



Agenda

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**TRANSIT ADVISORY BOARD MEETING
TUESDAY, DECEMBER 4, 2012
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES: OCTOBER 30, 2012

PUBLIC COMMENT:

ACTION ITEMS:

1. ENDORSEMENT OF PROPOSED CITY COUNCIL RESOLUTION: EXTENDING "FREE FARES" TO ALL TRANSIT SERVICES PERFORMED BY SANTA FE TRAILS AND FUNDED BY THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT (NCRTD) THROUGH THE REGIONAL TRANSIT TAX
2. RECOMMEND ADVERTISING VENDOR: 2013-2016
3. RECOMMEND FIXED ROUTE BUS PROCUREMENT

DISCUSSION ITEMS:

1. REPORT ON SYSTEM RIDERSHIP: SANTA FE TRAILS AND SANTA FE RIDE
2. BENCH/SHELTER PROJECT – REVIEW OF PROJECT SCHEDULE
3. FEDERAL SURFACE TRANSPORTATION ACT (MAP21) – FY2013 APPORTIONMENTS
4. PLANNED UPGRADE CNG COMPRESSION STATION – CLEAN ENERGY
5. SANTA FE TRAILS "MILLIONTH RIDER" CELEBRATION – DEBRIEF
6. JANUARY BOARD RETREAT – AGENDA

PUBLIC COMMENT

ADJOURN

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520, five (5) working days prior to meeting date.

TRANSIT ADVISORY BOARD INDEX

December 4, 2012

Call to Order	The Meeting was called to order by the chair at 5:15 pm	Page 1
Roll Call	A quorum was declared by roll call.	Page 1
Approval of Agenda	Mr. Luttjohann moved to approve the agenda as presented, second by Ms. Montoya, motion carried by unanimous voice vote.	Page 1
Approval of Minutes: October 30, 2012 Add Mary's last name: McGinnis Page 3: Public Comment – no more than 50% Page 4: 3 rd line – years (no apostrophe)	Ms. Montoya moved to approve the minutes of October 30, 2012 as amended, second by Mr. Robinson, motion carried by unanimous voice vote.	Page 2-3
Public Comment(s)	Informational – Staff Follow Up	Page 3-7
ACTION ITEMS 1. Endorsement of proposed City Council Resolution: Extending “free fares” to all Transit services performed by Santa Fe Trails and funded by the North Central Regional Transit District (NCRTD) through the Regional Transit Tax. 2. Recommend Advertising Vendor: 2013-2016 3. Recommend Fixed Route Bus Procurement (6 buses)	Mr. Robinson moved to table proposed City Council Resolution: Extending “free fares” to all Transit services performed by Santa Fe Trails and funded by the North Central Regional Transit District (NCRTD) through the Regional Transit Tax until Councilor Calvert is in attendance, second by Ms. Bleck, motion carried by unanimous voice vote. Ms. Montoya moved to table approval of the recommended advertising vendor until additional information is received, second by Mr. Robinson, motion carried by unanimous voice vote. Ms. Montoya moved to authorize Jon Bulthuis to move forward with presenting the proposal to the Mayor and Council, second by Aurore Bleck, motion carried by unanimous voice vote.	Page 7-10

TRANSIT ADVISORY BOARD INDEX

December 4, 2012

Discussion items 1. Report on Systems Ridership: Santa Fe Trails and Santa Fe Ride 2. Bench/Shelter Project – Review of Project Schedule 3. Federal Surface Transportation Act (Map21) – FY 2013 apportionments 4. Planned Upgrade CNG Compression Station – Clean Energy 5. Santa Fe Trails “Millionth Rider” Celebration Debrief 6. January Board Retreat – Agenda	Informational, no formal action taken. Date selected: January 26 th from 9:00 am to 12:00 noon. Snack and lunch will be provided. Meeting location: Santa Fe Trails office on Rufina Street.	Page 10-12
Public Comment	None	Page 12
Adjournment and Signature Page	There being no further business to come before the Transit Advisory Board, the meeting was adjourned at 7:00 pm	Page 12-13

**TRANSIT ADVISORY BOARD MEETING
DECEMBER 4, 2012
MINUTES
5:00 PM – 7:00 PM**

- I. Roll Call** - The meeting was called to order by the Chair, at 5:15 pm at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, New Mexico. A quorum was present by roll call.

