

June 16, 2014

City of Pittsburgh/Allegheny County
Task Force on Disability
Monday June 16, 2014
Meeting Minutes

Task Force Members in Attendance: Dr. Katherine Seelman, Joe Wasserman, Karen Warman, Janet Evans, Richard McGann, John Tague, Milton Henderson, Judy Baricella

Task Force Members Absent: Paul O'Hanlon, Sarah Goldstein, Aurelia Carter-Scott, Jeff Parker, James C. Noschese, Liz Healy

Also in Attendance: Shirley Abriola, Don Kovak, Codie McGeever, Ray Gastil, Laura Deluca, Natalia Holliday, Lauren Mitchell, Joe Caruso, Mai Nguyen, Carley Chavara, Joy Dore, Richard Meritzer

Welcome and Introduction

The meeting began with introduction of Task Force members and other individuals in attendance.

Review and Approval of May Minutes and Financial Report

The minutes were not yet complete, but they will be reviewed and voted on for next month. The Financial Report was approved by a unanimous vote.

Best Accessibility Practices for Airport Compliance

Mr. Caruso: Before we begin discussing the recommendations that we had, it's important to know that not one airport makes use of all these practices. And it's equally important to mention that responsibility is often nuanced and unclear... So let's move on to the actual best practices.

(Presentation is attached)

Dr. Seelman: Where did you get this informative list?

Mr. Caruso: I contacted airports around the country and in similar size to ours and figured out what they did, and we put together a best practices based on what was the most accessible at all the airports.

Mr. Meritzer: Within the packet we'll provide later, it cites several links.

Dr. Seelman: Isn't there a best government practices?

Mr. Caruso: Everything that I cited is statutes.

Dr. Seelman: Okay, I saw one hand already coming up.

Mr. Wasserman: Who is the operator then for the Pittsburgh international airport?

Mr. Caruso: The Allegheny County Airport Authority.

Mr. Wasserman: There's still nothing there, at least if it was there I missed it, for the deaf blind. But how is he to know what's happening in the case of delays? Who can assume the responsibility for that?

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Mr. Caruso: That would be the airport operator's responsibility, and that would include the text telephones. They're also responsible to make sure their services are communicated to anyone who wants to make use of them so they also are responsible to public access video phones, as well as visual paging monitors. So again, it would fall on the airport operator to make these accommodations.

Mr. McGann: Thank you. This is a wonderful presentation; explaining in depth about all the disabilities. I enjoyed your sharing with us. But I also wanted to warn you that we -- this is very important -- that staff needs to listen and identify the white cane and the staff needs to know what that white cane means, that the person is blind or it's because they can see if they have a white cane or in the wheelchair they know that person has a serious disability. But what if you're deaf. There isn't anything there to identify that you have a disability. There's nothing there. So I thank you for doing everything for that. But if you're deaf blind, I have a cane yes but sometimes there is a conflict, they don't always realize I'm deaf, so people come up to me and they're talking but I can't hear them. And it gets very confusing for me and them also. They don't realize I'm deaf so it's important to teach the staff and let them know how to handle somebody that's deaf-blind. I gave information to Richard Meritzer about dealing with a deaf blind individual also.

Dr. Seelman: It seems to me that again, this question of calling ahead of time and letting somebody know that you're coming in, comes into that, is that true Richard?

Mr. McGann: Yes. But sometimes the deaf don't always know how to do that.

Dr. Seelman: So Joe, these are notes on how to communicate with people who are deaf-blind so they can take care of needs when traveling.

Ms. Dore: That was part of my question. As someone who is legally deaf, sometimes when you're traveling in the airline industry we don't always know how to get ahold of different airlines, because not all of them have video phones when you call to relay their standard answer. Someone can't hold forever with these different airlines. When I fly I not always go to the airline. Bring a laptop and have an online chat conversation with somebody. It's very confusing and there's a way to have a special needs database, but one thing I haven't encountered traveling is a standard voluntary active partner. I may have somebody in the wheelchair department. The other question I had is having to look into communication barriers for deaf and special needs in general. It is more their domain and the airport. Thanks a lot.

