

Minutes of the REGULAR MEETING OF THE TAAC COMMITTEE

Wednesday, September 5, 2018

Committee Members Present: Chair Patty Thorsen, Vice Chair David Fenley, Sam Jasmine, Christopher Bates, Darrell Paulsen, Kari Sheldon, Heidi Myhre, Diane Graham-Raff and Richard Rowan.

Committee Members Absent: Tzia and Margot Imdieke Cross.

Committee Members Excused: Ken Rodgers, Robert Platz and John Clark.

Council Staff Present: Paul Lamb and Clarissa Schleichert from Metro Transit, Theresa Nistler, David Russell, Rich Koop, Sara Maaske and Alison Coleman.

Public Present: Claudia Fuglie

CALL TO ORDER

A quorum being present, Committee Chair Thorsen called the regular meeting of the Council's TAAC Committee to order at 12:37 p.m. on Wednesday, September 5, 2018.

APPROVAL OF AGENDA AND MINUTES

It was moved by Bates, seconded by Sheldon to approve the agenda. **Motion carried.**

It was moved by Bates, seconded by Jasmine to approve the minutes of the August 1, 2018 regular meeting of the TAAC Committee. **Motion carried.**

BUSINESS & INFORMATION

1. Downtown Hennepin Avenue Reconstruction Project

Paul Lamb, Senior Project Coordinator, Metro Transit, spoke to the TAAC committee. I am here to present some information on the City of Minneapolis' downtown Hennepin Avenue reconstruction. Downtown Hennepin Avenue reconstruction is a roadway that is over 30 years old. It has been deteriorated over time. It is maintained by the City of Minneapolis. It is in less of an ideal position. People are using it. With the number of people both pedestrians and vehicles that use it every day. It has deteriorated to the point that the City of Minneapolis wants to reconstruct it.

The reconstruction limits that they are looking at is Washington Avenue, the northeast end to 12th Street on the southwest end. That is part of our larger regional vision realm for the City of Minneapolis. They are envisioning it as an arts and entertainment district running all the way from the Mississippi River to the Walker Sculpture Garden by Lyndale and Hennepin Avenue.

They are looking at a full roadway reconstruction, which means they would be reconstructing everything from building face to building face. That includes the roadway as well as the curb and sidewalks. There is a lot of traffic uses now and a lot of different modes to use now. They want to build that so they will be able to handle it in the future. They are looking a number of left turn lanes in the middle of the roadway. Taking some of that space and moving it behind the curb to provide more space for pedestrians and bike lanes, which would be behind the curb.

He talked about the image at the bottom of the screen. It is a cross section. If you were looking straight down Hennepin Avenue on the left side you would have roadway, a pedestrian space with people walking, a bike lane, a bus shelter and bus stop. Then the curb with four lanes of traffic. On the opposite side of the street there is a curb, bike lane, furnishing zone where there would be trees or benches, garbage cans. Then another pedestrian area. On the far side another building face. For an overview, there will not be bus stops or shelters

at every street or every corner. It will change a little bit as we move down the corridor or down the block. In terms of the area that the cities are looking at. They are looking at a ten-foot pedestrian walkway, to be clear. A seven-foot bike path. That would be one direction. They have to go down to six-foot by the bus stops to be able to get all the different uses in. Then an 11-foot wide or deep bus station.

In another image you see a block down Hennepin Avenue from left to right. On the left side of the block is where there are two bus stations on different sides of the street. It will have a parking lot on the top of the image, a 10-foot pedestrian walkway. The six-foot bike path. The 11-foot deep bus zone. Then the four lanes of traffic on the street.

Then flip side on the street is the 11-foot bus shelter, bus area zone. The six-foot bike path and the 10-foot pedestrian right of way. On the right side of the street where there aren't any bus shelters or bus stops, instead of having the stop, the bike lane is seven-feet and behind the curb. Then there would be a furnishing zone at about nine-feet eight inches. That would be an area where there would be trees, planters, benches and then the 10-foot clear pedestrian walkway.

For the schedule, the Minneapolis City Council has approved the layout for the curb line. It was necessary to move it from preliminary design to the more detailed design. It wasn't clear how much space would be in the street and how much space would be behind the curb. So the project has moved into the detailed design phase. Right now, the designers are working on a 30 percent phase. It is still very early on in the design phase. That would stretch into next year. Probably towards late summer or late fall of next year. It would be looking at completing the design and then going out to getting bids for construction in 2020 and 2021.