Present:

Colin Messer
Garrett Robinson
Aurore Bleck
Cindy Montoya
Jim Luttjohann

Not Present

Susan Maslar- Excused
Don Bell
Stan Cooper
Councilor Chris Calvert

Staff Present:

Jon Bulthuis

Others Present:

Fran Lucero, Stenographer
David McQuarie, Audience, ADA Advocate
Mary McGinnis, Audience
Flo Vinnick, Audience
Asenath Keplar, Audience
Kiera Hay, Journal North
Tom Sharp, Santa Fe New Mexican

II. Agenda

Mr. Luttjohann moved to approve the agenda as presented, second by Ms. Montoya, motion carried by unanimous voice vote.

III. Approval of Meeting Minutes: October 30, 2012

Add Mary's last name: McGinnis

Page 3: Public Comment – no more than 50%

Page 4: 3rd line – years (no apostrophe)

Ms. Montoya moved to approve the minutes of October 30, 2012 as amended, second by Mr. Robinson, motion carried by unanimous voice vote.

IV. PUBLIC COMMENT

David McQuarie: Concerns with Santa Fe Ride (Quoted from Federal Regulations Section 35-133A.) A public accommodation shall maintain in operable working conditions those features of a facility and the equipment that are required to be readily accessible and useful by persons with disabilities. With that I want to say, thank you for nothing. I currently feel you should advertise on your buses “ride at your own expense and risk as my incident of October 22nd with no results from staff and supervisors, thanks again. I will think twice before riding the bus. Secondly, I would like to point out there are still problems reoccurring with Santa Fe Ride with paratransit. I quote from letter of March, 2009 from Mr. Bulthuis, “I commit to continued transparency, etc. ... filed there was no transparency. For example, for 3 months the Mayor’s Committee has been waiting to see the process log or booklet on training and yet in March 2009 you said you would keep us abreast. (Inaudible portion)

The Chair asked Dave, “On your first comment specifically what was the equipment that was inoperable or malfunctioning?” Mr. McQuarie: The sidewalks had gravel all over them and I suffered an injury and thanks to the city, they refused to take responsibility so I had to pay for it out of my pocket. Was this was the same comment from last month meeting, are you referring to the same incident. Mr. McQuarie confirmed that it was.

Flo (Letter read - Exhibit A)

I have been told not to call the transportation by cabs, but I am so use to utilizing cabs that I use it as a synonym.

(Letter read on file in City Clerks Office)

I am asking this committee to come up with a plan of action to rectify these problems for the disabled community.

Mary McGinnis: It has been taking such a long time to get the training manual. Dave and I both have heard that it is coming but it hasn’t happened. I am also hoping that the letters will be sent out on time so the customers will know about the changes that are coming up. I too get frustrated that I have to schedule so much in advance, it isn’t wonderful, it seems to be working and I compliment the drivers but I need to get where I need to go. I too believe the drivers do a great job.

Letter from Katharine Lee read by Board Member, Aurore Bleck (Exhibit B)

The Chair asked for any other public comments. There being no further comments, discussion was welcomed.

Flo: How far is reasonable to call in advance to get transportation for where you need to go?

Jon: Recently we have been faced with staffing availability but normally there is always an opportunity within that 24-hour availability prior to the trip to request a trip and provided a trip. One day in advance is not a subscription reservation but it is an advance reservation in that you are requesting a trip within 24 hours.

Flo: I was invited to a celebration and I gave a 2 week notice and I told them that I needed to be picked up at 6:00 pm because it starts at 6:30 pm and I would like to be picked up at a quarter of 9 because it is over at 9:00 pm. I was told I could be picked up at 6 pm, get me there by 6:30 pm and they had nothing after 7:00 pm to take me home. Does that sound reasonable?

