

# City of San Antonio



## Minutes Community Health Committee

2023 – 2025 Council Members

Chair: Teri Castillo, Dist. 5

Dr. Sukh Kaur, Dist. 1 | Phyllis Viagran, Dist. 3

Dr. Adriana Rocha Garcia, Dist. 4 | Marina Alderete Gavito, Dist. 7

Monday, February 26, 2024

2:00 PM

City Hall

The Community Health Committee convened a regular meeting in the City Hall Council Briefing Room beginning at 2:02 PM. Deputy City Clerk Aurora Perkins took the Roll Call noting a quorum with the following Committee Members present:

**Members Present:** Teri Castillo, *Chair*  
Dr. Adriana Rocha Garcia, *Member*  
Marina Alderete Gavito, *Member*

**Members Absent:** Dr. Sukh Kaur, *Member*  
Phyllis Viagran, *Member*

### Approval of Minutes

1. **Approval of minutes from the Community Health Committee meeting on Wednesday, January 24, 2024.**

Councilmember Rocha Garcia moved to Approve the minutes of the January 24, 024 Community Health Committee meeting. Councilmember Alderete Gavito seconded the motion. The motion carried by the following vote:

**Aye:** Alderete Gavito, Castillo, Rocha Garcia  
**Absent:** Kaur, Viagran

### Public Comments

None.

## **Briefing and Possible Action on**

### **2. A briefing on the resources available through the digital library as part of the San Antonio Public Library's service. [Ramiro Salazar, Director, Public Library]**

Dale McNeil, San Antonio Public Library (SAPL) Assistant Director, provided a briefing on the resources available through the Digital Library with SAPL. McNeil noted that the MySAPL.org website allowed access to users anytime and anywhere since 2008. He stated that the services included signing up for a library card, borrowing a book, watching a movie, placing a hold on items, paying fees and other services.

Adam Zaby, Library Service Administrator, reviewed the SAPL application Libby which provided access to eBooks and eAudio items. He mentioned that the application allowed users to leave comments and reviews of items viewed on the application. He stated that Libby also provided tutorials for different craft mediums to include knitting, crocheting and painting.

Zaby reviewed services associated with streaming media to include movies through the Kanopy application. He noted that Kanopy allowed users to see current movies at theaters and independent film channels. Adam provided an overview of check outs of eBooks and eAudio services through Kanopy.

McNeil stated that SAPL provided materials in both English and Spanish. He reported that the physical library facilities provided both digital and physical collection access to materials and expanded services provided by SAPL staff. McNeil reviewed the subscription and purchase costs associated with both digital and electronic collections and check out of both mediums.

## **DISCUSSION**

Chair Castillo thanked the SAPL Team for their work in allowing the general public to have access to materials especially since many school libraries were more limited in what they had available.

Chair Castillo noted that the Federal Government was ending funding for families to have \$30 discount for internet access under the Affordable Connectivity Program (ACP) and asked if SAPL provided hot spot services or checkout for residents. McNeil stated that currently, SAPL did not provide hot spot check out due to limitations of resources but did note that all facilities had internet services available to all users. He reiterated that SAPL was committed to still advocate for digital access and services that staff assisted SAPL users to expand digital usage.

Chair Castillo expressed her support of the Libby application and usage by residents.

Councilmember Alderete Gavito agreed with Chair Castillo on the impact that the ending of the ACP funding for families for discounts for internet services. She stressed the need for addressing the digital divide across the community.

Councilmember Alderete Gavito asked if internet services at SAPL still timed out after 30 minutes of usage. McNeil stated that he believed internet services no longer timed out but he would confirm that with ITSD and SAPL staff. He stressed the importance of internet connection not timing out

due to users utilizing the internet for interviews or important services.

Councilmember Alderete Gavito asked what services SAPL provided for digital literacy. McNeil stated that SAPL had limited services and had worked with Google to provide classes. He stated that staff found that there was not a large need for bigger classes but did provide training on a one-on-one training basis for users of all diverse areas to include senior residents.