Mr. Caruso: Again, it's the airport operator's responsibility to ensure that they're communicating effectively. We recommend for instance a help line. But they are responsible for providing different communicative devices such as text telephones, public access video phones, and visual paging monitors.

Mr. Meritzer: If I may? But to get to your point, Joy, one of the things the Task Force could do is contact the various airlines and give them a briefing paper on video phones or on relay. If you call ahead to an airline to tell them you're coming and they don't get the call, it's a tree falling in the forest and no one hears it.

Dr. Seelman: Any other comments on the airport situation before we go into what should our next steps be?

Attendee: Related to deaf people – to most deaf people their concern may be about an elevator, if it breaks down how would they communicate with someone that they were inside it.

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Dr. Seelman: That's a good one. I think that's standard that there's some communication system, but unfortunately it's based on hearing for the most part. So there's another one for you, Joe, elevators. I mean the standard, I don't know if there is a standard for elevators. The access board probably has one.

Ms. Evans: I had my hand up for a while. My question is, you mentioned there are accessible vans 24 hours a day. I don't think so because the Access in Pittsburgh goes 6 o'clock in the morning until 12 o'clock at night. Now there are Classy Cabs or Yellow Cabs that do 24 hours a day. That I do know.

Dr. Seelman: And the blue van.

Ms. Evans: And maybe the veteran's van. I'm not sure.

Dr. Seelman: Let's move – actions. Who are the action people? What are the actions we want to take? One of the things could be a checklist for the local airport, and it could be sent to the political pressure points to the operator. That's certainly one, eventually Richard. Not right yet. We want the community to take a look at this and say these are some of the problems here. Okay, as the Task Force, what do we want to do next?

Ms. Evans: Maybe check what transportation is available for people with disabilities, because not everyone goes there.

Mr. Henderson: I got one. This may be over the rim, when it comes to searching, a person in a wheelchair, what is too much and invasive? When it comes to patting someone in a wheelchair?

Dr. Seelman: That's interesting, some of the etiquette. I haven't experienced it: what is too much? Another one I have to say that comes up an awful lot is for those that use power chairs, they might start the journey with a power chair intact, but they end the journey with a broken power chair. So many of my colleagues, they don't know how to put it back together. They take the pieces off to dismantle it, okay. So how about Joe? What do you think we should be doing next? Certainly with blindness.

Mr. Wasserman: The few times I go to the airport, I always call ahead – I don't know if you call it the red cap service or who they are. I don't have that number in my mind. I can send it to Richard. But they're, I believe, a paid group of individuals, and luckily I and my wife have always had extremely good help through this group of paid volunteers or whatever – this red cap service. Would it be worth them, whoever that organization is – would it be worth having them come and speak to us and hear the concerns of the disabled group.

Dr. Seelman: Put it down as something to move. Certainly, a list – relevant telephone numbers, URLs that are on the ground that is useful to people now that we got the law.

Ms. Evans: Have you considered contacting the Lions? They're a local group that sometimes has a list of services. Have you contacted the Lions non-profit that often work with people who are deaf in and out of the airport, you might have a list of those volunteers and types of services.

Dr. Seelman: One of the great things here is the feedback from the community of users, and that's what we get here.

Mr. McGann: I'm not sure what you mean, the volunteers? We have volunteers – we have the aviation safeguard. But they don't sign. But we're encouraging them to learn sign language.

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Dr. Seelman: Okay, let's go to Judy and give her the mic. I think what we want to do is transform this document into a useful, for the community document. And there will be a number of steps to go before we do that.

Ms. Baricella: I think one of the things that I think we need to do is to get this information out broadly. I certainly can help with that in my office. I was confused by the red cap. Who was saying red cap? I thought they were paid by the airlines, not volunteers.

Mr. Wasserman: They could be.

Ms. Baricella: And if that's the case, then I think we said this in the past – communicate more closely with the airlines about what their responsibilities are. I love the idea of the checklist. Where do we stand as an airport?