Jon: That doesn't sound reasonable to me.

Flo: I think you do so many things here, things that don't get reported, it is unbelievable what goes on. I asked for a copy of an incident report, never heard anything. They left me standing and I was supposed to be picked up after my class. I had to wait one hour and a half and they went to my house to pick me up and left me standing there and I had to wait an hour and a half until I got an on call. It was their fault but I had to wait as an on-call. Jon, I have tons of this stuff and it gets worse and worse.

Chair Messer: Can we document this in some way and try to get answers item by item, issue by issue.

Jon: Absolutely, any request for information is something that the city provides under the Public Records Act.

Flo: I am sure that they don't answer my complaints and it just falls on deaf ear. I never get return phone calls. I have complained about that for all the times I have come here and I am not the only one. The people in charge told me to come on Monday for this meeting and I had a round trip on Monday. I didn't even know the meeting was today, I just happened to talk to someone today and they said the meeting was on Tuesday.

Jon apologized for that and for future meetings offered a schedule for the meetings for 2013 which is posted on the city website.

Flo: I called several times and no one seemed to know when the meeting would be.

Chair Messer: What number are you calling, the Santa Fe Ride number?

Flo: Yes. I have asked time after time after time to Annette for the people answering the calls to identify themselves when answering the call. I don't recognize their voices. If I have a complaint; Annette told me that they did not have to do that because they can play the tapes back. Why: You think 2 weeks later they are going to find the tape and play it back; I don't think so. Why can't they answer the phone with their names and why can't drivers wear pins with their names on it. I don't think it is a lot to expect. If you were in a well run business situation you would not get away with that. No customer service, we are treated like we are a bother. I can't say that about John, he has always been very nice to me. If we had a meeting in the afternoon that was for the disabled people they could tell you the horror stories, we would share a lot more. I have sent this to the City Manager, Mayor Coss and to other people and want to get a response or I will take it further than that. I will call Susanna directly if I have to.

Chair Messer said that we had two public hearings to talk about the changes to Santa Fe Ride policy.

Flo: Let me tell you I did not know about a lot of these meetings, I went back to Los Angeles for a length of time. Were they mailed to me?

Jon: Yes we did mail them. You had one of those at the main library, the session you attended. That again was just to talk about the change in policy related to having unlimited subscription trips which is a violation of the federal requirements that we had to roll that back. It requires program participants to exert more effort to make that call every time a trip is needed rather than to have a standing order. We are doing a couple of things to address that and I have said this for the past few meetings. It is getting closer now or to the point where we have thirteen interviews scheduled this week for staffing and we will be hiring 2 drivers to fill vacancies and also 2 temporary drivers and it has been months in the making.

Flo: It is always a catch up, why does it have to take so long?

Jon: It is and I apologize for the backup. I don't have answers for that.

Flo: Even the President can hire staff faster than that.

Jon: I don't have good answers for that.

Flo: I had a very full and active life until I had my accident. I worked as a critical care nurse for 25 years and I knew what was going on. A lot of my friends know my situation and they offer to come and get me and take me home. I don't want to be dependent on other people; I have been independent for all of my whole life.

Jon: Our program was established for that independence and that is the reason why it exists. I don't think there is any disagreement about that. I think there are

operational issues both within the division here and in other departments of the city that need to get addressed and I can certainly do that ongoing. I will work with staff, making sure that our staff is following protocol and using their names.

Flo: How many times have you heard me say this?

Jon: I have heard you say this several times. We did revise the protocol, we did training with staff and it is something I expect them to do. If that is still not happening then it is my job to go back

Flo: Jerry is the only one that uses his name.

Jon: That is a management issue that we have to address with staff.

Flo: Management is not even here tonight.

Jon: You mean the management of the ride program itself? No, they are not.

Flo: Did I get a response? I should have gotten a response in 10 days. I have sent it to Chris, Patty, the Manager, the City Manager, a whole bunch of people and I asked the reporter from the newspaper to be here, Tom Sharp, and he was nice enough to attend. This can't go on like this. You can't make up the things that you don't do. You have to do them right the first time or quit and get somebody else that can run the program.

