



Agenda

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MAYOR'S COMMITTEE ON DISABILITY

THURSDAY, JANUARY 20, 2011

10:00 A.M.

GENOVEVA CHAVEZ COMMUNITY CENTER

3221 RODEO RD.

CLASSROOM I

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF THE AGENDA
4. APPROVAL OF MINUTES: NOVEMBER 18, 2010
5. PUBLIC COMMENTS (15 MIN. TOTAL)
6. OLD BUSINESS
 - a) MCD SUB-COMMITTEE REPORTS
 - b) ADA TRANSITION PLAN UPDATE - JOE LUJAN
7. NEW BUSINESS
 - a) APPROVAL OF PROPOSED BUS SHELTER DESIGN PLAN UPDATE – JON BULTHUIS
 - b) SQUEAKY WHEELS ACTION PLAN UPDATE – JON BULTHUIS
8. ITEMS FROM MEMBERS AND STAFF (3 MINUTES)
9. ADJOURN

NEXT MEETING FEBRUARY 17, 2011

PERSONS WITH DISABILITIES IN NEED OF ACCOMMODATIONS, CONTACT THE CITY CLERK'S OFFICE AT 955-6520, FIVE (5) WORKING DAYS PRIOR TO MEETING DATE.

THIS IS A FRAGRANCE FREE MEETING

****Please notify Ronda Villa, Chair at 570-9084 and/or Joe Lujan, ADA Coordinator/Liaison, at 955-4021 if you are unable to attend.**

**SUMMARY INDEX
CITY OF SANTA FE
MAYOR'S COMMITTEE ON DISABILITY**

JANUARY 20, 2011

ITEM	ACTION TAKEN	PAGE(S)
CALL TO ORDER		
ROLL CALL	Quorum	1
APPROVAL OF AGENDA	Approved	1
APPROVAL OF MINUTES November 18, 2010	Approved	1-2
PUBLIC COMMENTS	None	2
UPDATE ON BUDGET	Discussed	2-4
OLD BUSINESS		
a) MCD Sub-Committee Reports	Discussed	4-5
b) ADA Transition Plan Update: Mr. Lujan	Discussed	5
NEW BUSINESS		
a) Approval Of Proposed Bus Shelter Design Plan Update – Jon Bulthuis	Discussed	5-7
a) Squeaky Wheels Action Plan Update	Discussed	7-8
ITEMS FROM MEMBERS AND STAFF	Discussion	8-9
ADJOURNMENT & Next Meeting	Adjourned at 11:38 p.m. February 17, 2011	9

MINUTES OF THE
MAYOR'S COMMITTEE ON DISABILITY
SANTA FE, NEW MEXICO

January 20, 2011

A scheduled meeting of the Mayor's Committee on Disability was called to order by Lois Simms, on this date at approximately 10:05 a.m. at Genoveva Community Center, 3221 Rodeo Road, Classroom 1, Santa Fe, New Mexico.

A quorum was indicated as follows:

Members Present:

Ronda Villa, Chair
Lois Simms
Margaret Kuhlen
Marcia Bowman, Vice Chair
Dave McQuarie
Buddy Hayes
Nancy Pieters (arrived later)

Members Excused:

Mary McGinnis
Dee Martinez

Members Absent:

Staff Present:

Joe Lujan, Staff Liaison
Hope Reed, Citizen Advocate
Mike Kelly, Director of Operations and Maintenance
Katherine Raveling, Finance Director

Others Present:

Charmaine Clair, Stenographer

The former Chairperson Lois Simms welcomed Ms. Hayes and said she would be an asset to MCD.

APPROVAL OF AGENDA:

A budget update by Katherine Raveling was added after Public Comments.

There were no objections by the Committee to changes to the Agenda.

APPROVAL OF MINUTES –NOVEMBER 18, 2010

Page 6- 6th paragraph, last sentence contained an extra word; "do" that should be removed.

On the last page: the extra p.m. should be removed.

Page 6- 7th paragraph, Mr. McQuarie asked for the sentence to read: "Mr. McQuarie said according to City regulations New Mexico State Building Code 33.6.3- Structural Barricades..."

Nancy Pieters entered the meeting this time 10:06.