Before that they would be asking utilities to do utility relocation. Things that are underground that might conflict with the City's construction. They would be asking Xcel Energy and the sewer systems to relocate things. During the construction phase they would not damage things or put something on top of another utility. In terms of the construction phasing impacts and what that looks like both to pedestrians and to our transit customers. The City is still working that out. It is a question of whether they would do one end of the roadway first and potentially close all of the blocks or do one side of the block and leave another direction of travel open. Because it is still early in the design phase. They are still working that out. I will have information about that in early to mid 2019.

This is a City of Minneapolis led project. We are involved because transit is a major part of Hennepin Avenue downtown. It is a high ridership area. Lots of transit connections. We are working with the City to try to make sure the transit facilities there meets the current and projected needs of our ridership. One of the major things is they will be reducing the number of bus stops from 13th to Eighth. This is something that we have worked with the City on. We look at the ridership, transfer points, and because of the high number of usage or the high different uses of the street, we agreed to reduce some of the lower boarding bus stops. But still have the number of bus stops in between Third and Fourth near the downtown library by Fifth Street and the Light Rail connection. Between Seventh and Eighth. They are cross routes downtown. And then between Tenth and Eleventh.

In terms of the bus stops and shelters, we are looking at shelter and station platform designs. Similar to the A-Line BRT. Then having that consistent up and down the downtown Hennepin Avenue corridor. The A-Line stops have a pylon up front where the bus is supposed to pull up and stop. Some space between that and shelters. Longer shelters and bigger shelters than what we have now on Hennepin Avenue. The shelters would have heat and light. Outside of that there is the furnishing zone with trash cans and benches. The details are still going to be worked out. Including what is being maintained by Metro Transit and what would be maintained by the City.

Part of the reason we are putting in BRT capable shelters is in the future the B-Line BRT, which would go on Hennepin Avenue. We will be running up and down that, so we don't want to put something in and tear it out in the future when the B-Line rapid bus service starts.

The City of Minneapolis has scheduled a pair of workshops to talk with different groups about intersection crossings and bus stop crossing are concerned. We want to make sure they are as safe as possible and as useful as possible. With multiple modes of travel between pedestrian and bikes behind the curbs. And then cars on the roadway. They want to reduce the number of conflicts. So they have had one workshop in August. We had representatives from the Minneapolis Advisory Council on Persons with Disabilities, the City Pedestrian Advisory Committee and Minneapolis Bicycle Advisory Committee. They talked through some general concepts to get some ideas or input on what people thought on a conceptual level. They are not at the

point of saying what strategies they are going to use or having tactile examples. They did want input on what kind of detectable separation between pedestrian lanes and cyclist lanes. How the bicycle lanes and pedestrian lanes line up with intersection crossings. For example, for detectable separation with some kind of tactile strip between the bikeway and pedestrian way. Another strategy is to have slightly different elevation of an inch or two. Have the bikeway lowered and come up where the pedestrian path would cross it. To be at the same level with railings.

The intersection crossings and where bikes and pedestrians would cross and interact. There were a couple of people from this committee. Committee member Rodgers participated. There is a preliminary workshop and then there is a workshop on September 13. In terms of the intersection. They wanted to get some input on whether it would make more sense to have the bike lane closer to the curb as they approached the intersection. The bike lane would be between the curb and the pedestrian crossing. The bike lane would be right behind the curb. There is also a scenario where the bike lane veers away from the curb. Potentially a refuge island. Another one is where the bike path would veer away from the curb. They would cross the bike path to get to the intersection or to get to the refuge island before crossing the intersection. The bike lane would veer away from the curb by five or six feet.

The representatives of the different committees had different inputs on that. From the perspective of the pedestrian, whether you are of the perspective of bicyclists or a person with low visibility or a wheel device. The engineers are gathering information. We are trying to sort through that and figure out which strategy to come back to.

Myhre said what about special events. And in Saint Paul we have been having problems with the two-wheel scooters.

Lamb said we are working with the City to minimize special events that would cause closures of the bus stops and streets. From a transit user perspective and a transit operator perspective, how difficult it can be to try and redirect people to different bus stops. Especially if they are used to going to the same one. They are only familiar with a certain street downtown Minneapolis. We are trying to limit the number of major closures. The City also determined that Hennepin Avenue is a major street. There would still be events like the Pride Parade and the marathon, where we would still have service. We would try to get service as close to the regular bus stops as possible. The light rail would still run a block away.