Jon: I appreciate your comments, again I agree with the comments from our Chair. The more specific in terms of the failings that you can point out to me and to other managers in the system, details on incidents where there was a mistake in the scheduling, they went to your home instead of the place of business where you were at, those details are very helpful to me.

Flo: I called a supervisor and I was told that the supervisor was out driving. Oh. I told the driver when he came to get me that I was not paying for that ride and he should tell Laura that. She was there, she answered the phone but she wouldn't talk to me. It is a game.

Jon: Those incidents would be very helpful for me.

Flo: I have called, I have asked Anthony to fill out an incident report. I have never been called back from Ms. Annette who couldn't care less if I call or not.

Jon: Ramp those concerns up to my level.

Flo: Yet I can't get a permanent ride for 6 months. Really, what do I have to do?

Jon: Just for clarification to the board, that is the change we implemented due to

the FTA requirements and there will be burdens on program participants until that band shifts to the required level that you will have to call each time you want a trip rather than having that standing order based on the requirements that we are mandated to follow. In terms of specific complaints, if they are not being addressed by the staff member that we call, I can give you the hierarchy here at Trails and the Mayor's Office has an office of Constituent Services.

Flo: The Mayor's office has a copy of this letter. It was sent to the Governor's representative for the disabled. I will call Susana myself.

Jon: If you are not getting your questions or concerns addressed that is clearly appropriate. But I would ask you to give me an opportunity.

Flo: I called Patty and she didn't return my phone calls and she got a copy of it. But when they want me to make a fund raiser for them they will be Johnny on the spot.

Jon: I can't speak to that.

The Chair expressed his thanks. I appreciate your comments and if we can get a list of those items I can assure you we will address them. We will address them one by one. If you can provide me with your concerns directly by e-mail, Jon and I will address them.

Flo: Nobody here speaks up because they are afraid of being chastised or not get rides and it is horrible to feel like that. I have always been an advocate for the Nurses I worked for and now for the disabled and I am part of those disabled. This makes me sick.

Sincerely, if we can see these, we will address them. We will put a group of board members and address these issues. I will meet with Jon once the concerns are received.

Flo: When will I get those answers?

The Chair will meet with Jon and more discussion will take place on these concerns.

V. ACTON ITEMS

- 1. Endorsement of proposed City Council Resolution: Extending "free fares" to all Transit services performed by Santa Fe Trails and funded by the North Central Regional Transit District (NCRTD) through the Regional Transit Tax.**

The last time this was discussed, Councilor Calvert requested for this to be tabled until he could attend. He isn't here tonight and I am not sure why

not. It is at your discretion if you want to continue this.

Did Councilor Calvert want to talk about this in front of the board? We discussed this before and the issue is that we receive funding from the quarter cent gross receipts revenue from the regional transit district and we have been collecting revenue from the fare box as well as collecting some of that receipt from the NCRTD. The idea is to provide free fares to those special events and solely recoup our expenses from the NCRTD, is that correct.

Jon: That is correct. The NCRTD provides funding to make connections to retail transit so the Railrunner, the Park and Ride buses and other entities coming in to the city. On the special event days just because some events have been around longer than other, the Indian Market for example, the Spanish Market are older than the Folk Art Market, the practices have varied on how passengers are charged. The Folk Art market has an agreement to not have fares charged while other markets don't. This is a request coming from the RTD board is for all of those services to be treated the same way.

Chair: Do you think Councilor Calvert wants to weigh in? Is there time urgency on this? Is this something you have to report to NCRTD to their meeting on Friday?

Jon: I can definitely let them know that it was brought to the board and that we opted to wait until Councilor Calvert is in attendance at this meeting since he made that specific request.

Chair Messer agreed that we should honor that request.

