 Commissioner Zapata	Denise Valkema	Absent
	District 12 Commissioner Diaz	Marilyn Larrieu Housing Committee Co-Chair	Excused Absence
	District 13 Commission Bovo	Alan Rigerman	Present
	Miami-Dade County Staff Present	Dianne Steinberg ISD, Administrative & Business Services Division Recording Secretary	Present
		Heidi Johnson-Wright ISD, ADA Coordinator	Present
		Marcos Ortega Transit, ADA Coordinator	Present
		Lynnette Chiverton Transit, Operations Division Coordinator	Present

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<p>II.</p>	<p>Approval of Agenda</p>	<p>CODI Chairman Ernie Martinez requested a motion to approve the April agenda. Motion to approve agenda but as there is no quorum, not officially approved.</p>	
<p>III.</p>	<p>Approval of CODI Minutes</p>	<p>Minutes could not be approved due to lack of quorum.</p>	
<p>IV.</p>	<p>Open Comments</p>	<p><i>3 minutes each speaker (Advance Notice Preferred)</i> <i>No public comments at this time</i></p> <p>Jose Granda: Metro Rail issues</p> <p>Mr. Granda shared concerns regarding Miami-Dade County Metrorail. MDT is adding a new track with a green and yellow line. The green line goes to Hialeah and the orange line goes to Miami International Airport (MIA). He noted that it is difficult to discern the difference in color between the green and the orange train for the Metrorail trains. There is no flashing sign or light to say which train is approaching. He suggested that MDT should add color to the signage for the train. It is also difficult to determine the colors on the signage for the Metromover LOOP. The color looks the same for all three lines. Lynnette Chiberton, Division Coordinator for Operations, MDT said she will advise the MDT Rail Division.</p> <p>Arnita Holmes spoke about inadequate signage during an accident she had some months ago adding there should be established signage on STS vehicles. She said she had an injury on an escalator and there is no report of her accident. This is matter of transparency and STS is not in compliance with the Federal or State requirements for ADA. She added that training for STS drivers and the ability to intervene when a medical issue arises are issues that need to be addressed. Ms. Holmes added that there is no follow-up and departments should have a written policy. She said they are looking at complaints that may escalate to the national level. There is an industry standard to uphold asking if there are any recommendations or guidelines adding that 311 should take the calls.</p> <p>Sidney Simpson, MDT, clarified that the procedure when a rider has a complaint is to call the compliant line and report it. MDT then conducts an investigation and if necessary, they provide reports to anyone who requests one. The STS requires that accidents be reported within 24 hours. Mr. Simpson added that the STS drivers do understand the issues noting that there is a Standards Manual and drivers are thoroughly trained, include sensitivity training. He invited Ms. Holmes and CODI members to come to his office and look through the training manual and to see firsthand how the STS drivers are trained.</p> <p>Chairmen Martinez asked Mr. Simpson to remind the STS Director that CODI requested a copy of the STS Training Manual. Chairman Martinez added that English proficiency is an issue.</p> <p>Marcos Ortega stated that, as per the County Passenger Transportation Regulatory Division, hack license holders must have at least a 6th grade proficiency in English. He added they have addressed it with BTR.</p>	

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	<p>Rosa Laguna said that when individuals contact the Call Center regarding a complaint, they often wait as long as 10-15 minutes. She added that at STS Riders Meetings there is no resolution to these issues and that there should be accountability. The contract states that the Service Provider is required to pay riders liquidated damages of \$4.00 to the rider every time they are late over 30 minutes.</p> <p>Ms. Chiverton stated that MDT did respond to Ms. Holmes regarding her 2/12/13 complaint but did not have her correct address on file. She provided a contact number to Ms. Holmes to call for information regarding her accident. She added that the procedure is that once a client calls and reports an STS incident, MDT makes a report and forwards it to the contractor, depending on what the incident is. If the incident involved an injury, there is a turnaround time of 24 hours.</p> <p>Ron Fulton spoke about the issue of a contractor doing the intake of the call and investigating the injury. It may be a conflict of interest. Jackson David added that Ms. Holmes brought up STS issues that should be taken up in a CODI Committee in order for CODI to make recommendation through the proper channels. Chairmen Martinez advised Ms. Holmes to send an email with her issues. If she requests time on an agenda, she will be granted time to speak.</p> <p>Brenda Otero: Conference call phone (305) 915-3487.</p> <p>Ms. Otero spoke regarding STS complaints on behalf of her son who has been a STS rider for 8 years. Until now there has never been a problem with drop off and pick up times. Ms. Otero's son – who has a seizure disorder -- was picked up late and it took 20 minutes for dispatch to locate him. Her son travels 5.7 miles, a one way trip from his school to the park program after school. During eight out of a total 14 trips, TA kept her son in the vehicle over 45 minutes. Two of the pick-ups were over 30 minutes late, and she incurred late charges from aftercare on one occasion.</p> <p>Ms. Chiverton stated that MDT has been trying to get Ms. Otero's issues resolved. They switched the subcontractor for Ms. Otero's son to ITransport which should start today. One issue is that Ms. Otero lives in one service area and her son goes to another service area. They arranged for the service provider from her son's school to do her son's pickup. They are running reports and are asking for an additional 15 vehicles by the end of the week. They will be getting a report from TA regarding how many drivers they will have in place.</p> <p>Mr. Otero added that one of the vehicles that came to pick up her son had pitch black windows. Sidney Simpson, PARA Transit Operations. MDT clarified that vehicles are not allowed to have limo-style tinted windows on any of the vehicles. He retrieved the date of the vehicle pickup from Ms. Otero. He added that they will track the trip and if it is out of compliance, the vehicle will be put out of service and the tint will have to be removed.</p>
<p>Access Committee</p>	<p>Jose Granda said that Miami-Dade Corrections & Rehabilitation Department's ADA Coordinator, Dr. Eloisa Montoya, attended the Access Committee meeting. The Marlins Ballpark and other issues were discussed. Mr. Granda said that they were unable to discuss the Corrections Department topic because the supervisors from the Intake Divisions did not attend. CODI also asked about the</p>

