



DISABILITY AND COMMUNICATION ACCESS BOARD

Ka 'Oihana Ho'oka'a'ike no ka Po'e Kīnānā

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DRAFT MINUTES

Disability and Communication Access Board General Board Meeting

Location: Virtual and 1010 Richards Street, Room 111A and 111B

Date: April 1, 2026

Time: 11:00 a.m. – 1:00 p.m.

PRESENT: Charlotte Townsend, Chairperson; Rosanna Daniel-Kanetake, Dayne Greene, Violet Horvath, Gerald Isobe, Michael Nojima, Gerald Ohta, Judy Paik, LisaAnn Tom, Board Members; Kristine Pagano, Rodney Kanno, Bryan Mick, Susan Rocco, Mylynne Simon, Justin Tokioka, Staff

ABSENT: Anthony Akamine, Ronald Awa, Scott Fleming, Teri Spinola-Campbell, Board Members

GUESTS: Peter Fritz, Donald Sakamoto, Ryan Tamashiro

SIGN LANGUAGE

INTERPRETERS: Mala Arkin and Carie Sarver

REAL TIME

CAPTIONERS: April Chandler and Kelly DeCamp

- I. Chairperson Charlotte Townsend called the meeting to order at 11:20 a.m. She provided an overview of public testimony or comments, and the remote meeting procedures.
- II. Roll of Board members was called.

Chairperson Charlotte Townsend informed the Board that a member was having computer issues. She asked Kristine Pagano and Susan Rocco to provide information to the Board on staff activities during the last quarter.

Susan Rocco provided an update on the 40th Annual Special Parent Information Network (SPIN) Conference held on March 28, 2026 at the University of Hawai'i Campus Center. Sixty (60) agencies hosted information tables for about three hundred forty to three hundred sixty (340 – 360) parents and helping professionals. Attendees participated in fourteen (14) workshops, and an awards ceremony recognizing five (5) individuals and one couple for their exceptional support to children with disabilities and their families. Staff will be posting the presentation slides on the spinconference.org website.

Board member was able to connect to the meeting and quorum was achieved. Roll of Board members was called again.

III. Statement from Public and Written Testimonies Submitted

Chairperson Charlotte Townsend reported there was one testimony submitted, however it did not meet the timeframe for submittal and distribution to Board members.

Testimony: Peter Fritz commented the Board has a fiduciary responsibility to look at how DCAB is running. The Board is not getting enough information to discharge their responsibilities and management in advising DCAB.

IV. The meeting minutes of November 20, 2025 were approved as circulated (M/S/P Horvath/Daniel-Kanetake).

V. Executive Director's Report

- Board membership.

Chairperson Charlotte Townsend said Judy Paik and Ed Chevy have been appointed by the Governor to serve on the Board. She introduced Board member Judy Paik. Board member Judy Paik shared she is looking forward to being on the Board and making contributions as we move forward.

Chairperson Charlotte Townsend has concerns regarding the difficulty in achieving quorum for meetings. The Board consists of seventeen (17) members. She emphasized the Board needs the proper number of members to conduct business. If members know of individuals who would like to contribute to and serve on the Board, please inform staff.

Testimony: Peter Fritz said there was legislation for the State Rehabilitation Council to do changes in quorum and other rules. It may be something DCAB may wish to explore.

Personnel

1. Vacant Facility Access Office Assistant position number 121818.

Kristine Pagano reported that the position was filled on January 5, 2026.

2. Vacant Planner and ADA Coordinator position number 102158.

Kristine Pagano reported the position announcement is posted on the following websites below:

Hawaii Department of Human Resources Development

<https://www.governmentjobs.com/careers/hawaii/transferjobs?page=8>

Hawaii Department of Health

https://health.hawaii.gov/employment/files/2026/02/DCAB_Planner_and_ADA_Coordinator_102158.pdf

Disability and Communication Access Board

<https://health.hawaii.gov/dcab/employment/>

3. Report on staff attendance at trainings, conferences, and events.

Kristine Pagano reported on the following staff activities:

