



COMMISSION ON DISABILITY ISSUES

October 18, 2023, 3:35 P.M.

Pursuant to safe practices during COVID-19 pandemic, all in-person meetings are cancelled until further notice. The meeting was held virtually to allow for healthy practices and social distancing. The meeting was accessible at provided link to allow for participating virtually and/or calling in.

Legal Action Report

1. Call to Order/Roll Call

The meeting was called to order at 3:35 p.m. Those present and absent were:

Present:

Sue Kroeger
Derrick Espadas
Billie Holbrook
Anne Fuhrman
Zach Coble, Chairperson
Ray Jordan
Lily Bogan

Representing:

City Manager
Mayor's Office
Ward 2
Ward 3
Ward 4
Ward 5
Ward 6

Absent:

Sydni Engle

Representing:

City Manager

Staff and Others Present:

Rebecca Hill
Will Rivera
Steve Spade
Rick Guerra
Stephanie Alvarez
Shawn Mangan
Rhett Crowninshield

EOE Office
EOE Office
Sun Tran
City Clerk's Office
City Clerk's Office
Sun Tran
Transportation

2. Approval of Minutes: September 20, 2023

It was moved by Commissioner Holbrook, duly seconded, and carried by a roll call vote of 6 to 0 (Commissioner Engle absent), to approve the Minutes of September 20, 2023.

3. Call to Audience

Guest Alicia Howell introduced herself and began discussion with her concerns regarding public transit not running frequently enough to maintain one's professional career along with the safety concerns.

4. Introduction of New Commissioner Derrick Espadas

Chairperson Coble introduced the newest Commissioner, Mr. Derrick Espadas and asked that he share his professional experience and interests.

Commissioner Espadas introduced himself stating he's been a Tucson resident for about 20 years, a graduate of the U of A and currently working on his doctorate in business. He continued by mentioning that within our own community, we don't see the perspective of others and it is that that hinders a lot of the progress we can make for accessibility because he himself does not keep in mind visual impairment because of his concerns with mobility.

5. Discussion About Sun Van Reliability, Rider Experience, and Additional Service Options and Rider Safety With Sun Tran Representatives.

Shawn Mangan, Assistant General Manager at Sun Van began discussion by addressing some issues presented such as the Sun Van app and customer service to which he clarified by explaining the reservation process. He stated in short that when a client calls Sun van, they request a scheduled pickup/drop off time or appointment time, the agent then must look for a time that closely matches that requested time as closely as possible however

sometimes clients do not get that requested pick up time and so the agent then looks for the best possible solution due to high demand. The complaint process was also briefly discussed along with a slide show showing the number of operators post pandemic, ridership, and performance.

Commissioner Espadas had questions regarding forcing appointments and the ability on the operation side along with the ADA application process, to which Steve Spade from Sun Tran fielded and answered the questions with input from Shawn Mangan and Rhett Crowninshield.

6. Review and Possible Approval of CODI Report to Mayor and Council on Sun Tran.

Chairperson Coble quickly mentioned making an addition to the letter possibly adding "leadership met with CODI on October 18th and indicated that they were making substantive progress on ensuring most of these issues, we're taking care of".

It was moved by Commissioner Jordan, duly seconded, and carried by a roll call vote of 6 to 0 (Commissioner Engle absent), to approve the CODI Report to Mayor and Council on Sun Tran with the corrections identified and additions.

7. Call for volunteer to draft report to Mayor and Council regarding commission views on Sun Van.

Chairperson Coble volunteered to draft a letter regarding Sun Tran with one or two other Commissioners to which Commissioner Kroeger agreed.

8. Announcements

Commissioner Jordan made comments regarding the second meeting for Plan Tucson working group Transportation, Mobility and Access to which he would be attending.

Chairperson Coble briefly mentioned the continued path of covering different issues in different departments and wanting to invite someone from the Department of Housing and Community Development.

Commissioner Espadas followed up with the closing announcement stating that Thursday, October 26 from 10:00 AM to 1:00 PM at the Kino Sports Complex there is going to be the building a dream job fair, which is aimed towards people with disabilities looking to find a job.

9. Adjournment: 4:57 pm