

**SUMMARY OF ACTION
MAYOR'S COMMITTEE ON DISABILITY
Thursday, November 19, 2015**

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**MAYOR'S COMMITTEE ON DISABILITY
GENOVEVA CHAVEZ CENTER
3221 RODEO ROAD, SANTA FE, NEW MEXICO
Thursday, November 19, 2015**

1. CALL TO ORDER

The regular meeting of the Mayor's Committee on Disability was called to order by Marcia Bowman, Chair, at approximately 10:00 am, on Thursday, November 19, 2015, at the Genoveva Chavez Center, Santa Fe, New Mexico.

2. ROLL CALL

MEMBERS PRESENT

Marcia Bowman, Chair
Ron Ortiz Dinkel, Vice Chair
Meriam Jawhar
Mary McGinnis
Nancy Pieters
Aurore Bleck
David McQuarie
(Vacancy)

MEMBERS ABSENT

Dr. Charles Maynard

OTHERS PRESENT

David Chapman, Staff Liaison
Tom McMahon, PT Student at St. Vincents
Carlie Turman, PT Student at St. Vincents
Annette Grenillo, Operations Manager, Santa Fe Trails
Tomas Martínez, Operations Manager, Santa Fe Trails
Julie Tambourine
Elizabeth Martin, Stenographer

3. APPROVAL OF THE AGENDA

Mr. Chapman said Item 6 (A) will need to be postponed until the January meeting. Mr. Quintana was unable to attend today.

MOTION A motion was made by Mr. Dinkel, seconded by Ms. Pieters, to approve the agenda as presented.

VOTE The motion passed unanimously by voice vote

4. APPROVAL OF MINUTES
October 15, 2015

Ms. Bowman said she had one correction to the minutes. On the first page it should say the **word** aneurism, not the work aneurism.

Ms. Bleck said the stroke group participant is a **Counselor**, not a Councilor.

Aurore page 7, under 7A, should be Board.

Minutes clarifications were as follows:

Mr. McQuarie said on page 4 paragraph 5, the sign must be or should be for.

MOTION A motion was made by Mr. McQuarie, seconded by Ms. Pieters, to approve the minutes as amended.

VOTE The motion passed unanimously by voice vote.

5. PUBLIC COMMENTS

Ms. Grenillo said she wanted to address the shortage of drivers. Last February and in early March we did a soft hiring freeze. We finally got off the freeze in early May. It takes 2 to 2 ½ weeks for the training of para transit drivers. They come to us with their CDLs. The fixed route training is 6 to 8 weeks. They get their CDLs with us for the most part. PERA decided if you did not retire and were eligible to retire by July you would be retired and we lost drivers. We got through it. We did meet with the City Manager to let him know what that does to essential transportation. We are vital to everyone who needs us and very much so to this population. We have worked extremely hard to raise back up our staff. We just got two new para transit people. So two additional vans are out and about. They have to meet the bar that is necessary in order to be hired. We had one position that had been vacant for a year that has been released back to us. We will be advertising for that and the last two drivers needed. We went to a conference at the end of October that gave us new tools that they will implement. In transit they are two drivers down. One of our major supervisors left. He had been there for fourteen years. He went to Rio Metro in Valencia county. We wish him well. That position is advertised and it closed yesterday.

Ms. Bleck asked is it a possibility that it will be someone within.

Ms. Grenillo said she has gotten several applications from within, it is always her hope to give a position from within.

Ms. McQuarie said regarding para transit vehicles, the department was supposed to place a decal of the international symbol on the door of the vehicle. They must be identified. It sure helps us.

Ms. Grenillo said that is a good suggestion. We will take a look at that.

Mr. McQuarie said buses have it.

Ms. Grenillo said she will work with Tomas to see what we can come up with.

Ms. Jawhar asked how many para transit vehicles do you have.

Ms. Grenillo said eighteen.

Ms. Jawhar asked are some like regular cars.

Ms. Grenillo said four of them are.

Ms. Jawhar asked can a person say they just have a walker and use just a car.

Ms. Grenillo said it would be in your profile when you call in. A waiver was given by FTA to use those cars.

Ms. Pieters asked is there a process in place to take complaints.