Dr. Seelman: Is there anybody else who wants to say something? We're going to close this. But there will be another step.

Ms. Warman: You know there are some people that are blind and some people are deaf. And you're talking about visual and like in ways of text communication. What about the ones who are both blind and deaf at the same time?

Dr. Seelman: We have been talking – Rich has been talking about that.

Ms. Warman: There's got to be a way for that one. I'm thinking maybe have designated people at the airport for that.

Dr. Seelman: Okay. The same idea, we need a checkpoint where if you call 24 to 48 hours beforehand and say "I'm coming in, who should I be in touch with?" or something of that kind. Okay. Let's move to what we're going to do. We can take this up next time. And we want to move to a practical document. So how do we get a usable document out of this that will be helpful to the community? I think we have to run something past the airport people. I can't see that it's going to go anyplace. And when they take, they challenge what's in the document, and then we have to move in. How does that sound?

Mr. Henderson: That sounds good, but the task with that is that each airline is operated individually. So you have to go to pretty much each airline and echo the same thing.

Dr. Seelman: Let's put it this way. There are some things that are operator-based. There the authority is the airport operator. There are others that are airline-based. So if we separated those two, get my drift?

Interpreter: We had something over here, too.

Ms. Dore: What happens if there's an emergency? For example, a bereavement flight is one thing that I haven't heard. Or somebody is sick and needs emergency medical transport, but they also happen to be blind or in a wheelchair? One thing I haven't heard is some kind of standby arrangement for people with emergencies. I'm hearing call 48 hours ahead. What happens in emergency situations?

Dr. Seelman: Okay, I think this goes on the notes as what are the procedures for... Okay, anything else?

Ms. Dore: A staff person needs more training to know how to deal with deaf people and deaf-blind people.

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Dr. Seelman: So training goes on the checklist. It has to be education and training. Not just a onetime education because staff turns over regularly.

Mr. Henderson: When it comes to deaf-blind, I have witnessed they changed the gate. If they change the gate you can't see they changed the gate. I have been there myself, and they say its gate 15 now, and I have to rush down. If you're deaf and blind, who is there to help you navigate that?

Dr. Seelman: I'll tell you what I do. I went up and introduced myself and said I cannot hear spoken announcements, so I practically sat on his desk. So he couldn't avoid me. One of the things you can teach as part of it is our responsibility, too. So going up there and introducing yourself to the person. Some is directions to people who have the disability as well as people who are working.

Mr. Tague: Just one comment, greater Pitt has an ambassador program, and I wonder if we should make a connection with those folks and see how they're trained. Because one of the things they're supposed to do is help folks with special needs. I think it would help us to find out information about how it works.

Mr. Wasserman: I'll email Richard the two telephone numbers I have.

Dr. Seelman: We got to close this. I know everybody feels strongly about airports. So next time, Richard and Joe are going to have a more practical list, divided the best you can, a distinction where the accountability goes to the airport operator and airline. Okay, excellent presentation. Good job.

Meeting with the Mayor

Dr. Seelman: I'm going to give the latest update with the meeting of the Mayor. Paul O'Hanlon has received a date, and I'm not sure yet whether he has accepted or what the situation is. But he is now in contact with the Mayor's office.

CareerLinks New Office Update

Mr. Tague: I think we should start with, do you have and update on the CareerLinks location?

Mr. Henderson: I sent a letter to Mark, and Mark responded back to me, and I spoke with OBR regional administrator, Marcy. I spoke with Marcy about the CareerLinks building, and she assured me that was being taken care of and should be done very soon. Also, I got an email back from Stephanie, and she will set up a meeting if you guys wanted to. I contacted Paul O'Hanlon about this, but I didn't want to overstep my boundaries when I got the message from the email's responses. So the parties were willing to speak with us concerning the issue. But I understand the work is being done. At the commons and that we were unhappy of the movement of the CareerLinks building itself.

Dr. Seelman: It's hard to do anything without Paul here on this.

