



Lewiston Disability Advisory Commission
Meeting Minutes
July 11, 2024 - 12:00 PM
Lewiston City Hall – Back Conference Room – 1134 F Street
Lewiston, Idaho 83501

Members Attending: Jessica Grainger, Chairman Constance Vance, Mike Feeney, Amy Brogan, Mark Havens, Eric Peterson

Members Not Attending: Matthew Ruth

Non-Members Attending: Dustin Spooner, Carol Maurer, Nikki Province, Leah Burris, Dan Johnson, Hannah Liedkie

I. **CALL TO ORDER**

- a. Meeting called to order at 12:01pm

II. **CITIZEN COMMENTS**

- a. None.

III. **DISCUSSION ITEMS**

- a. None.

IV. **ACTIVE AGENDA**

a. **PRESENTATION ON CIVIC OPTIMIZE:**

- i. Information Systems and Security (ISS) Director Dustin Spooner presents on CivicOptimize. He states his department is going through training and implementation as the product is new. He then explains how the program will work. It will look and act like an app, but is technically not an app. Opening it will take you to a web-based form that is very streamlined and simple to use. There is an internal workflow system that ensures the form goes to the correct department. On the back end, the ISS Department will be able to view trends and data. Carol Maurer, Public Information Officer, is working on how this will appear on the website and the City is working on a redesign of the website so wants this application to be easy to use and easy to find. Mr. Spooner states they are also working on internal policy about the workflow. Ms. Maurer states they are also still brainstorming how the system can assist with providing follow up to the citizens who report issues. She also states trends in reporting can help direct budget towards things that are coming up as a priority. Mr. Peterson asks why the wheel is being reinvented as it sounds like a lot of staff time is being wasted on this new program when the original program did these things. Mr. Spooner explains the original program was a lot of work and more expensive and this new program can be modified more by the City, it's lower cost, can do a lot, and he sees this new program as a win. People did not see the work and

the costs associated with the original app. Mr. Havens asks what would happen if they receive a complaint that falls within County or State jurisdiction. Ms. Maurer states that could be a learning opportunity to inform the citizen who is responsible for that area but that the City would also use their connections with other agencies to help facilitate that citizen getting in communication with the appropriate agency. Mr. Havens asks about a timeline for this project. Mr. Spooner states they have used the program in a test environment, so now need to decide who to test it with in a live environment and finalize policies, so cannot give a solid timeline. The tool is being used in a different manner for a current public poll regarding Bert Lipps Pool. Mr. Peterson states ADA Complaints should be the first option in the tool. Ms. Maurer states ADA Complaints is a top priority and would like to request that DAC put together a list of what they think would be the top ADA Complaints as that would help them develop the tool. Mr. Peterson states if ADA is not the number one option for the tool, he will go to City Council. Mr. Feeney asks to confirm if the tool is mainly for citizen reporting. Mr. Spooner confirms it will do that but can also meet the needs of internal operations, however, there will be a button for ADA Complaints. Mr. Peterson states this tool sounds like it's something from 15 years ago and will be going to Council with his opinion as a citizen. Ms. Maurer asks the rest of the commission to provide any feedback they would like to as the City would like their involvement. Councilor Hannah Liedkie states she expects the program to accommodate various disabilities and will be asking for input from more than one demographic. Mr. Peterson reiterates looking at past models of these tools rather than starting from scratch.

b. **MEETING MINUTES:** Approval of June 13, 2024 meeting minutes

- i. Ms. Brogan motions to approve the minutes. Ms. Grainger seconds and all commissioners approve.

V. **FUTURE AGENDA ITEMS**

- a. Ms. Maurer states on behalf of Public Works Director Dustin Johnson, the annual report for the ADA Transition Plan will be brought to DAC soon.

VI. **COMMISSIONER COMMENTS**

- a. Mr. Feeney states he did not get any notification about the meeting except when he asked Ms. Province to send him the agenda yesterday. Ms. Province confirms the process for distributing agendas and meeting notices. Mr. Peterson states he did not receive it either, but the other commission members did. Mr. Peterson double checks his email and so does Mr. Feeney and they did both receive the agenda.

VII. **STAFF LIASON COMMENTS**

- a. None

VIII. **ADJOURNMENT**

- a. Meeting adjourned at 12:50pm

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