



# AGENDA

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE ON  
DISABILITY  
DECEMBER 15, 2022  
10:00 AM  
ATTEND VIRTUALLY

## SPECIAL PROCEDURES FOR THE MAYOR'S COMMITTEE ON DISABILITY MEETING

**Attendance:** In response to the State's declaration of a Public Health Emergency, the Mayor's Proclamation of Emergency, and the ban on public gatherings in excess of those permitted in the current Public Health Order, the Mayor's Committee on Disability meeting will be conducted virtually.

**Internet:** To join the Zoom meeting on the internet using a computer, laptop, smartphone, or tablet, use the following link:

[https://santafenmgov.zoom.us/j/88409849066?  
pwd=QUhsdFRydGZEYnhCa3hRK1IJZmRJdz09](https://santafenmgov.zoom.us/j/88409849066?pwd=QUhsdFRydGZEYnhCa3hRK1IJZmRJdz09)

Attendees should use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

**Phone:** To join the Zoom meeting using a phone, use the following phone numbers and Webinar ID: **US: 1 (346) 248-7799 - Meeting ID: 884 0984 9066 Passcode: 786200**

Phone attendees should press \*9 to use the "Raise Hand" function to be recognized by the Chair to speak at the appropriate time.

The agenda and packet for the meeting will be posted at <https://santafe.primegov.com/public/portal>.

### 1. CALL TO ORDER

2. **ROLL CALL**

3. **APPROVAL OF AGENDA**

4. **APPROVAL OF MINUTES**

- a. Approval of October 20, 2022 Meeting Minutes

5. **PUBLIC COMMENTS (15 MINUTES TOTAL)**

- a. Public Comments from website or Zoom

6. **PRESENTATIONS**

- a. Transit Services Presentation, Thomas Martinez, Transit Director of Operations.

7. **ACTION ITEMS**

- a. Adopt Mayor's Committee on Disabilities 2023 Meeting Calendar

8. **DISCUSSION ITEMS: NO ACTION**

- a. Continued Discussion on Status of ADA Compliance in the City of Santa Fe (Kathlyne Gish and Eli Fresquez)
- b. Continued Discussion on updated ADA Coordinator Job Description (Kathlyne Gish, Eli Fresquez, Regina Wheeler, Director of Public Works)
- c. Continued Discussion of Appropriate City Placement for ADA Coordinator and Mayor's Committee on Disability (Aurore Bleck and Kathlyne Gish, Regina Wheeler, Director of Public Works)

- d. Continued Discussion of Updates on New City Website; The City Never Obtained Advising from the Mayor's Committee on Disability on Website Features and Accessibility; Continued Lack of ADA Compliant Information to Request Accommodations and More (Kathlyne Gish, Eli Fresquez, Regina Wheeler, Public Works Director)
- e. Continued Discussion re Requests for Accommodations for a Stenographer/CART (Eli Fresquez)
- f. Continued Request for Updates to Appoint New MCD Member (Kathlyne Gish)
- g. MCD Sub-Committee Reports

9. **MATTERS FROM STAFF (3 MINUTES)**

- a. A link to the video recording of this meeting will be added to the Meeting Minutes for this meeting.

10. **MATTERS FROM THE COMMITTEE**

- a. Article from Santa Fe New Mexican

11. **NEXT MEETING: TBA No Meeting Scheduled**

12. **ADJOURN**



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

---

1. **CALL TO ORDER**

2. **ROLL CALL**

**Members Present:**

Member Aurore Bleck  
Member Kendra Garcia  
Member Kathlyne Gish  
Member Meriam Jawhar  
Member Jose "Eli" Fresquez

**Members Excused:**

Member Hope Reed  
Member Victor Hughes  
Member Pam Parfitt  
Member Angelique Montoya-Chavez

**Others Attending:**

None

3. **APPROVAL OF AGENDA**

Member Gish requests during Presentations for L. Gagnon to introduce his role to MCD

**MOTION:** Member Garcia moved, seconded by Member Bleck, to approve the agenda as amended to include presentation of L. Gagnon intro and his role in MCD.

**VOTE:** The motion was approved on the following Roll Call vote:

**For:** Member Bleck, Member Garcia, Member Gish, Member Fresquez

**Against:** None

**Abstain:** None

4. **APPROVAL OF MINUTES**



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

- a. Minutes from the June 16, 2022 Meeting.

**MOTION:** Member Bleck moved, seconded by Member Garcia, to approve the minutes as amended.

**VOTE:** The motion was approved on the following Roll Call vote:

**For:** Member Bleck, Member Garcia, Member Gish, Member Fresquez

**Against:** None

**Abstain:** None

Page 2 – 3<sup>rd</sup> paragraph from bottom – Councilor Romero-Wirth – working on – the word “it” is missing

“Mus” should be changed to “must”

Page 4 – Public Comment – 3<sup>rd</sup> line Chair Gish – “sin” the booths are not manned should say “since”

## 5. PUBLIC COMMENTS (15 MINUTES TOTAL)

- a. Public Comments from website

Attendee Jeminie Shell – wheelchair user who did not have accessibility after being dropped off from Zozobra – had to navigate Parks, Trails on their own based on the shuttle dropoff. May be worth City inspection of entire Fort Marcy Park for ADA accessibility.

Attendee Anne Marsh seconds this, and this is why she does not go to Zozobra. There is also not ADA seating so that Attendee Marsh could enjoy Zozobra.

Attendee Anne Marsh brought up concerns for accessible voting. Chair Gish invited the Secretary of State (SoS) member to address this at a previous meeting. This was predominantly for absentee voting and discussing accessibility voting. Chair Gish recommends we invite the SoS member again.

Governor’s Commission on Disability (GCD) helps handle accessibility for voting.



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

---

Attendee Jeminie Shell is happy to assist with providing technical assistance to support this.

Member Garcia believes a team of people with Disability's Rights are going around to voting sites to analyze accessibility.

## 6. ACTION ITEMS: DISCUSSION

- a. Discussion on status of ADA Compliance in the City of Santa Fe (Kathlyne Gish and Eli Fresquez).

Member Fresquez shared this in chat:  
U.S. Department of Justice settlement where the city agreed to appoint an ADA coordinator <https://www.ada.gov/santafe.htm>

Member Garcia shared this in chat:  
<https://www.ada.gov/santafe.htm>

Chair Gish spoke of the City's history with ADA Coordinator position and the advisory committee. Segue into the next discussion of appropriate placement of ADA Coordinator and the MCD.

Member Fresquez started to discuss CART captioning in a future discussion.

Attendee Chris Pommier asked in chat:  
Has there been any [news] coverage regarding the lack of an ADA coordinator at the City? Chair Gish said no.

Member Jawhar in chat:  
But they are not responding back, except to assign Lee Gagnon.

Chair Gish spoke of more accessibility issues from minutes, captions within meetings, and the transition plan.

- b. Discussion of Appropriate City Placement for ADA Coordinator and Mayor's Committee on Disability (Aurore Bleck and Kathlyne Gish)



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

---

Chair Gish questions placement in Public Works as the appropriate assignment as this limits their efforts to sidewalks and ramps which does not encompass the ADA needs (this came up during 7a but continued here). Placement with Streets and Drainage Maintenance back in August 2017.

Chair Gish gave a history of the position via historical minutes; feels the position is not appropriately represented as a civil right.

Member Bleck and Chair Gish – stated MCD should either be independent or under something like Community Services or Health and Safety. Spoke of what other municipalities do, or creation of an Equity and Inclusion Office to be housed under.

Member Fresquez discussed salary of position as well as the role of the MCD as a resource to the City to support the ADA Coordinator. Please share all of this with Regina Wheeler.

Chair Gish read job postings and compared them to City postings. History of ADA Coordinator posting as well as the hiring process with Bernadette Salazar in HR.

Anne Marsh commented on the existing job posting, to which Chair Gish confirmed the posting is noncompliant to ADA Coordinator position requirements.

- c. Discussion of Updates on New City Website; The City Never Obtained Advising from the Mayor's Committee on Disability on Website Features and Accessibility; Continued Lack of ADA Compliant Information to Request Accommodations and More (Kathlyne Gish and Eli Fresquez)

Chair Gish addressed concern that ADA compliance is no longer on the home page menu, and there are flaws in the ADA compliance reporting system.

Member Fresquez spoke of this and the accessibility information. It does have some accessibility like contrasting colours, as well as some



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

compliance information. The City should be complying with Title II with the Web Content Accessibility Guidelines (WCAG) via WCAG 2.1aa.

Chair Gish compares old and new website main menu entries. New menu list is missing ADA. All ADA links are missing unless you know what to search for. These should be on the home page links. City website does not print to PDF; links are disorienting.

Member Fresquez in chat:

Also a person with a disability would be preferred for both the interim and full time employee ADA Coordinator [role]. Able to perform the job with [or] without an accommodation.

Attendee Anne Marsh spoke of complaints systems on the website and the shortcomings of trying to file ADA complaints versus work orders. Chair Gish seconded this, and said she will follow up on the process.

- d. Discussion of Disability Employment Awareness Month and the City Employment Application and Portal (Kathlyne Gish and Eli Fresquez)

Member Fresquez spoke of best practices with hiring and how we can accommodate those – it is more than just awareness at this point.

Chair Gish mentioned the shortcomings on ADA accessibility to apply, lack of contact information if you needed assistance. When you go through the portal, half of what is typed disappears when you click Save, attachments disappear, no list of items needed, no ability to skip forward to the next section, website timeouts/data loss. It took Chair Gish 2 hours in one sitting to apply for 1 job. This portal needs to be updated.

## 7. OLD BUSINESS

- a. Discussion re: Letter on Accommodations for a Stenographer/CART (Eli Fresquez)

Chair Gish reiterated it was submitted three times to the person that this should be sent to based on the Mayor's instruction of the City Clerk.



# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

Member Fresquez says Title II entities have to reasonably accommodate CART services requests. In the event of financial or administrative burdens, a reasonable alternative should be offered.

Chair Gish reinforced the needs for detailed minutes for matters of inclusion and to capture the information all discussed in the meeting.

b. Updates on Request to Appoint New MCD Member (Kathlyne Gish)

Chair Gish requested to appoint Chris Pommier (present today), but there is no process to appoint. It requires a City liaison (ADA Coordinator) to appoint to fill this committee member vacancy. During this ADA Coordinator vacancy, the Mayor said he would handle the appointment but there was no response since September 13<sup>th</sup>.

c. MCD Sub-Committee Reports

8. **MATTERS FROM STAFF**

- a. A link to the video recording of this meeting will be added to the Meeting Minutes for this meeting.

9. **MATTERS FROM THE COMMITTEE**

10. **NEXT MEETING: November 17 2022**

11. **ADJOURN**

**This venue is equipped with closed captions. Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6521, five (5) working days prior to meeting date.**

\_\_\_\_\_  
Liaison

\_\_\_\_\_  
Chair



City of Santa Fe

# MINUTES

REGULAR MEETING OF  
THE MAYOR'S COMMITTEE  
ON DISABILITY  
OCTOBER 20, 2022  
10:00 AM  
VIRTUAL MEETING

---

## **Transcript of Mayor's Committee on Disability Meeting October 20, 2022.**

### **Members Present:**

Member Kathlyne Gish, Chair  
Member Kendra Garcia, Vice-Chair  
Member Jose "Eli" Fresquez  
Member Aurore Bleck  
Member Meriam Jawhar

### **Excused:**

Member Hope Reed  
Member Angelique Montoya-Chavez  
Member Pam Parfitt

### **Attendees Present:**

Lee Gagnon, Liaison  
Christopher Pommier  
Jeminie Shell, GCD  
Anne Marsh  
Devon Corbitt

### **[Transcript Begins]**

Liaison, Lee Gagon: Recording has started.

Zoom Automated Audio: Recording in progress.

Chair Gish: I call this meeting to order at 10:07am. May we have a roll call please?

Liaison Lee Gagnon: Yes. Jeff Norris, clerk. Oh, Jesse Guillen, clerk? Member Bleck?

Member Bleck: Here.

Liaison, Lee Gagnon: Member Reed.

Chair Gish: She is excused.

Liaison, Lee Gagnon: Member Garcia.

Member Garcia: Present.

Liaison, Lee Gagnon: Member Hughes.

Chair Gish: He isn't here anymore. He resigned.

Liaison, Lee Gagnon: Okay. Member Gish

Chair Gish: Here.

Liaison, Lee Gagnon: Member Parfitt.

Chair Gish: She's excused.

Liaison, Lee Gagnon: Member Montoya-Chavez.

Chair Gish: She's excused.

Liaison, Lee Gagnon: Member Jawhar.

Chair Gish: She's trying, as far as I know.

Liaison Lee Gagnon: And then, Member Fresquez?

Member Fresquez: Present.

Liaison, Lee Gagnon: Romella Glorioso-Moss, is not present, either?

Chair Gish: No.

Chair Gish: Okay, so next is...Oh, for any attendees, well, I can see your names, and the ones whose names don't fit, have stated. Or you changed the name. Chris. Thank you. Okay, so normally, we would ask attendees to type their name, but I can see everyone, so you don't have to do that.

### **[3. Approval of the Agenda]**

Chair Gish: So up next is approval of the agenda. Are there any changes that need to be made to the agenda, anything added? Or changed?

Chair Gish: The only thing that I am requesting is under presentations, just a brief moment for Lee to present his role with the mayor's committee and explain what he is here for, so that we are all on the same page. And that is the only change, so it would just be an introduction of Lee. And Lee, I don't know how to pronounce your last name. So...

Lee Gagnon: That's okay. Gahn-yohn...I tell people it's Pinyon with a G, it's the easiest way.

Chair Gish: That works. Okay so if there are no other changes may we have,

Member Garcia: Motion.

Chair Gish: May we have a motion to approve the agenda, as approved. Thank you.

Member Garcia: I move motion.

Chair Gish: Is there a second?

Member Garcia: And then somebody needs to second.

Member Bleck: Second. Aurore Bleck.

Liaison, Lee Gagnon: That was Member Garcia that made the motion and member Bleck that second? Yeah, right, Sorry one moment. How does this is work? Oh I see okay, I have to record the votes before I edit so I kept messing this up here. Okay, motion and second. That's perfect.

Chair Gish: May we have a roll call vote.

