City of St. Louis
ADA Self Evaluation and Transition Plan
Transcript of meeting from September 16th at 2:30 PM

A recording of this meeting is also available for anyone who desires to view it. This transcript starts at 00:18 of the recording. Comments is parentheses were added following the meeting for clarity. This transcript has been revised for clarity.

00:18 Eric Bothe: Hello everyone. How are you doing? I'm Eric Bothe as John, I'm sorry, Travis said here to talk about the ADA self-evaluation and transition plan. Just a few housekeeping items. Oh, well Travis has already talked about this. So, I think that we are good to go on this except for that maybe he didn't mention that it will be available for download after this presentation.
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We are going to do the outline of the presentation. We're going to do a team overview here shortly. And then David Newberger is going to go over why we need a transition plan, talk about our ongoing City efforts, and then talk about our current city efforts. Then we'll talk about Community engagement and hand it over to Oates after that to talk about that.
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That is me up on the left there Eric Bothe, then Dave Newberger our (City of St. Louis) ADA coordinator with the Office on the Disabled, and Andrew Lackey- Deputy Commissioner the Office on the Disabled. Next, we have Oates (consultant for the City) and this Travis Helmkamp (Oates Associates) who is the project manager, Mike Busch (Oates Associates), who is project principal, and Jim De Jong with National ADA Consultant. There is Gina Hilberry who is with Cohen Hilberry Architects and Sean Martin with M3 Engineering. Now, I'm going to hand it off to David Newberger.

2:37 David Newburger: As many of you know, when the ADA was passed in 1990, it required all state and local governments of which the city is within that definition who had more than 50 employees to prepare a self-evaluation and transition plan. Self-evaluation in shorthand, is to list all of the barriers to access within the city both physical and programmatic and the transition plan is to create a schedule and a plan for eliminating those barriers from year to year. The city is never really thoroughly done that, and I used to be embarrassed by it. But the fact is that most cities in the country haven't really, certainly the large ones have not really gotten that done. I once asked the ADA coordinator in New York City, whether they had a transition plan and he said we only have it for Parks because I was head of parks for a while. And that's not unusual, cities are in various situations of solving it, but it is clearly a roadmap for how we can make our city accessible. And so, we have been able to obtain some capital financing for this project. And that's really what we're talking about today. It's that contract it includes both Oates Associates which are engineers and are looking at physical plant along with Gina Hilberry who's going to look at buildings and there's a review of standards and review of policies and programs within the organization, quite frankly the amount of money that's available there sounds like a lot it's 1.5 million, but the fact is we can't begin to cover the whole city. And so what we look forward to is a multiple of years each year getting better and better but the benefit of all of that, of our doing what we're doing now is, is that we are attempting to standardize and to organize what we do so that we can keep track of what needs to be done, what has been done, and what needs to be done in the future. In the end, we want this to be a successful a city is possible. And again, I want to emphasize it's not just physical accessibility. It's accessibility for everybody with every kind of

disability.

[So, if I could have the next slide]

The whole point is to as I just jumped ahead probably, but the whole point is to get control over what we've done in the past, to figure out what standards we've been following, and then to go forward with developing a plan for the future.

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At the City we've made a point and we've had an office on the disabled since 1974 and over the years we have done many things that make our programs accessible and I listed a few here. It's just some examples, but there's a variety of efforts that we've undertaken, and continue to undertake, to help folks who require some kind of assistance and to just make the world a little bit better for people with disabilities. That has included our requiring accessibility and new construction both in buildings and in streets. But that's just some of what we've done it hasn't been cataloged, it hasn't been prioritized, and so, while we've always done something we thought was important, we can't say that we were really that organized. Where we were getting to the most important first.

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And here I mean, as you probably seen but we have a lot of curb ramps in the city, 3,000 miles of sidewalks in the city, and you can see those of you who notice these things that there are really curb ramps over all over time. Many of them are not according to standards that we would follow now, but there was basically just people who started making curb ramps and that's good but those need to be improved and we need to make sure that they come up to the code standards that are out there. Of course, I'm always arguing that if a curb ramp is reasonably passable, that's not the first one we would repair. We'd worry about those that just aren't there and those that are broken to get to them first, but we've done other things. Our entrances in parks are accessible. We have done a lot of work with comfort stations in the parks to make them accessible. We put elevators in buildings. We've done a lot of things but there's much more for us to do.