Ms. Grenillo said you can call our office or you can call City Hall Constituent Services. You can go on the web as well. You can enter customer comments on cards in the vehicle too.

Ms. Pieters said good. What is your way of responding to those.

Ms. Grenillo said those complaints were put on the back burner due to a shortage of employees. Now that we are back up this week we are focused on complaints. On para transit complaints we call back the customer. On fixed route it depends. We try within 7 to 12 days to get back to them.

Ms. Pieters asked when you call back a customer are you giving them your solution to their complaint.

Ms. Grenillo said a solution or an update of what happened or is happening. Since we have not had enough staffing two things went up, accidents and complaints.

Ms. Pieters asked do you have data on if people are picked up on time.

Ms. Grenillo said yes we do. We give that information on time performance reports.

Ms. Pieters asked how is it going on that.

Ms. Grenillo said it looks like when we tightened up the eligibility part they are on time. I did notice that prescription trips and no shows are lower. If you are eligible here you are eligible in Los Alamos as well. Our first priority is our community here.

Ms. McGinnis said we have often talked about how can the pay for drivers be raised. One reason they leave is for more money. They do have a really responsible job.

Ms. Grenillo said that is not an issue we can do anything about. They are represented by AFSCME. That is their issue and they bargain for that. It is a entry level job.

Ms. Pieters asked what is entry level pay.

Ms. Grenillo said it is \$11.89 but it may have gone up.

Ms. Bleck said on the complaint thing, the TAB has been working on that and now they give us a sheet with each complaint that comes in and it shows the ones that are still outstanding. It is working.

Ms. Grenillo said we have worked hard and all together. We used to have two Operations Managers and she was just para transit. Since then one of those positions has been eliminated. Now she is both. Resources are being used all over the programs but there is only one of her. She went from a staff of 25 to a staff of 91. She has ten very good supervisors.

Ms. Jawhar said thank you for all of your hard work. You are one of my heros.

Chair Bowman said thank you. This has been very informative.

Mr. Chapman said he would like to say something about Ms. Grenillo and her commitment to her job and the community. Ms. Grenillo usually leaves work at 5:00 pm and it was 6:00 pm and she was still there. She found out that a couple had left their medication on the bus.

Ms. Grenillo said we brought it back to the office and looked through it and found methadone in it. We put it in a plastic bag in our safe. One of my drivers happened to be walking out when these two people caught him. She did not have access to the safe. They explained what was in it. They were really agitated. She got hold of a person that could get in the safe and she approved overtime for her. Their life skills person came

over and we got the medications to her.

Mr. Chapman said Annette did that on her own time on a Friday. To me that is going over and beyond. She is an outstanding employee.

Ms. Grenillo said thank you. Call me if you need me to come to a meeting.

Mr. Chapman asked Mr. Martínez if he would like to say anything.

Mr. Martínez said he is the Fleet and Facilities Manager. He takes care of the equipment. He worked for 20 years in Albuquerque. He has sixty vehicles here. We did get our seven brand new buses in already and are getting them fitted. We will debut them for Christmas eve.

Mr. Chapman said the City is fortunate to have these folks.

Ms. Tambourine said it has been years since she talked to Annette. She did so when she was doing education about service animals. Some people need education. Annette went to bat for us. She is wonderful. She has never seen one person do so much.

Ms. Grenillo said it was a culture change. It took a while and took holding drivers accountable regarding the right for passengers to bring on board service animals.

Ms. Tambourine said it was very challenging for her.

Everyone gave Annette a round of applause.

Ms. Grenillo said she will see the Committee in January on the Second Street project.

Mr. Chapman said Mr. Quintana apologized but he was unable to be here today and will be here for the January 21st meeting.

Mr. McQuarie said since Mr. Quintana did not come and this has been an ongoing problem for 21 years, he strongly requests that you as Chair contact Don Martínez, New Mexico District Administrator and ask why the state has not addressed this by now. It is required by ADA. Ask him to respond.

Chair Bowman said ok. She will get the contact information from David Chapman.

Mr. McQuarie said it is required of him to respond.

6. NEW BUSINESS

A) CERRILLOS ROAD AND SECOND STREET IMPROVEMENT PROJECT AND RELATED ADA IMPROVEMENTS - DAVE QUINTANA, NMDOT DISTRICT 5

This item will be moved to the meeting on January 21, 2016.