For the closures where we would still have service. We try to get service as close to downtown and as close to the regular bus stops as possible. Light rail would still run with Nicollet Mall a block away. We would try to communicate as far as possible in advance to riders where the alternate bus routes are. We are working to design bus stops to be ADA accessible. There is going to be a question about as people are crossing the bike lane to get to and from the bus stop. That is something that both we and the City are aware that we want to minimize conflicts.

In terms of the vehicles they would operate there from right after construction. It would be the same regular local route. Buses that operate today. When E-Line comes in that would replace one of the five routes that would go there. Those would be the same BRT buses that are operating now with wider doors and with minimal need to lower the bus.

As for a question about the scooters, I will bring that back to the City of Minneapolis. They should be in the bike lanes instead of the pedestrian areas.

Jasmine said my concern is that I don't want to be crossing bike lanes to get to those bus stops. Because people don't look when riding their bikes. Any of the curbs you would have to cross the street. I would caution that they need clearance not just with the bike lanes. How far down are you doing the construction? How far down Hennepin Avenue?

Lamb said they would be looking at construction on Washington Avenue on the north end down to 12th Street on the south end.

Jasmine said my last comment would be I am concerned about the height separation between pedestrian and bike because sometimes that could be less visual, and a dog might not see it as well. We could step off it when we are not expecting to do so. Wheelchairs could also have a problem with this. This might be something that Bates could talk about.

Bates said what is the cost of this project?

Lamb said the cost is \$20 million. The City of Minneapolis received a federal grant. Based on the grant proposal there is money for renovating the street and also for providing enhanced areas for pedestrians and bike areas and transit.

I think the Council is putting in around \$5 million to \$6 million just for the transit components. The bus stops and communication and electricity.

Graham-Raff said how does this plan incorporate the outdoor seating for restaurants? Also take into consideration of people that sit on the sidewalk and often with their backs to the wall. Is there going to be seating in regards to that? So that people are not sitting in the middle of the walkway and how will the traffic flow go around some of the eating areas?

Lamb said in terms of the seating. In terms of seating, the City of Minneapolis is looking at providing some kinds of benches. The \$20 million that I mentioned is the City's share of things. They are looking at assessing property owners along there for furnishings such as different styles of street lights, receiving planters and benches. I know that seating is something that should be provided down there. How exactly it gets executed depends on what is being paid for and maintained. They are looking at providing that in those furnishing areas outside of that 10-foot pedestrian walkway. Then there is also with the bus stop or transit station being between the curb and the bike lane there is the hope or expectation that people waiting for the bus would be in that area and away from the sides of the building to not lean on those.

The café's. The city and the engineers have been working and looking at what permits different restaurants have. There aren't as many of those on Hennepin Avenue as there are on Nicollet Mall. But there are some. Those are currently being shown stretching into that pedestrian area. But they are also trying to put a furnishing area buffer on the other side of that at those locations. So they are trying to provide at least 10-feet and for those areas that would be the sidewalk café's stretching into the pedestrian area. They would not be looking at putting a tree or planter directly beyond that in the furnishing zone.

Sheldon said I am a little confused about the bike lanes. On slide eight, example one, it looks like you are not making a wide enough turn, which makes it a little bit easier to straighten out the bus. Then in slide two, example two, you make a wider turn. It is harder to straighten out the bus. The buses are going to have to spend a little more time straighten out the bus so the ramp can come down.

Lamb said that is a good concern. The City of Minneapolis are trying to get feedback on those two examples to find out what would work better for bicyclists and pedestrians. There is some desire to slow down the speed of the vehicles that are turning so that they are putting the corner further out into the intersection to try to slow a vehicle down. In terms of the transit usage on Hennepin Avenue, most of the buses are going to be going straight through. There are going to be some buses that will only be using the corridor segment for a couple of blocks. There would be some turning on and off there. That is something we are trying to work with the City to make sure the lanes are wide enough and that there is appropriate space. There are going to be two lanes in each direction so that the buses turning really wide can start off in the second lane and come back into the first lane as it straightens out.

Fenley said are buses turning off of Hennepin? Are buses stopping on corners anymore or are they going to be midblock bus stops?

Lamb said most of the buses on Hennepin will not be turning. The five major routes stay on Hennepin pretty much all the way from Washington to 12th. The reconstruction area. There are a few buses that will travel on part of that then turn on to 8th or 11th. There will be some buses turning from a side street to Hennepin and vice versa. It is a small number of the overall buses.

Fenley said will buses still be stopping on corners?