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Now is time to give over to Jim the opportunity to talk about what comes next.

8:33 Jim de Jong: Thank you, David. I'll just pause for a second to see if there's any questions to from people at this moment. Not hearing or seeing any. I'll move forward. The current city self-evaluation efforts include all programs and activities and services of the city of St. Louis. And so, when we look at this, we're not just talking about the physical plant, although that's what we look at with regards to the transition plan. But we're also looking at making sure that there is access to all program services and activities that are sponsored by St. Louis government. What we're trying to do is continue the ongoing City efforts to increase accessibility whether that be to a library, whether that be to a voting facility, whether that be the city hall. It's important that access be gained to all those places or improved as David said there might be a level of accessibility, but it may not be fully compliant with the Americans with Disabilities Act at this time. And so, we're looking at all those issues to try to bring them up to a level of accessibility that's acceptable to the citizens. We're trying to consolidate the past ADA efforts while developing new guidelines for the city. Currently there's a multitude of guidelines that people have had to look at whether it be a private business, contractor or the city. What were are doing right now is reviewing those City standards to incorporate the federal and state guidelines that will be important to truly create accessibility while meeting the ADA guidelines for all citizens and visitors of St. Louis.

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To do that we've done a partial self-evaluation of the city programs activities and services. I think as you realize and you heard David speak about it would have been nearly impossible to have looked at all the sidewalks in the city, to look at all the curb cuts, to have been able to look at all the buildings. So, we tried to get a good example and representation. We were in every ward of the city to look at the physical plant with regards to the sidewalks, the buildings, the access from

for instance bus stops, due to the sidewalks and to the buildings and the multiple locations in which an individual may arrive to attend the city function. Obviously, one could be rolling to it, or walking to it one could be taking public transportation, one could be being dropped off, and of course one could be using their own vehicle to get there. So, we need to look at the parking lots. So, we looked at the current condition of City buildings, properties, and parks were a representation of that not all of them. But as what we felt was very strong and the city agreed representation of those various areas, but we're also looking to help identify future improvements to focus on identifying these barriers and then providing the conceptual costs to improve the pedestrian network as well. I think, as you realize this will take a great deal of budgeting by the city to be able to address the various issues as well as a schedule for completing the remaining assets. But currently they'll be able to incorporate this data so, if they're working on a particular area, they'll already have the data as to what we'll need to be improved. We'll talk a little bit more later about your involvement in this.
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12:36 John Travis Helmkamp: Thank you, Jim. The next thing that we really are diving into on this is the review of city policies. Sort of taking a look at those standard construction details and really looking at what improvements can we make so that as something is constructed in the city of St. Louis, it's constructed to the applicable local, state, and federal standards. What we're trying to do is whether it's something that's being constructed as part of a Board of Public Service project, whether it's being constructed by MoDOT, a private developer, or from the street department or another department within the city we're really looking for that consistent construction project. Not only does that help the city to ensure compliance moving forward but it also provides a level of expectation that as someone's walking through the street there's a general understanding- this is what the curb ramps are like, this is what the sidewalks are like and ultimately that's done by establishing the ADA criteria to determine compliance. The city has made great strides and checking plans and making sure everything's compliant before construction begins. Another element is to implement a post construction inspection so that after it's physically constructed that we're looking at compliance at that point as what was actually constructed.
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I think what we're getting ready to talk about now is the actual physical efforts that we took out on the streets and the buildings. So, with that I would like to take a second to give anybody who would like to ask a question before we sort of move on to a different topic. Not hearing any questions. As far as and Jim mentioned this we are doing a partial assessment, the City of St. Louis is a large city, but we are starting that process and really.

*14:45 +1 314-***-**29:* Hello.

14:47 John Travis Helmkamp: Go ahead.