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video. MDCR emailed its Departmental Standard Operating Procedure on interacting with disabled inmates and visitors and the information for the TTY. Mr. Granda stated that it was very outdated and incorrect information as well as being out of order.

Lisa Campbell, Director of Accessible Communications for the Deaf, one of the County's sign language services vendor, presented to CODI a synopsis of contacts ACD received from MDCR requesting ASL services at the jail. The received calls in 2004 were very active, 2005 was active, 2006 there is no record of any calls to the office and no invoices, in 2007 they received three calls, in 2008 they received 2 calls, in 2009 they received 1 call, in 2010 they received 1 call and from 2011 until today there is no record of any calls.

Heidi Johnson Wright suggested that now that both the Police and MDCR ADA Coordinators have come to CODI and submitted their policies and procedures in writing, CODI should come up with a list of bulleted items of concern and make specific comments about the procedures to present to these departments. She added that this would be helpful in making positive changes. She noted that Leila Zinati, ADA Coordinator for MDPD asked about training videos CODI might recommend.

Mr. David said that CODI members are not experts. The ADA Coordinators from County departments should look into the policy and should know what needs to be updated. Ms. Johnson-Wright said that CODI can just its concerns and the Access Committee can review the policies just as they did with the draft of the parking reform paper.

Lisa Campbell said that, in 2004, she and her staff would go to the jails in the middle of the night and do finger printing and medical history and then the next day they would attend bond hearings. Currently, ACD's first point of contact with deaf inmates is now only at bond hearings. Chairman Martinez asked what suggestions she had.

Ms. Campbell advised that once a deaf individual is arrested, they need an interpreter immediately. Once the interpreter arrives, the police need to stop what they are doing. How did they get to the jail without an interpreter? They don't know why they are arrested and there can be a language barrier. They don't understand their Miranda rights when provided through pointing cards rather than ASL. Pre-lingual deaf people often can't read in the standard syntax of conventional English. They read and write in their own language, which is a visual language. Sometimes even a basic ASL interpreter is not enough and another deaf interpreter needs to be present. They are sometimes excited at being arrested and they are mistaken as being aggressive. The police don't understand the deaf community culture. Sometimes a deaf person is arrested for DUI because they slur their words. There are a lot of false DUI arrests.

Ms. Johnson-Wright said that the MDPD ADA Coordinator said that if it is non-violent situation, they make an attempt to talk with them and cuff their hands in front, then take them to the station and get an interpreter at that time. Ms. Campbell was asked if any of these people are making complaints to the County? Ms. Campbell said no.

Ms. Campbell stated that the Police and Corrections department are very different. At the Corrections Departments, she met approximately 30 individuals

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		<p>last summer that had not received an interpreter. Even a bond hearing takes 72 hours. It is a Citizens right to have a bond hearing within 24-48 hours. They are not able to call their family. There is no TTY. Additionally, many judges are unsympathetic. She said that she was visiting Metro West Detention Center and Ms. Campbell met an individual has not had access to a functioning TTY for two months.</p> <p>Mr. David advised that CODI made a request to Dr. Montoya to send the names of all deaf inmates that went through corrections from 1-1-12 through the present. If we can acquire this list, CODI can determine how many times an interpreter was provided and then take this to the next level. This is a public information request. CODI has not received this after asking this three month ago.</p>
	Outreach Committee	<p>Harry Horgan stated that the goal of Outreach and Education Committed is to be available to assist the community with issues and promote accomplishments.</p> <p>On 7/26/13, there will be an event celebrating the anniversary of the ADA, at which Mayor Gimenez is the keynote speaker. The event will be held at the Shake a Leg Facility He asked CODI members to list 23 major accomplishments in MDC for the report and what priorities CODI needs to address. They want to recognize companies and municipalities that have made significant accomplishments or contributions. This will be broken into categories:</p> <ol style="list-style-type: none">1. Education and Employment2. Transportation3. Housing4. Public Facilities5. Recreation6. Socialization7. Health8. Public Awareness <p>They will have:</p> <ol style="list-style-type: none">1. List of names to invite2. List of speakers3. List of people to recognize4. List of attendees: local, county, state colleges, schools and non-profit organizations involved in disability issues <p>Send information to Harry Horgan. He added that CODI should get a sponsor.</p>
	Adjournment	Adjourned at 3:59 p.m.
	Next meeting	Wednesday, May 22, 2013