Lamb said the bus stops are being located on where there is space and where there is a transit connection nearby. There is not going to be a consistent stopping point on the block throughout the corridor. Some will be near side stops or right at the crosswalk. There will be far side stops just after the light rail stops heading southbound on Hennepin Avenue. At 5th they would be right across or right after the light rail tracks. Some would be midblock. We tried to get them close to location bus stops that are there now. But because of the enhanced usage of the bike lanes and the pedestrian path. Not all buildings are flush. Some have projections out toward the street. The City has been working with us to try to figure where on the block face they go.

Rowan said what is the maximum distance between stops?

Lamb said I can get back to you with the number of feet. The longest distance without stops would be 8th Street to between 10th and 11th. About three blocks. It is increasing the distance between stops for some people. The ones that receive the most ridership are between 3rd and 4th right at 5th Street and then between 7th and 8th. Those won't be moving much. They will be on the same block face. We are getting rid of a couple of stops further north towards Washington. Then there will be a longer stretch between 10th and 11th.

The bus stop would be between the bike path and the curb. People who are walking would have to cross the bike path to get to and from the bus station. With the bike path going down Hennepin Avenue. With buses stopping there. Whether the buses would go in front of the bus stop or not. There would still have to be some kind of crossing for the people to get to the bus and from the bus to the pedestrian area. Having it closer to the curb allows the deployment of lifts if necessary. I agree it is not ideal for the transit customers to be crossing the bike path. There are a lot of demands of usage for Hennepin Avenue.

2. Metro Mobility Statistics

David Russell, Metro Mobility Liaison, spoke to the TAAC committee. We have been working with another individual at the Council who has the ability to generate reports and reports back to be drilled down. You can click on the part of it to get more detailed information. It is a dashboard. You have to have intranet access. You have to be on the system at the Council where you can access it. The way it works is an overall view. You can do a date, monthly and quarterly. He has got all of the things that will be reported for on time performance, onboard times and customer complaints. He has been able to whittle it down even further. There were a couple of things that we wanted that were requested as far as statistics that are for the TAAC that aren't on that report yet. Part of the issue is the report and why I haven't gotten anything this month is other folks who have identified the benefit of this reporting tool and want to utilize it as well.

The gentleman who has been developing it has been having to add other superfluous things and TAAC stats. So that delayed it. The other thing is because of the format is not screen reader compatible. We are trying to figure out how to get that data. If we can't, the worst case scenario is I can type it on a word document and make it accessible by that means. They will lose the ability of a drill down, but I can do that. I don't think that will be the only way to do it.

We are meeting right afterward to find out what we expect of these reports and how we are going to present them. We are going to be able to see things like missed rides or late rides. Were they late by one second? Were they late by 30 minutes? What we are hoping to see what we can do is get a better ride and better snapshot of what it means to be 94 percent of being on time. We are going to be able to give you more detail as to what is meant by on time or late or onboard time, no-shows or missed rides. Because of the time it took to develop the program to call and generate and present that.

We wanted to make sure we had more inputs and how it is going to look. There were a couple of things that did look muddy. It is nice that you can select and deselect First Transit versus Transit Team. It still didn't look very clear and concise. We are fairly consistent on how we do perform. Just because of how we are required to perform.

Anybody coming to TAAC we will present the number of rides per month. This month we did 13,000 rides. Last month we did 12,950 rides. I think we will have this fully accessible by next month.

Bates said how much are these things going to cost the Council? Like missed rides.

Russell said the ridership has elevated so much. The number of people who are using Metro Mobility is increasing and becoming such a financial burden. I am sure we are acutely aware of that. We could easily get that information. It is something we could include as well. I am sure it is being compiled. This is what this is costing us. This is what we are doing. The people who ride Metro Mobility are either unemployed or underemployed. We can't charge them more. I will make a note of that. As far as late rides or no shows and how much that is costing us.

Paulsen said can you look on the on demand side and break it down to agency side and non agency side to determine what those dollars are?

Russell said we are having to change the contracts on how we are providing agency rides. The funding for Metro Mobility, because it is just a municipal, state and federal service, all of the funding comes from different sources. I don't know how much of it is a burden to the Met Council. That is something I can find out. We are

looking at bus wraps for advertising. Agencies pay for advertising on our vehicles. That was mixed because of visibility issues. We are working on the financial issues.

Chair Thorsen said the statistics you have about customer complaints. Do we keep any statistics on call backs, or calls for complaints? There are issues with people not getting called back. Do we have any way of accountability?