Mr. Tague: At our last meeting, as I mentioned, I'm on the board of Action Housing and the developer on that building, so what I did was, based on conversation with Paul, was to contact action housing. In fact, that following Thursday, Judy and I went down to the location to take a look at it, and we met with the architect and the building management company, and of course the folks from action housing, and the first issue is – and I think it was touched upon – is whether CareerLinks, the location selected, we weren't happy with it and not that the building is not accessible. But it's a difficult accessibility. It made it harder for people to go to CareerLinks, so it should be made easier. So anyway, the work was proceeding. There's probably nothing legal here that they have done wrong. It's just a question of judgment or why they would put CareerLinks there. This morning, what I did was email Pat at action

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housing to get an update on it, and what he had said is the installation of the lift has been completed. We're not waiting on the state, that's labor and industry to issue a permit on the elevator lift. So they're still waiting on that. The lift is installed, though. The exterior door openers have been installed. Staff has been trained to operate the lift and is prepared to guide, assist folks depending on the request. The automatic door openers have been installed on the second floor leading into the CareerLinks space. That's the latest update I have on the building itself. Does Judy want to add anything to that?

Ms. Evans: I want to add something, too.

Ms. Baricella: I went past there the other day and I see the door operators are in and the lift is in. There's a similar lift up at the Gay and Lesbian Community Center on Grant Street. I went there; the space inside that door is extremely limited. But I've been told by someone who uses the chair and uses that lift that depending on the size of your chair, those pipes, poles, whatever comes down, can bang on your chair, sends the whole thing back up. It sounds problematic. I don't know if it will be the same way at Wood Street. But I just reiterate my concern that this is a teachable moment for people; the decision shouldn't have been made in the first place. And how do we get them to – I want them to admit that – quite frankly. I want people in the future not to think that we as a community of people with disabilities are going to lie down. And let them get away with this. They have to think about these things in the future. Wood Street is a done deal. It looks like it could work. I told them I would come and try it out.

Dr. Seelman: There's discussion about writing something for one of the newspapers. If you talk about education and teachability one of the ways to reach the public is to do that. How's that coming along?

Ms. Baricella: I was in the process of drafting something, but because I work for the county, I have to be careful, so I have to run these things by the county manager, and that hasn't been done yet.

Dr. Seelman: Is it in the bureaucratic process?

Ms. Baricella: So it's still on my desk, and I meet with him next week. And hopefully I'll be able to do this. It's hard for me to write anything as a private citizen. I can't.

Mr. McGann: The information you got from OBR and the blind services, there's a meeting to discuss about developing an SSP program to help with deaf and hard-of-hearing as well as for the deaf and blind to help. And it's wonderful. But the problem is that some deaf, some hard-of-hearing, and some deaf-blind don't have a counselor, or they're not under the OBR program, so they don't know how to do job interviews, and they don't know how to really do that because they don't understand the importance of it. And so at the Social Security office things get out of joint and off-topic because there's not enough SDI for everything. So it gets very frustrating. The point is we need to figure out how to get people to listen to us and not ignore all the communication issues we have. It's important to encourage people to help people, to help them get jobs.

Ms. Dore: I recently have been in the CareerLinks building to take some of their computer training. As someone who is legally deaf, I have a number of concerns, and as someone working with consumers with disabilities, and I'm concerned for them. There's no braille, and people can't find the CareerLinks. For those that live in the county, CareerLinks has been closed, so we have people traveling here from the suburbs. Disabled vets and other people with disabilities must travel to get here. They shut down that facility a year ago. A facility called Rescare changed over to the agency, and they own a number of locations, but they shut down, some of them just recently. They have not done a good job of educating people about the satellite in Lawrenceville. My other concern in addition to the steep steps, if you're walking with a cane, if you have a service dog, it's very difficult for those animals to navigate. In addition

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it is an older building, if you have a little bit of hearing, if you go upstairs, it is mandatory for parents to go to the third and second floor, and hearing aids and phones do not work. They're not accessible. So somebody like me needs to call for help, security guard, we cannot get through.