*14:47 +1 314-***-**29:* I'm sorry, this is Colleen Starkloff. I'm having a little technology failure here today. Yes, first of all, I want to thank you guys for doing this because this is some of the most basics of accessibility for people with disabilities and Pedestrians rights of way, but also the very careful construction and maintenance of curb cuts is critical. My husband was jumped out of his wheelchair, Max Starkloff, years ago at an intersection because of a lip on a curb cut. And so, I can't underscore, and I've used his wheelchair at various different times when I've needed to and found a lot of problems with curb cuts with them deteriorating and not being maintained well. But some of them not being built well in the first place, so I really thank you for this. It occurs to me however, that one of the issues needs to be the training of the personnel who actually do the work. I live on the corner of Laclede and Newstead and at various times people have come out to make some repairs because the lips will deteriorate at the edge of the curb cut and the street.

I've noticed that when the guys come and they fill in with asphalt or something, they leave a lip and I invariably bring it up. I've seen them do it and I go down there and talk to them, but they can't, and they're not going to listen to me. They don't know who the heck I am and don't care. So, I think it's really important to note that training and then for to understand that a smooth transition is critically important. We've had people visiting from other cities, we were coming back from a ball game one night, and a guy was quadriplegic and was pushing his manual wheelchair and he hit a lip and he literally bumbled out headfirst. So, I can't underscore how critically important attention to this is and that those guys who actually do the work understand seamless is it can be it can be lifesaving. Thank you.

17:06 Jim de Jong: Colleen thank you very much for that comment. And please understand too that in our surveying to begin the process part of what the next phase will be, once we have come to a standard of clarity with this with the city as well and I'll let David address that is to train people within the various departments, so there is consistency across St. Louis and all the Departments stated. David, if you want to add.

17:34 David Newburger: Well, what I wanted to say is that we've always had this problem with the streets department that when they put in a new curb ramp. They leave that lip because they think that they're going to come back in a few years and put more surface on the road. They don't want them to have the new surface on the road higher than the curb ramp. But what we need and this is an example of a standard that we need to establish, and have the streets department follow. That is if they're going to have that lip that they're not done until they patch the lip to the street so that the correction is made in the interim and then subsequently when a new road comes along or new surface comes along, they avoid that problem. But that's a very important point that Colleen is making.

18:32 Jim de Jong: It's very important David and Colleen both and I think as we've all had a chance to travel, we see this issue nationally a great deal.

*18:44 +1 314-***-**29:* Yeah, we do.

18:45 Jim de Jong: That's one of those continually need to hammer on a colleague that happened to me and my daughter's graduation in DC at George Washington also.

*18:53 +1 314-***-**29:* I don't know too many pairs and quads who haven't come up on this and it's so basic but it's so dangerous for our people.

19:01 Jim de Jong: We'll work with David in any way we can to make that a reality.

*19:02 +1 314-***-**29:* Thanks guys.

19:08 David Newburger: Can I just jump in one more time one of our main goals here and you're going to hear about a survey that we're putting out to try to get public telling us about issues. But our main goal right now is what we call community involvement. The statutes require that and so forth and a lot of times you'll pardon the expression, it's BS. But we really want the disability community to emphasize what the important stuff is and to guide the decisions that the city makes in order to make the place more accessible first in is important places and then throughout.

19:52 John Travis Helmkamp: I believe we have a question or comment from the chat.

20:01 Mike Busch: Yeah, there was just one comment that says I agree with the training wonderful

and amazing results follow when we take time to show the people installing. I have found they were grateful and improved installations. The Society for the Blind will be willing to help with training. Thank you for that comment.

20:22 John Travis Helmkamp: Excellent. Thank you very much for the question. Thank you very much for the comment. And yeah, I think it's a point well served that as we look at constructing things properly on paper. I think it's critical that what we design on paper is ultimately what's passed out to the field, because that's what matters at the end. So, if there are no more questions and as time goes on if a question comes to mind and you would like to type it into the chat. We will address any questions or comments that come through the chat as well.