Mr. McQuarie moved to approve the Minutes of November 18, 2010 as amended. Ms. Kuhlen seconded the motion and it passed by unanimous voice vote.

Former Chair Simms welcomed Ms. Pieters to the Committee.

She thanked the Committee for allowing her to serve as Chairperson and said it had been a privilege. She introduced the new Chairperson, Ronda Villa and the Vice Chair, Marcia Bowman.

Ms. Simms reminded the Committee about the Committee rules. She said members of MCD could say they were a member; however could not represent the Committee unless given permission. She said members should not use the Committee for personal gain. If the Committee gave permission for a member to represent them, everything should be brought to the Committee for consideration before being presented to the public.

Former Chair Simms then turned the "gavel" over to the new Chair Ronda Villa. Chair Villa thanked Ms. Simms on behalf of the Committee for all she had done. She said Ms. Simms had been a mentor to her and was the one who got her involved and she had learned a lot from her.

PUBLIC COMMENTS

There were none.

- Update on Finances- Katherine Raveling

Ms. Raveling thanked the Committee for inviting her. She said Mr. Lujan asked that she update the Committee on the City budget. She said the budget hearings addressed two areas: the current fiscal year and the next.

She passed out a Budget Gap Sheet presented at the last Finance meeting (Exhibit 1.) She said the biggest factor was the GRT was down to a level it was in 2004-05 and though it had stabilized, was about \$4-5 million less.

She said the GRT was the City's biggest revenue and the downturn hit the General Fund and the Half Percent CIP/GRT Fund allocated for projects. She said the City had started new programs where funding wasn't identified that normally came from the Half percent CIP/GRT Fund. The programs included the golf course, which has never paid for itself; the Southside Library and 5-6 other things not identified for funding.

She said the combination of that and the downturn in the GRT put the City in a bind and \$20 million of projects were on hold. The City made a decision not to do a bond issue, typically done every couple of years for streets, lighting, facility projects and other forms of improvements, etc.

Ms. Raveling said the Budget Gap Sheet identified a need for \$7 million for the upcoming fiscal year in order to balance the budget. She said in that \$7 million was \$1.5 million to be used for debt service for another bond issue if the City found money.

Ms. Raveling said City Council discussed an increase in the electric franchise fee; the telecommunications franchise fee and the property tax.

Ms. Raveling explained how property taxes worked. She said the City has an operational side and at bonding capacity side of property tax and the bonding side was tapped a couple of years ago and Park projects came from that. She said the City also has an increment of operational property tax set by State statute and could enact an authority up to \$17 million as another source of revenue.

Ms. Raveling said Mayor Coss made a commitment not to lay off employees and not to fill vacant positions. She said much of the day-to-day operations were funded from the General Fund and the City also had Enterprise Funds.

Ms. Raveling said she couldn't say what would happen. She noted in the second column things the City Manager felt could be recommended but said it was still a shortfall of \$4.1 million.

Ms. Simms asked if the majority of ADA money for extra things came from bonds.

Ms. Raveling said ADA money is included in the project budget when the City does a new project. She said about \$300,000 of each bond issue was identified for individual projects unrelated to the construction project. She said about \$150,000 was left from a prior year that the City Manager would determine how to spend.

Mr. McQuarie asked about Transit and Administration etc. on the list and a 10% reduction. He asked if services would be affected. He said paratransit took a 62% drop in services the last time and asked if that would happen again.

Ms. Raveling said nothing was presented to the Council or discussed for services to be reduced and the Transit Department was included in the conversations regarding position vacancies.

Mr. Kelly said that Transit under Administration (on the Budget Gap Sheet) reflected positions that wouldn't be filled. He said that was separate from the one shown below it in Service Reductions. He said the TAB (Transit Advisory Board) proposed service reductions last April and May that were not acted on. He explained the *additional* 10% option was a *worst case scenario* and said nothing new was on the table.

Mr. Kelly said the one option in the package that would affect paratransit was the reduction of service hours in the evening but zones and service areas covered with paratransit were the same.

Ms. Reed asked about the \$300,000 for ADA renovations with \$150,000 left and how the money would be used.

Ms. Raveling said the money would remain in the fund until the City decided how to use it.

Mr. Lujan said the City Manager doesn't have any ideas yet. He said it was discussed in his Staff meeting that he would monitor the CIP business unit for ADA improvements. He said he would find out what was left.