Dr. Seelman: Any other comments? Let's move on. Thank you very much. It complicates the issue even more to see how many of the communities within our community may be blocked, create barriers. Sometimes you think it's just people with sensory, but it's mobility, sensory, and probably cognitive, too.

Update on Oakland Accessibility

Mr. Meritzer: If you remember correctly, about a month ago we had a meeting in Oakland based on, ADA sued against three businesses for inaccessibility, and a Facebook page the called out a number of other companies, and we decided to proceed with a campaign to make Oakland businesses more accessible. Last Friday, we did a walking tour of a portion of the Oakland business district. It was bleak. The vast majority of the businesses were not accessible. A number of them had one step, and we sent out a brochure this morning and a number of letters to businesses about our one step program encouraging them to become more accessible. There are a number of businesses which had bigger problems than that. Two of the businesses I dealt with on the spot. Because while the door was accessible it was level or had a ramp, there were other issues with the door, and I was able to give them recommendations about what they could do to make their businesses more accessible. This is the start of a very long process. There's going to be a meeting on the 20th, this Friday, in which we're then going to talk about the walking tour. Carley is going to be with me, and we're going to talk a little bit about what she's going to talk about here later, the one step, and make a presentation. And we're fully engaged in working with the open business district to help. Paul, John, and Jeff have been working on this project. And Jeff and Paul were actually on the tour with us.

Dr. Seelman: Do you have a list of businesses? Can you compile a list, and then how are we going to show outcomes here? John?

Mr. Tague: There will be outcomes. I think the biggest issue here is working in collaboration with the Oakland business district, and they showed a willingness to work, and it goes beyond the lawsuits. Eventually, there will be a list of businesses that are accessible. The goal is to make all the businesses accessible to people with disabilities. So this is a work in progress. You might find this interesting, Kate. Paul Sipowits [sic] from Pitt is on their business improvement, and he's active in it. This is going to provide some real dividends in the future.

Update on Parking Authority

Mr. Meritzer: This is something Jeff put on the agenda.

Dr. Seelman: Let's pick it up with Jeff next time.

Recovery Meeting in September

Mr. Meritzer: If you remember last year, we dedicated the whole meeting to a special meeting, and had special speakers and refreshments. It was a very nice meeting. However, given the workload we have right now, I'm not sure we want to take another whole month off to do a special meeting, but we want to do something in recognition. I thought we might have an item about recovery, and one of my staff do a presentation about availability of recovery groups, what's out there.

Dr. Seelman: How does everybody feel about that?

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Ms. Evans: I like it.

Dr. Seelman: Okay. So I'm sure you'll make it representative of the groups around town? Okay. So thank you, Richard.

ADA Anniversary Celebration

Ms. Codie McGeever: I'm Codie, from Three Rivers Center for Independent Living. I'm the advocate there. I noticed Westmoreland County is also doing this, but TRCIL will be celebrating the 24th anniversary signing of the ADA, taking place July 25th Downtown at the Allegheny County Courtyard. We don't have a lot of details yet, but we'll be looking for volunteers and anyone that wants a table and provide information. I talked to Richard a little bit about that. And it will be a morning thing. I said 10:30 to 2. There's a hand out. Hopefully, there are enough copies on the table. But our first speaker will begin at 11am. So that's an event that's available for everyone.

Dr. Seelman: Is this an appropriate thing to put on the website?

Mr. Meritzer: Absolutely.

Ms. Dore: I have two questions. Are interpreters going to be provided? Request that accommodation from here, and if you want to volunteer, what's your contact? Do you have email?

Ms. McGeever: There will be interpreters, the event will be accessible. If you want to make specific requests, if you are able to pick up one of the fliers at the front desk, there is a contact on there for Gail Taylor. If not, I have business cards if you want to contact me directly.