Mr. Robinson moved to table proposed City Council Resolution: Extending "free fares" to all Transit services performed by Santa Fe Trails and funded by the North Central Regional Transit District (NCRTD) through the Regional Transit Tax until Councilor Calvert is in attendance, second by Ms. Bleck, motion carried by unanimous voice vote.

2. Recommend Advertising Vendor: 2013-2016

Jon reported that we have had two responses and the selection process has not been completed. The last communication with the purchasing director was that he was going to communicate with both vendors and ask for the best and final.

Ms. Montoya moved to table approval of the recommended advertising vendor until additional information is received, second by Mr. Robinson, motion carried by unanimous voice vote.

3. Recommend Fixed Route Bus Procurement (6 buses)

This is the follow up from last meeting on the size of bus and vendor for the bus. I was given direction to get quotations for the 35' bus from Gillig. Included in the packet is the price sheet taken from cooperative procurement that was conducted by the state of Minnesota according to FTA Regs. I am requesting from the board I direction to proceed with this to the council to recommend purchase of 6 units based on the price and contact that are available options through the state of Minnesota. If you look in your packet there are 2 buses that show the seating layout. One has 3-wheel chair positions and the other has 2-wheel chair positions. The trade off there is that the 2-wheel chair positions bus accommodates 32 seated passengers vs. 31. The final three pages, after the seating diagram there is an e-mail from the sales rep at Gillig stating that the 35' bus is about \$10,000 than the 30 footer and the final two pages are the last procurement that we made of that 29' bus which 40 loaded was backed by the city totaled \$410,000. My request to the board is direction to proceed, to put the procurement paperwork together with a price not to exceed \$425,000. We will have the base price and all of the delivery costs, the cost differential between the 29 and the 35 footer which is approximately \$425,000 per unit.

The chair stated that the original price sheet shows \$348,650, is that not diesel?

Jon: Right, CNG is going to be an up charge and all the outer equipment like the head signs, security cameras, fare boxes, etc. Those are all going to be in addition to that price. I anticipate the fully loaded bus to come in under the \$425,000.

Chair: All the ADL and GPS stuff, do we install it?

Jon: I think now that we are asking for 6 buses instead of just 1, we probably will put that in the build so they will do it at the factory and we don't have to that. Now that we know how to work with the third party vendors, we know what equipment we need and we can spec it out.

Chair: This is really a good price for these buses. This is what we call 12 year buses with and 450,000 mile lag in their life span. Jon said that it might be 500,000. The issue, for the record, we have always stayed with 30' buses because we have councilors who weren't in agreement with the big buses in the city. We are at a point now that we are really packed on Cerrillos Road and this is a compromise for 35' vs. 40'.

Jon: We have had some issues with the fleet we have now accommodating larger scooters. We have had Arizona bus to send us options for consideration. The equipment is getting to big to fit in our standard paratransit vehicle. Our thought is to buy a soft cut away bus with more interior space and assign it to paratransit. I will come back at another meeting with more information.

Chair: Can we make the decision later on the seating and chair positioning? Jon: Yes you can.

Ms. Montoya moved to authorize Jon Bulthuis to move forward with presenting the proposal to the Mayor and Council, second by Aureore Bleck, motion carried by unanimous voice vote.

VI. DISCUSSION ITEMS

1. Report on Systems Ridership: Santa Fe Trails and Santa Fe Ride

Jon reported that he is excited that we will hit the million in 2012! Steady growth. It is conceivable that we could exceed 100,000 on a monthly basis. One note on Santa Fe Trail, Flo has some valid concerns and we will look in to them. Our staffing as I would like to reiterate; there are many reasons that make it difficult to hire. We have scheduled interviews for many of our openings, more information to follow.

Ms. Montoya: If we can capture the problem or a compliment, we need that process to be in place. Ms. Montoya is happy to help with this program process.

Mary McGinnis: Geraldine cancelled one of my appointments by mistake and she wrote me a letter of apology and signed that letter. That was a very nice unexpected action on her part.

We continue to receive compliments for the drivers, comments focused in on management not being responsive.

Chair: Once we sort out these comments maybe you can bring them back to the board for review.