Now, we're going to spend a little bit of time talking about the physical assessments that we did as part of this first phase of the ADA Transition plan. They can be broken up into two groups the first group being the survey of The Pedestrian assets for ADA compliance. And what we looked at as part of that assessment is not only the sidewalks but also the curb ramps as well as the pedestrian traffic signals throughout the city of St. Louis. And really what we're looking at whenever we assess these is going beyond the question, is it compliant or not compliant, and looking at what's the actual impact that it has the people's ability to roll or walk around the City? Scoring wise, ultimately what we're looking to get out of this data is to have an ability to compare various assets throughout the City of St. Louis in the hopes of identifying those sidewalks, curb ramps, and pedestrian signals that are in locations where we expect there to be large numbers of pedestrians, and where the sidewalk, curb ramp, or pedestrian traffic signal is really in such a condition that it truly makes accessing those pedestrian traffic generators, the city hall, places like that that we know people are trying to get to. The way we did that is by developing a two-part scoring system. The first part of that scoring system and we'll dive into this a little bit later on is the Citywide priorities map. And really what we're looking at with the Citywide priorities map as I already kind of mentioned is an effort to estimate where pedestrians are trying to get to and where pedestrians are starting. The second part of that is an accessibility score that is really looking at sort of how usable is the pedestrian element. To that end is, we assign a value to each barrier. I think a good sort of example of this is a quarter inch lip obviously is an impact on people's ability to get around the city. But a two-inch lip is a much greater impact for their ability to get around the city. So, we're looking to move beyond and identify those barriers to access that truly impact someone's ability to get around. Jim always has a really good example of this and which he describes, and he's currently having a technical issue, so, I will do my very best to tell his story for him. In a wheelchair, if a cross slope is at 3%, it impacts his ability in his wheelchair. But if a cross slope is at say 10%-12% then at that point, it truly is becoming a safety concern and it truly impacts his ability to get around the city. So with that accessibility score that's really what we're attempting to do. We're attempting to quantify the impact of that barrier to all pedestrians and their ability to continue to move around the city.

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For the Citywide priorities map, I've already hit on this a little bit. But really what we're looking at there is that it's based on two main factors. The first of those factors is a pedestrian traffic generators. And when you think of a pedestrian traffic generator what we're really talking about is what draws people to walk to somewhere; city parks, city schools, government buildings, things of that nature in which people are walking there for enjoyment. For government buildings, not only are we looking at local government buildings, but also state and federal government buildings, post offices being a really good example of that. Another key pedestrian traffic generator, and in our past conversations with some disability advocates and disability groups, We hear the same thing over and over again that if you can get someone to the MetroBus from there, they can really get access to the rest of the city. So, one of our key pedestrian traffic generators was those MetroBus stops and providing access along the city sidewalks to those metro stops.

Lastly commercial corridors. It's where people are going to shop, places of employment and really sort of how that is a critical service for all residents of the city.

The second part of the scoring data that we used for the Citywide priorities map was socioeconomic data that we got from East-West Gateway Council Government. This is based on the 2010 Census Data as well as a more recent data since then. And a couple examples of why we looked at socioeconomic data is because it gave us an idea of where zero car households are located at throughout the City. If someone doesn't have access to a vehicle, there's a higher likelihood that they're going to be using the sidewalk to get around the city. Another example that we looked at for socioeconomic data was population density. If there's a large number of people living in a small area, it not only increases the likelihood of someone using the pedestrian network, but also just increases the physical amount of people who are in that area who are looking to get around. Last and I think a really critical element of this socioeconomic data is looking at where people with disabilities live within the City of St. Louis. This allows us to look at not only those residents that are perhaps most sensitive to these barriers to access but also in reviewing studies, there is a correlation between access to an automobile and a person who's living with a disability.

And ultimately what this city-wide priority map allows us to do is to really identify areas in the city in which it's reasonable to expect that there's going to be a lot of pedestrian traffic and shift our focus when it comes to sort of kick starting these improvements on those areas that receive heavy usage.
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In addition to the Pedestrian assets on public rights of way, we're also looking at various City buildings, properties, and parks and assessing those for ADA accessibility. We are surveying select buildings as part of phase one that does include City Hall as well as 1520 Market. We are also currently looking at surveying some parks, some recreation centers, and a police substation. But I think this is one area in which we are really sort of looking for community engagement and looking for sort of feedback from especially this group here of sort of. Is there a building that we're not thinking about that either one, offers a critical service of the City or two, is a consistent challenge for residents to get into and to access those services that they need? So, we'll talk about this a little bit more in community engagement, but I think this is one area in which we really could use this the populations' help with sort of making sure that we identify those key buildings as we start this assessment process.