He said Mr. Mares' audit was for the remaining funds of the 2008 bond cycle and there was a carryover from previous years of about \$150,000. He said he wasn't sure if the roadway development had accessed the business unit for the \$90,000 for the MCD recommendations for the curb ramps and the \$10,000 for signage. He said except for those, he would be responsible for the remaining budget and MCD could make recommendations for those expenditures.

Mr. Lujan thanked Ms. Raveling for the update. He said his main purpose in inviting her was so the MCD would understand how the budget affected how the City would implement the Transition Plan and the Barrier Assessment Survey. He said they would continue to seek funding for ADA improvements but \$300,000 wasn't guaranteed.

OLD BUSINESS

a) MCD Sub-Committee Reports

◦ Transit

Chair Villa said Ms. McGinnis sent regrets she couldn't be present and e-mailed the Transit Report. The report was read to the Committee. A summary of the report follows:

- Ms. McGinnis said she brought up her concerns at the TAB meeting that various objectives on the Squeaky Wheels work plan were not implemented.
- She said the Customer Satisfaction Survey was delayed and questions were removed from a draft of the survey presented to the TAB by Annette Granillo.
- Jon Bulthuis had reassured them that the subcommittee would meet soon to finish the survey revisions. He said the training recommendations were implemented but no one from the MCD attended the trainings.
- Ms. McGinnis said the monthly training for Santa Fe Ride customers had not been held nor has Constituent Services followed through with a better resolution for the Civic Plus complaint process.
- Mr. Bulthuis said measures besides on-time performance were being tracked and a progress report would be given at the next MCD meeting.
- Ms. McGinnis wrote that she and Lois Simms talked after the TAB meeting and agreed to hold off on a letter to the Mayor until after the next meeting.
- The next TAB meeting was scheduled January 25 and an annual retreat was planned in February.

Ms. Simms explained Ms. McGinnis was the chair of the Transit Subcommittee. She said Squeaky Wheels was not a part of the MCD but provided reports to the MCD and MCD supported them.

◦ Plan Review Subcommittee- Mr. McQuarie

Mr. McQuarie said one report was reviewed and in the Committee's packet and he would entertain any questions. He said he identified how the proposed curb ramp improvements were going and included copies of the e-mails. He understood work should happen shortly with the exception of the locations identified. He said if the cost was more than \$90,000, a couple of curb ramps might be dropped.

Ms. Reed said she attended a meeting in which the Mayor said a new development would go into the Rail Yard and asked where that would go.

Mr. McQuarie said he was only aware of a new mass transit facility and would assume if approved, the ADA access would have to be revamped and MCD would be involved at that time.

◦ Media- Ronda Villa

Chair Villa said the website would be updated with the change in leadership and membership. She said she had nothing else to report.

She said she looked for a new chair for the Media Subcommittee because of her new responsibilities and someone to work with the Transition Plan. She said Mr. Lujan would fill in for the interim. She hoped to have appointments by the next meeting.

Mr. McQuarie said he wanted to be a member of the Transition Plan Update Committee. He said he does not want to be the chair of the Plan Review Committee unless he could find out what the regulations were and who governed what. He said it was now a City run committee and he doesn't agree with that.

Chair Villa said she would discuss Mr. McQuarie's concerns with him after the meeting.

Ms. Pieters asked for a copy of the Transition Plan.

b) ADA Transition Plan Update: Mr. Lujan

Mr. Lujan said he would email a draft of the Executive Summary and the Self Evaluation to Ms. Pieters and make the Barrier Assessment Survey available also.

Mr. Lujan said Staff was asked by the City Manager to look at the Executive Summary and the Self-Evaluation again. He said that Mr. Khambatta was on vacation until the end of January and was ready to implement the changes made by MCD and Staff revisions for both. He said it would then go out for public review.

Mr. Lujan thought the public review would be in March and the public hearing possibly in April. He said the changes would be made at that time and the Transition Plan would be ready for approval starting with MCD, Public Works, the Finance Department and then adoption by City Council.

He said he had contacted Patricia Hodap, Director of Libraries and requested assistance with the posting of the Transition Plan at all three libraries in addition to the media and press releases for informational purposes to direct the public for comments.