Liaison, Lee Gagnon: Yes. Member Bleck?

Member Bleck: Yes.

Liaison, Lee Gagnon: Member Garcia?

Member Garcia: Yes.

Liaison, Lee Gagnon: Member Gish?

Member Gish: Yes.

Liaison, Lee Gagnon: Member Fresquez?

Member Fresquez: Yes.

Chair Gish: And just so you know, I got a message from Meriam. Her computer is making her download updates. So, I asked her if she could attend by phone, and she's trying, so.

#### **[4. Approval of the Minutes]**

Chair Gish: And then so the next is Approval of the minutes from May 19th. Actually, that's incorrect. June 16<sup>th</sup>, was our last meeting June 16<sup>th</sup>, 2022. So, approval of the minutes from June 16<sup>th</sup>, 2022. And I did have some edits, but I have no idea how they would be made at this point. But they're very minor edits because, I can't possibly go through all of the content and remember everything that happened in that meeting. So, it was too long ago, but there was...

On page two, under "Councillor Romero-Worth said that the city is working on"...and it should be 'it' there should be an 'it', after 'working on'.

And then on the second line down "...to the two issues are OMA which states that participation by member 'mus', and it should be 'must'.

And then on page four under public comments, Chair Gish under that third line down, and it says...I'll just have to read it: "Chair Gish asked if there was a camera available for a driver to show that they have an ADA parking placard for use in the city garages..." and it says "sin the booths are not manned at this time" but it should say 'since'. Those are it for my corrections just to have a more clear.

Liaison Lee Gagnon: May I request what the first few edits were? I'm just going to add them as minutes here.

Chair Gish: So, the first two edits on page two, under the it's the third paragraph from the bottom. Counselor Romero worth said that the city is working on and it should say 'it' afterwards. And then the second line down, the two issues are OMA which states that participation by member mus, and it should be must, must be not 'mus' be.

Liaison, Lee Gagnon: Where was that in relation to, where is the location of that one? Sorry, I don't.

Chair Gish: Yeah, that's okay. Page two, and then it's the third paragraph from the bottom. So, it's...or the 1,2,3,4,5...6th paragraph down on page two.

Liaison, Lee Gagnon: You 'mus', changed to must.

Chair Gish: Thank you, and are there any other corrections to the minutes? If there are no further corrections...

Member Bleck: Move to approve the minutes as amended.

Chair Gish: Thank you.

Member Bleck: That's Aurore Bleck.

Chair Gish: Is there a second?

Member Garcia: I second it.

Chair Gish: May we have a roll call vote. Please.

Liaison, Lee Gagnon: Member Bleck?

Member Bleck: Yes.

Liaison, Lee Gagnon: Member Garcia?

Member Garcia :Yes.

Liaison, Lee Gagnon: Chair Gish?

Chair Gish: Yes.

Liaison, Lee Gagnon: Member Fresquez?

Member Fresquez: Yes.

Liaison, Lee Gagnon: Motion Approved.

Chair Gish: Thank you.

Chair Gish: Meriam is trying...

### **[5. Public Comments]**

Chair Gish: Are there any public comments from attendees? This would be things like updates of issues in the city or any anything that you want to share. Usually give about 10 or 15 minutes to that. Also, just so you know, if you are an attendee, we do allow participation throughout the entire meeting. As is, you know, feasible to do. So, if you have a comment or anything that needs to be, that you would like to be shared, raise your hand or you can type in the chat. Whatever is easiest for you. And if you type in the chat, I will read it. Normally, I can't see the attendees. So normally, like the chat is the way to go. But since I can see you all... Yeah, go ahead, Jeminie.

Jeminie Shell: Hi, Jeminie Shell, from the New Mexico Governor's Commission on Disability. I invited a consumer to attend the meeting because he had reported to us an issue regarding accessibility at Zozobra this year, and Fort Marcy Park. And since he's not here, he told me yesterday that he might not be able to attend, so I just wanted to report that issue. Since he's not able to be here.

Jeminie Shell: There was a large step down into the field or step up, I can't remember which he said. And he was unable to access it because he's a wheelchair user. He said there was no place for him to access the field from where he was dropped off. He had taken the Rail Runner from Albuquerque and ended up getting a shuttle from the Rail Runner stop. And the shuttle dropped him off in a place that was completely inaccessible to him to get onto the field. And then once he was on the field, some firefighters actually lifted his wheelchair up over the step to get him onto the field. And he had asked the firefighters, there's a fire station right across from Fort Marcy Park, and he had asked the firefighters if he could just sit there on their asphalt because it was accessible and a flat space for his wheelchair. And they declined. They told him that he couldn't be there because they had a private event going on, just for firefighters. So, he had to navigate the park and trails and such and gravel, and it was extremely difficult for him. And I'm sure that it's not the first time this has happened to someone who's a wheelchair user. But I thought, since he's not here, I might as well go ahead and just report that to the committee, and let you know that I will be in touch with the organizers of Zozobra, and talk to them about accessibility and thinking about where the shuttles are dropping off people, etc. And maybe try to have a conversation with them about improving their accessibility for future events.

Jeminie Shell: But because the city is in charge of Fort Marcy Park, I thought that I'd also want to report that to the city as well. And I have not done any kind of a re-evaluation of Fort Marcy Park, I haven't been over there on my official business to look at it. So, I don't know about any other accessibility concerns. But it would be probably worthwhile for the city to do an evaluation of the entire park actually, is my feeling.

Member Bleck: It has problems all over.

Jeminie Shell: I'm sure I'm sure it does. Most parks do you know the ADA requires accessibility as a whole. So, it basically means that not every single park has to be accessible, completely. But Fort Marcy Park is kind of unique in that it is used for many events and special events and activities. So, it seems to be one that the city should actually be focusing on, given how much activity goes on there. That would be that would be one observation. And again, I'm just talking about sort of the basics about the ADA, and, how it applies in Title II government, or state and local government, kind of situation.

Anne Marsh: My screen is a little different this time. So, I can't actually see myself, and I don't know if you can hear me, or if my hand is up. But you're nodding so it looks like you can hear me. I wanted to second what was just said, that is exactly the reason that I have not gone to Zozobra is because I'm afraid I'll get down there, and I'll just get stuck, there, and I won't be able to see and there will be a special place for wheelchairs, and everyone will be standing up in front of me. And it's just like, why bother. And I agree that with Fort Marcy Park being used at special event, it's not...they have to make the special event accessible. And so maybe there's ramps, they can get removable ramps they can put in as a special feature.

Anne Marsh: But the other special event we have coming up is of course voting. And I want to, I noticed it was not on the minutes today, or in the discussion today. And I'm just wondering where that is at and that can be talked about another time. But I just wanted to say that people are still very concerned about accessible voting.

Chair Gish: Yeah, Anne, I can answer that. I can answer to that. We did actually invite the Secretary of State to one of our meetings to discuss predominantly, it was absentee voting because the absentee voting process was confusing. It doesn't clearly state what you need to be able to do when you select a ballot for a person who was blind or low vision. And so when I selected that I got kind of confused and thought, you know, okay, I'm just going to select the regular one because I don't know what's even happening like, and then when I selected the regular ballot, which does take me longer to fill out, but it's familiar to me. I received an email saying that there's all these extra steps if you choose the low vision ballot. That was the reason why we brought her here. But we can actually invite her again to the next meeting. She was very open to hearing people's input and feedback. And so, I am sure that she would really appreciate...

Anne Marsh: Yeah, my main my main concern. For example, I vote at the Scottish Rite Temple, and it is totally not wheelchair accessible. And last time I went with my husband who helped me out. But that's an additional factor than just absentee and low vision voting.

Chair Gish: Yeah. Yeah, no. And I experienced the same near the Genoveva Chavez Center at the time that I went there, which I normally don't vote in person, but when I went there, not knowing that I couldn't drop my ballot off at the time, and they literally had the...what was identified as being an accessible door had a huge like, step up, it wasn't even like...to get somebody using a wheelchair in through that door, they would have to be lifted. And then the door was also propped open with a chair.

And there was no way...and then the accessible area for someone to vote, using a wheelchair or assistive device or anything like that, where they needed assistance, it was right there where we were all standing in line. There was no privacy, there was no barrier, there was nothing to give privacy, and I threw a fit and I said, that's completely unacceptable. And the lady at the County Clerk's office just said, "Oh, you have a lot to complain about, don't you?" And I was like, and I said, "Yeah", I said, "this is unacceptable". And so, I have had very similar experiences and witnessed the inaccessibility to voting, especially in person, here. And it's part of the reason why I do request an absentee ballot because I got tired of fighting everybody just to vote. But, they should absolutely be accessible. So, I did write this down. And, and I can be in touch with you. And we can have more of a discussion of it, on how to resolve these issues with the city. Because city voting is just as important as county and state voting. And so, anyway, I've written it down. So thank you, and thank you Jeminie.

Member Bleck: About Fort Marcy Park. I mean, we've known about the problems there for a really long time. We have a priorities list. It's one of our priorities. I mean, as far as parks go, I think is probably the number one priority. But like, I don't know what to do to stir more action on it, you know? I think documentation helps.

Chair Gish: And I just want to add that Meriam Jawhar did join the meeting. So, she is here. And then Jeminie, do you have more to say?

Jeminie Shell: Yeah, actually, I just wanted to point out that the Governor's Commission on Disability does provide technical assistance regarding voting and voting access. So, if you all are interested in moving forward on some work toward that, you could contact us, contact me, and I'm not the one who handles voting. And actually, the position that would handle voting is open right now. But we could certainly work with you it should be filled in the next couple of months. But we can certainly work with you on figuring out a way to help do some technical assistance to the city and the county, and the State really, in more broad terms would, I'm sure, benefit from some technical assistance regarding accessible voting.

Chair Gish: Thank you, Jeminie. Kendra.

Member Garcia: So just to add to the conversation about the voting issues. Last, I believe from my understanding Disability Rights New Mexico (DRNM) has a team of individuals that are going out to the voting sites to kind of assess and make sure ADA compliance is within good standards. So hopefully, that might be another thing on just to kind of remind everyone that they are working on I, just little by little.

Chair Gish: Thank you, Kendra. Okay. Are there any other public comments? Okay, if there are no other public comments our next item is presentations, and I had requested for Lee to present his role here with us, and himself, if you want. Just a brief introduction.

## **[6. Presentations]**

Liaison, Lee Gagnon: Absolutely, yeah, my name is Lee Gagnon. And I'm with the city of Santa Fe, in the Complete Streets Division, as an Engineer. My purpose for this, my sole purpose for this, is to help conduct this meeting and make sure that this meeting occurs. But I'm not filling any other ADA roles, We still haven't filled that position. It's still listed. They're still going through hiring. I don't have an update; I don't know what the plan is. I'm not really involved. This was just given to me so that we can make sure that we had the meeting. So, I will just be the liaison for you all in regards to this meeting alone. That's pretty much all I got.

Chair Gish: Thank you, Lee. I'm making notes so that I know what to put in the minutes. And then let's see. Are there any other comments? Eli, go ahead.

Member Fresquez: Yeah, good morning. And thank you, Lee, for helping to support us. I apologize, I had to step away. I had a work thing I had to attend to. So, I heard the very end of that, Lee. So you're, you're not the ADA Coordinator, is that right?

Liaison, Lee Gagnon: No, I'm just the person who had the most availability on the team to make sure that the meeting occurred.

Member Fresquez: So, you know, I think it's really important to highlight the need for the city to have an ADA coordinator. First of all, it's the right thing to do. Second of all, it's a legal federal requirement under the Americans Disabilities Act, Title II. Third is, if you look at other similarly situated cities, like Santa Fe, which is a world tourist destination, a Capital city, a city that prides itself on diversity and equity...It's shocking, that there isn't an ADA coordinator. If you look at Las Cruces, Albuquerque, if you go around to any other Capital city, they're going to have an ADA coordinator. Because they understand the importance of that, and why its compliance with the American Disabilities Act. So, it all you have to do is appoint somebody. It's administrative. We can help support that role. We can share training, subject matter, expertise, people shouldn't be afraid of it. With that said, it's also a role that's very important. And we need somebody who wants to be a champion in that role. But I believe the City of Santa Fe can do that. It's not only its obligation, but again, it's the right thing to do.

Chair Gish: Thank you, Eli.

Liaison, Lee Gagnon: I'll have to defer that. Any comments on that, to those above me, and I'm just here to help conduct a meeting.

Chair Gish: And I do want to note that Regina did tell me that she would be attending when I invited her. And so, you know, I don't know where she is if she's going to be attending at some point in the future, but she didn't say she would be here. So Jeminie, go ahead.

Liaison, Lee Gagnon: Worst case, I'll make sure she gets the recording.

Chair Gish: Thank you.

Jeminie Shell: I just want to point out that the Governor's Commission on Disability basically coordinates, and my position I coordinate, the ADA Coordinator certification program that is offered through the Great Plains ADA Center and Southwest ADA Center. We coordinate with them to provide training for ADA Coordinators, and I'd like to put it on the record that we highly recommend that the ADA Coordinator, whoever ends up being the ADA Coordinator for the City of Santa Fe, do the training because it is a complicated role. And it involves a lot more than just sidewalks, and access like that.

Jeminie Shell: I'm going to actually if you don't mind, I'd like to read something to you regarding the requirements for an ADA coordinator. This comes directly from the Department of Justice's Title II ADA handbook. specifically states that State and Local governments, Local governments with 50 or more employees must...it says..."A public entity that employs 50 or more person shall designate at least one employee to coordinate its efforts to comply with and fulfill its responsibilities under Title II, including the investigation of complaints. A public entity shall make available the name, office address and telephone number of any designated employee." And that is specific to the name, not just the position that the person fills, but the name and direct contact information for that person who is who has made the ADA Coordinator.

Jeminie Shell: Then it says, "In addition, the public entity must adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II". I know the City has a grievance procedure, but my understanding is that it's quite difficult to find it on the website. So, I would recommend that the city look at where that is positioned and provide easier access to that grievance policy and grievance procedure. I believe there's a form that can be filled out and submitted. But again, it's hard to find. So, it really dissuades people from actually filing complaints if they can't find a way to do that.