Councilmember Alderete Gavito stressed the need for older individuals to gain information or education regarding instances where they have gotten hacked. She stated that her office had reached out to the University of Texas at San Antonio (UTSA) for possible training or education options. McNeil stated that SAPL would look into education on avoiding scams, hacks or identity theft. Councilmember Alderete Gavito requested a meeting to further discuss this issue and the need for these resources.

Councilmember Rocha Garcia asked how the digital library was providing accessible services in terms of diversity and accessibility. McNeil stated that the eCollection was provided in both English and Spanish, had materials with subtitles and allowed for devices being used to adjust text size, voice services and coloring. He stated that SAPL worked closely with the Office of Diversity, Equity, Inclusion, and Accessibility to identify technology and provide service to as many individuals as possible especially in the area of accessibility.

Councilmember Rocha Garcia asked how the SAPL digital application and services were marketed to the public. McNeil stated that marketing materials and advertising were at all the sites, social media channels and through the Libby application. Councilmember Rocha Garcia asked how many users downloaded the application in comparison to actual library card holders. McNeil stated that he would provide that data to the Committee.

The Item was for briefing purposes only.

**3. Briefing by the Disability Access Office (DAO) on City Accessibility Initiatives with an overview of the initiatives and the partnership between City departments, the DAO, and the Disability Access Advisory Committee (DAAC).** [Dr. Jennifer Mata, Director, Diversity, Equity, Inclusion & Accessibility]

Jennifer Mata, Director of The Office of Diversity, Equity, Inclusion and Accessibility (DEIA) introduced the Item and Debra Scharven, Disability and Accessibility Manager. Scharven provided an overview of the initiatives and the partnership between City departments, the Disability Access Office (DAO) and the Disability Access Advisory Committee (DAAC). She noted that elements of inclusion design included design standards, universal design principles and goals and disability experience for individuals with accessibility challenges.

Scharven stated that the partnership of City Departments, DAO and DAAC was crucial in the consideration, design and delivery of accessibility infrastructure. She stated that all City departments utilized these standards but highlighted project consideration for accessibility within the departments of Public Works, Parks and Recreation, the Information and Technology Services Department (ITSD) and Aviation.

With the purview of Public Works, Scharven noted that accessibility was continuously considered

in the area of sidewalks in order to focus on enhancing usability and connectivity; within the design process incorporated by DAAC recommendation and the installation of Audible Pedestrian signals. She noted that under park facilities and amenities improvements, concentration for accessibility focused on universal design standards which included assessments by vendor KABOOM. She added that assessments would be performed on future park projects.

Under ITSD, Scharven spoke to improvements to digital customer experiences implemented through SA.GOV and focus on customer experience from accessibility. She reported that ITSD and DAO had conducted user testing of the SA.GOV website and prepared digital accessibility training and resources.

Scharven reviewed the input provided to the Terminal Development Program (TDP) at the San Antonio International Airport and noted that the accessibility vision was taken into consideration in design. She noted that the design review process included the development of an Accessibility Vision, review of the terminal design by disability experience focus groups and technical working groups. She mentioned that the TDP was working on achievement of being an ACI-Accessibility Enhancement Accreditation Program.

Scharven stressed the importance of design review by DAO, DAAC and City departments in order to be equitable and inclusive to all visiting and living within San Antonio.

## DISCUSSION

Chair Castillo stressed the importance of consideration of accessibility routes and spoke to discussions with residents with accessibility issues. She noted a discussion with a resident that spoke to his experience of accessibility and services at all City facilities to include the Alamodome and that he reviewed accessibility challenges he faced when living in the City of Houston. She requested consideration of a pilot program for way finding signage around City facilities to assist individuals visiting the City. She reiterated the need to ensure that San Antonio be seen as an accessible friendly city ensuring equity and inclusion for all. Chair Castillo recognized Councilmember Rocha Garcia's work on the San Antonio Housing Trust and pushed for more accessible housing units at housing projects.