As far as the buildings themselves, really everything starts with assessing site arrival points and that includes not only parking lots where people are arriving via vehicle, but also looking at how does someone get to the City building if they take Metro bus, or how does someone get from the public sidewalk along the street and into the city building? By starting there and by figuring out how someone can get into the building from there we really is looking at sort of what are the programs and services offered within that building. And also, what are the barriers to access to get to those programs and services? We really think this is sort of a critical element because it may not always be feasible to do a lot of heavy construction immediately, but there is an opportunity to perhaps relocate a program or service that is offered up on the third floor and the elevator is not accessible. But if we can relocate that service down to the first floor and eliminate those barriers to access and we can still provide access to that key City program or service while ultimately working towards upgrading the building. And I think this is something that Colleen hit on a little bit earlier. Another part of this is to prepare City staff to obtain future surveys while the city staff themselves may not be the ones going out and completing the surveys. It's making sure that there's an understanding of sort of this is what the survey shows or these are the recommendations so that these can really be used moving forward.
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30:39 Jim de Jong: This is Jim and I'm back on now and I apologize to people that I'm technologically challenged along with a few other things. But I we did want to just clarify here that the next steps will be to finalize the city-wide priority map, as well as establish a budget and schedule to complete that self-evaluation, and identify a potential project to kickstart. To really get the city enthused and excited about the idea of us eliminating barriers and increasing the accessibility.
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So those are sort of the next steps we're going to but before that and more important from my viewpoint and I think the people that I see listed attending this session today, the exciting part of this will be that you get to give your input. Please take advantage of its online survey this This exciting to me. It's not always a chance we have to input to government, and this is our chance to do that where you're able to go on to the survey site as you can see there listed. If anybody's having difficulty, I'll just pause for a moment to make sure it's being interpreted. And before I go any further too, I notice we have a question at this time.

32:07 Mike Busch: Thanks, Jim. We have another question from the chat. Has the city begun thinking about indoor navigation tools such as used in beacons for the blind in public buildings?

32:21 Jim de Jong: David I'll leave that for you, I believe.

32:24 David Newburger: The answer is that we aren't there yet. I think that we need to do that. And I also think that we need to think about augmenting our audio at meetings and presentations and so forth. Those are all in my mind barriers that are important for us to address.

32:47 Jim de Jong: We thank you very much for that that question or input because with technology we're learning that there are multiple ways to address assisting people in wayfinding. I think you bring up a great point. We appreciate it and that again I'm gonna stress and you know, they say I get too excited about this stuff, but I really believe in democracy and the input of the citizens is please take advantage of the survey and fill it out. Pass it on to your friends and neighbors, other family members, we want to make this as robust as possible and really you are our liaisons to make that happen throughout the City. The more information we get the more accurate it'll be. The more ability we'll have to be able to work with the city. I know in trying to prioritize the areas. I don't want to mislead anybody that just because you fill out the survey it means your sidewalk will be done next week. But by filling that out it will allow us to know the most critical areas as located to the greatest number of services and programs provided by the city. We realize that every point is important and it's only you can tell us what that is from your perspective. So again, I'm excited by this. I hope you are as well. To take advantage of filling this out and sharing it with as many people as you possibly could. If you have a membership list, please feel free to send this link out to those people, so they're able to participate again to me in this exciting part of democracy as the city is working very hard to become ADA compliant and increased accessibility not only for all of us, but for future Generations as well as the many visitors that wish to come to St. Louis.

34:41 David Newburger: And I would just say if I may, the question about wayfinding and beacons that that's an item that's going on my checklist, that that's one of the things that we will address.

*34:58 +1 314-***-**29:* This is Colleen. Can I ask a question?

35:01 David Newburger: Of course.

*35:06 +1 314-***-**29:* We'll shoot. What's the question? I forgot it for a second guys. I'll be back in I was listening to David and Jim about the question.

35:19 John Travis Helmkamp: No, just say as soon as you think of it, please interrupt us and we'll address it to the best of our ability.

*35:26 +1 314-***-**29:* Thank you.

*35:26 +1 314-***-**63:* Okay, this this is Geoff Barney. I have a comment.

35:30 John Travis Helmkamp: Yes, Geoff.

*35:31 +1 314-***-**63:* So I'm the superintendent for Missouri School for the Blind and just for a comment on those beacons, the American Printing House for the Blind has a great program that goes along with those beacons and they are often willing to help out, set up those beacons in a very cost-effective way. So, they would be more than willing to use their expertise and if you contact them and I've been working on trying to get that in my school for a while, but they're very helpful in that so just FYI.