Russell said we should. We are required to track and document when calls come in, whether negative or positive. I do know we keep track of that. We are required to provide a resolution. Whether or not we communicate that with the individual called, I think that it is if the person requests that specifically for the outcome of that resolution. The reason we do that is because the number of calls that come in a day. We have actually had to add another customer service rep to manage that. So adding outbound phone calls to all those inbound calls might be a cumbersome burden.

We are required to address all calls. And to document how it was addressed. I do know that we put them into categories like driver issues and performance issues. We do what we do because the federal law dictates that is how we do it. For us to do an overall restructure, the federal law would have to be written to provide it. What we try to do is by adhering to those legislative requirements. That is where we update software, researching customer service training as far as how to expedite the calls. Something like that.

A lot of times there are complaints about Metro Mobility is a lack of awareness as to why we do what we do. when Andy was here we had what we hoped to do video online access that starts off as something simple like how we handle our rides. Then you click on to the next video and it goes for other situations. A lot of times we get complaints because as far as service requirements, we are only required to meet the same level of service as you would receive if you were on a regular city bus. However, we typically exceed that because we don't have a stop at every block. We do two to three passengers per hour. We tend to run more efficiently. What happens then is when we don't run more efficiently to meet that standard, that pattern has now been disrupted. Somebody has a perception that something has horribly gone wrong. When nothing has gone wrong. It is just that the condition of their ride has changed due to a situation that is not as favorable as when we were able to exceed the on-time performance.

When we are late it is sometimes the driver got lost. It is how we schedule. How we show up. If anything, it exceeds how we provide that ride, whether on time performance or on-board time. When something happens, in the weather, traffic or detours. We tend to exceed those standards when we need them. Then it appears that there is a flaw in the system. We are managing 8,000 rides a day.

As far as complaints go, we rely on passengers for that input. We can't follow up or check up on thousands of rides per day. All of the vehicles have recording. If you call customer service it is recorded.

Jasmine said we have asked for the numbers. Will those be on the website? When complaints are called into the Premium Ride Service Provider, those calls are not being returned. Could you address the statistic numbers? We asked that the percentages be presented as real numbers as far as schedules not met like on time performance.

Russell said the ones that are coming to us about the concerns are being tracked. The ones that go to the service providers are not being tracked. The new reporting format should be able to address those numbers. We will look at what it meant to be late. The new recording format. It will break down were they five minutes late, 30 minutes late. How many rides were missed? More of the details as to what it meant to be late.

3. TAAC ByLaws

Patty Thorsen, TAAC Chair, spoke to the TAAC committee. Basically, there are four areas to look at. We haven't revised these since 2012. We went through them. It was Chair Kjensmo Walker, Dana Rude and me. We went through it and made some revisions. The State of Minnesota updated our responsibilities because of light rail transit. it was the responsibility to review the light rail. The last two may have more questions. One was about attendance. The last one was a sentence about civility. The attendance policy was simply that for the regular meetings that we have. We have 11 meetings per year. We usually cancel the July meeting. In the ByLaws we added a simple statement that says if a person misses three unexcused meetings in one year that is considered equal to resigning from the committee.

Some people asked about calling in rather than coming in to the meeting. Our meetings are recorded. We want to have our voices heard both literally and figuratively. We need to be in the same room to discuss the issues.

There was a simple sentence about civility. "The business of the committee shall be conducted with civility toward committee members, staff and speakers and anyone else that we interact with." There is a balance between wanting to communicate. The problems that exist are frustrations that exist and respecting the people that come before us. We should treat each other decently.

Jasmine asked if she could get recordings of the meetings that she missed. Who is responsible for sending them?

Chair Thorsen said Alison, the recording secretary.

Bates said that he spoke with Chair Walker, Chair Thorsen's predecessor, about putting three listening sessions with Metro Mobility in the ByLaws. Mandate them that we will conduct three listening sessions with Metro Mobility clients in a year.

Russell said the 2012 version was one that Chair Ron Biss had gone over. He included the three missing meetings problem was because at that point we were having a lot of people missing. But not for medical. It was more like I can't come or I forgot. The intent was to insure that the individuals who wanted to participate and who were interested in being here. We wrestled with that because we were trying to find that balance between what is acceptable or not acceptable.

Fenley discussed some of the proposed changes in the ByLaws regarding unexcused absences. The TAAC members also discussed this subject.

The ByLaws discussion will be continued at the October TAAC meeting.

