

Watertown Commission on Disability

April 17, 2024

Present: Kim Charlson, Lisa Feltner, Naomi Ridge, Rachel Kay, John Hawes, Carol Menton, Carol Wilson-Braun, Cindy Wentz, Megan O'Halloran (at 7:20 pm), Stefanie (CART), Laura Murray (Constituent Services Coordinator for City)

Absent: Patrick George

3-1-1 Service Center

Laura Murray presenting information about the center. For non-emergency requests by dialing, emailing or mobile apps. Want high customer service. Keeping in touch with any upcoming events/construction etc about the city.

When might you call 3-1-1? Pothole, trash is not picked up, dead animal on the road, when is the next City Council meeting, how to become a vendor for the Farmer's Market?

Now doing focus groups. Next Focus Group on Tuesday April 23, at the library. They would love for us to attend. Next spreading the word. Planning to launch June 3.

Kim: sent an email to 3-1-1, about an audible signal. Got a reply the next day and it was fixed and Kim was notified about it. Laura: our goal is to have real people involved and to close the loop.

Lisa: See-Click-Fix used to have an anonymous option, but it's gone. Laura: anonymous is gone, but you can submit as a guest so you don't have a name. Lisa: people worry about not being taken as seriously as they post too often.

Cindy: some requests aren't responded to in a timely fashion. Laura: I now get notified for all requests as well as those outstanding a long time.

Kim: who is the team? What are the hours? Laura: It is me and Stephanie Owens. It will just be us until we see the usage. Right now it's only City Hall hours.

Kim: Cindy and I were thinking about going to the focus group, but we thought it was using the app, which is hard for us. Email is easier. Laura: Yes, the email will always be available. Kim: we could have someone test the app. Cindy: I tried and followed it, but didn't go all the way through since I had nothing to report.

Lisa: can you send more than one photo yet? Laura: Only one photo, but it's not something I can change. We'd also like people to be able to report more than one address (like a corner, or a stretch of addresses). I will be talking to See-Click-Fix about features we would like to see.

[Random disturbing zoom bombing.]

City Ordinance on TV captions: No complaints yet!

Training on deaf citizens for city workers: Patrick is getting closer. Update next month.

Mt Auburn/Summer intersection: No update from DPW. They will be starting Mt Auburn from east end rather than the square so it will be awhile before they get there. Includes crossing Irving and Summer.

Snow removal: who gets an exemption? Kim is reaching out to ADA Coordinator in Newton about how they handle that. It is better for us to make a recommendation to the City rather than wait for them to figure it out. Kim will also reach out to Somerville and Cambridge. Cindy: talked with Bob Shay of Watertown for All Ages. City Manager has yet to appoint a point person to deal with snow removal. Tyler Cote is doing some PR. Need to identify people in government who are going to work on this. Patrick can follow up? Lisa: We're light on enforcement in many areas.

Follow up on Halfway Café lower lot and walking path: Aqueduct for Cambridge runs under that area so they didn't want to pave over it. Also no handicap parking spot. They got back and said they'd identify one in the back. A handicap spot should be in the front.

Stickers on trash barrel: waiting on stickers to be produced. Also DPW would like some guidance on how to distribute. Lisa: there may be more recycling audits to come. The audit was unclear to a lot of people both with what they did wrong and what they do if their recycling is not picked up.

Arsenal Yards has new person so Patrick will try to get them on our agenda for the May meeting.

ADA Self-Assessment: working on submitting a proposal for the current grant cycle with Patrick/Planning, and an RFP to get a cost estimate.

Waverly/Belmont Street intersection: still don't know what city this is!

Lisa: **Charles River Road/Irving floods.** Nothing happening since state road.

Lisa: **No dedicated spaces on Galen Street.** Do we need them? John will take a look at the drop off area and take some pictures. More discussion at next meeting. Where has the bus stop moved? Shelter is not adequate. Usually MBTA has public meetings for these types of changes.

Acceptance of meeting minutes: John moved to accept. Naomi seconded. Passed unanimously.

Treasurer's report: next month.

Plan's Report: something is coming, but nothing this month.

Special education: Nothing this month.

Safety and access: Nothing new.

Reasonable accommodations: Cindy: it is the city's responsibility and we don't know who is advocating within the city. Kim will talk to Patrick. There was a big Watertown Square meeting and there were no interpreters or anything. Education will be the hard part (the policy is straightforward).

Cracks in the pavement in the path to the WBGC. Patrick has sent photos to DPW. Hopefully something will happen soon.

Lexington & Main: No report.

New business: Lisa: Manager is trying to find a date in April to talk about the zoning for Watertown Square. Will there be another Watertown Sq walk with vision-impaired community? Not sure. Kim is having a tactile map of Watertown Square proposal.