1. County of Kauai, Service Animals and the ADA, January 14, 2026. Staff provided training to fifty (50) employees on laws protecting persons with disabilities and their service animals, how to identify a service animal, what type of questions staff can ask about the animal, and best practices for interacting with persons with service animals.
2. Responsive Caregivers of Hawaii, General Overview, Disability Etiquette, and Service Animals, January 16, 2026. Responsive Caregivers of Hawaii is a paratransit service provided for adults with intellectual and developmental disabilities. Staff provided a general overview of the ADA, disability etiquette and service animals to about thirty (30) paratransit drivers and passenger aides.
3. Opening Day for the 33rd Legislature, Hawaii State Capitol, January 21 2026. Kristine Pagano reported she attended the opening day of the State Legislature. Staff also stopped by the Senate and House Clerks offices to follow up on improving access to the State Capitol.
4. John A. Burns School of Medicine, Americans with Disabilities Act Title III, Effective Communication, February 11, 2026. Staff provided information on the ADA with emphasis on provisions of auxiliary aids and services and the requirements of using video remote interpreting to forty four (44) students.
5. Department of Health, Governor's Administrative Directive No. 25-03 Accessibility to State Government by Persons with Disabilities, February 24, 2026. Staff briefly covered examples of access to applications, announcements, general information by paper or online through websites and mobile apps.
3. Hawaii State Council on Developmental Disabilities, Day at the Capitol, March 4, 2026. The theme was "We All Have Different Faces, Come from Different Places, and All of Our Voices Shall be Heard." Staff informed over five hundred (500+) audience members about DCAB serving as a public advocate for people with disabilities by providing advice and recommendations on legislation, rules, policies and procedures, civil rights or service needs, and on plans and specifications.
4. Waialele Elementary School, Inclusive Playgrounds/A Safe and Fun Playground for All, March 5, 2026 with a follow up on April 2, 2026. Staff educated eighty four (84) kindergarten students about what is an inclusive playground. The kindergarteners did exercises such as trying to pick up items wearing a mitten or walking with a stiff leg. A follow up meeting with the kindergarteners is scheduled for April 2, 2026 to see the kind of ideas, models, or drawings the children created on inclusive playgrounds from the presentation.

Chairperson Charlotte Townsend asked Kristine Pagano when staff conducts trainings and does evaluations to provide a brief report on the evaluation summaries such as, how many people thought it was great, how many people thought there could be improvement, etc.

VI. Committee Reports

Kristine Pagano left the meeting at 11:56 a.m.

A. Executive Committee

Chairperson Charlotte Townsend reported the Committee met on January 12, 2026 and discussed the status of Executive Director and Interim Executive Director.

The Committee discussed two (2) main items in filling the vacant Executive Director position: 1) internal process, hiring/promotion from within DCAB and 2) external, solicit applicants from outside of DCAB.

It was the Committee's recommendation to promote Kristine Pagano into the Executive Director position. She has been fulfilling the responsibilities of the Executive Director as well as continuing her duties as the Administrative Services Officer. Several Board members expressed their support for Kristine Pagano as an excellent candidate, who is diligent, professional, highly skilled, and a role model.

The Executive Committee meeting minutes of January 12, 2026 was approved as distributed (M/S/P Horvath/Ohta).

Kristine Pagano rejoined the meeting at 12:06 p.m.

B. Legislative Committee

Bryan Mick reported that the Committee met on November 3, 2025, and January 26, 2026. He reported as of March 10, 2026, DCAB has taken a position on sixty three (63) legislative bills, submitted sixty nine (69) written and offered twenty one (21) oral testimonies.

The November 3, 2025 and January 26, 2026 meeting minutes were ratified as circulated (M/S/P Greene/Ohta).

He also reported the Committee met on February 20, 2026, with continuation on February 23, 2026 and met twice in March.

Bryan Mick reported on the travel placard parking bill passed the Senate and likely move to conference committee. A few other parking bills are not alive at this point, and will need to review for next legislative session. He also reported on two (2) communication access bills: 1) to create an ASL interpreter training program at the University of Hawaii at Manoa, and 2) to create a position at the Hawaii Emergency Management Agency dedicated to accessibility for persons with disabilities and who have access and functional needs. The second bill would require the Governor to have an ASL interpreter present when conducting emergency press briefings.