SUBCOMMITTEE REPORTS

Blue Line, Ken Rodgers. This item was not presented.

PUBLIC COMMENT

Doug Cook spoke to the TAAC committee about a special meeting about a Driver Barrier Accessibility Demonstration at Heywood on Thursday, September 27, from 10:00 to 11:00 a.m. The barrier is a shield between the passengers and the driver. There are two or three different types. You can come to the preview and give your input.

Clarissa Schleichert spoke to the TAAC committee. Roderick Southall works in the Office of Equal Opportunity. He is working on the accessibility platform. He is putting together a Request for Proposal (RFP). The Request for Proposal has a committee that reviews the bids that people put forward. He would like someone from TAAC to sit on that committee to review those. He should be here shortly and talk about this.

She talked about TTMS (Travel Towards Management Success). It is a training that we do for all of our managers and supervisors every other year. It is somewhat required by the FTA because of federal funding. Part of that is training on diversity inclusion. In the past we have done two days of training. People can attend one or the other sessions. That is an eight-day session. Going forward they are changing it to four days where you attend two half days to address some of the fatigue that people start to feel. Roderick can speak to this as well.

One of the things that we have done recently is in response to complaints about making sure the bus is next to the curb as close as possible while parking at the bus stop. Often my understanding of when we have spoken to some associations with the blind. That they are taught in school that they are to go as close to that pole as possible. It is the easiest point to find. We have really made a point of training our bus drivers to get to that pole, to get to that stop, to get to the ADA pad. The blind awareness training that we have done is actually being expanded into what we call POD (Professional Operator Development).

We do one every year. Our POD 2018 this year is focusing on Blind/Deaf awareness. We only have so much time with the operators. We have 1,600 operators. Our time is very limited with them. We try to focus on something different every year. This year we are really focusing on Blind and Deaf awareness. Our instructor team does this training every year with the drivers.

Roderick Southall spoke to the TAAC committee. I was talking with Claire and we have a request for a volunteer. We are doing a RFP to have a firm come in and do an audit of our digital infrastructure. That audit

should tell us where we are getting it wrong. We want someone from this body to be on the RFP selection committee. That is what I came to ask for. You can talk amongst yourselves and let me know who is interested.

Chair Thorsen asked how often would it meet? Where would it meet?

Southall said it would meet here at Robert Street. The RFP would probably go out the first of October and the responses would come back in November. Then it would be sitting for two or so meetings. The people would be talking about the pros and cons. With the RFP process the proposers would come in and talk about it. It would be just two meetings. We would have them present. Talk about them. Evaluate them and then make a selection. We don't have dates, but it would be in November. We sent out a RFI because we didn't know what we didn't know. We invited six folks to come in and talk. At that point we said we think we have enough information to ask for a RFP. We know there are six organizations nationally who responded to the RFI (Request for Information). That would allow us to figure out what the cost would be. From that, the RFP is being crafted. We would pick up to four proposers to come and talk to us about how they would approach auditing the Council for that. And how they would approach remediation and what their testing is like. That all would be done in those two meetings.

What we want is if there is a person around the table that would be interested in sitting with Council staff and listening to these presentations and helping us make a selection of which vendor would do the best job of providing that service to the Council.

There will be eight or nine folks on this team. There are folks that are with the Communications department. There are people on the Metro Transit side who are charged with the development of our displays and of our other digital assets. Then there are some programmers from IS who would also sit on that body. This is the public facing side of the Council.

The goal is to have a firm that taught our folks how to do that themselves. So that the internal could be addressed as well as the external. But by internal folks. The contract would be for external facing.

Fenley said website as well as the job application process, any apps you guys have. Any documents, meeting minutes, whatever that the public has access to.

Southall said yes. It would probably choose the most popular sites for them to work on and then we would work on the sites that aren't as popular. Having a person to say how do we do this? What should we do? What is the best practice?

One of the things that we know is that we have a limited capacity in terms of knowledge of how people interact with our system. So what we have in the past was to say: "Hey, we know some folks with disabilities to look at this." They would look at it. Then we would implement it only to find out the way they used their tool was not really the way most people use it. We are trying to hire a company that is more savvy about how more people use tools or the many kinds of tools that they use. We can help you put a product out that is accessible to the widest group of people. Because we have gone down the road of doing it for someone we know and realizing that it excludes a bunch of other people.

MEMBER COMMENT

None.

ADJOURNMENT

Business completed, the meeting adjourned at 2:35 p.m.

Alison Coleman
Recording Secretary