Jon: The city is working on a program to share the results of concerns and compliments. People who have concerns can't view that. The city website is not as user friendly.

The Chair asked about Ridership Route 22 and 26. Some days we have zero riders. Jon responded that may be the probing issue, so the ridership may not have been counted. Probe: Have you gone wireless? No but wifi would be extremely helpful.

2. Bench/Shelter Project – Review of Project Schedule

Shelters look very nice. The Chair talked to one of the service workers who said that there is an issue in cleaning the surfaces. Jon said that they will graffiti proofed as well as the signs. Jon will provide the roll out schedule to the Board and provide this information at the next meeting. Report received through the web solicitation will be provided at the next meeting. One of the first ones that went out is on Alameda. We need to expend the money by the end of the federal fiscal year, September 30, 2013. Keep in mind that will be the first phase.

3. Federal Surface Transportation Act (Map21) – FY 2013 apportionments

They have done a portion which is half of the fiscal year. This shows the full year projection with the first month's apportionment. We don't know if we will get the same amount in the second half as the first. Santa F shows our 5307 which is our operating money which was \$1.3 million and under MAP it will be \$1.5 million. NM for Urbanized areas is 50,000 to 199,000 in population; this is money that was previously not available to us, we will get a portion of the \$497,978. There use to be two other funding classifications called New Freedoms that helped us with staff; that funding category went away under the new legislation.

If you take the money and you add it to SAFETEA-LU it is close to Map21. There was a lot of talk of revenues going down for Transit, but it didn't go down significantly.

The good news if you look under Section 5339 and Bus Facilities Program which was based on earmarks is now formalized and if you look at the totals for all the areas, the amount is \$453,536 that we will share. The city will need to continue to look at CIP funds for buses.

The Chair explained that it is critical that we continue to look at Sheridan. Jon said we have funding for design. Right now the city is focused on Santa Fe Place. Jon is still hopeful that the Santa Fe Place project will become a reality. Jon will follow up with a conversation with Matt who is the City Plan Use Director who can access information through JenkinsGavin for Santa Fe Place. There are moving elements, i.e., new buyer for Santa Fe Place, different management teams. It was encouraged that Jon pursue the Sheridan location to assure that it is excelled in the process.

Mr. Luttjohann asked which were the Hubs in the city. Santa Fe Place, South Capitol is built that way and pretty well designed and the downtown center.

What about the feds do we have to give the money back? Jon said no, since we show them our working plan we should be able to move forward. The City Manager knows about this and we should talk to as many people as we can.

4. Planned Upgrade CNG Compression Station – Clean Energy

We are actively engaged with Clean Energy to get the facility. Our position is now is the time to make that investment before things break down. They are also working with Solid Waste. As plans for the renovation get finalized we will bring more information to the board. The Chair is working with Jon on this project. Grant: We got about 73% for our in-kind. We have a lot of good partners. We will have the whole solid waste fleet on clean energy. The gas comes in a pipeline, it has just been upgraded.

5. Santa Fe Trails “Millionth Rider” Celebration Debrief

Garrett suggested that if thank you notes have not been sent out that it would show greater appreciation if they were hand delivered to those who contributed in person.

Thank you to Garrett for his wonderful support and coordination of this successful event. Words cannot express the appreciation for everything that Garrett did to make this such a success for all. Thank you.

6. January Board Retreat – Agenda

Date selected: January 26th from 9:00 am to 12:00 noon. Snack and lunch will be provided. Meeting location: Santa Fe Trails office on Rufina Street.

Suggested Agenda Topics:

Sub-Committees

Class and Compensation

How can we affect positive change

Competitive salaries in the same industry

Competitive salaries within the City

VII. PUBLIC COMMENT

None

Thank you to Garrett for everything that he did for the anniversary!

VIII. ADJOURN

There being no further business to come before the Transit Advisory Board, the meeting was adjourned at 7:00 pm

*Transit Advisory Board Meeting
December 4, 2012*

Signature Page:

Colin Messer, Chair



Fran Lucero, Stenographer

re: City of Santa Fe Ride Program for Disabled Individuals

I am writing to you in the hopes that you can assist me with a problem that I am having with the City of Santa Fe Ride Program. It is a problem that affects many people, and indirectly, the community at large.

