

Commission on Disability Meeting

Wednesday, November 19, 2025 at 7:00 PM

Remote Participation Only

Attendance: Kim Charlson, John Hawes, Carol Menton, Megan O'Halloran, Rachel Kay, Cindy Wentz, Naomi, Ridge, Lisa Feltner, George Donahue, Tyler Cote, Jay Terminiello, Laura Murray (Constituent Services Director), Stefanie (CART), Laurie Garden (Unity Breakfast)

Absent: None

1. Call to Order & Housekeeping – Kim

Welcome to Jay! The new Veterans Services/ADA Coordinator.

Also official re-welcome to George! George just moved back from Newton.

2. Audience Issues (takes priority over regular business)

None

3. Guest Speaker: Laura Murray, Constituent Services Director, on ADA Tagging for 311 requests

Laura is here to talk about how to tag something as ADA for non-emergency requests. Laura has some ideas, but wants our opinions.

a. One idea is adding a check-box for "ADA Request".

b. There could be a drop-down Yes/No for ADA accommodation request.

This could be optional or required. Does this need to be added to every type of questions? Once a decision is made, Laura can implement this fairly quickly.

Cindy asked for the list of potential categories. These include: audible pedestrian signal, sidewalk repair (with 3 sub-requests), playground surface, playground equipment, road design/planning questions, snow/ice ordinance (for both residential and commercial), repairing detectable warning strip. Tyler will email these around.

Naomi asked how it works if someone send a request via email how that gets implemented. Laura noted all email requests get ported into the See-Click-Fix app. Laura could be able to indicate if it is an ADA request.

Kim suggested writing out Americans with Disabilities Act (ADA) since not everyone will know the abbreviation.

Cindy asked if signage should be a category. Also what happens if it is an ADA request that is not a current category? Laura can monitor this and add the ADA question to that category if there is one needed.

John asked about city property versus private property. Laura says she usually directs them to the right place, but will also forward any ADA requests to Jay.

Megan asked if there are issues where we can help, Laura will reach out to us, especially if it is something that needs to be done quickly.

Kim asked about people inappropriately parking in handicapped spot. Laura said they do not have that category since that should go to the police (non-emergency).

Kim and Cindy agreed that check boxes are easier than dropdowns.

Lisa asked if there could be a phone number to call for unrelated issues (example, handicapped parking). Laura said there is.

Lisa also asked about noise ordinances on the app. Laura said there are three categories for noise ordinances in the app, but there may be a better way. Also what about non-city property? Laura can reach out to DCR or code-enforcement for private property. These may require an ADA box if it is inaccessible for people to get through.

Kim asked if we could get regular feedback on the trends. Laura will work with Jay on frequency.

Tyler or Jay will let us know when this is live on See-Click-Fix. We can also do communications around this new option.

4. Chair's Report – Kim

a. *2025 Food Pantry Donations – Kim*

Given our account is in good stage and there is a very high need, we want to increase our gifts. John recommended \$3000 for each of the pantries. We could also add \$1000 for the Community Fridge. In the past we have given the pantries \$1500. John moves to accept the donation, Naomi seconds. Cindy asked how the Community Fridge uses the money. John reported that there are people who go shopping to fill up the fridge. Lisa noted it is harder to measure the impact. The money goes into the non-profit. Motion passes 9-0.

b. *ASL and CART request for Unity Breakfast – Kim*

Laurie Garden has come back to talk to us about Unity Breakfast. ASL was added last year, for the first in-person breakfast since the pandemic. More Deaf Inc staff is planning to come and doing outreach in the community. We do not know how much the cost will be. Naomi moves to cover two ASL interpreters and CART services for the Unity Breakfast on January 19, 2026. Cindy seconds. Passes 9-0.

c. *Updated cost of Library accessibility event ASL & CART Discussion and Vote – Tyler*

Our past events went over by \$90 (\$1390 total). Cindy noted there was no ASL at the first night's event. Tyler got a invoice for ASL, but not CART. The librarian (Jill) apologized to Kim for the lack of interpreter. Tyler will reach out to the library tomorrow and explain. We need verification that the interpreters actually arrived. We will delay voting for any additional money until next month when this is cleared up. Tyler will process the invoice for the Tuesday night event.

d. *Update on Waverly-Belmont Street Intersection from Wayne Chouinard – Tyler & Kim*

i. Our December speaker is DPW Superintendent Tom Brady.