Staff Reports

Ms. Nguyen: A couple of months ago, I was giving a presentation on best practices for hospital guidelines, for intellectual and developmental disabilities, and I would like to give a quick update about the project. So currently we are actively working on two sets of questionnaires, the survey for persons with autism spectrum disorder, and the second survey for persons with epilepsy. Two sets of questionnaires particularly for persons with autism and epilepsy about hospital care, and what kind of accommodation or arrangement would benefit them most. The second update is we had a meeting with Autism Speaks about the survey, and we got a lot of wonderful resources about training in the emergency department, for patients with autism spectrum disorder. Also, June 27th, Richard and I will be attending a training session provided by UPMC about intellectual and mental disability issues, and I hope the training will have good influence for the guidelines. Another update is we are facilitating a focus group for persons with intellectual and mental disability. Hopefully, mid-July we can set up a focus group, and also another focus group with nurses and physicians in hospitals who have a direct contact with persons with IDD. So there's a lot of progress we're making right now.

Dr. Seelman: Are you and Shirley working together? Putting your heads together with the UPMC advisory committee?

Mr. Meritzer: I'm sure that I'll probably be working with Mary on that.

Dr. Seelman: That's my question, but there's another group in town called Allegheny.

Mr. Mertizer: Allegheny West Penn. We tried.

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Dr. Seelman: Keep trying as an acknowledgement in your final report. Okay, does the Task Force have questions at this point?

Mr. Tague: Just to clarify, the focus groups, there's a focus group for intellectual disability and there's a focus group for folks with mental health disabilities, or just one focus group for IDD.

Mr. Meritzer: Two focus groups, one for people with IDD, and the other is for the nurses, line workers, and health care providers.

Dr. Seelman: Will there be a focus group for people who have mental, emotional, behavioral – are you going to be able to do that?

Mr. Meritzer: That's a third guideline after we do this. We have done a little background research on that, and we pulled that out, and we will work on that. Eventually I'm hoping we have hospital guidelines for the entire disability community. So no matter the disability, the hospital meets their requirement for service.

Dr. Seelman: As we said when we discussed this last time, one of the problems is how to faithfully represent each of the subgroups and their needs, and at the same time not create an encyclopedia. But you're going to have to receive the questions of both the Task Force and why, for example, you didn't break out autism or TBI or whatever else. So just be sure to be able to come up with that. A lot of the needs are the same, for good communication, for example. Any other questions or comments? So we move on to the next. Thanks very much. So is Laura here?

Ms. Deluca: One of the things I've been working on in my time here is the visitability tax incentive program. It's for people who are renovating or building a single family, a duplex, or a triplex residential unit to make it accessible. You have to have proper clear rooms, heights, circulation paths, no step entrance. So we go out into the field and inspect the problem areas or walk around town and find potential qualifiers. I will send a cover letter and visitability brochure, and talk about the benefits of this program, in the community and personally with the \$2500 tax credit, and send that out to them in hopes they apply to make their unit accessible. It sustains the home and makes the house last longer for generations, and promotes architecture to be used by everyone.

Dr. Seelman: Comments from the Task Force or feedback?

Mr. Tague: One of the things that we did as part of this was to go to the home and garden show. So the determination was that we were at the same table with the county, and they invited us to participate with them. One of the things we talked about was developing a table top display, things that our brochure can be housed in at meetings. And then maybe Janet wants to weigh in on this. What we determined is there are other venues that would be better suited for this work. What were the other venues mentioned?

Mr. Meritzer: We had gone to a renovation fair in the South Hills and took the visitability tax credits and one step program brochures to that. And it was very well received. Somebody came up and said, "At last, something I can get if I live in the city." So we'll be on the look-out for those sorts of focused activities for people doing renovation. At the home and garden show, there's a wide view. They had all sorts of stuff that was attracting people that really weren't doing renovations.

Ms. Evans: Also, I went around and passed the brochures to some of the architects who build houses or design homes. I went to some of the contractors. They had no idea about visitability law. But I also

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discovered that each county has to develop their own visitability rules. The governor did sign it for the whole state of Pennsylvania, but, this is my own observations, I think Allegheny is the only one really working on this.

Dr. Seelman: That's great. If it has to be any county, let's have it be this one. Let's move on to Carley on One Step?