36:05 David Newburger: A great lead.

36:06 John Travis Helmkamp: And Geoff, that's the American Printing House for the Blind?

*36:11 +1 314-***-**63:* Yeah, it's in Louisville, Kentucky.

36:15 John Travis Helmkamp: Excellent. Thank you, Geoff. We have a question from the chat.

36:21 Mike Busch: Thank you, Travis. The question is will you be sending this link out with information so that we can share with individuals affiliated with our agencies?

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36:32 John Travis Helmkamp: Absolutely. I was going to say anybody who was on the original invite for this list will be receiving a follow-up email from me. And that will have links to get to the surveys a short little blurb that can be added to sort of a newsletter of sort of explaining why we're going out for information as well as if you would like a copy of the presentation today or a transcript, we can certainly get that to anybody who would request it as well. To that end, I think we would strongly encourage you to contact us if there's a way that we can help you get this information out to anybody. Please reach out to us and let us know. As I think we've hopefully we've shown today is we are very serious and very passionate about getting as much feedback on this as possible. I know we talked a lot about the citywide priorities map, but that is not a final product that is designed to be fluid over time to adjust as the City adjusts and to also adjust this priorities change within the city. So, feedback is still most definitely needed and will definitely be used in the shaping of this plan. If you would like to reach out to us, this last slide has contact information for Eric Bothe. Again. He's the project manager for the Board of Public Service. As well as contact information for the Office on the Disabled, David Newburger and Andrew Lackey. We have also created an email address, if you want to reach out to us that email address actually goes to the Office on the Disabled, Eric, as well as myself so that we can see that and address in the questions or any ways that we can help you out. That email address is ADA_STL@stlouis-mo.gov, and whenever I send out the follow-up it will also include that email as well.

38:38 +1 314-***-**29: This is Colleen.

38:39 John Travis Helmkamp: Oh go ahead.

38:40 +1 314-***-**29: Can I jump back in because I thought of it and it's more to bring up an issue that I think is going to take some resolve perhaps between the Board of Aldermen. It's my understanding and I could be wrong that if you have an eruption in your sidewalk in front of your house, and you want to get it fixed that there may be a way that the city helps you pay for it. But a lot of times what I see in my neighborhood, because we have a lot of people in wheelchairs that wheel around in my neighborhood. They'll get in the street because there is somewhere along the sidewalk an obstruction where a piece of sidewalk has erupted in their wheelchair can't go over it, maybe because of a tree limb, you know a tree trunk or something. If you can't make the property owner fix their sidewalk, wonder if the city could have any way of looking at it that it would be safer for the city to fix it. So that somebody in the neighborhood is able to stay on the sidewalk and not wheel in the street. We have had people using wheelchairs who been hit by cars and killed, Nancy Benson remains on my mind. It's just an issue to bring up because it's something that has to be figured out what are the mechanics that, but there are neighborhoods that have fairly dense population of persons with disabilities, using Scooters or wheelchairs and it's something to be on your radar.

40:23 David Newburger: Well, let me just say Colleen that first of all, I've been known to roll down the streets too, because the sidewalks are bad.

40:31 +1 314-***-**29: I know, David.

40:32 David Newburger: But one of the things and this is you're right about mentioning the Board of Aldermen. This is a bit of a more long-range project because it's going to require new legislation, but I am of the view that we need to fix the sidewalks block by block, not just one house by another. part of the reason for that is that when each house does their own even if they do it, they don't follow the same standards and then the house next to it isn't tied in properly to the house that's done the work and so forth. So we're talking about how to accomplish that but it is going to mean a change in policy by the city which is going to require a new ordinance and so in some ways that's a little bit longer range thing for us to address, but we it's it very much aware of the need.

41:30 +1 314-***-**29: Thank you, David.

41:44 Jim de Jong: Colleen, this is Jim De Jong, and I just wanted to add also as I think you're probably aware, but for other folks who may not be, as we look at one of the city owned sidewalks that they would be responsible for repairing. It also involves a couple of agencies when it involves something like vegetation like a tree uprooting the sidewalk and so you have a couple departments there and that goes back to your original point about how it's so important to get all departments on the same page. So, thank you very much.

42:18 +1 314-***-**29: Thanks, Jim.