C. Standing Committee on Communication Access

Committee Chairperson Gerald Isobe reported the Committee met on October 30, 2025. The meeting minutes of October 30, 2025 were approved as circulated (M/S/P Isobe/Greene).

The Committee also met on January 8, 2026.

The Committee discussed how to support CEU workshops for interpreters. The Hawaii Registry of Interpreters for the Deaf requested support, including possible funding for speakers. The current application form is outdated (pre-COVID) and needs to be updated. Staff will update the form and bring future requests to the Committee for review.

He reported the Committee began discussions on planning for the 2026 Communication Access Conference. It was agreed to combine the Conference with Deaf Awareness into one event. The logistics have not been finalized and the Committee will continue discussion at the next meeting.

Committee Chairperson Gerald Isobe reported the Committee discussed creating guiding principles on communication access. DCAB currently does not have formal guiding principles for communication access. The Committee discussed possible topics to include in the principles such as interpreters, technology, effective community, services. Staff will draft and the Committee will review and discuss the guiding principles at the next Committee meeting.

Kristine Pagano mentioned there was an error in the Standing Committee on Communication Access meeting minutes of October 30, 2025. It is under VI. F. The number of attendees reported should be one hundred fifty six (156) guests and sixteen (16) vendors. The minutes will reflect the amendment to the number of guests and vendors in attendance. The amended minutes were approved (M/S/P Tom/Horvath).

D. Standing Committee on Facility Access

Committee Chairperson Michael Nojima reported the Committee met on January 9, 2026.

He reported at the January 9, 2026 meeting, the Interpretive Opinion "DCAB 2026-01 Slope of Walking Surfaces" was reviewed and approved. The purpose of the interpretive opinion is to clarify that at a change in direction, the cross slope of the surface is measured perpendicular to the direction of entry and exit.

The Standing Committee on Facility Access meeting minutes were approved as circulated (M/S/P Nojima/Greene).

E. Standing Committee on Parking

Committee Chairperson Violet Horvath reported the Committee met on November 17, 2025.

She reported the first quarter of fiscal year (FY) 2026, around eight thousand seven hundred (8,700) placards were issued. Six thousand five hundred (6,500) were long term placards and two thousand eight hundred (2,800) were issued by DCAB. The renewal rate is sixty eight percent (68%).

She reported staff continued to advocate at the City and County of Honolulu to revert to process parking permit applications at their express windows which do not require an appointment.

She reported the Committee discussed the need to oppose a bill that may be introduced and would remove the penalty for parking in an access aisle.

Committee Chairperson Violet Horvath reported the Committee met on January 23, 2026.

She reported the second quarter of FY 2026, around eight thousand three hundred (8,300) placards were issued. Six thousand one hundred (6,100) were long term placards and 2,600 were issued by DCAB. The renewal rate is 65 percent.

There were three thousand four hundred (3,400) records of deceased permittees. On January 2, 2026, letters were mailed to retrieve the placards. As of January 15, 2026, sixteen percent (16%) were returned, two percent (2%) were reported as lost, and seven percent (7%) of the letters were undeliverable.

She reported that procurement has begun for months and year decals. DCAB also procured blue identification (ID) paper for the ID cards.

Chairperson Charlotte Townsend said the Standing Committee on Parking is preparing a parking survey to be distributed to permittees. The responses/data collected will assist DCAB with future legislation (e.g., increase number of accessible parking stalls, access aisle issues, etc.).

F. Standing Committee on Transportation

Committee Chairperson reported the Committee met on January 23, 2026.

She reported the Committee reviewed nine (9) areas of deficiencies that a federal audit flagged with the City and County of Honolulu's paratransit program.

The Committee reviewed press releases, public concerns, and performance data regarding the paratransit programs in the County of Maui and County of Hawaii and a report on the Honolulu City Council decline to eliminate the public transit fare exemption for personal care attendants (PCA) when serving as a PCA.

Chairperson Charlotte Townsend added that the Committee is looking a paratransit and transit systems on the neighbor islands and how DCAB can support quality and expansion of the systems.

Bryan Mick stated there was a resolution introduced at the Legislature urging the County of Hawaii to expand its paratransit services.

