

Wichita-Sedgwick County Access Advisory Board  
June 27, 2012  
Meeting Minutes  
Envision, 610 N. Main

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**Present Voting Members**

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Sanford Alexander	Steve Hinds	Susan Robinson
David Calvert	Grady Landrum	John Sullivan
Brian Coon	Lori Lawrence	David Waldie
Rick Eberhard	Lindsey Mahoney	Shawn Walters
David Gear	Sandy Martz	
Jason Gegen	David Moffett	
Bob Hamilton	Tiffany Nickel	
Kenny Hinkle	Valerhy Powers	

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**Absent**

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Glen Davidson	Ed Koon	Nick Taylor
De Eaton	Marty Rothwell	

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**City / County Staff**

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Jay Hinkel, City Legal Dept.	Shirley Wilson, Wichita Transit
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**Guests**

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Angela Daniels, INTRUST Bank Arena  
Pam Bugler, INTRUST Bank Arena  
Lt. Doug Nolte – Wichita Police Dept.

- I. **Welcome & Introductions** – David Calvert called the meeting to order. Introductions followed.
- II. **Meeting Minutes**
  - A. April Meeting Minutes: Sanford Alexander moved to approve the April meeting minutes. Steve Hinds seconds. Motion passes.
  - B. May Meeting Minutes: Susan Robinson asked to correct something that was stated at the last meeting. On page 5, item VI, B, ii, 3 it was stated that it would be an expected \$1.5M deficit between the six agencies. This should be \$600,000 instead. Steve Hinds moved to approve the May meeting minutes as corrected. Sanford Alexander seconds. Motion passes.
- III. **Agenda Building** – None.
- IV. **Consent Agenda to Receive and File Reports**
  - A. Committee Reports received
    - i. Pedestrian Safety Committee. Lori Lawrence moved to accept the report from the pedestrian safety committee. Grady Landrum seconds. Motion passes. No discussion of the report.
- V. **New Business**
  - A. **INTRUST Bank Arena – Updates to disability section of website and request for feedback**
    - i. INTRUST Bank Arena submitted a draft document titled “Services for Guests with Disabilities” for review by the board. Pam Bugler and Angela Daniels from the arena asked if board members would like to share any feedback/suggestions/questions.
    - ii. Sanford Alexander suggests that in the section on service animals, it be stated as an option, not a requirement, that individuals with service animals be assigned an aisle seat. Pam described a recent event where staff discussed with the person using a service animal what would work best, and then assisted the person with an aisle seat. Sanford reported that handling situations case-by-case to meet individual needs is appropriate.
    - iii. David Calvert asked about how the arena would handle a seat for someone who uses a miniature horse for assistance. Pam reported that they would try to accommodate them on an ADA seating platform, or perhaps in an area where there is more space in back of the row. They would do their best to accommodate for the particular event and individual needs. Pam reported that most individuals with disabilities give some indication of their preferences where to sit and what would work best for their needs.
    - iv. David Calvert reported he can’t believe how proactive the arena has been for people with disabilities. In the past (before A.J. Boleski) staff was cooperative and helpful, but it was more reactive. Now he sees the staff/management as being really proactive.
    - v. It was suggested to change the “Statement on Disabilities” to say “Statement on Services for Guests with Disabilities.”
    - vi. The document says there is a fee for parking. Typically the closest arena parking is \$10 - \$15. However, accessible parking is \$4. It was suggested to state, “The fee for accessible parking is \$4.” Pam reported 10 – 15 calls from people wanting to reserve ADA parking spaces. That’s why it states parking is first come, first serve. The board had no

problem with this. Pam reported that they can sometimes open up additional parking (for overflow disability parking), but only if the parking has not already been purchased/used.

vii. Valerhy Powers reported some difficulty reading the parking map. Pam reported they are in the process of updating this map.

viii. Pam reported that arena staff is checking individuals' disabled identification cards for persons using the accessible parking. This had been recommended by the board. Tiffany Nickel reported that she has been to events, but no one ever asked for her ID card. It was discussed that they may not be asking when the disability is obvious, such as someone who uses a wheelchair and drives a lift van. It was recommended that they ask everyone to be consistent. It was also recommended that it be stated in underline/bold face/large print that a state-issued disabled identification card will be required to use accessible parking.