Councilmember Rocha Garcia acknowledged all the strides the City of San Antonio has taken to be a more accessible City to include the work at Morgan's Wonderland, the future of a 100 percent accessible hotel and work of the partner organizations making San Antonio a showcase for accessibility. She asked how the City obtained different perspectives for those with differing accessibility challenges in order to be the more inclusive. Scharven stated that it was important to ensure cross representation of different disability segments when collecting data and experiences so to be better informed of needs. Scharven noted that engagement and collection of data from different organizations, non-profits and governmental agencies that were subject matter experts in the different areas of accessibility which served as resources for projects, programs and initiatives.

Councilmember Rocha Garcia stressed the importance of including individuals with disabilities on various boards and commissions such as the VIA Transit Board in order to provide relevant perspective and experiences in the delivery of services. Councilmember Rocha Garcia asked

about the VIA NaviLense QR Code System and how many VIA stations had the system in place and its effectiveness. Scharven stated that the NaviLense data would need to be obtained from VIA and that she would reach out to VIA for data.

Councilmember Rocha Garcia supported the partnership of the DAO and the Aviation Department to ensure that all travelers were able to move safely at the Airport. She spoke to the partnership and work of Gordon Hartman and the expansion of Morgan's Wonderland and the City being seen as a national leader in providing and implementing accessibility services. Councilmember Rocha Garcia asked how accessibility concerns or design findings were provided to projects. Scharven stated that data to include stakeholder and expert studies were provided to departments for review along with access to stakeholders who could provide input and education for design consideration or requirements.

Councilmember Rocha Garcia asked what training was created to educate individuals who were not "tech-savy" on digital access and services. Scharven stated that DAO worked closely with the San Antonio Public Library staff and stakeholders such as Older Adults Technology Services (OATS) to provide training and education to those seeking to expand their digital skills.

Councilmember Rocha Garcia asked for clarification on the number of intersections that had audible pedestrian systems installed. Scharven stated that there were approximately 200 audible pedestrian systems in place, and that staff worked with the Public Works Department to expand the number of audible sites when considering capital improvement projects and that she would contact the Public Works Department to get the exact number of current and proposed units. Councilmember Rocha Garcia asked how these units were powered. Scharven stated that units were either solar or battery powered and that maintenance was on a continual basis under the Public Works maintenance program for traffic signals and from calls from users notifying the City of issues at sites.

Councilmember Rocha Garcia spoke to challenges of accessibility and translation services throughout the SA.GOV website since she noticed that not all web pages were fully accessible for translation on the Open Government and Animal Care Services pages. She stressed the importance of obtaining full accessibility throughout the SA.GOV webpage. Scharven stated that she would address these concerns with ITSD.

Councilmember Alderete Gavito asked for clarification on park accessibility within each council district for accessibility design consideration. Scharven stated that she did not have that data but would provide it to the Committee. Scharven spoke to universal design consideration for park infrastructure and amenities and how stakeholder groups provided input to design which she could also share with the Committee.

Councilmember Alderete Gavito shared her concern with Councilmember Rocha Garcia on the importance of accessibility of the SA.GOV website.

Chair Castillo asked if there was opportunity to identify narrow sidewalks with CPS Energy and Public Works of utility poles in the center of sidewalks. Scharven stated that CPS Energy and the Public Works Department had weekly meetings to discuss concerns such as these and noted that Public Works had just completed a solicitation of Sidewalk Conditions Vendors to assist with

identification of vendors to remedy these issues.

This Item was for briefing purposes only.

### **Adjournment**

There being no further discussion, the meeting was adjourned at 3:06 p.m.

**Approved**

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*Teri Castillo, Chair*

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*Debbie Racca-Sittre  
City Clerk*