Jeminie Shell: And I do also want to finally just point out that the ADA Coordinators role, as I said, again, I'm just going to reiterate, the ADA coordinator is in charge of all issues related to Title II, that includes physical access of spaces and buildings, parks, as we were talking about, but it also includes all of the administrative regulations and aspects of the entity. So, the city of Santa Fe is a lot more than its sidewalks, and parks and buildings. The city of Santa Fe has programs and services that also must be made accessible to the public. And the ADA Coordinator is responsible for ensuring that all of those aspects of the Title II of the ADA are enforced, not just again, the physical, physical aspects physical access.

#### **[7.a) Discussion on Status of ADA Compliance in the City of Santa Fe]**

Chair Gish: Thank you Jeminie, you actually did a perfect job of segueing me into the next item. And helping to clarify all of that, as I go into the next item, because it's a discussion of ADA compliance in the City of Santa Fe. And I have...

Member Fresquez shared a link in the chat: U.S. Department of Justice settlement where the city agreed to appoint an ADA coordinator <https://www.ada.gov/santafe.htm>

Member Garcia shared a link in the chat: <https://www.ada.gov/santafe.htm>

Member Garcia: Kathlyne Yeah, I'm sorry, before you can continue. One of the attendees Chris has a question. Yeah.

Chair Gish: So Chris has a question for Jeminie: Does the Commission provide any training for members of the committee of committees like the Mayor's Committee on Disability?

Jeminie Shell: Yes, absolutely. We can provide a variety of types of training. And some of it we would do and in coordination with the Southwest ADA Center, they do quite a few of our trainings, actually. In terms of our ADA Coordinator certification training, we partner with them extensively, but we also do our own trainings from our own staff as well. It just depends on the topic. For the most part,

Chair Gish: Thank you, Jeminie. And thank you, Chris, for asking that question.

Chair Gish: So, Action Items 7. a) Discussion on the status of ADA compliance in the City of Santa Fe, we've already been doing that a little bit. But I definitely feel the need to give a little bit of history that I have been told by members of the Mayor's Committee on Disability, as well as people in the community who were involved on the Mayor's Committee on Disability, as it was transitioning into being. This was in early 2000s. And the history is that, and that's why I included the Settlement Agreement in our packet, is that the City of Santa Fe in 2001 had a Department of Justice complaint filed against it for failing to have an ADA coordinator for nine years after it was required.

Chair Gish: So, you know, again, the ADA was passed in 1990, by 1992, everything I'm seeing said that they were required to have an ADA complaint process and an ADA coordinator in place. And it was 2001 and it took the Department of Justice to come into the City of Santa Fe before that was even started. In the Department of Justice Settlement Agreement, it states at the city knowingly did not have an ADA Coordinator or grievance process. That it had been discussed. It had been advised. And it had even been worked on, they even had a transition plan, there was everything in place to do it. They just failed to do it for nine years.

Chair Gish: And, you know, the reason why I'm bringing this up is because here we are, again, we have not had an ADA coordinator. Tom Graham officially transitioned to his new position on May 20th. He announced it in our May 19th meeting. So, we had one day notice. I'm sure, though, that the City knew at least several weeks before then, that he was applying for a different position. And throughout that time, Tom Graham had been emailing Regina Wheeler, the Director of Public Works, asking who the new interim ADA Coordinator was. And her response was some variation of lack of staff, lack of skilled staff, or that there was just no one available, and that she was working on it, but that she didn't have she didn't have any sort of a timeline of when anyone would be appointed. Not even as a liaison. So we could hold our meeting to have a discussion of how to resolve this issue.

Chair Gish: I want to point out that from the time that Tom Graham resigned, I officially on May 20th, to the time that I received an email from Lee it was 144 days. And that's a long time, and we have not been able to hold meetings to help the city to figure this out. To you know, we need we needed this, we need we have needed this the whole summer. So, in the grievance, I mean, in the Settlement

Agreement, there are several dozen pages of non-compliance of the ADA. Of course, we don't know what's happening now. But I do know that the issue with the Transition Plan. Tom told me that he did complete it, but it is not uploaded in any way to be accessible or usable. We don't know if anything has been documented since he resigned. We have no idea if anything, is in compliance at all. We are not internally in the City; We have no understanding of what's going on. And no one has met with us because we haven't been able to hold meetings. So, the thing that's interesting about that Settlement Agreement was that the Mayor's Committee on Disability came out of that Settlement Agreement as one of the ways to resolve the grievance.

Chair Gish: So, we as a committee exist as a result of that, of that Department of Justice Settlement Agreement. And by City Resolution 2006-151, which I'm sad to say is not an accessible format PDF at all, and really should be. But our role as the Mayor's Committee is to advise the City. And the reason why we advise the city is to try to prevent the city from being sued by the Department of Justice again.

Chair Gish: But we can only go so far, in that we advise, but it's up to the city to take action and to listen to what we're saying. And to do what, you know, we're advising so that the city doesn't get sued again. We can't make that happen. That is entirely up to the city. And it's really honestly frustrating because, you know, my list of ADA compliance concerns is growing. It's not getting shorter. And you know, one of one of the things that has been brought up already is in reference to the fact that we were placed under Public Works. I don't know when that happened. I don't know if it has been that way since the beginning. But, it has been stated numerous times throughout the history of the Mayor's Committee on Disability that we do not belong under Public Works. That that limits us to curb cuts on sidewalks, and very basic ADA requirements. It does not include services, it does not include activities or programs. It doesn't include the website. It doesn't include anything that is like educational, or anything that involves the civil rights aspect of ADA. And so far we have been treated like it like, you know, focus on curb cuts on sidewalks, but the ADA goes far beyond that.

Chair Gish: So currently, there are numerous compliance issues happening within the city of Santa Fe. And we don't even know because we were not allowed to meet from March of 2020. Until May of April or May of 2021, we were told we were allowed to meet again. And that whole time we were completely all advisory boards were completely shut out of the city, stating that we were non-essential. And the thing that was interesting was, as I shared that with my friends across the country who are on similar disability advisory boards in Texas, Illinois, New Hampshire, Chicago in Chicago City. They were saying that their advisory boards were meeting it took about a month or two to set up Zoom, and then they met again. And they were involved in everything with the city with COVID relief with assuring that everything was compliant and accessible; Contributing to services throughout COVID, being inclusive. We didn't have that opportunity. And so, we don't know what is or isn't compliant. And we've been trying to catch up since then. And now we have another four-month gap in meeting that is honestly very disruptive. And let's see what else. Go ahead, Eli.

Member Fresquez: Thank you, Chairwoman Gish. So Lee, I really appreciate you hearing us out. So, we thank you. And we know that you're joining us with a big heart to help support the facilitation of this. So I'm going to give an example of why not having an ADA Coordinator is a problem. We made a request for CART captioning for this meeting, for members of the committee, but also for the public.

And so, right now what we have is automated speech recognition, ASR, which is pretty good. You know, you get about 70-80%. But it's not great. And the vast majority of the disability community wants actual captioning that is 99 to 100%. accurate, and that you get through CART captioning. We made that request. Chairwoman, I think around May.

Chair Gish: It was sent...the letter was written in April. We had updates and we finally sent it July 12<sup>th</sup>, yeah, it was July 12<sup>th</sup> to everybody that was to the mayor, to the city council and to the city attorney, and we got no reply.

Member Fresquez: Right. And, so, it's a very reasonable accommodation. It's something that the city can do. But because there was no ADA Coordinator, you know, it landed in no one's lap, and no one was responsible for that. So, it makes it very challenging now, for us to provide services to the disability community through this meeting. And then frankly, it creates confusion for the city because they don't have that point of contact and subject matter, expertise...we're happy to help support, in how we can get CART captioning. That's just an example of why, you know, it's so important to have the ADA Coordinator role, to be that single point of contact. The American Disabilities Act doesn't require just one person, it can be more than one. It doesn't have to be somebody necessarily who comes in who knows everything about the ADA. But if it's someone who is interested, if it's someone who's willing to learn and work with us, that would be a real great opportunity. So, just wanted to point out one very simple, failing to provide that reasonable accommodation.

Chair Gish: Thank you, Eli. In addition to that, what happened after that after we requested CART services, we had tried to meet with the governing body, me and Eli, to discuss this and to say, you know that there's a problem, we need to all be on the same page, the city needs to resolve this issue. We were denied that. We were given the two minutes that the general public is given. And I don't know when that changed; I remember being able to request extra time on the floor when it was needed. And we were we were denied that by the City Clerk's Office. And so with no ability to really reach out, we reached out to the Mayor. We met with Mayor Webber, and his senior adviser Danny Maki, on September 13<sup>th</sup>, 2022, and we discussed our concerns. We were given a half hour. We did it as well as we could. We in no way made any sort of threats. We didn't, I don't feel threatened by this, I don't feel threatening, I feel like, you know, I am very concerned for the city. With the history of Department of Justice, complaints prior, and that these are the same complaints repeating currently. And then after that the Mayor promised to deal with everything that we had brought up, and then we heard nothing for quite a while. Eli did follow up with Danny, and Danny made the promises that we would get a liaison to be able to run our meetings, and I'm assuming this is how we have Lee. And Lee, thank you, this is not aimed at you. This is just, you know, documenting what's been happening.

Liaison, Lee Gagnon: Even if it was, I don't know what I can do to except pass all this on, of course.

Chair Gish: And so, you know, the other thing was that after we met with Mayor Webber, because we were promised the ability to hold a meeting, we did try to hold a special meeting to discuss all of this. And we did try to request CART services, again. That was September 19<sup>th</sup>. The city documents all say to request it five days ahead. And we requested it 10 days ahead and still receive nothing back from the City Clerk, not for CART services, not for having a special meeting. Nothing, it was just silence. And so

then, you know, we knew this meeting was coming up. And we were trying to plan for it. Danny Maki, again, Senior Adviser to the Mayor, was promising that we would have a liaison. That did happen, though. So you know, as far as being able to hold this meeting. I want to say though, that, I did have and Lee even stated this was a last minute assignment, and I had one day to put this entire packet together. I had the packet from when I was trying to hold a special meeting, and I threw all of that together to put this packet together. It is not a complete packet, though there are items that didn't end up in it that were in a different folder. And I did not have, I forgot to add those in the end. So, I will be discussing those items, and they will be in the next packet when we are able to meet next time or people can email me, and I will send those items to them directly.

Member Garcia: Yeah, just real quick, Chair. Chris Pommier, asked another question in the in the comments.

Chair Gish: So Chris Pommier says "Has there been any news coverage regarding the lack of an ADA Coordinator at the city? No, no, not yet. But we are we are working. I mean, we're working with the city to try and resolve it. It's quite. You know, it's, it's honestly shocking, Eli. Go ahead.

Member Jawhar in chat: But they are not responding back, except to assign Lee Gagnon.

Member Fresquez: Yeah, and you know, I want to I want to provide a positive remark here too. So, we reached out to Brian Williams. He's the Emergency Manager for the City of Santa Fe, way back in the Fall of 2021. About ADA Communication Kits, and these are kits that can be used in disasters to help communicate to people with people with disabilities. They were developed by the State post COVID for COVID vaccine sites, etc. Back and forth back and forth. Last I checked in with Brian Williams, he was totally on board, he was going to the procurement process to get two of these kits to be deployed in disasters that could be utilized by the City.

Member Fresquez: So, this is an example of like a very positive outcome, solution oriented, and how we can provide better services to our disability community here in Santa Fe, both in disasters, and we were also thinking about, we could use these kits in like special events or other kinds of services that the city could provide, to make it more accessible. So, I just want to highlight for you Lee, that there are positive things with the city that are going on. But it is, like the Chairwoman said, very frustrating at this point, to not have that single point of contact. And, also, we do believe that the way that the city currently understands the role of ADA Coordinator, doesn't fit where the American Disabilities Act, 30 some years odd in, is now changed and transformed. We do need compliant Public Right of Way, sidewalks, programs, but it's beyond that now. We're looking at digital access, we're looking at programs and services. So, it's just a huge opportunity, and, frankly, an investment in the city. That that is right here, now. So just wanted to highlight this positive piece there.

Chair Gish: Thank you Eli, and yeah, and we have had positive things. I mean, it's not all negative, or we would probably be like, 'why are we here'. But I do need to list out. And I'm not going to go into complete detail. But I will list out what my list has. And it's not a complete list. It's just a list of things that I have been focusing on and trying to resolve with the city. And recognizing that these are the same kinds of complaints that were in the Department of Justice Settlement Agreement.

Chair Gish:

So, 1) is, no interim ADA Coordinator, or ADA Coordinator for five months.

2) is that the grievance procedure posted online is not valid anymore, to the extent that the person who is listed to contact is not the correct person. The person, as I understand it, who is filing these grievances through the city is Regina Wheeler, the Public Works Director. We have not had a chance to speak with her. And one concerning thing that she told us was that there was only one ADA complaint in the past six months. And the problem with that is that it means that there's a complete breakdown in the ability to file a grievance. It means that there's a complete breakdown in the ability to find the information. It means that people are going elsewhere, or giving up. And so, you know her response to me on that was very concerning. And then Eli, let me get through my list real quick. And then I'll get back to you if that's okay. Unless it's related to that.

3) is the City Clerk is identified in our meeting packets as the person to go to for meeting accommodations. But yet, we have received no accommodations from her office. We have requested multiple times. And we have requested CART Services again, July 12th, September 19th, and again October 13th for this meeting, and we still do not have those. The last time she did finally respond. But it's very clear that there is no process or budgeting in place to make CART Services happen when they are requested. And we requested it...it says five days ahead, and we requested it six business days ahead. So, she should have had time to make that happen for this meeting.

4) I requested accessible format text reader PDFs on October 6th. I actually needed those to be able to go through the archived minutes and find what I have been trying to reference. I have been trying to read through the minutes, but the scans are very poor. And when I try to change them to OCR text myself, the letters turned into numbers and garbled text, and it doesn't convert properly because the scans are so poor, and I really genuinely need those.

5) is that I witnessed on the City Council meeting for, it was either October 30th. I mean, August 30th, or August 31st, where a disabled community member voiced two hours into the meeting, during public comments, on Zoom, that the captions had not been activated by the City Clerk during the meeting. And, you know, thinking about somebody sitting through two hours of a meeting, not being able to follow what is being said, to me is, you know, an example of training needed, that there should be some kind of a checklist to make sure that captions are activated during every meeting.