By way of introduction, I am a retired RN living in Santa Fe, NM. I suffered an automobile accident eight years ago which left me unable to drive. I am now also legally blind. Because I no longer drive, I have been a client of the City's Ride Program for most of the last eight years, and I am in a key position to report on how the program is failing the people of Santa Fe.

I have constantly struggled to work with a myriad of problems in the program's administration, and have attended meetings and hearings to advocate on behalf of myself and other disabled individuals. The program is mismanaged, saddled with impossible rules and restrictions, and administered in an unfair and discriminatory manner. These problems have the effect of denying vital services to many members of our community. Examples include cabs that are not handicapped accessible. Other examples are cabs showing up extremely early or extremely late. Cab availability is very limited to begin with due to restrictions that make it so cabs are often unavailable or limited to certain hours. Program participants are saddled with the onerous requirement of reserving cabs in advance, meaning that no last-minute invitations or schedule changes can be accommodated. If someone needs to see their doctor for flu symptoms, they are frequently out-of-luck because on-call cabs can take up to ninety minutes to secure. Being forced to make reservations a week or weeks in advance means that participants often cannot get transported to vital appointments or obtain vital services. No one should be forced to plan their life or health care by using a crystal ball. Furthermore, it is often impossible to get anyone on the telephone to handle questions or concerns. If you can get through to a supervisor, complaints go unheeded, and, worse yet, complainants are retaliated against by sudden mysterious "unavailability" of cab service. One of the supervisors is alleged to have been the subject of internal lawsuits and/or complaints. I have kept detailed records of some of the exact cases of the program failing to deliver services, as well witness statements and observations about cab drivers showing up unexpectedly (at the wrong times), not showing up, or showing so early as to render any planned activity virtually meaningless.

Program participants have struggled valiantly to abide by the restrictions, but matters seem to have reached a point that the entire program is in danger of being a useless waste of taxpayer money. For example, supervisors running the program (who seldom if ever return telephone calls) somehow find the time to send out letters detailing new restrictions and alleged infractions. Most time periods are blocked out and unavailable. We are being deprived of meaningful activities outside of the home. In my case, since my doctor requires me to go the gym at a minimum of twice a week, I am unable to block out these times for cab service. I was told that it exceeds program restrictions. Trying to catch a cab on an on-call basis is unlikely, making my costly appointment with my trainer an expensive cancellation.

I was told I had to wait for 6 mos for a reservation block.
For the past several years, I have worked diligently through Jon Bultheis, the City's head of transportation, the Mayor's Office, and others to try to resolve these issues, all to no avail. I have the distinct impression that my willingness to speak up has cost me in terms of cab availability. No one should be discriminated against for speaking out about issues of public concern.

<http://us.mc01g.mail.yahoo.com/mc/showMessage?sMid=0&fid=Sent&filterBy=&.rand=19499582...> 11/19/2012

G. Hubit A.

**Santa Fe ride**

Tuesday, December 4, 2012 1:39 PM

From: "Katharine Lee" <kleesfe@aol.com>

To: laurore_borealis@yahoo.com

Cc: flovinnick@yahoo.com

I was planning to be here tonight for this meeting, but do not feel well enough so I've asked Aurore to read this into the record for me.

Here's the thing....It's hard enough to have disability with frequent debilitating fatigue, without the additional stress of accepting crucially needed support like paratransit services, as SFR is meant to provide, but barely does.

After nine years of offering my best efforts at helpful feedback, at great personal cost, there still remains an essential disconnect between the majority of management and SFR customers. What might seem trivial to some staff can mean all the difference in quality of life. I and many others only use SFR after all other possible options have failed. Is this really the kind of experience you want your customers, your revenue source, to have?

The bottom line of what amounts to incompetent customer service is--- it hurts.

Katharine J Lee

466 8493

Exhibit B.