42:20 John Travis Helmkamp: Let's say so that really is the end of sort of our formal presentation today. Obviously, any questions, we'd be more than happy to answer. you can either unmute yourself or type them into the chat. And with that, really open it up for questions.

42:43 David Newburger: I would just add about this survey and I think Jim made it very clear. But

the reason that we invited many of you to this meeting is because we figure that you have communities that you communicate with, and we really hope that you'll turn around and get this survey out to your constituents so that we're getting a broad general public. It's great that we've had about 30 people participating in this meeting, but we're hoping that we will hear from a lot more people.

43:15 John Travis Helmkamp: And just to let everybody know on the survey, the survey is going to remain open for the next couple months. So obviously the sooner we can get results back, the sooner we could start incorporating it into this plan. But at any time if anybody would like to comment, we are more than welcome and definitely looking for those comments. So yeah, if someone asks you next month, can I still fill out the survey the answer is absolutely yes!

43:46 Jim de Jong: Travis if I could just add, this is Jim. If also one of your organizations feels is though, and you need a presentation to your specific organization. Say it an annual meeting that you may be having. We will be more than willing to participate in that if you would want us to. Again contact us if you'd like that participation and thank you all for attending today. But again, take advantage of the survey just like in November don't forget to vote.

44:15 David Newburger: I share our appreciation with your and thank you everybody for coming to the meeting. I hope you've learned something, and I hope you know, we're trying to make our democracy work. So, thank you for giving it the try.

44:34 John Travis Helmkamp: Again, if anybody would like a copy of either the transcript or the video today, if you email that ADA_STL email address we would be more than happy to get it over to you. We have a question coming in from the chat.

44:52 Mike Busch: Thanks Travis, the question is would there be a database like site for us to like pinpoint post comments work status post pictures of locations in need of attention?

45:11 John Travis Helmkamp: Not particularly associated with the ADA Transition Plan. We're currently not planning on that. But I do know that the city does offer a service in which residents can reach out. And David/ Eric correct me if I get the name wrong, but that's the Citizen Services Bureau?

45:29 David Newburger: Yeah for you certainly if it's an accessibility issue, it is appropriate to make a complaint to the Citizen Service Bureau. Because that's a mechanism that requires City staff to respond to the issue and to make a record that they've responded. But in addition to that, we welcome anything coming to our office too. So come out as both ways and we try to make sure nothing gets missed and so feel free to be as pushy as you feel like. There was another question that I saw that seemed to come up and that was where did we get the captioning for this meeting. The answer to that is that the reason this is in Google meet is because Google meet does automatic captioning and the captions captioning as I've seen it is pretty good. They just spelled Google meet M-E-A-T instead of M-E-E-T, but it's still pretty good.

46:36 John Travis Helmkamp: Yeah, and any comments we received back on the survey will be passed on to the Office on the Disabled as well. So, there is a spot on the survey before in which you can comment on a particular challenge you might have around the city and all that data at the end of this will go on will go to David's office.

*46:56 +1 314-***-**83:* My name is Naomi Soule and I'm president of Missouri Council of the Blind and so I did have a question and I'm glad the idea about using beacons was brought up because

I was thinking the same thing. But what I wanted to know is people come in for various reasons and information that they might need to fill out, might need assistance filling out, or various types of information is not necessarily accessible. So just wanted to know if that was something that is being looked at.

47:39 David Newburger: Well, let me say that that's a two-way street. We try to deal with the various offices to try to get their people who interact with the public, could be able to effectively communicate, and there are a lot of people who work for the city and some remember and some don't. So as soon as we hear of a problem, we will intervene and we will work that problem out. And we always would welcome somebody to contact our office, the Office on The Disabled, and whatever office they're attempting to communicate with, and we'll get that solved.

48:26 John Travis Helmkamp: Seeing no more questions again, we would like to very much thank you for joining us today. We know your guys time is incredibly valuable and definitely thank you for taking a little bit of your afternoon to talk with us. We all think this is a very exciting project to really start that momentum moving forward to continue to make St. Louis the best and most accessible City it could possibly be. As time goes on if you think of a question two days from now reach out to us and we'll definitely get back to you. And with that, everybody have a great day, and all race out to the survey. Thank you very much guys.

49:11 End of Transcript