So then, that's, I'm highlighting those three for a reason, because the other ones I'm not going into as much detail.

6) The Transition Plan I've already mentioned with Tom. He said it's finished, but it's not really, it's not accessible. He didn't learn how to upload it into the GIS system. So, we have no updates on any of that.

7) And I did have a question for Regina Wheeler. But I will ask her directly, but it's my question for her would have been: How is the city updating the information currently in the Transition Plan? And how is the city accessing or documenting any ADA compliance updates since May? Because I don't know how

that's happening.

8) The website is not accessible information or accurate. They, as we know we are they're updating it, I'm sure that there are things that will change over the next months. But under the City Clerk pages, there was no information identifying her as the person to go to for accessible information or anything regarding public meetings. And that's a problem.

9) The HR department also doesn't include any information on asking for accommodations, or even saying that accommodations can be received. When filing for jobs in the City of Santa Fe.

10) And our ADA compliance page links have been erased from the main menu. I want it to be said that the city never requested or consulted with the Mayor's Committee on Disability to assure that the design and features of the website are usable to people with disabilities. And that is very concerning to me. You know, it's one thing to consult with web designers but if the constituents, in my case, struggle to use the website, then I'm not really sure how to proceed with that. And it also contains inaccurate information, inaccurate contact information, and lacking information throughout all of the almost all of the pages. It hasn't been updated for who is who in the city for quite a while.

11) The weeds in the City of Santa Fe a lot of people complain that they are an eyesore, but in reality, they are an ADA violation. They are blocking. I have seen six foot tall trees growing out of sidewalks, and I have photographic evidence of that. And they were impeding people from accessing food, medicine, medical care, public transportation, housing, education, employment, and more. These are...the weeds needs to be dealt with. And that's it's blocking access to basic resources and people being able to access the community.

12) The ice on the crosswalks. And as we are heading into winter, we can't have ice in the crosswalks. We documented that it had been over a month before it finally melted off. And it had not been dealt with by the city.

13) The city is not maintaining upgrades that it had made in the past, and they are crumbling and needing to be dealt with. And there is documents of that in news articles and as soon as I'm able to get out, I can go take photos of the ones that I'm aware of. So that is my shortlist.

Chair Gish: And so, you know this is all really concerning. And like I said, I'm not I'm not angry or anything I'm genuinely concerned about the Department of Justice coming in here at this point and what it could do to the city. You know, in a not nice way. Go ahead, Eli, you have something to say. So, I will defer to you.

Member Fresquez: I was just putting a thumb up.

Chair Gish, Oh, Thank you.

Member Fresquez: It's a fantastic list, and it is a short list.

Chair Gish: Yes.

Member Fresquez: Those are just some of the concerns. So, thank you.

Chair Gish: Yeah, yeah. And you had something to say just you still have, do you remember?

Member Fresquez: I will note that there are...the ADA information is now on the website, some of it, it's still very much outdated and it needs to be fixed. The website itself has some level of accessibility, has some good color contrast, and other things that would be something that would be usable by the disability community, but there still needs to be some work done on that. So

Chair Gish: Thank you, Eli. So I think that was all that I had to say under that section. Yeah, that's all my notes say, so. And then we will continue this more in depth with some of these.

**[7.b) Discussion of Appropriate City Placement for ADA Coordinator and Mayor's Committee on Disability]**

Chair Gish: So, Aurora, you did the next item 7. b. We had wanted to have a discussion of more in depth about the ADA Coordinator. And Mayor's Committee on Disability being inappropriately placed under Public Works. I want to give a little history of it real quick. Was that, like I said numerous times throughout the history of the Mayor's Committee on Disability, there had been a discussion on this topic, sometimes very heated discussions, because you know, that, we were just aware of how kind of restricted we are under Public Works for the work that we can do. And we and the work we are actually required to do under our City Resolution goes far beyond the work the Public Works has any oversight over.

Chair Gish: So, I went back through the minutes as much as I could, like I said, and I noticed in August of 2017, that there was an additional discussion of how inappropriate it is that we were placed at the time, and I don't know because there was no like follow up of why the city manager never followed up, but we were placed under Streets and Drainage Maintenance, under Public Works. And so by having us under Streets and Drainage Maintenance to completely erases the fact that we are under a civil right. The ADA is a civil rights law. And this is a civil rights issue. And so it's again, not about curb cuts and sidewalks. But like I said, I don't believe we ever received an explanation. I went back, and as far as I can tell, it was city manager Brian Snyder who did that. But again, I could not view all of the minutes, and I couldn't read that much of the quality of scans. So Aurora, do you want to proceed with your thoughts?

Member Bleck: Well, Dave McQuarie complained endlessly about it being in Engineering at all, so anyway, come to discover there's some really nice places it could be that would be more comprehensive. And intersectional with other problems, like what was it? The Community Section? Is it called?

Chair Gish: There's um, yeah, so under Community Services, which I believe has been moved under The Health and Safety Department, if I remember right. I've been trying to keep up with what's happening in the city and people are moving around so but Kyra Ochoa is the Director. And Julie Sanchez is under Community Services. She's actually under Youth and Family Services Division. That's under Community Services. And, yes, her committees, I went and got the list. This is not a complete list, but it's the Immigration Committee, Human Services, and she's under Youth and Family Services, Senior Services, Women's Commission, Veterans Advisory Board, Youth Advisory Board and

more. And so, you know, and they deal with the kinds of issues that we are needing, which is community access and inclusion. And with the Veterans Advisory Board, especially, you know, that that is very much aligned with the work that we do. There, numerous disabled veterans and seniors...

Member Bleck: And Seniors too.

Chair Gish: Yeah, we are constantly saying, you know, issues happening with seniors, and Veterans. And so, you know, I have not had a chance to talk with them, I have no idea what they would think or say. But yeah, we very much are aligned with the work with Community Services, and Health and Safety Department.

Member Bleck: And then there's another possibility that, that deals exclusively with Civil Rights.

Chair Gish: So yeah, so, there was actually, in my notes here, the four things that I have was that Dave McQuarie had mentioned that we should be completely independent, that we should just be like a lot of places are in the Mayor's Office, which we have been told by the Mayor is not possible. Because the City Council would object. Some places like Albuquerque, place it under City Legal, which I don't know what that would do, or how that would affect us in any way. I don't know how that department works in any way. The third, was that we have brought up and it was just brought up again, in the CHART report, to have some kind of an Equity and Inclusion Office, which would be, like, you know, Diversity, Equity Inclusion (DEI). And then Eli was saying to add Accessibility to that (DEIA). But that, of course, doesn't exist. So that would need the city to make that happen. And then the fourth was Community Services, which already exists. And so yeah, I mean, obviously, we would need to discuss this a lot more and reach out to people to see if it's feasible, to be moved to a different department, and how that would all work. But, you know, knowing what I know about the ADA, knowing what I know about who is under Health and Safety within the city, which is the Fire and Police Department, all of you know, we're already working on Emergency Management for people with disabilities, it's very much aligned with the work that they're doing. And, you know, all the way down from Health and Safety all the way through to Community Services.

Member Bleck: That the thing about like being in community services, so like Fort Marcy Park, it's inaccessible to people in wheelchairs, it's hard for people who use in any kind of cane, walker, or has like foot drop, or, you know, visibility issues, where you really have to watch where you're going, you know, like, if it's uneven or whatever. I mean, that's gonna hit all kinds of groups that are in Community Services. So, when you go and say, 'We need this fixed', you have a lot more people behind you.

Chair Gish: Yeah, yeah. And I can definitely reach out to people in the city and ask them. I know Kyra, and Julie, and I can reach out and ask their thoughts. I know that being under Public Works, we are very much restricted. And we don't have the level of city employee support for the things outside of Public Works that we should where, under Community Services, that would fall under an umbrella of issues that they are trying to resolve, including chronic homelessness. They have added trying to resolve the chronic homelessness issue as soon as possible. And chronic homelessness by definition says that a person is a disabled person who has been homeless for at least a year, or is repeatedly homeless and the disabled part is a key part to that term. So it's, it just feels like we would be able to support the city better, as well, with what we're focusing on and what we're trying to do. You know, and

rather than like having to reach out to everybody and do so much extra work, we would just be aligned with the people that are doing the work.

Anne Marsh: If I could throw in a vote for the ADA Coordinator being an independent position and an independent branch of the government, because that puts us at an equal seat at the table.

Chair Gish: Right? Yeah. And I'm aware of that. Yeah.

Anne Marsh: Right. Okay.

Chair Gish: Yeah, and so our initial idea, I mean, we are still trying to figure out how the city is working. A lot of things have changed. You know, we went to the Mayor directly and asked to be in the Mayor's office because, you know, it would be how most ADA coordinators are nationally. It's either under ADA or Civil Rights. You know, independent, I don't know how that would work with the city, I don't know, like, we have to go to the City Council, we have to do a lot of discussion. So, you know, for me, it would be either independent, or if we can't be independent, because it would take too much time. But we could be placed under Community Services quicker, and then work towards our final goal of where we want to be eventually, you know, this is going to take a lot of working with the city, this is not, you know, just going to happen. So, but yeah, I, I agree that, you know, we need to be either aligned with city employees immediately, or we need to be working towards longer goals. And, yeah, so we're on the same page. Eli, go ahead.

Member Fresquez: Yeah, and, you know, members of the committee and the disability committee in Santa Fe, we can really help shape what the roles and responsibilities can be and update that so we're a resource for the city, for what the ADA coordinators, roles and responsibilities can be, I also want to highlight that the pay for that position, is...I don't think that's really, it's not enough money, but it's in many ways, it doesn't reflect the priority of the city, and the investment and the number of the technical expertise that would be required for the position. So that's very concerning. And so I, there's just so many opportunities here that are being missed, and if they are going to make this an entry level position, or position that isn't well funded, you're going to really dilute the pool of potential advocates, pool of subject matter experts that could take this role. So that's also really important. And frankly, I think it's really important for Miss Wheeler, to hear these concerns. I imagine that, you'll be providing those to her. But, you know, she said she was going to be here. So I just think it's really important for her to hear this, frankly, from us, as well.

Chair Gish: And in our packets. I included some descriptions. You know, the one from Albuquerque being under the Legal Department, the ones for the job description from the city of Lake Oswego, Oregon. And there are some interesting things that I would like to go over with that real quick. And then I also have an email that I received from HR director Bernadette Salazar regarding the ADA Coordinator position. And so, I'm just going to jump in and go through those. Right now.

Chair Gish: So, so our city, ADA Coordinator position, as you mentioned Eli, the pay is incredibly low, it's \$19.54, to \$29.31. And I had asked Regina, for a breakdown of the complete packet that a person receives, like the complete benefits package that a person receives. Because we were told that before,

when Daniel was, when the position that Daniel eventually took was given, we were told that the complete package is \$100,000. But I haven't seen any sort of update like that. So I wanted to cross compare it because we know the economy, the prices are going up, the cost of living here is increasing. You know, these are things that really need to be addressed. And you know, the idea that this is under Streets and Drainage Maintenance, along with the job description, as it's described, is not a standard ADA coordinator by any means. It is, and I will read this real quick.

Chair Gish: So, there's several sections. On page two of this it says education requirement. a bachelor's degree in architecture, construction management, engineering, business administration or related field and experience six years of experience with any of the following fields at least two of experience in ADA related projects, river watershed project restoration, architecture construction management, general contracting, engineering inspection, environmental administration, GIS databases, surveying, community outreach and involvement, grant writing and/or trail park...and then it cuts off.

Chair Gish: And then physical requirements: work is strenuous and may require extended periods of walking, standing, lifting up to 100 pounds, carrying bending, stooping, kneeling, crouching, reaching above the head and shoulders speaking hearing and good visual acuity including color, close distance and peripheral vision. Working environment: work is generally performed in the field in inclement weather conditions requires exposure to loud noises, vibrations, fumes, germs, allergens and sunlight may be subject to electrical shocks, falls, cuts, bruises, punctures, burns, broken bones, insect or snake bites. Evening, weekend, extended, and irregular hours will be required. Must respond to emergency calls and after hours when on 24 hour call. Must be able to work in heights up to 40 feet. There's a reason why every one of them has been a male, as well.

Chair Gish: So, when I compared it to a majority of ADA coordinator positions across the country, the one that I included in the packet was just clearly more clearly written. So that was the only reason it says: Education and training: bachelor's degree in public administration so again, this is the one in Oregon Bachelor's Degree in Public Administration, communications, social services or related field and two years in an environment involving accessibility, law access, accessible laws and related issues. Building plans examination engineering, road construction, GIS and social services delivery experiences highly desired or an equivalent combination of education and experience, enabling the incumbent to perform the essential functions of the positions. Previous demonstrated experience and working with interested groups affected by the ADA is strongly preferred. Physical and mental demands, frequent repetitive motions, including but are not limited to hand wrist and finger movements. daily walking, reaching, standing, talking, hearing and seeing, sedentary work exerting up to 10 pounds of force occasionally, and or a negligible amount of force frequently or constantly to lift, push, pull, or otherwise move objects including the human body. Sedentary work involves sitting most of the time jobs are sedentary, if walking standing are required only occasionally. And all other sedentary requirements sedentary or criteria are met, persons with disabilities may be able to perform the essential duties of this class was reasonable accommodation.

Chair Gish: And so I'm reading that because, when I think of an ADA Coordinator, I don't think of a person who is capable of lifting 100 pounds and climbing 40 feet and needing to work with lightning

going on around them, putting their own health and safety at risk.

Anne Marsh: Do we how do we know? This is Anne. Do we know how to get the essential functions of the job written out so that the requirements will relate to the essential description of the job. So according to what they're saying is they're looking for a construction engineer that's out there building stuff. And that's, and, as we know, that's not what the ADA is. So, the first step seems to be, we need to get the roles and responsibility, and tasks and functions, updated.

Chair Gish: Right. Yeah. Now, when I read that job description, I was honestly shocked. It is in no way what I have been aware of what an ADA Coordinator is, and does, and is needed in order to comply with the ADA requirements. And then in addition to all of that, I emailed Bernadette Salazar and asked her some questions because you know, the city has been taking time in hiring an ADA Coordinator, as well. So, I asked her, I'm just going to go through these and will give her response. And this will be included in next month's packet or the next meeting packet whenever we're able to meet again.