G. Special Parent Information Network (SPIN)

Susan Rocco provided information on the SPIN Conference at the beginning of this meeting. She acknowledged two (2) donors Aloha Care and the American Canopy of Pediatrics to the SPIN Conference.

She reported on the Footsteps to Transition Fair was held on February 21, 2026. SPIN participated as the emcee. The Fair attracted eighty (80) parents and

helping professionals learn more about resources for students with disabilities transitioning from high school to higher education, employment and community living. The Footsteps to Transition Fair presentations will be captioned by SPIN and posted at <https://footstepstotransition.weebly.com>.

She reported that the quarterly issue contained the SPIN conference schedule of activities and featured three (3) new infographics for families—1) tips for families who wish to become involved in advocating through the legislative process; 2) information about Independent Educational Evaluations (IEEs) and 3) special education eligibility criteria for the categories of Deaf and Hard of Hearing.

Susan Rocco reported that SPIN has over one hundred (100) infographics on its website. The January issue of the SPIN News included how to get involved with legislation, as there were a lot of bills this session affecting students with disabilities.

Board member Rosanna Daniel-Kanetake left the meeting at 12:36 p.m. and returned at 12:39 p.m.

The agenda was taken out of order with Board discussion on VII. Old Business, B.

VII. Old Business

- B. Vote on the membership of the Permitted Interaction Group established on November 20, 2025 to review and update the Programs and Services Reference Manual for Persons with Disabilities.

Chairperson Charlotte Townsend stated the Board discussed and approved the creation of a Permitted Interaction Group (PIG) in November to review and update the Programs and Services Reference Manual. Chairperson Charlotte Townsend and Board member Dayne Greene volunteered to serve on the PIG. The Board voted the members of the PIG to review and update the Programs and Services Reference Manual (M/S/P Townsend/Horvath).

- A. ADA Coordination.
1. Review statistics of ADA technical assistance program
 2. State and County ADA Coordination

Nothing under this item was discussed.

VIII. New Business

Kristine Pagano left the meeting at 12:43 p.m.

- A. Discussion and Approval of process to fill vacant Executive Director position.

Chairperson Charlotte Townsend reported that there are numerous administrative processes to fill the Executive Director's position. The Board will need to create a PIG to begin the process of filling this vacant position. As stated earlier, this will be an internal promotion. Chairperson Charlotte Townsend, and Board members Violet Horvath and Gerald Ohta volunteered to serve on the PIG. The Board

voted to establish the PIG to begin to fulfill its obligation of filling the vacant Executive Director's position (M/S/P Townsend/Ohta).

Kristine Pagano returned to the meeting at 12:46 p.m.

- B. Discussion and Approval of Staff Summary on Advanced Notice of Proposed Rulemaking docket number ATBCB-2026-0001, U.S. Access Board Seeks Public Comment Regarding Approach to Technical Requirements for Universal Changing Stations.

The U.S. Access Board seeks public comments due by April 20, 2026 on twelve (12) specific questions which can be found at the Federal Register website at: <https://www.federalregister.gov/documents/2026/02/18/2026-03199/accessibility-standards-for-universal-changing-stations>

Rodney Kanno reported staff summary of the Access Board's Advanced Notice of Proposed Rulemaking seeking public comment on universal changing stations. The Access Board is considering two (2) options: 1) to adopt the current existing industry standards (International Code Council A117.1, 2017 edition with supplement) or 2) create a new standard based on criteria from the current ADA guidelines, as well as the medical code diagnostic equipment standards. The Board voted to support the staff summary and submit comments to the Access Board (M/S/P Horvath/Greene).

- IX. Open Forum: Public comment on issues not on the agenda for consideration for the Board's agenda at the next meeting.

Donald Sakamoto said he was having problems accessing certain maps on websites, and the Department of Justice has an April 2026 deadline to make web information accessible. He is attending the Honolulu Authority for Rapid Transportation meeting to discuss sidewalk accessibility during construction.

- X. Chairperson Charlotte Townsend announced the next DCAB meeting is scheduled for May 21, 2026, 11:00 a.m. – 1:00 p.m.

- XI. The meeting adjourned at 12:53 p.m.

(NOTE: All votes were unanimous unless otherwise noted.)

Respectfully submitted,

CINDY Y. OMURA