We will discuss this intersection then. Lisa suggested we should also find out who is in charge of ADA since building inspector says he is not.

We should also ask more details about audible signals. Also drivers do not know what a flashing beacon means.

How do they prioritize sidewalks for upgrades or replacements?

- e. *Update on Francis Food Mart – Tyler & John*
Things are corrected, but John will continue to keep an eye on them.
 - f. *ADA Signage as Recommended by the KMA Report – Tyler*
Jay will be the point person for this. Another meeting is planned for the week after Thanksgiving.
Kim wants follow-up from the City Clerk's office if any ADA-related issues happened on Election Day with voting or accessing polling sites.
 - g. *Reasonable Accommodation Language on City Agendas & Event Notices – Tyler*
We have it on our agenda! Jay will work with the City Clerk Noelle to add this onto agendas and working with City Events team on language for their events. Kim would like to see HRC to have it next.
 - h. *Arsenal Park Amphitheater Path Surface – Lisa & Tyler*
The gravel around the amphitheater was not part of the original plans. This winter they will explore options with the Conservation Commission to make this area more accessible. Also they need automatic doors for the bathrooms. Steve Magoon understands the issues, but he is retiring in January. Framingham COD has been having success with automatic doors: Kim will follow up with them.
 - i. *Accessible Entrances at City Hall – John*
There have been no updates since last meeting. The Director of Public Buildings agrees with John. This will be a high-priority item.
 - j. *Report on Final WHRC Report – Kim*
To discuss next month. There is no final report available yet.
 - k. *Re-Visit Path Issue Behind Halfway Café – Naomi & John*
More follow up needed.
 - l. *DPW Trash/Recycling Disability Sticker – Kim & Tyler*
The design has been shared. After it is approved, we have to deal with rollout and communication with Republic Services, likely via Laura. Megan suggested adding "Please" on the language. There was also discussion of whether "location" is sufficient. Where will they be placed? We believe on the lid. There were also questions on feedback from drivers. "Please return bin to same spot" is the preferred language. Tyler will have new options drawn up. We do not need to hear this again.
 - m. *Update on Arsenal Street Sidewalk Issue – Lisa & Tyler*
Tyler said we would need a tree hearing. Lisa said we do not need a hearing since it is an accessibility issue. The tree also looks unhealthy, but it does not really matter since it is an accessibility issue. This is also an issue with accessing the nearby houses. Kim asked George to explore this. Lisa will accompany George.
 - n. *ADA Signage at CVS Parking Lot – George & Tyler*
The signs are faded: is this the responsibility of the city or CVS?
- 5. Acceptance of Minutes for the October Meeting – Discussion/Vote – Rachel & Tyler**
John moves to accept, Naomi seconds. Minutes approved 7-0 (with two missing).
- 6. Treasurer's Report – Tyler**

Tyler distributed the report. We have had an increase of about \$7500 since October's meeting. Our only payments have been ASL and CART services. \$137,335.90 is available. Cindy motions to approve, Naomi seconded. Motion passes 9-0.

7. **Special Education**

The review of Student Services evaluation will be reported out at the next School Committee meeting on Monday December 8.

8. **New Business**

DCR is adding accessible paths to the GSA park. Lisa will send information.

Last Thursday, Kim was honored by the Mass Board of Library Commissioners with an award that is only awarded every 10 years.

Cindy and the Commission thank Tyler for all his work with us! Tyler says he will be back.

9. **Adjourn**

Next meeting – December 17, 2025 at 7:00 PM to 9:00 PM – Via Zoom