[Chair Gish relaying Bernadette Salazar's responses to her questions]

1) How many times has the ADA Coordinator position been posted to the employment opportunities portal since May 1st 2022, through to this week, which was last week, and I emailed this on October 13th. She said three advertisements have been posted. Keep this in mind, it's five months' time.

Three advertisements have been processed. Please see the dates below.

The first was 7/8/2022 through 7/22/2022

The second was two months later, 9/8/2022 through 9/22/2022

And the third was 10/14/2022 through 10/28/2022. It's currently posted.

And so one question I have about that is why did it take two months to post the position publicly, after Tom had resigned? So, I'll get to some things in a minute. So. That was the windows of time that they have been posted so far.

2) Are all job listings on automatic schedule, or are they manually entered to be posted? Is there a way to post a certain job more frequently for a longer period of time, Bernadette Salazar wrote:

Jobs are posted manually after receiving a request from the hiring department, which I confirmed was Public Works. HR can post a job as often as the hiring department would like and as long as they request. So the Public Works as request has requested those timeframes. And those dates.

3) If someone were to be hired for this position, how long is it expected to take to process their information to actually hire someone to be working as the city ADA coordinator, Bernadette wrote:

Once the hiring department makes a recommendation, and HR performs necessary steps, it is typically 20 days or less. Now, she did not actually answer that question. Because, as we know, Regina stated it takes one to three months to hire through HR. So, we don't know how long it takes, you know, or if that

one to three months is the process, that answer is unclear. Then she says: when the proposed salary from the hiring department is consistent with the budgeted amount, it usually occurs sooner.

4) Is there any sort of priority category for certain city jobs or positions to be expedited to hire? If so would you know if this position is under any sort of priority or not, for example, where it would be expedited to hire someone?

And the reason I asked that question was because we've already lost one person, which was the one in July, where Regina said that they interviewed people, they chose someone, and the person found a different position. Because quite honestly, it took almost two months. By the time she found another position.

So then, Bernadette wrote in response to the priority category for certain jobs. She says the hiring department can identify as a critical hire and it will be tracked accordingly. So, they could tag this job as being critical.

5) And do you have any information on when the job description was last edited or updated for the requirements for the position and who was responsible for updating that information. And she just wrote the job description was last updated May 9<sup>th</sup>, 2022, which was before Tom Graham formally resigned from the ADA position on May 20<sup>th</sup>. And it's coincidental that it was updated right before Tom resigned. So, I am assuming that they were aware and updated the job description at that time. Go ahead, Anne.

Anne Marsh: I'll probably rely most on Eli to say, I think it is fantastic that we haven't had anyone hired yet. Because we now have a chance to go in and demand a more appropriate job description, and tasks and responsibilities, collating and collecting the ones that from all over the world or all over the United States, and from Eli's last job, because we don't want that person that does that job. That's not the job we want. Right? I'm sure everyone's thinking the same thing.

Chair Gish: Yeah. No, it's not compliant. I, the job description that I just read is not compliant with the ADA requirements for an ADA Coordinator, and will not be assuring ADA compliance in the city of Santa Fe. Go ahead, Eli.

Member Fresquez: Yeah, so just as background, some experience I have, and hope this will help, is when I was in the, in New York City, I worked for the Mayor's Office for People with Disabilities. And I helped establish the ADA Coordinator program in the city. And, so we oversaw 60 Different ADA Coordinators throughout the city representing different departments, so 50 or more employees. So there's, you know, again, there's a lot of opportunity here, I think, Anne is right, that it's probably a good way of investing now, in what those job descriptions will be where the right place that will be suited. You know, this city talks a lot about diversity, equity inclusion, and but we also want to consider people with disabilities and accessibility. So, it's a good opportunity. So the other thing is, you know, when I, when I think about these big, big problems, right, these are...there is not one single solution to a lot of access issues. It's what can happen in the next week or two, and the city can appoint an ADA Coordinator, and that person doesn't have to be an expert, right away, they just have to be willing and able to be open minded, and be supportive of their role and be that point of contact, to coordinate to move things

around. And to be responsive. I think the one thing that I would say, that is a challenge is the city...unless we go through different, like personal routes...there's no easy way of getting response from the city. So in the short run, the city could very easily appoint an ADA Coordinator. And then looking at the more of an investment in the medium to long term that's looking at the roles and responsibilities of an ADA Coordinator, bringing it up to speed of how a modern coordinator would look. And then where it would be situated within the city, as really a champion for Disability Justice. That's the new framing now, so lots of opportunity. But my point is, is that in the interim, talking about in the next, literally next day, the city could appoint an ADA Coordinator, someone who is willing and able, and looking at how they can help support this and other kinds of complaints that are coming in and help the process move along. So short term and long term through opportunities here.

Chair Gish: Thank you. And thank you Anne. So I'm going to move on to the next...we have like half hour-ish. I'm going to move on to the next item, which is discussion of updates on the new city website.

**[7. c) Discussion of Updates on New City Website; The City Never Obtained Advising from the Mayor's Committee on Disability on Website Features and Accessibility; Continued Lack of ADA Compliant Information to Request Accommodations and More]**

Chair Gish: The city never obtained advising from the Mayor's Committee on Disability on website features and accessibility. And a continued lack of ADA compliant information to request accommodations and more. I can actually go through this fairly quickly. The images that I shared, and I know that they are not accessible format, because they were not transcribed. I actually had a heck of a time trying to get the images.

Chair Gish: So, in our packet, the images show the old website menu versus the new website menu. On the old website menu, we had Americans with Disability, with Americans with Disabilities Compliance, listed in the main menu, both under Departments and under the Residents section. And it was actually one of the first items or the first item listed in that menu list. Followed by like arts and culture and city attorney, and all that. But now under 'Your Government', 'Living Here' and 'City Team', we don't exist. And we also don't exist anywhere under Public Works. So, all of our links to any sort of disability information, the grievances everything is completely inaccessible unless you know what to search for. And that is not acceptable. It's actually really honestly hard to find it. And, you have to go to one or two places to search. You can't just easily find it. You can't just you know, click around and find where you're going and find the information. The fact that ADA coordinator or disabilities compliance isn't even listed under Public Works. To me I would say that's proper, we shouldn't be listed under Public Works. But if we're pleased under Public Works, why are we not at least listed on their website? And we never have been, you know, those links just went independently. They're not associated under Public Works website information in any way the menu the way that the menu is working, it goes Home and then ADA Compliance.

Chair Gish: So but either way, those links need to be under the main menu so that people can find that information and be able to file complaints and grievances, and request accommodations.

2) So number two, is update accurate and complete contact information, which includes name, phone

and email. A lot of city employees are not listing their name at all, like there's nowhere under HR where it says who Bernadette Salazar is, I know through being with the city that Bernadette Salazar is the director of HR. I noticed yesterday that the City Clerk finally put her name on her city web pages. But again, there's nothing saying that she is the person to go to for accommodations for public meetings, for accessible format documents, or anything else. And when I requested that, again, she did not provide those for me. Right now, she just has her phone number listed, she has no email listed for contact. And that is consistent across city employees. You know, and to me, you know, the Directors at least, need to be listing their full contact information, and then they can provide it, forward it or whatever, to the correct city employee, but we need that information to be able to receive our accommodations. Again, briefly, the city never obtained input or on design features.

3) The city website does not print to PDF. I tried and it is the text goes completely off the page half the time. The links in many places are completely disorienting and all different sizes and all over the place.

4) And then the ADA pages are, again, inaccurate right now there is incomplete information. Since the ADA Coordinator doesn't exist. Regina Wheeler just put her email, she doesn't have her name on there. And, or phone number. And, again, the forms are inaccurate because they still list Tom. So, the grievance process is inaccurate and incomplete. And the incomplete information contact information.

5) The other thing is that, well, I kind of already stated this, but there's no way to there's no identified process to request accommodations for public meetings on the website. And this was also an issue because the Advisory Boards now are all listed as in-person only. And according to the Open Meetings Act with the State Attorney General, Attendees have always had the right to request to attend remotely. And that wasn't even identified in the notice from the City Manager when he made when he made the Advisory Boards and Committees in-person only. There was no notice of how to obtain accommodations to attend remotely, whether you have COVID or whether you have disabilities that should have been identified. And that process should be very clear on the City Clerk's pages of how to receive those accommodations. So that's pretty much my list. I don't know if anyone else has anything to add to that.

Member Fresquez: Yeah, thank you, Chair. I just to put on the record, the city should be compliant with the American Disabilities Act in terms of their website. So not many people know this, but websites are covered under Title II requirements of the American Disabilities Act. And for the most part courts and certainly Department of Justice has interpreted the ADA to be needing to be compliant with the Web Content Accessibility Guidelines or WCAG. Way CAG. These are international best practices and guidelines that are used for framing how the website is going to interact for all users, but in particular people with disabilities. There are four principles: Perceivable, Operable, Usable and Robust; 13 guidelines and 78 success criteria that go along with the WCAG. It's been recommended and the Department of Justice, and also Federal 508 looks at WCAG 2.0AA, but the city should really look at WCAG 2.1 AA as being its compliance standard.

Member Fresquez: And there's lots of ways of getting there, through online evaluators that will go through the website. Also having people with disabilities, particularly with screen readers review the

website, people who are blind, low vision, there's a lot here and a big opportunity for the city. I would say by and large, the city website, when you just outside of the content, and where you find the issues have been removed and are hard to find outside of that just as a platform is pretty accessible, it has some really good things going for it. But there are certainly some features that can be updated and amended and made more accessible to get to that WCAG compliance. In particular, as the chair was mentioning, the images on the website are not accessible for people with disabilities. They need to have image descriptions embedded within the code, that's actually very easy to do. So there's some...some do, by the way, have that image description, but not all. So, there's opportunity here for the city to be more accessible. And there are lots of guidelines and members of this committee can help facilitate that.

Anne Marsh: And if I could jump in there, just to talk about two things, one, one with the web and one with public works. On the website, it was much easier to find how to get a pothole fixed than how to make an ADA compliant. And then when I went to the ADA coordinator to make my ADA complaint about the sidewalks, he directed me back to Public Works. So, it was counted as a public works work request, and not an ADA complaint. So when Miss Wheeler says we've only had one ADA complaint, well, that makes me wonder how many of their public works requests were really ADA complaints about inaccessibility.

Chair Gish: And I can say that I experienced something similar with the weeds. I was told to just put in a work order. And I'm like, no, this is an ADA complaint, like I want to file an ADA complaint. And Tom said the same thing. And I was just like, at the time, I couldn't deal with it. But yeah, I got the same message was that, you know, we are trying to file ADA complaints. There's a different process and a different response is supposed to be happening, rather than just if we're making repairs.

Anne Marsh: If we got the Regina Wheeler, to give us how many Public Works complaints there were, maybe looking at it now, we could say okay, they had 150 complaints, but actually 35 of those were appropriate to go under ADA and Public Works.

Chair Gish: Thank you for that comment. I will follow up with that. Because yeah, it's it is true. And I experienced something similar. But yeah, thank you.

#### **[7. d) Discussion of Disability Employment Awareness Month and the City Employment Application and Portal]**

Chair Gish: So the next item, if no one else has anything to add about the website accessibility and all of that. We will move on to discussion of Disability Employment Awareness Month and the city employment application and portal. And Eli, do you want to start that discussion, first? I know you had something about the Employment Awareness Month.

Member Fresquez: Yeah, you know, I was actually listening to a podcast a couple of days ago from Judy Heumann, who is a disability rights activist. And if you haven't heard of her, just Google her, she's amazing. She's been on like the Tonight Show. And she's been a real leader. And she talked about, you know, trying to move a walk out, beyond just awareness and how we really need to integrate the

best practices into employment. There's been a lot of success in the American Disabilities Act when it comes to physical infrastructure, especially new construction, not 100%. We're not there. But there's been a lot of success. Where there has not been successes in the employment field. People with disabilities are...have a much higher level of unemployment. And it's just a huge opportunity for the city to develop systems that are more accessible and inclusive of people as a way frankly, of getting talent. There's a huge loss of talent pool. One in four people have a disability, and if one in four people can't get a job because the system is not accessible, that means that the city is losing out on a huge candidate pool. Some ways making the system more accessible is by having people with disabilities goes through the process. People who have low vision, people who may not have access to the keyboard, so they use a mouse only or only keyboard only, having them apply for a job. If there are too many barriers in place, it makes it very hard to get folks hired. And we know since the Great Resignation, that it's very difficult to hire folks. But there are many people unemployed right now or underemployed in the disability community, so, it's just as this huge opportunity. And the Department of Labor has done lots and lots and lots of community outreach, they have trainings on how to reformat your hiring process in order to get into tap into that talent pool, matching with providers, matching with people with disabilities. So, this month is just, you know, it's awareness. But there's movement now to go beyond that. And there are just lots of best practices out there. So again, opportunity for the city to find those talented people out there. And by the way, I put in the chat here, that it would be great for the city to have the interim, or, and even more importantly, the full time employee be a person with a disability, they're going to know, they're going to have that lived experience. You know, the, the mantra from the disability community, it's 'nothing about us without us;'. And that the more I work in this field, I find to be absolutely true. It's about having a champion in the community, who cares about this stuff. And often you find that two people who have lived experiences either family members or themselves with a disability. So again, big opportunity for the city.

Chair Gish: Thank you, Eli. Into that I want to add, so I've been doing different things with the city testing things out, going through different processes. And...I did it. I went through the Employment Opportunities portal, like I said, I noticed that HR didn't list anywhere, you know how to obtain accommodations. It just says resumes will not be accepted in lieu of applications, no paper applications accepted. There is nothing saying anything about disability access, no one to contact...no one, it's a phone number only. It doesn't even list who the director of HR is okay, again, is Bernadette Salazar. And I only know that through all of my work involved with the city, on this committee and emailing people and having her being included in those emails.