B) CHOOSE CHRISTMAS LUNCHEON VENUE FOR DECEMBER 11, 2015

Chair Bowman passed around menus from several sites and asked if there were any strong preferences.

Mr. Dinkel said Joe's was good last year.

Chair Bowman said Joe's is easy. They are pretty accommodating.

Ms. Bleck said that she cannot come.

Ms. Pieters said that she cannot come.

Mr. Chapman said the Mayor is coming.

MOTION Ms. McGinnis made a motion, seconded by Ms. Jawhar, to go to Joe's.

VOTE The motion was passed unanimously by voice vote.

Chair Bowen said we will meet there at 11:30 am.

C) REPORT ON STATUS OF DESIGNATION LOCATIONS

Mr. Chapman said this a request from Mr. McQuarie for a plan for selected intersections in city. My response is in the packet.

Mr. McQuarie said on this list there is no indication of what needs to be done or what the City can do. There are accessibility issues. He went through several examples of problems with sidewalks that are not accessible. It is clearly discriminatory. Traveling in the street is not safe in a wheelchair. Parking spaces that are accessible are not there. There are no desegregated spots where necessary. Areas are covered over with vegetation. There are on going complaints. What is going to be done and why has it not been done yet. My letter should have been answered in September. It has not really been answered yet. This is just a repeat listing.

Mr. Chapman said we are having a professional team coming in to go to every street and public right of way in the City, survey it and note what is right and what is wrong. What he tried to do with this letter was to list the top spots and he will work with them to develop a policy. This organization that we came to unanimous consensus to hire will answer these questions on these locations. He was slow moving and it is taking a bit longer but we are getting there. We should be able to come up with a T Intersection Policy that would be valuable.

Mr. Dinkel asked that policy will address specific needs for each intersection.

Mr. Chapman said for T intersections yes.

Mr. McQuarie said regarding consultant work on a T policy, originally City staff was supposed to do that. Before the City approves the policy he hopes they let this Committee review it and comment on it.

Mr. Chapman said he did not mean to say the consultant is getting paid to do the T policy. He will work with me and we will get it out. It will be fully vetted by this Committee.

Mr. Dinkel asked would it be appropriate for this Committee to be involved in the development of the policy.

Mr. Chapman said yes.

Mr. McQuarie said he wants them to develop it because then they might follow it.

Mr. Chapman said we are trying to leave what is behind us behind us and go forward.

Ms. Bowman said this basically says you will have what you are looking for.

Mr. McQuarie said it does not say anything about the locals addressing the policy. The local disabled community should be part of the planning process.

Mr. Chapman said they will be.

Mr. McQuarie said he has no grand expectations.

Ms. Bowman said we shall see what we come up with.

Mr. Chapman said he is getting with Rodarte this week to go forward. We have to revise the scope of work into the Professional Services Agreement for approval by the City Council. Then it will go to Public Works on Monday the 7th, Finance on the 14th, the City Council on January 13, 2016.

7. OLD BUSINESS

A) MCD SUBCOMMITTEE REPORTS

Chair Bowman said let's start with Media.

Ms. Jawhar said she got a job with Molina Healthcare as Peer Support. She will be called in to defuse or enhance cooperation between a member and their case worker. She will be helping the member to cooperate with their health plan and recovery. Her boss wants her to continue to serve on this Committee providing she does not serve on the Media Committee. She is happy to join another committee.

Chair Bowman said we will address that in January.

Ms. Jawhar said additionally, she has been smoke free for two weeks. Everyone gave her applause.

Ms. Jawhar said she in on the patch.

Chair Bowman said the Plan Review Committee.

Mr. McQuarie said the reports are in the packet. He reviewed the packet information.

Chair Bowman said the Transportation Advisory Board.

Ms. McGinnis said she had nothing to report.

B) TAXI UPDATE

Ms. Bleck said Jon Bulthuis met with the City Attorney. They want a City Councilor to introduce a Resolution to make an agreement and fit a vehicle. She sent an email to her two Councilors. Councilor Rivera stopped at her door and she spoke with him. Mr. Bulthuis said he will draft the Resolution for a Councilor to introduce. She took Capital City Cab home Sunday night and it was a huge van. Sandia shuttle and Capital Cab have vans. The lift did not work but it could have been fitted to use as a taxi for the disabled. She explained that to the driver. We are still not there yet.

