

## Minutes

### **Minneapolis Advisory Committee on People with Disabilities December 19, 2012**

The meeting was called to order by Ken Rodgers at 4:36pm. Members, staff and guests introduced themselves. Committee has quorum with 9 of its 13 members present.

**Members Present:** Ken Rodgers, Martha Hage, Omar Magana, Donna Hemp, Harvey Hoffman, Heather Leide, Terri Krake, Keith Swanson and Joan Willshire.

**Members Absent:**

**Members Excused:** Steve Oglesbee, Michael Foster and Amanda Tempel.

**Guests:** Toni Newborn, City of Minneapolis, Civil Rights Department; Ruth Kildow and Peter Rickmyer.

**Staff Present:** Cheyenne Erickson and Ahmed Muhumud, NCR.

#### Approval of December 19, 2012 Agenda

Dorothy Balen moved to accept the agenda, Omar Magana 2nd the motion, all approved.

#### Approval of November 28, 2012 Minutes

Dorothy Balen moved to accept the minutes, Omar Magana 2<sup>nd</sup> the motion, all approved.

#### ADA Grievance Procedure, Toni Newborn, Civil Rights Department

Toni Newborn is the interim Assistant director for the complaint investigations unit of the Civil Rights Department. Her unit investigates discrimination complaints and enforces the Civil Rights ordinance.

Toni explained that the Civil Rights department researched how they could be involved with the ADA title II grievance procedure and after their researched found that it would be most suitable to be involved during the investigation stage of a grievance. The Civil Rights department has the capacity to do such. Once a complaint is denied,

the Civil Rights department would contact them and let them know what the next step in the process is.

**Member Comments:**

- What kind of ADA training does staff in the Civil Rights department have and how often is it updated?
  - All investigators are attorneys and required by state law to participate in trainings that do incorporate ADA training. There is no training from the city that is specific to ADA.
- ADA was designed to not be a legal process. It is important to be careful this isn't getting too far into a legal process.
- What does the Civil Rights Commission handle?
  - Appeals from the Civil Rights department go to the Civil Rights Commission.
- What is the number of ADA complaints currently open in the Civil Rights department?
  - Currently there are 46 complaints.
- What is the time frame of responding to complaints?
  - Civil Rights department responds within 120 days. Case resolution is 1 year.
- There is an issue with the Civil Rights office in terms of how someone with a disability gets service. Do you know if there is an actual complaint?
  - Aware of the issue in general, but unaware if there is any specific complaint that has been filed.
- Video Relay is becoming more popular; it's high speed and connects right away. This might be remedy to fix barriers.

**Guest Comments:**

Peter Rickmyer explained that it has taken 4 months for a neighborhood organization to respond to his grievance, 45 days for the NCR department to respond to his grievance and 2 months for the NCEC to hear his grievance.

**Neighborhood & Community Relations Department, Ahmed Muhumud**  
The NCR Department is moving to a new office location at the Crown Roller Mill, located at 105 5<sup>th</sup> Avenue South. December 19<sup>th</sup> is the anticipated move date for the department.

**On November 20, 2012 the NRP Policy Board authorized distribution of the Proposed Clarification to the CPP Grievance Policy for neighborhood organizations for a 45 day review period. Under the proposed clarification, when an ADA-related grievance made to and acted on by a neighborhood organization is appealed to the NCR Department the appeal will be forwarded to the City of Minneapolis Civil Rights Department. The City's Civil Rights Department has the capacity and the legal expertise to handle these types of grievance procedures. This streamlines ADA grievances by designating one City department to address all ADA related grievances.**

**There have been no new grievances since the last report.**

**Other Committee Updates:**

**Thank you to the MACOPD committee members who are leaving the committee.**

**Please reach out to people who you know who might be interested in serving on the committee.**

**Snow Emergencies – is the reminder to shovel sidewalks still included in the message?**

**311 Issue – 311 wouldn't take a call regarding an issue with a disability parking space.**

**Need chairs for both the Emergency Preparedness Committee and the Access Committee.**

**Should the City of Minneapolis appoint an ADA title I Coordinator?  
Find out process and recommend person for City to appoint and send a letter to the City Council.**

**Meeting adjourned at 6:01pm.**

**Respectively submitted by Cheyenne Erickson.**

**Next meeting: January 16, 2013 Room 132 City Hall.**

**Action List:**

- **Ahmed Muhumud will provide quarterly reports on ADA Title II complaints or requests for accommodation to the committee.**
- **Access Committee will review neighborhood festivals.**
- **Access Committee will contact the Northeast Minneapolis Arts Association regarding the 2013 Art-A-Whirl event and creating better access.**
- **Create an FAQ sheet for 311 CSA's to easily identify ADA issues.**
- **Create a communication plan with a timeline to notify public that ADA complaint forms are available.**
- **Cheyenne Erickson will work with Ken regarding the 311 Reports.**
- **Hold a Walking tour of the BF Nelson Park in the spring for committee members.**
- **Ahmed Muhumud will review other entities to see how they deal with grievances.**
- **Ahmed Muhumud will create a step by step process that occurs when someone files a grievance.**
- **Ken Rodgers will contact the Civil Rights director about the front lobby of the Civil Rights office.**
- **Find out process to appoint someone as the ADA Title I coordinator and recommend person for City to appoint and send a letter to the City Council.**