Chair Gish: When you go through the job opportunities portal, which I was testing out. It was kind of shocking in that it actually gives a warning on, when you, before you go into the portal to encapsulate says, "Remember to save your application at each step to reduce the risk of data loss". The thing that was interesting is even saving didn't keep the attachments in place, it would still erase half of what was typed. It just, it was not an easy portal to get through in any way. So again, it erased when I saved. It didn't maintain attachments, there was no way to identify the items that were going to be needed. There is no list whatsoever that says, get these items ready before you enter this portal. This is what you're going to need. Make sure you have a scanned copy of your diplomas, make sure you have, you know, scanned, you know, whatever documents, certifications and all of that. So, when you go through it, you go to like page three, four, and you suddenly have to upload documents and it's like, oh wait, well, I

didn't scan those yet. I'm gonna go scan those. And then or find it even just finding it on your computer and by the time you find it, the information has erased. And so when you go to upload it, save it and it doesn't save, it somehow erases in that interim time.

Chair Gish: So because there is no list of items needed because you cannot skip ahead to the next page until that page is complete, in accordance with the requirements of all the starred boxes. You can't skip ahead to see what you're going to need until you're already needing it. And again, then it erases, even if you save. And so, it was an incredibly frustrating process, I decided to just go through the process unfold to see how long it would take me. And straight through where it didn't, it didn't completely well, I don't even know if it didn't completely erase everything it may have. But straight through, it took me two hours in one sitting, to put everything to make sure that everything was still on there, to rewrite everything that had erased, after I saved went to the next page. It was, it was pretty, it was a shocking process. And so, you know, it's, I mean, that alone, you know, is, is just, it's too hard. And it was completely inaccessible to me, because one of my disabilities is, of course, my vision, and it's eyestrain and having to look at that kind of menu for two hours. And keep typing things in these tiny little boxes, where you can't see everything that you typed. You know, it, just was not in any way accessible to me. And to my needs. And so I just wanted to bring that up in that that would be a barrier to someone being able to apply for a city job, which would be not even being able to get through the application process, or potentially even submitting an incomplete application not knowing that they did, and then being denied an interview. So, you know, it's, it's definitely a problem, that portal definitely needs to be updated to be easier to use and access. So if no one else has any other comments, we can move on to the next one.

**[8. a) Old Business - Discussion re Letter on Accommodations for a Stenographer/CART ]**

Chair Gish: So, the next one is old business. And this is discussion in relation to the discussion on the letter regarding accommodations for us to get a Stenographer and CART. And we've already discussed this pretty decently. But again, I want to reiterate that. Anyway, if you want to jump in and re-reiterate something you can, that it was submitted three times to the person who the Mayor told us is responsible for. You know, the Mayor told us to our faces that the City Clerk is the one that you go to for accommodations for public meetings. And again, we submitted it July 12th, September 19th and October 13th. And we still do not have CART Services. Go ahead, Eli.

Member Fresquez: Yeah, so I mean, it's a pretty general request, CART Servicing is something that's provided all the time. Not unusual. It's a reasonable request, the way that the Department of Justice and the courts have interpreted what's reasonable is case by case. It's going to really depend on what the particular request is. And the entity, public entity that is providing the accommodation, they are required to respond. And if the reasonable accommodation request is not something they find reasonable, they're required to provide an alternative. Instead, which the city hasn't done. When determining what's reasonable. They look at financial and administrative burdens. Financial administrative burdens are very hard to meet, especially for a Title II entity. If we're talking about a Mom and Pop small business providing captioning in a meeting or to their customers. That's different. When we're talking about a city government. They can't...it's very, very challenging. It's not even I would say within the realm of appropriate to say that they don't have the money for it. It's something that the Department of Justice and courts have been pretty strong on saying that Title II entities, like the City of

Santa Fe, have to provide this kind of reasonable accommodation request. If it's something that changes the nature of a service. That's something different, that could be an administrative burden. But that's not anything near this nor is it financially unfeasible for the city to so just want to highlight that it's a reasonable request. Not even answering it, or saying that there's no budget for it, is something that would not be reasonable and something that Department of Justice or any court for that matter would find to be an inappropriate response to our request.

Chair Gish: In addition to that, you know, identifying that we have a liaison, who will likely only be here for this meeting. And, you know, the fact that our meeting minutes, you know, since we've not had stenographers, for our meeting minutes, we've been struggling with having minutes to accurately reflect the depths of our discussions. And there's a reason that we need in-depth minutes. And that is inclusion, and including people with disabilities, who have all different needs. And it includes me, you know, who need a transcript who need to know what we said, and to have that access. And this, you know, I see it on YouTube videos, transcriptions that are included as a PDF link under YouTube videos. And there's a reason that those are provided. You know, TED talks, all of these, they include transcriptions. And it's, you know, to me a basic form, very basic form of inclusion, to have a transcript of what was stated, and, as well as to have an accurate discussion, and what is essentially a government meeting we are we are part of the city, we are not, you know, a private meeting. We are we need an accurate, we need people to accurately understand what we were saying. And that, unfortunately, is not happening with Zoom captions.

Chair Gish: And so, you know, I don't know what's going to happen with the City Clerk in the future, but it was very clear that there's no budget. Her response to Lee was, you know, 'What do you need from me? Do you need a budget? Do you need, you know, well, how can I, how can I help you?' It wasn't? Oh, yeah, let me do what, what...the mayor told us she is required to do, which is to provide and ensure accommodations for public meetings.

Chair Gish: So, we have a lot of work to do on that, obviously. But, you know, for me, it's concerning, because I do know that with, again, with in person meetings only. Like I said, there's no ability to request accommodations, in my experience that I've done it, we've done it, and we have not gotten them. And so, and this is all related to CART and everything else that we've discussed. So if no one else has anything to say, though, I think we can move to the next one.

#### **[8. b) Updates on Request to Appoint New MCD Member]**

Chair Gish: So Item 8.b. updates on a request to appoint a new mayor's committee member. So the person that we chose, is Chris Pommier, he is here. And we chose him, and then had no process to you know, send the request to the city because it required, in the Resolution, it requires a the city liaison to do it. So when we met with the Mayor, I request I told that to the mayor, and I said, you know, there is no way to submit a new member to our committee to fill a vacancy, and he said to submit it to him directly. And to submit it to Danny Maki, who is his Senior Adviser. And I did so. And I have heard nothing. And you know, I am assuming that , Lee, I'm assuming that you have heard nothing, and I'm assuming that Regina has heard nothing, because I have heard nothing back from anybody.

Chair Gish: And, you know, while it is not, you know, the highest priority item. It's on our priorities. We need a full committee; we have we have a right to have a full committee of members. And Chris has graciously been waiting this whole time. You know, for a response from me or anyone, and I've gotten nothing. You know, I'm feeling probably more frustrated than he is. But, you know, it's, again, a breakdown of communication. You know how hard it is to communicate, for us to communicate with the city. You know, we definitely get more responses when we include city employees in our discussions where the city employees reach out to and initiate the conversation. But in the last four months, that has been completely broken down, and so, without having an ADA Coordinator, and so the level of you know, trying repeatedly to get an answer, to ask for information, to check in, has been incredibly difficult and time consuming. And so, you know, I am hoping that we get an answer soon as to whether the city has accepted him on our committee or not.

Chair Gish: And, you know, the Mayor said that there was a small vetting process, and it might take a little bit of time, that's fine. But not hearing anything back since September 13<sup>th</sup> is...it's been a long time. So with that, we have the next item is the subcommittee reports.

#### **[8. c) MCD Sub-Committee Reports]**

Chair Gish: I don't know if anyone has been able to do anything with subcommittees. I know I haven't, because I've been working on trying to get this ADA Coordinator issue resolved and trying to figure out what to do with Public Works. Pam did have a brief...well, it's not so brief, comments:

Chair Gish: I'm just saying that the stop aggressive driving meetings are happening, and that they met with Captain Tapia of the Santa Fe Police Operations Department, who came to their meeting and answered their questions on how to get the needed action to control speed and noise.

Chair Gish: But the rest I will ask her to express and explain in our next meeting. Because there's a lot of things happening. She did mention that there's a City Council meeting on October 26, at five that will hear and possibly vote on counselor Signe Lindell's motion to raise the fines for noise violation to \$250 for first violation and \$500 for a second violation, and that everyone interested in the subject is urged to attend the meeting, either in person or remotely. So, the rest of the I will ask her to share herself. So are there any next item is if there's no other subcommittee reports, I'm assuming...

Member Fresquez: Just to highlight what I mentioned earlier, on the emergency management side, that we are in the process of getting the assistive technology for the ADA kits with the emergency manager. And we are posting ongoing meetings with some of the first responders. So people have been very responsive and cordial and so on that and we've had some really great positive communications with the city. And so, we have a number of items that we're pushing up. One of our leads her name's Christy, she works with American Red Cross, who has been volunteering is kind of being the lead coordinator for this subgroup. She's actually working now on the election. So she's been out for a little bit, but we'll be back. I think our next meeting is in November. And so we'll be talking with fire, police, the emergency manager about ADA kids, but also a number of other priorities on the emergency management side. So things are going well. We'll have more next time we meet.

Chair Gish: Thank you. And I know you had we had also mentioned in the past in these meetings about placement, like placement of where they should be. And so, we can have a further discussion of that in the next agenda. But I will make sure that that is on our next meeting agenda to discuss the proper placement of where they should be in the City and we can have an end up discussion of that. So then, if there are no more subcommittee reports, next is matters from staff. Lee, and I know that you have a statement to make, Lee.

#### **[9. Matters from Staff]**

Liaison, Lee Gagnon: Oh, just that yeah, the link to this video recording will be added to the meeting minutes.

#### **[10. Matters from the Committee]**

Chair Gish: Thank you. And then next is matters from the committee. And I just wanted to really briefly highlight that in the Santa Fe New Mexican on October 14<sup>th</sup>, 2022 there is an article listed. The title is "Deteriorating Footbridge in Downtown Santa Fe Closed". And I noticed some concerning comments in there, the Santa Fe New Mexican did an excellent job of highlighting the barrier of that bridge being closed, as well as it being inaccessible. Now, normally, they would barely be able to get across using a wheelchair. But now with the bridge closed, no one can get across. But there is some interesting comments from the Parks and Open Spaces Division Director Melissa McDonald in this article, in the last sections of the article, the last few paragraphs. And we have a guest named Ocean here who was a poet. And he did an excellent job of highlighting how access is so important in the city. And I'm just going to read it, it says "Accessibility is super, super important and especially accessibility of spaces. That's, that's just not right alongside the road, Ocean said, wheelchair accessibility is super important." And then city division director, Melissa McDonald said: "One of the questions that will be answered when the city begins planning the design of replacement of the replacement bridge is whether it will be made compliant with the Americans with Disabilities Act standards. The real question is going to be, is it historic? Does it need to go through the historic design review process? If it does? Do we want to recycle some of the materials? Or do we want to make it ADA accessible? How do we approach that bridge? McDonald said that there are about 18 public pedestrian foot bridges in Santa Fe and most of them are ADA compliant. In order for the East Alameda Street Bridge to join that group, the city would have to expand it from its estimated width of four feet to about six or eight feet wide."

Chair Gish: And so, I kind of wanted to have a really brief discussion of that. You know, they're talking about replacing the bridge and the word is OR like, or do we make it compliant? Not? HOW do we make it compliant? And WHEN do we, you know, HOW do we include this in our plans to make it compliant? And to me, it highlighted some of the problems that the city is having in recognizing that the ADA is not an option. It is it is a requirement. And, so I don't know if anyone else has anything to add to that discussion, but it's just an ongoing conversation where, I'm seeing city employees consistently saying or behaving like the ADA is something to get around, the ADA is something to avoid, the ADA is something to, you know...it's optional. It's just a nicety. It's something that... that go ahead Aurore.

Member Bleck: oh, this is why we need a ADA Coordinator. To train staff, to have, you know.

Chair Gish: And so, I just wanted to share that I will be including that article as well in the next packet. And if we want we can have a much further discussion about it, but I just wanted to mention that because it is timely and it would have been in the current packet if I had had that the day before. And so, if there are no other matters from the committee or any other further comments, our next meeting is on November 17<sup>th</sup>, 2022. If we can get a liaison, and or an interim ADA Coordinator, and we will be doing the work to try to make that happen. And with that if there is no further comments, the meeting is adjourned. [12:11pm]



Dear Customer:

Thank you for inquiring about applying to become eligible for the Santa Fe Ride program, “ADA Paratransit” service. Enclosed is an “ADA Paratransit” application form. ***Please read this and the enclosed material carefully before completing the application.***

“ADA Paratransit” service is van/sedan shared-ride service that Santa Fe Trails provides to individuals who, because of a **disability**, are prevented from using our standard bus service (Santa Fe Trails). This might include not being able to get to or from bus stops, not being able to get on or off buses, or not being able to understand how to ride and use the bus system for all or some trips.

To enable us to accurately determine your eligibility for this service:

1. You, or someone for you, must fill out the enclosed portion of the application titled, “**Certification of ADA Paratransit Eligibility**”, as **completely and thoroughly** as possible. After you have completed your portion of the application (items 1 – 12), have the second page filled out.
2. The second page titled, “**Request for Professional Verification**”, is to be completed by a licensed physician (Doctor); licensed health care professional (Physician Assistant or Registered Nurse) or rehabilitation professional (Physical Therapist). It is important that the applicant does not complete any portion of this section other than the name of the professional. Should any section be left blank, the form will not be processed and may be returned to you to have it completed again. Information about your disability, which you provide in the application, will be kept strictly confidential. Should you have questions about ADA service and eligibility; please feel free to call our office at: **(505) 473-4444 Voice or (505) 955-2049 Fax.**
3. Completed applications will be processed within 21 days of receipt. You will be contacted by phone to complete an in-person assessment meeting at the Santa Fe Trails Administrative Building, 2931 Rufina Street. A complimentary ride will be provided should you not have transportation available. This assessment will allow us to better understand your disability and transportation needs.

If you are determined to be eligible for ADA service, we will issue a Santa Fe Ride “ADA Paratransit ID Card” and a “Paratransit Handbook”, which provides information about the service and how to use it. A letter of approval shall be mailed to the address provided on the application as verification of approval.

If it is determined that you are able to use Santa Fe Trails bus service and therefore are not eligible for van/sedan service, we will notify you in writing of the exact reason for this determination. An opportunity to appeal this decision in person will also be provided. A copy of the appeal process shall be enclosed in the letter notifying denial.