ix. It was questioned if it needs to say American Sign Language for interpreters. Sometimes people confuse with foreign language interpreters. Lori Lawrence stated that 48 hours in advance may sometimes be too short of notice to get an interpreter in this area. The interpreters from SLIS suggested using 72 hours in advance. Pam stated that they will make every effort to get interpreters on short notice, but they want to encourage people to plan ahead. David Calvert said he has a list of level 4/5 interpreters that he could share with Pam, but it is a few years old. Grady Landrum suggested that Pam could contact the Commission for Deaf and Hard of Hearing in Topeka for a list. Pam reported that she has been using a local agency, and has had no complaints with the quality of the interpreters.

x. In the wheelchair section, it will be clarified that this section is talking about arena wheelchairs that are loaned to guests. It will be amended to say that they have a limited number of arena wheelchairs available for use, and therefore individuals cannot keep them at their seats as they need to be available.

xi. Lindsey Mahoney said that Rick Shellenbarger had emailed a question about how emergency events are handled for persons with disabilities. Pam reported to guests with disabilities are assisted and evacuated first in their emergency plan. She described how the recent tornado warning event was handled.

xii. ILRC will be assisting the arena with more disability and sensitivity training this summer.

xiii. Why isn't the service animal relief area location listed? Pam described that they work with individuals to direct them to the area most convenient to their seats. They can have guest services escort the individual, or the person can access the area independently – depending on the individual's preferences. It will be amended to say "Service animal relief areas are also available..."

xiv. Pam reported that there is no charge for sign language interpreters. They have sometimes accommodated individuals with a lamp for dark events, so they can see the interpreter.

xv. A generic map will be added to the website. There will also be event-specific maps.

xvi. It was suggested that the wheelchair symbol and a link to the disability information be provided clearly on the main page of the website.

## **B. WSU – Discuss disability parking signage and enforcement**

i. Grady Landrum described that he has been in dialog with the police department at WSU regarding ways to step up enforcement of people using ADA parking spaces. He

suspects that some students are using a disability parking tag or placard that does not belong to them. Grady has suggested the idea of installing signs below the ADA parking signs that say, "State ID and disability parking tag/placard required;" however, the WSU police department has been hesitant to do something different than the City/County. Brian Coon reported that state law already requires people to have ID matching the tag/placard, and there is a cost associated with installing additional signs. Sanford Alexander asked if it could be considered to install them as signs are added or altered. Brian reported that this approach can be confusing to people if only some signs say ID required. David Gear questioned that if it's required to have the ID, shouldn't we tell people? Brian Coon reported that it's already required by state law, so people should already know. Sanford questioned whether this is really a signage issue or an enforcement issue? David Calvert explained that the City's accessible parking volunteer program asks volunteers not to confront or approach someone parked in the ADA space. Grady explained that his police chief says there are certain procedures for stopping someone for DUI, and therefore he feels there should be certain procedures for questioning people using ADA parking. Jay Hinkel explained that officers shouldn't be concerned if they see someone running to an ADA parking space, because they have probable cause. Volunteers can write down their observations on the back of the ticket. Grady asked how often Wichita Police officers stop someone and ask for the disability ID. Lt. Nolte reported that they don't often do this. It is currently low on the radar for public safety. He reported that there are legitimate reasons why they don't want volunteers to confront people. They tell volunteers to call 911 so an officer can come out. Grady is proposing a big publicity campaign on WSU's campus. Brian estimated that adding these additional signs would be a cost of \$200,000 - \$300,000 for the City. Bob Hamilton asked if private funds could be used. Jay Hinkel replied that they could (ex. – Art Walk signs). If the board desires this signage change to occur, it should probably be adopted as code/ordinance so that it is consistent, including on private properties. There would need to be a funding mechanism and a policy decision. It was discussed that if enforcement is not going to change, why spend all that money on signs? Lt. Nolte suggested a publicity campaign similar to the "click it or ticket" campaign. To his knowledge there has never been a push for increased accessible parking enforcement. He suggested it might be better use of funds to pay for an aggressive publicity campaign, which could include overtime to pay for additional officers to monitor ADA parking. He suggests:

- (i) Aggressive awareness campaign
- (ii) Then start enforcing more
- (iii) Educate through increased enforcement
- (iv) Then step back and evaluate effectiveness
- (v) Then develop a long term plan

Lt. Nolte reported that people tend to think low enforcement means it's not important, and that's not true. However, parking enforcement is often competing with other public safety issues. Tiffany Nickel reported that the ADA began in 1990, and she finds it frustrating to hear it's not being enforced. She doesn't feel it is right to ask for officers to be paid overtime to do their job. Brian Coon reported that officers are paid overtime for "click it or ticket" special enforcement. Lt. Nolte apologized for any misunderstandings, and suggests a publicity campaign to focus more attention on this issue. Sanford suggested WSU may be a good place to start this campaign. He doesn't see that putting additional language on the signs will make sense if parking violators continue to ignore the law.