Mr. Lujan said the contract with Swanson expires February 10 and would be extended another six months with no additional money. He assured the Committee that the City would abide by the ADA and would include ADA improvements to all CIP projects. He said that the City Manager would be the responsible person listed on the Transition Plan for implementation.

NEW BUSINESS

a) Approval Of Proposed Bus Shelter Design Plan Update – Mike Kelly (for Jon Bulthuis)

Mr. Kelly said he worked under Jon Bulthuis and supervised the fixed route and paratransit operations and fleet maintenance programs.

He apologized to Mr. McQuarie and said on his question earlier about potential service cuts effects on transit, there was something else; the service cuts on Sunday service *would* affect fixed routes and paratransit service.

He said the options were to eliminate the M route and the service to Santa Fe Community College from Santa Fe Place Mall and to reduce evening service to around 7:30 p.m. and added up to about \$75,000-\$100,000 each. He said that could have impact on paratransit services.

He said in the previous year the public meetings showed willingness for an increase in fares. The current fares in ADA service could be double the \$1.00 current fixed route fee. He said as another option, the same day on-demand service was looked at and could be more than a 25% increase. He said nothing had been decided to date.

He said he was there to present information on the new Bus Shelter Design Program and an update on the Squeaky Wheels comments and Action Plan devised.

Mr. Kelly said the Committee for the shelters was made up of various community groups; the Arts Commission, the Historical Design Review Board, a local architect , Joe Lujan for ADA concerns and Staff members.

He said the Committee wanted the design to start with something simple that could be expanded and grow with more ridership or more space. The design was modular with an artistic stamped metal design in specific shelters to give a historical part of Santa Fe and have less likelihood of vandalism.

Mr. Kelly said solar lighting was included for security. The sidewalk or pad design of the area around as well as within the shelter would have the ADA minimum dimensions. He said the benches would have additional depth to ADA standard and a portion of the benches would have a back as well.

Ms. Reed was concerned about someone leaning against the tin. She was told it was actually heavier steel that looked like tin and had no sharp edges.

Ms. Hayes asked about the signal light for the oncoming buses.

Mr. Kelly said the shelter was in the design phase. He said the height of the bus stop sign would have route information and would be lower and easy to read and the activating button for the signal would be accessible for people of various heights.

Ms. Reed asked if the sign information was in Braille. Mr. Kelly replied it wasn't at this time.

Mr. McQuarie said FAW required a 7 foot street sign for visibility for oncoming traffic and the edges were required to be retro-reflective and visible both day and night. He said before he would approve the design he wanted to see a sign face blowup and the height, because of its susceptibility to vandalism/or visibility.

Mr. Kelly said the signs would be printed in reflective materials and located where visible to traffic. The schematic would show a request to move the sign to the front of the shelter so oncoming traffic that approached would see the sign first.

Mr. Kelly showed the smaller version of the shelter and said it was a narrow panel with the sign, the basic bench, the trash can and a portion of the bench with a back. He said there was no right of way or width that allowed for total enclosure with a roof.

The next design was a step up expansion of the basic shelter with a roof that allowed for shelter coverage and a bench.

Mr. McQuarie said if shelters were installed after March 15, 2011 the new 2010 rules would apply. He said the new rules required the deployment center to be physically separated from the shelter. He asked Mr. Kelly what he would do about the level of the deployment landing for the lifts and ramps. He said conceptually the shelters looked good but he wanted to see schematics to scale before he approved them.

Ms. Reed said she would send Mr. Kelly a diagram that shows how the bus unloading area should be separate from the shelter.

Mr. Kelly said he showed basic information more to show the design. The ideas were to show the minimum shelter versus the best case scenario where there was room.

Mr. McQuarie said the idea initially came up because of the letter sent to Jon Bulthuis. He said the letter wasn't included in the packet and he asked that it be included as an exhibit (Exhibit 2.)

Ms. Hayes said the area she lived in had a bus stop across the street that was all gravel and she had to sit in the street. She asked if that type of bus stop would have a concrete pad.

Mr. Kelly said they would improve bus stops anywhere possible with the funds available. He said some of the best feedback was from riders. He said that type of location could be looked at and prioritized so the stop would include concrete for a solid place to get on and off.