**In compliance with the Americans with Disabilities Act of 1990 (ADA), Santa Fe Trails provides “Paratransit” (i.e., van/shared-ride sedan) service to anyone with a disability who cannot use standard transit buses and who is traveling in an area not served by buses. This van/shared-ride sedan service is intended only for those trips that the person cannot make on the bus system. This application form is intended to determine when and under what circumstances the applicant can use city buses and when van/shared-ride sedan service is required.**

Thank you.... from all of us at Santa Fe Ride.



**Santa Fe Ride  
ADA & Senior  
Complementary Paratransit  
Policies & Procedures**

**Revised and Approved by the Transit Advisory Board:  
June 25, 2019**

## TABLE OF CONTENTS

OVERVIEW .....	3
CERTIFICATION / ELIGIBILITY .....	3
TYPES OF ELIGIBILITY .....	4
PHOTO IDENTIFICATION CARDS .....	5
CERTIFICATION APPEALS PROCESS.....	5
RECERTIFICATION .....	6
VISITORS WITH DISABILITIES .....	6
MEETING THE REQUIREMENTS OF DOT ADA SERVICE.....	7
A. Service Area.....	7
B. Response Time.....	7
C. Fares .....	8
D. Trip Purpose Restrictions.....	9
E. Hours and Days of Service .....	9
F. Capacity Constraints .....	9
PERFORMANCE CRITERIA FOR SERVICE BEYOND THE REQUIREMENTS OF DOT ADA .....	10
HOW TO MAKE A RESERVATION .....	10
HOW TO RIDE .....	15
DRIVER ASSISTANCE POLICY .....	16
WHAT TO DO IF YOU MUST CANCEL YOUR TRIP .....	17
WHAT TO DO IF YOU MISS YOUR TRIP.....	17
NO-SHOW AND LATE CANCELLATION POLICY .....	17
EXCESSIVE CANCELLATION POLICY .....	19
ACTIONS RESULTING FROM NO-SHOW, LATE CANCELLATION, EXCESSIVE CANCELLATION .....	19
INCENTIVE PROGRAM .....	20
HOW TO COMMENT ON SANTA FE RIDE SERVICE .....	20
SAFETY.....	21
CUSTOMER CODE OF CONDUCT .....	22
PUBLIC INVOLVEMENT .....	22
PUBLIC INFORMATION DISSEMINATION .....	23
APPEAL PROCEDURES.....	25
ADA APPEALS COMMITTEE.....	26
EXHIBIT A – DEFINITION OF ADA PARATRANSIT ELIGIBLE .....	28
EXHIBIT B – SANTA FE RIDE SERVICE AREA.....	30

## OVERVIEW

Santa Fe Ride ADA Complementary Paratransit Service serves the needs of customers who, because of a disability, are unable to use the Santa Fe Trails fixed-route system, and who meet the definition of “ADA paratransit eligible,” as established by the U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) of 1990 (See Exhibit A).

We are not a taxi service, it’s a shared ride program. Please note you will be in the vehicle with other riders and may be in a vehicle up to 45 minutes.

ADA Complementary Paratransit Service is comparable to the level of service provided to individuals without disabilities who use the fixed bus system.

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant’s functional ability to use the Santa Fe Trails fixed-route transit service. Santa Fe Ride is for those who do not have the functional abilities to access and ride the regular fixed-bus transit service.

Santa Fe also provides transportation to adults 60 years of age and older, who are City of Santa Fe residents and reside in the city limits, to qualify residents must complete an application and receive a Santa Fe Ride picture id. A premium fare of \$5.00 per trip is charged for seniors.

All ADA and Senior veterans ride for free, to qualify proof of veteran status with either an official Department of Veterans Affairs ID card, DD214 along with a photo ID or driver’s License with Veteran status must be brought into our office.

Santa Fe Ride is an “origin to destination” service, and curb-to-curb transportation is the primary means by which service will be provided.

If you need additional information, alternative formats, or have any questions please feel free to contact Santa Fe Ride at (505) 473-4444.

## **CERTIFICATION / ELIGIBILITY**

In order to use Santa Fe Ride, you must first be certified as “ADA paratransit eligible.” Santa Fe Ride will strictly limit ADA paratransit eligibility to individuals who meet this definition (see Exhibit A).

To be considered, you and your doctor must complete a *Certification of ADA Paratransit Eligibility*. Applications are available online at [www.santafenm.gov/santaferide](http://www.santafenm.gov/santaferide) or by calling (505) 473-4444. All applicants must complete the certification and the Release of Information form.

The *Request for Professional Verification* must be completed by a qualified medical professional who is familiar with your particular disability and current functional abilities to use regular fixed-bus service.

Qualified medical professionals include:

- Physician (M.D. or D.O.) or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Vocational counselor, rehabilitation specialist or independent living skills trainer
- Licensed social worker or case manager
- Orientation and mobility instructor or travel trainer
- Optometrist

**NOTE: It is Santa Fe Ride policy that senior citizens (60 years of age or older) be granted automatic eligibility at a premium fare, even if there is no qualifying disability. However, the Certification part of the application must still be completed, since it contains necessary information that will assist in scheduling trips for the senior customer.**

Applications that are completed will be reviewed within 21 calendar days of submission. If Santa Fe Ride has not made a determination of eligibility within 21 days of receiving a complete application, the applicant shall be treated as eligible and provided service until and unless Santa Fe Ride denies the application.

**Once you are eligible, you must notify Santa Fe Ride of any changes in your address, phone number or disability.**

## **TYPES OF ELIGIBILITY**

Applicants who are determined to be ADA paratransit eligible will be notified of such in writing and assigned an eligibility category. The eligibility category is consistent with the applicant's ability to use the regular fixed-route service. These categories are Unconditional, Conditional and Temporary.

**UNCONDITIONAL** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service under any circumstances and is eligible for all trips on Santa Fe Ride.

**CONDITIONAL** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service in specific circumstances and is eligible to use Santa Fe Ride under limited circumstances.

**TEMPORARY** – Applicant is not able to use accessible Santa Fe Trails fixed-route transit service at this time, however the condition or circumstances leading to eligibility is reasonably expected to change in the future. For a limited period of time, the applicant is typically eligible to use Santa Fe Ride for all trips.

Distance to a bus stop or illiteracy, by themselves, are not considered disabilities and therefore do not qualify the applicant for Santa Fe Ride paratransit service. Applicants who are blind or visually impaired may be eligible if they cannot use the Santa Fe Trails fixed-route system. Applicants with medical conditions, such as epilepsy, kidney disorders and diabetes, may be eligible depending upon their ability to use the fixed-route system.

## **PHOTO IDENTIFICATION CARDS**

Once you are certified, Santa Fe Ride will issue a photo identification card. The identification card may be used on Santa Fe Trails fixed-route service to receive the reduced fare, or for ADA paratransit service in other U.S. cities for up to 21 days.

Photo identification cards are issued at the Santa Fe Trails Administrative Offices at 2931 Rufina Street, Santa Fe, NM 87507. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Santa Fe Ride staff will call you to schedule an appointment to have your picture taken and a free photo identification card issued. A complimentary round trip on Santa Fe Ride will be provided for this appointment. Individuals must bring with them proof of Santa Fe Ride certification and personal identity (e.g., driver's license or State-issued ID card) to have an identification card issued.

There is a \$5.00 replacement charge for lost, stolen or damaged cards. You may replace your ID card by visiting the Santa Fe Trails office, or by calling the office with a credit card and the card mailed to you, or by mailing a check for \$5.00 with a request to have the replacement card mailed to you to: Santa Fe Ride, P.O. Box 909, Santa Fe, NM 87504.

## **CERTIFICATION APPEALS PROCESS**

Applicants who are denied eligibility or given conditional or temporary eligibility shall be given a written notice with specific reasons for the decision and notice of their right to appeal (see Appeals Procedures). Such appeal must be submitted within sixty (60) days from the date of certification denial or eligibility decision. The appeal will be considered by the ADA Appeals Committee made up of three (3)

persons, one of whom will be a member of the disabled community. For more information, contact Santa Fe Ride at (505) 473-4444.

## **RECERTIFICATION**

In order to keep the database of certified customers current, customers will need to complete a new application and be recertified as eligible every three (3) years. If the customer disability is considered permanent it is the customer's responsibility to update any changes to the office. The photo identification card will contain the expiration date of eligibility. It is the responsibility of the customer to complete a new application and seek recertification prior to the expiration date of eligibility.

Conditional use customers that are certified for service on a "temporary" basis will be required to recertify at the end of their temporary period of eligibility if they desire to maintain eligibility of service. Customers must complete a new application and participate in another evaluation by a qualified medical professional.

Persons with permanent disabilities are required to obtain professional verification of their disability to become initially certified. Thereafter recertification will only require that the *Certification of ADA Paratransit Eligibility* be completed indicating they still desire to utilize the paratransit service. The *Request for Professional Verification* will not be required for recertification.

## **VISITORS WITH DISABILITIES**

Visitors with disabilities who cannot use the Santa Fe Trails fixed-route system are eligible to utilize the Santa Fe Ride paratransit service on the same basis as it is provided to local residents. If the visitor has been certified as "ADA paratransit eligible" by another public entity – and presents documentation to that effect – Santa Fe Ride will honor the certification and provide up to 21 days of Santa Fe Ride paratransit service.

If the visitor has no such documentation, Santa Fe Ride may require the provision of proof of visitor status (i.e., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and is satisfactory, Santa Fe Ride will make service available for up to 21 days on the basis of the individual's statement that he or she is unable to use the fixed-route transit system.

The "21 days" of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor's first use of service. For example, a person may visit two days a week. In this case, eligibility would be extended over an eleven week period of

time (2 days per week x 11 weeks = 22 days), within which 21 days of Santa Fe Ride paratransit service would be provided.

Visitors who require more than 21 days of service within a 365 day period shall be required to apply for local eligibility through the Santa Fe Ride certification process.

Visitors with disabilities shall be provided the same level of service as certified Santa Fe Ride customers and are subject to the same service policy requirements.

## **CONDITIONAL ELIGIBILITY**

Santa Fe Ride will evaluate the eligibility of trip requests for service by customers certified as Conditional at the time of scheduling according to the conditions listed in their certification. Schedulers will immediately inform the person scheduling the ride if the trip is deemed eligible based on conditions listed in their certification. If the trip is found to not be eligible, schedulers are to inform the passenger about the availability of Santa Fe Trails fixed-route service as a viable option to complete the trip.

## **MEETING THE REQUIREMENTS OF DOT ADA SERVICE**

ADA complementary paratransit service is provided in accordance with the six service criteria established by the Department of Transportation (49 CFR Part 37, Subsection F) for ADA paratransit operations including service area, response time, fares, trip purpose restrictions, hours and days of service and capacity constraints. Each of these criteria is described below.

### **A. Service Area**

Santa Fe Ride shall provide ADA complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route, and three-fourths of a mile radius at the ends of each fixed route within the City limits.

Within the core service area, Santa Fe Ride shall also provide service to small areas not inside any of the corridors but which are surrounded by corridors (see Exhibit B).

### **B. Response Time**

Santa Fe Ride shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day.

Santa Fe Ride shall make reservation service available during at least all normal business hours of the administrative offices, as well as during times, comparable to normal business hours, on a day when the offices are not open before a service day.

Pickup times may be negotiated with the individual, but Santa Fe Ride shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

Santa Fe Ride permits advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

**C. Fares**

Santa Fe Ride shall charge ADA paratransit eligible individuals no more than twice the base fare on the Santa Fe Trails fixed route system.

Personal care attendants ride free with ADA customers who require assistance while boarding, riding, or alighting from a vehicle. Customers must state the need for a personal care attendant on the ADA paratransit eligibility certification application.

The Santa Fe Ride charge \$5.00 per one-way trip shall be charged all certified Santa Fe Ride Senior passengers.

Tickets are available for pre-purchase at a cost of \$10.00 for a one-way trip. Tickets can be purchased at the Santa Fe Trails administrative office or via mail. Drivers cannot sell or deliver tickets. No reimbursement will be made for unused tickets.

Customers are guaranteed a seat for at least one accompanying guest. Additional guests will be scheduled on a space-available basis.

ADA	\$2.00	Attendant ride free, guest pay a fare of \$2.00
Seniors	\$5.00	Senior guests pay a fare of \$5.00 per one-way trip.
Veteran	\$0	ADA guests pay a fare of \$2.00 per one-way trip. Senior guest pay a fare of \$5.00 per one-way trip.
Youth	\$0	Age 18 and younger ride for free Proof of age may be required

Cash fares must be in the exact amount, as drivers carry no change. Fares shall be paid at the time of boarding.

**D. Trip Purpose Restrictions**

Santa Fe Ride shall not impose restrictions or priorities based on trip purpose.

**E. Hours and Days of Service**

Santa Fe Ride service shall be available throughout the same hours and days as the Santa Fe Trails fixed route service.

Currently, those days and hours are as follows:

Monday – Friday: 5:30 a.m. to 10:00 p.m.

Saturday: 8:00 a.m. to 7:45 p.m.

Sunday: 8:15 a.m. to 6:30 p.m.

Service is not offered on several holidays, check with the office or the holiday schedule on the website.

**F. Capacity Constraints**

Santa Fe Ride shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

1. Restrictions on the number of trips an individual will be provided;
2. Waiting lists for access to the service; or
3. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to, the following:
  - a. Substantial numbers of significantly untimely pickups for initial or return trips;
  - b. Substantial numbers of trip denials or missed trips;
  - c. Substantial numbers of trips with excessive trip lengths.

Performance data will be collected and reported for the purpose of establishing whether capacity constraints exist. The Transit Advisory Board has established the following performance criteria for the purpose of making such a determination:

- Missed Trips - 99% of all trips scheduled will be provided as scheduled
- Late Pick-Ups - 90% of all pick-ups will be on time (within the 30-minute scheduling window)
- Late Drop-Offs - 92%-95% of all drop-offs will be on time (within 45 minutes of the actual time of pick up.)
- Denials - No more than 2% of requests will be denied
- Ride Time - 99% of ride times will be one hour or less

## **PERFORMANCE CRITERIA FOR SERVICE BEYOND THE REQUIREMENTS OF DOT ADA**

The Transit Advisory Board has established the following performance criteria for demand response service that goes beyond the DOT ADA requirements:

- Late Pick-Ups – 92-95% of all pick-ups will be on time (within the 30-minute scheduling window)
- Late Drop-Offs – 92-95% of all drop-offs will be on time (at the time of the passenger's appointment or at the scheduled time of drop-off)
- Ride Time - 99% of ride times will be 45 minutes or less

### **TYPES OF TRIPS:**

#### **RESERVATION TRIP (Guaranteed)**

On Monday's through Saturday's trips can be schedule between the hours of 7:00 am to 7:00 pm. Sunday's 8:30 am to 6:30 pm. Trip(s) may also be scheduled up to 14 days in advance. The vehicle will arrive no earlier than 15 minutes before and no later than 15 minutes after the requested time.