David Calvert said maybe the signs make sense at WSU since there seems to be a unique problem there. Dr. Waldie compared the signs to stop signs -- we don't need additional language stating what it means to stop or that you can be ticketed for not doing so. Lack of public understanding/education seems to be the problem. If there was more public education, they might get more APP volunteers, and with increased publicity, police would be more likely to enforce as well. Lt. Nolte suggested partnerships with WSU fraternities and sororities. David Moffett questioned if people could just report the tag # of someone they suspect. Lt. Nolte reported that this could be done, but it is less effective. Lindsey Mahoney reported that people with invisible disabilities who have valid placards may get frustrated if they keep getting called to the police station as a suspected violator. Individuals might prefer just being asked to show their ID card on the spot, rather than the inconvenience of being called to the police station. David Calvert asked if WSU could have a volunteer program like the City. Grady will need to look into this. Dr. Waldie questioned why we would tell the Arena to check everyone's ID, but at other places only check those where the disability is not obvious. Lindsey reported that the Arena already has staff checking tickets and taking money at the parking lot entrances, so checking the ID is not creating the need for additional staff. Lt. Nolte has some media connections. He suggests a subgroup to work on this issue. David Calvert asked Brian Coon to lead this effort.

## **VI. Old Business**

### **A. Accessible Parking Volunteer (APP) Program – Lt. Nolte**

i. Lt. Nolte reported that it has been difficult to get APP volunteers. They sent out a soft notice for volunteers and got zero applications. After press release and media attention, they were able to get 8 applications. Right now, 6 people have made it through the interview process. It is not too late if others want to volunteer. Lori Lawrence suggests that they put the information in neighborhood newsletters. If an article was available, she could include it in her newsletter. Right now, the process for issuing citations is somewhat cumbersome. Lt. Nolte and Brian Coon have been discussing how to make the process simpler. Lt. Nolte and Brian will work together to review changes to the program requirements.

### **B. Wichita Transit's Paratransit Program – Shirley Wilson: Shirley Wilson requested board feedback on several issues:**

i. She distributed a draft of the half fare brochure in color, and asked for feedback. Is this brochure okay for older adults, people with visual disabilities, or people with developmental disabilities? Black and white format and large print were suggested. Envision will help with further review and testing for compatibility with screen readers.

ii. Shirley suggested that two additional forms of ID be accepted for the half fare program: Homeless IDs and veterans IDs. This is because it is often difficult and cost prohibitive for these individuals to obtain other IDs. Valerhy Powers made a motion to recommend that Wichita Transit also accept homeless IDs, veterans IDs, and that people 65 and older can use an expired ID (such as they may use to vote). Steve Hinds seconds. Motion passes.

iii. Shirley explained that currently individuals renew every 3 years for the half fare program. One group had even proposed every year. Many people have conditions that won't change in 3 years. Susan reported that it would be crazy to renew every year. Brian

moves to recommend that individuals renew for half fare every three years. Sanford seconds. Motion passes.

iv. For paratransit services, there are six agencies that are under contract with WTA. These are Starkey, KETCH, Envision, ResCare, Catholic Charities Adult Day Services, and CPRF. These groups transport their own clients, and currently renew every 3 years. However, it has been suggested to change this to every 10 years (for only these groups) because the clients of these groups typically have disabilities that do not change. Susan Robinson moved to make this recommendation to change it to 10 years for these groups. Valerhy Powers seconds. Motion passes.

C. **Committee Updates or Discussion** – Defer due to lack of time.

**VII. Updates**

- A. Update on ADA Transportation Conference – Valerhy Powers – Defer due to lack of time.
- B. Request for Update Regarding Audio Description at Movies – David Moffett – Defer due to lack of time.
- C. City ADA Updates – Defer due to lack of time.
- D. County ADA Updates – Defer due to lack of time.

**VIII. Public Comment** – None.

**IX. Adjourn at 11:36 AM**

**The next meeting will be: Wednesday, July 25, 2012, 10:00-11:30 a.m. at Envision**