Chair Villa asked that other questions be given to Mr. Lujan and he could forward them to Mr. Kelly.

a) Squeaky Wheels Action Plan Update – Jon Bulthuis

Mr. Kelly said Squeaky Wheels, a group of concerned citizens, had written an article that was in the newspaper in December 2008 based on ridership and service and on time service of the Santa Fe Ride service.

He said all of 2009 was spent working with a consultant mediator between Santa Fe Ride's management and Squeaky Wheels. He said the Santa Fe Ride Customer Service Improvement Plan was the result. The Services Improvement Plan had eight points to be worked on and he would present an update of the plan (Exhibit 3.)

Mr. Kelly read through each of the eight points and commented on what had been done. A summary follows:

- #1-As an independent oversight of customer services, the Transit Board Advisory Board Subcommittee on Disability was reaffirmed and assigned new members. Monthly reports were given at the TAB.

- #2-The Transit Division hosted a Bus Operator and Paratransit Bus Operator Training in July put on by the FTA Transit Safety Institute. People from across the country joined the Transit Department Staff training to federal standards on paratransit bus drivers. Four fixed route and four paratransit operators were trained and certified and Annette Granillo, Santa Fe Ride Operations Manager, was certified in two trainings; the Excellence in Service Paratransit Manager Training from the Easter Seals project as well as the TSI Paratransit Operator Training.
- #3-Transit hadn't yet met the on-time performance level of ninety-three for 95% of the time but had improved. In 2008 they scored in the low 80s, in 2009 the mid-to high 80s and in 2010 performed in the 90s.
- #4-To maintain the security of passengers the new hire and re-hire training to operators included the proper securement in a fixed route vehicle and the mandatory securement in paratransit vehicles. There were no new incidents in 2010 of improperly secured passengers.
One paratransit supervisor and two paratransit operators at the Bus Rodeo in April won their competition and went to the State Bus Rodeo. One of the challenges and a major part of the grade was on securement.
Security cameras were replaced with a better camera system in all of the vans including paratransit vans and had both video and audio.
- #5-The Civic Plus Complaint System was implemented for the City and complaints were assigned, investigated and resolved through the system. The system doesn't have public access but monthly reports were provided to TAB and the system was utilized throughout the City with oversight by the City Manager and Constituent Services.
- #6-Improved communication to riders and the public – the service changes and vehicles were posted frequently and information was provided to caretakers. Holiday service changes were posted regularly in vehicles and new information brochures were mailed.
- #7-The Customer Service Satisfaction Survey was not complete but in the works and should be completed and sent out late in the first quarter of this year.
- #8-This was the first quarterly review of the plan.

Ms. Pieters asked for a copy of the plan. She said they talked about FTA Transit Safety Institute Training and asked if that would be an annual event.

Mr. Kelly said it would be. He said workbooks etc. and the on-line disks were received that were used for training. It was used for driver refresher training, monthly meetings, problems with specific areas and new hire training.

The Civic Plus Complaint System and public accessibility was discussed. Mr. Kelly said because of the levels for public accessibility, a link hadn't yet been found and security was an issue with the IT Department.

Mr. McQuarie said on #5, he heard the most complaints about Civic Plus. He said he heard there was no response when a complaint or a request was made and Constituent Services should work on the system.

Mr. Kelly agreed. He said response should be automatic and managers would hopefully close the loop with the complainant on what was found and the steps taken. He said he would follow through if that wasn't happening.

ITEMS FROM MEMBERS AND STAFF

Ms. Reed said during the festivals, people with disabilities needed to use wheelchairs and scooters but the question was how to get them to the Plaza and back to their hotel/apartment etc. She said it was being looked at to have Able to Scoot have a site at the fiestas by accessible parking so people could rent a scooter for the day. She said it would be good even for those who don't live in Santa Fe. She said she would bring more information.

Mr. McQuarie said the Governor's Commission requested back up of one of their plans on Monday, February 7 at 3:30 p.m. in Room 307 at the Round House.

NEXT MEETING: February 17, 2011

ADJOURNMENT

There being no further business to conduct the meeting was adjourned at 11:38 p.m.

Approved by:

Ronda Villa, Chair

Submitted by:



Charmaine Clair, Stenographer