Ms. Chavara: I have been working with Richard to develop a fund that lends money to businesses in Oakland so that they may implement the One Step Program. In order to meet the fund for One Step, there are tax credits available through a program through the state, and we had a meeting where we met with the necessary local authorities -- with the URA and also with the representative of the Oakland business improvement district. And they are on board with us, and we are currently coordinating with them. And now I am working to find corporations in the area who will be supporting the fund and making the contributions so that we may develop the fund, and next year after the application goes through, this money will be available for businesses to make their stores more accessible.

Mr. Wasserman: Whether it's the One Step Program or the visitability tax credit program, do we know how many people have taken advantage of both of these programs so far? Or is something being kept track of so we know at the end of 2014, x number of one step barriers has been eliminated?

Mr. Meritzer: We do because as far as visitability tax credit, we're required to write a report for council, which I haven't done because we're still rolling out the program. But last year they did give us an accounting for how many residential units got the tax credit. There were about four. There were about 20 that became visitable, but they didn't pay property taxes. The One Step is coordinated by our office, and so far we had one successful One Step application through, and we have two more in the hopper.

Dr. Seelman: Who's paying for the small businesses?

Mr. Meritzer: The way the One Step works is they're responsible for putting in the ramp. We waiver all the city fees. They don't have to pay any of the fees the city requires, and also we have four architects in the packet so far, and we're also open for more that are willing to do the work for way below cost or for free. The construction is what Carley's working on.

Ms. Chavara: The grant is an interest-free loan that businesses take out to cover the cost of construction. They would then be expected to pay back eventually, so other businesses can use that.

Dr. Seelman: Have you got any idea how much per business this is going to cost?

Mr. Meritzer: We don't, because the situation varies from business to business.

Dr. Seelman: You could get a range. Once you get two or three, you can get the lowest and the highest and make a description of what it is. Quantifying would be useful for everybody and our grants intern.

Audience Member: What kind of businesses does that cover? Or more specifically, does it include landlords?

Mr. Meritzer: Businesses that do commerce. So we're talking specifically about stores, or store front offices that have public access. Landlords can take part if they have less than three units for the visitability tax credit, and they should do that.

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Ms. Dore: Can costs be reduced by working with a non-profit, like Construction Junction, that specializes in reusable materials?

Mr. Meritzer: That's a good idea, and we'll look into that.

Dr. Seelman: Okay, next, Lauren with Instagram and Pinterest. Can you tell us what these are?

Ms. Mitchell: Instagram is a social media platform where it's mostly just pictures taken, and everyone looks at your pictures, and you can say what you're doing through these pictures. There aren't many words, most just pictures. We thought Pinterest would be interesting, because it's a lot of pictures, but you can put them in folders, or pins. So I have five folders right now in our Pinterest. They're Pittsburgh ADA interns, the Pittsburgh ADA Office, a board showing all our social media platforms because we also have a Facebook and a Twitter account. So I consolidated them.

Dr. Seelman: What is the purpose of your project?

Ms. Mitchell: It's to spread the word about what we're doing.

Mr. Meritzer: It's what the Task Force and ADA Office is doing. Spread the word about what projects we're working on. People who use Pinterest and Instagram are not likely to be looking at our webpage. They're looking at social media lines, so we're trying to reach a younger population and get them involved in disability issues.

Vox Pop

Ms. Evans: As you know, there was the Arts Festival, and I went down Sunday. One of the things I discovered was it was very accessible. Everything was. There were tables and chairs everywhere that you could move. You know, to eat. The food vendors were accessible. Going to the shows were accessible. And getting toured was accessible. All the electrical cord covers, most had a ramp on it. There were more people in chairs this year than any other year that I've ever seen. So it makes me very happy to report this.

Mr. McGann: I understand the situation and everything, and I wanted to add that like with the trains and buses, that the staff needs to work on working with people with disabilities, because they are completely clueless. On Amtrak and those types of settings, if you go out and they don't remind you where stops are; they need to help guide you. They need to communicate with the deaf and deaf-blind and stop ignoring us.

A motion to adjourn the Task Force Meeting was passed by a unanimous vote.

The next meeting will occur July 21st, 2014.