Ms. Bowman said there has been a bit of progress.

Ms. Jawhar asked what is Jon Bulthuis' position.

Ms. Bowman said he is the head of Transportation. He cares.

Ms. Jawhar said she will help any way that is needed.

C) PROW TRANSITION PLAN UPDATE

Mr. Chapman said he has already covered that. Thank you David and Ron for participating in the evaluation.

8. ITEMS FROM MEMBERS AND STAFF

Mr. Chapman said Julie Tambourine is here today. We received two applications to join our Committee, Coby Livingston who was here last week and Julie. He had a meeting with the Mayor scheduled for November 5th but it got postponed. These are two good candidates. By the luncheon he should be able to provide the names of our new members.

Chair Bowman said she thinks Julie would be excellent. She does have concerns that we have a heavily female board.

Ms. Bleck asked what about Sharon's husband.

Mr. Dinkel said he suggested it to his son at the service. He said that would be good and he would talk to his dad.

Mr. Chapman said he can follow up on that.

Ms. McGinnis said she would be willing to talk with him and ask him. She will call him.

Mr. Chapman said we have three vacancies.

Ms. McGinnis said his name is Mike Wirtz.

Ms. Pieters said she has a video of Sharon giving a talk on multiple sensitivities.

Mr. Chapman said get it to me and he can get it to folks.

Ms. Tambourine said she know most of the people around disability issues but she does not know the other lady, Colby. Do we need to present to the Committee at all. She has actually run a crisis team nationwide for chemically sensitive people and worked with affordable housing on those issues.

Chair Bowman said thank you and that it is not necessary to make a presentation.

Ms. Tambourine said she also served on the Mayor's Blue Ribbon Panel on Homelessness.

Ms. Bleck said she is sorry to miss the luncheon.

Ms. Pieters said she feels the same.

Mr. Dinkel said this is officially his last meeting but he will be at luncheon. He will miss everyone.

Chair Bowman said she is enjoying her Fall presentation classes.

Ms. Pieters said she is too and my husband is as well.

Ms. Jawhar asked where are you teaching.

Chair Bowman said she has two classes at her church and after the first of year, she will have a class at the Health and Wellness Center of the hospital on Wednesdays at 9:00 am. They want her to do one at the hospital. She need to see about how much they want to pay her to do these.

Ms. Jawhar said she would like to attend. It would be good information for her to have.

Mr. Chapman asked would you like to have that information on the brochure.

Chair Bowman said sure.

Ms. Tambourine said she had never heard of that before. She spends 4 ½ hours on physical therapy so that she won't fall.

Chair Bowman said you should come to my class. Contact me to sign up. The way it is set up she will be finishing the class five weeks from now but the class will continue.

Ms. Pieters said the exercises are to strengthen your body so you can help yourself not to fall.

Ms. Tambourine asked is there a charge.

Chair Bowman said it is a \$2.00 donation.

Ms. McGinnis asked are you prepared to deal with a person who is blind.

Chair Bowman said heavens yes.

Ms. McGinnis said she knows she needs to develop more body strength.

Chair Bowman said the idea with the group is to get people working together and supporting each other.

Mr. McQuarie said earlier today we heard from Annette saying she getting more personnel for para transit. He hopes it does get better. He tried to use the service but could not make it work with their schedules for him.

Ms. Jawhar said she is looking forward to serving on a new committee.

Ms. McGinnis said she is still working on promoting her counseling business. She is about to start taking Blue Cross Blue Shield and will hire a person to help her with the filing until she can do it. She is also working on a poetry manuscript. On January 20th she and Jane Lippman will be reading poems about nature and seasons and will have books available at Collected Works on Galisteo from 11:00 am to 12 noon.

Mr. Chapman said he will make reservations at Joe's for eight of us including the Mayor at 11:30 am on December 11th.

Ms. Pieters said she wants to thank Mr. Chapman for the last year.

Mr. Chapman said it has made him a better person. Thank you. He loves working with this Committee.

9. ADJOURN

The meeting was adjourned at 11:45 pm.



Marcia Bowman, Chair



Elizabeth Martin, Stenographer