**Note:** If you call to change the requested time, origin or destination on the day of service the trip will become an On-Demand and it will not be a guaranteed trip.

#### **ROUND TRIP:**

If you make a reservation, the trip can be scheduled with a minimum of a 1 hour stop over. The return trip may be a different driver. This request **is not** available the same day, for an On-demand request.

#### **CONTINUATION TRIP:**

- Two separate trips and two separate destinations. The vehicle will wait for 10 minutes at the stop over location. If the passenger takes longer than ten minutes the vehicle will leave and the passenger will need to call in and request an on-demand trip.
- This kind of trip must be scheduled with a minimum of a 45 minute window in between trips, and is not a trip to a destination and back to your residence.
- The continuation trip is considered as two trips, so this trips requires an additional fare.
- Be aware that sometimes due to high trip volume a different driver may pick you up from the continuation trip.

**If you leave an item(s) in the unit you must make arrangements to pick up your items from our office. Driver will turn item(s) in at the end of their shift.**

### **ON DEMAND TRIPS: (ON DEMANDS ARE NOT GUARANTEED!)**

This trip is requested on the day of service. Requests are provided on a “space available basis” and if we are booked for the day, we will not accept this kind of trip. Waiting time for this type of trip may vary anywhere between 15 minutes to several hours and you will need to call back 20 minutes later to find out if we have found an available space to preform your trip request. **You must be ready to leave at the time that you place your trip request!!!**

### **SUBSCRIPTION TRIPS:**

This trip would be to the same origin, destination and request time for several dates. Examples: work, school or physical therapy.

When your request is approved, you will be contacted with an approval by the supervisor.

The same half hour window applies to subscription trip(s). Subscription trip(s) are 6 months period, after 6 months you must reapply if you are still in need of the trip(s).

**Please be aware Subscription trips may not be available.**

Subscription trips my not absorb more than fifty percent of the number of trips available at a given time of day. If the time requested is not available you will be placed on a waiting list until that time requested is available on a first come basis.

### **HOW TO MAKE A RESERVATION**

**Plan Ahead:**

For important trips, be sure to make your reservation as early as possible, up to 14 days in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without negotiation. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for other transportation or for rescheduling at another time or day. Refusal of an available negotiated time is not considered a denial of service.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the responsibility of the passenger to let the scheduler know if there are any special instructions needed, such as security gated entries, apartment building number, or multiple entries to large institutions. Otherwise Santa Fe Ride drivers will pick-up and drop-off at the main entrance or designated/predetermined locations. If the passenger fails to inform the scheduler of special instructions and the trip is missed as a result, it will be recorded as a "no-show".

### **Plan Your Trip Carefully:**

Remember to allow for time spent picking up and dropping off other customers before reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example, if you must be somewhere at 10:00 a.m., plan your pickup for 9:15 a.m. When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to be ready at 3:00 p.m., please ask for a 3:20 p.m. return time. It is better to wait a few minutes than miss your scheduled ride. The Santa Fe Ride scheduler can help you determine the most efficient way to schedule your trip.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. **Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.**

If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using Santa Fe Ride paratransit service. **Ask the appointment scheduler how much time should be allowed for the appointment;** this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you underestimated how long the appointment will take, the needs of other paratransit customers may not allow Santa Fe Ride to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If Santa Fe Ride is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. **It is your responsibility to determine with your doctor how much time to allow for medical appointments.**

### **To Schedule a Ride:**

Santa Fe Ride may be reached at (505) 473-4444, Monday – Friday, 7:00 a.m. to 7:00 p.m.; Saturday, 8:00 a.m. to 7:00 p.m.; and Sunday, 8:30 a.m. to 6:30 p.m. Calls on holidays will be taken by voicemail.

- 1) Reservations can be made for the next operating day and up to 14 days in advance. Requests for next-day service received after normal business hours will be accommodated as space is available.
- 2) On demand service may be provided if space is available. Customers may only request same day service at the time of need.
- 3) When making a reservation, please schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait for an on demand.
- 4) Staff will try to accommodate changes made to a reservation after normal business hours the day before your trip, but there is no guarantee.
- 5) When making a reservation, please be ready to provide:
  - Your name;
  - Your telephone number;
  - Your pick-up address;
  - The date on which you wish to ride;
  - The time at which you wish to be picked up (or, if you have an appointment, the time of your appointment);
  - Your drop-off address
  - The request time at which you wish to be picked up for your return trip;
  - Whether you use a wheelchair or other mobility device;
  - If you will have an guest or attendant accompanying you;

**NOTE: Santa Fe Ride will carry a wheelchair/mobility device and its user as long as the lift/ramp can accommodate the size and weight of the device and its user, and there is space for the device on the vehicle. Santa Fe Ride will NOT carry a wheelchair/mobility device if, in fact, the lift/ramp or vehicle is unable to accommodate the device and its user, consistent with legitimate safety requirements.**

Your trip origin and destination must be accessible by ramp or lift. If not ACCESSIBLE, please have someone available to assist you to the vehicle. Drivers are not permitted to assist riders who use a wheelchair up or down stairs or push them out the residence or up and down ramps. If assistance is needed please have someone available to assist you. Prior arrangements must be made.

**Personal Care Attendant:**

- Whether a personal care attendant (PCA) will be riding with you. If you are registered with Santa Fe Ride as needing a PCA, he or she may accompany you at no additional cost; and

- Whether a companion will be riding with you. Companions are welcome to ride with you for the regular fare per person if the space is available.

**NOTE: Personal care attendants and companions MUST have the same origin and destination as the customer they are accompanying.**

Santa Fe Ride requires you to reserve a space for your PCA or companion(s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride at no fare. To maximize space available, accommodations for more than one traveling companion are granted on a *space-available* basis and only if the transportation of additional persons will not result in a denial of service to ADA paratransit eligible individuals. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call Santa Fe Ride at (505) 473-4444.

### **Children:**

Certified users ages 18 and under are provided service free of charge. When an eligible child is traveling with an adult (who is serving as a PCA), no fare shall be paid for the child or the adult attendant. Children five (5) years of age or older are allowed to travel without an attendant given the child is capable of riding without assistance. Children under 18 years accompanying a certified rider are considered traveling companions and a space must be reserved for them when scheduling a trip.

An adult accompanying a child under 18 years old on Santa Fe Ride is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring someone else along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, Santa Fe Ride requires the child be secured in a child safety seat. Santa Fe Ride does not provide safety seats for children, so you will need to bring your own.

The law in New Mexico requires all children up to their 7th birthday, regardless of weight, and all children less than 60 pounds, regardless of age, to ride in a child safety seat. The law also states that children ages 7 to 12 must ride in a booster seat until the adult seat belt fits them properly.

Children should ride in booster seats until the vehicle seat belt fits correctly. Booster seats must be used with both lap and shoulder belts. Booster seats cannot be used with a lap belt alone.

New Mexico has a primary enforcement seat belt law and a primary child restraint enforcement law. This means that Santa Fe Ride will not transport any passengers are not wearing their seat belts, or children are not properly restrained.

**Use of Portable Oxygen:**

The Americans with Disabilities Act provides that transportation service must be provided to a rider who needs to bring along a supply of oxygen. **For safety reasons, the rider must maintain control of the oxygen bottle(s).** If the rider cannot transport the oxygen bottle(s) safely or maintain control of the bottle(s) on his/her own, then the rider shall provide a Personal Care Attendant to perform those functions.

**Service Animals:**

Service animals are permitted on Santa Fe Ride vehicles. You must indicate on your application that you use a service animal. Please fill out a description of the service animal such as type of animal, color, and the name of the service animal. Also when scheduling your trip, if you use a service animal, please let the scheduler know your service animal will be accompanying you on your trip. All service animals must be controlled by the customer or companion.

**Pets:**

Animals that are not service animals may ride on Santa Fe Ride only if they are properly secured in a pet carrier. For safety reasons, **drivers are not permitted to carry pet carriers on or off of the Santa Fe Ride vehicle.** If you need assistance with a pet, please arrange to travel with someone who can help you.

**Please Keep in Mind:**

It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following:

- More than six-round trip requests per phone call.
- Specific drivers.
- Specific seats.
- A particular vehicle.
- Specific routes with certain customers.

**HOW TO RIDE**

Both Santa Fe Trails and Santa Fe Ride vehicles are ADA compliant and are accessible by wheelchair/mobility device. Riding Santa Fe Ride is equivalent to riding the Santa Fe Trails fixed-route system in that there is a scheduled arrival time for the vehicle and you must be ready when the vehicle arrives. Drivers only wait 5 minutes from the time that they arrive, you must be ready within the 30 minute window. You must be waiting in the main entrance of the building or outside your residence. Also, there may be additional stops before reaching your destination.

**Please remember:**

- Santa Fe Ride is an “origin to destination” service.
- Santa Fe Ride is a shared-ride service.
- The driver is not allowed to make unscheduled stops.
- Drivers cannot go through drive through windows for customers
- If other customers get on or off the vehicle before your stop, you may need to temporarily move to accommodate these customers.
- No assistance will be provided beyond the entrance of your destination. If you require further assistance, a personal care attendant or companion should accompany you.
- You may ride from any origin in the Santa Fe Ride service area for any purpose as long as a reservation has been made.

The vehicle may arrive 15 minutes before or after your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 a.m., the vehicle may arrive any time between 7:45 a.m. and 8:15 a.m. The vehicle will wait 5 minutes after arrival at the designated pick-up site. It is your responsibility to be available to board the vehicle during this pick-up window. You (and your PCA/companion) should meet the vehicle when it arrives.

If the vehicle is more than 15 minutes late for your scheduled time, please call Santa Fe Ride at (505) 473-4444 and a dispatcher will check the arrival time.

The driver is required to collect a fare or a Santa Fe Ride ticket from you and your companion prior to departure. Please have exact change or ticket ready. Checks, ATM or credit cards are not accepted. If your need for a personal care attendant has been registered with Santa Fe Ride, there is no charge for him or her. Non-payment of fares will result in a denial of your trip and will be considered a **NO SHOW**.

Eating, drinking (including consumption of alcohol), chewing tobacco, smoking, littering or listening to audio devices without earphones will not be permitted. Shirts and shoes (or equivalent) must be worn. Customers should refrain from engaging in inappropriate/distracting conversation with the driver.

## **DRIVER ASSISTANCE POLICY**

Drivers are not permitted to enter any home or go beyond the threshold of any building. Drivers are required to maintain visual contact with the vehicle at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a customer that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times.

Your trip origin and destination must be accessible by ramp or lift. If not ACCESSIBLE, please have someone available to assist you to the vehicle. Drivers are not permitted to assist riders who use a wheelchair up or down stairs or push in or out of the residence or up or down ramps. If assistance is needed

please have some available to assist you, prior arrangements on your part must be made in advance.

In locations where drivers cannot maintain line-of-sight with their vehicle and cannot go to the entrance of building to notify customers of the arrival of their ride, customers may request telephone notification of the vehicle's arrival for that specific location. As this request may require special arrangements with third parties and is subject to review, please contact us at (505) 473-4444 to make the request.

- Drivers are not permitted to physically lift customers.
- Drivers are not permitted to carry objects over 15 pounds. Drivers may assist with carrying up to five (5) grocery bags only on and off the vehicle.
- No baggage or items shall be permitted on the vehicle that has any dimension in excess of five (5) feet.
- Customers can only bring as many bags and packages on the vehicle that they can reasonably carry in their arms, and that do not block the passenger aisles or take up seats that are needed by other customers.
- Customers needing more assistance than the drivers are allowed to provide are encouraged to make other arrangements for assistance at their pick-up and drop-off points.
- One personal care attendant is allowed to ride with and an ADA customer(s) as needed without charge.

### **WHAT TO DO IF YOU MUST CANCEL YOUR TRIP**

If you need to cancel a trip, call Santa Fe Ride at (505) 473-4444 at least two hours prior to the scheduled pick-up time. Failure to do so will result in you being assessed a "no-show."

### **WHAT TO DO IF YOU MISS YOUR TRIP**

If you miss your scheduled trip, you may be assessed a "no-show." Contact Santa Fe Ride at (505) 473-4444, Monday – Friday, 7:00 a.m. to 7:00 p.m.; Saturday, 8:00 a.m. to 7:00 p.m.; and Sunday, 8:30 a.m. to 6:30 p.m. to request a new trip to be scheduled on a same day, space available basis.

### **NO-SHOW AND LATE CANCELLATION POLICY**

Santa Fe Ride customers who establish a pattern or practice of "no-shows" or late cancellations may lose their riding privileges for a designated period of time.

**“No-show”** is defined as when a passenger does not cancel a scheduled trip and is unavailable at the agreed upon pick-up time window and location – and ALL of the following occur:

- The vehicle is at the correct pick-up location within the 30-minute window (no more than 15 minutes before or after the scheduled pick-up time);
- The vehicle has waited 5 minutes for the passenger;
- The driver has contacted the dispatcher to report a possible no-show;
- The dispatcher confirms the scheduled pick-up time and correct location with the driver; and
- The dispatcher has attempted to call the passenger at the telephone number of record.

**“Late cancellation”** is defined as when a passenger does not cancel a scheduled trip at least two (2) hours prior to the scheduled pick-up time.

Because no-shows and late cancellations may cause lost trips for other customers, it is necessary to enforce a no-show and late cancellation policy. This policy is as follows:

- Three (3) no-shows and/or late cancellations within any thirty (30) calendar days will result in a warning letter being issued.
- Five (5) no-shows and/or late cancellations within any thirty (30) calendar day’s period will trigger a review of the rider’s no-show and late cancellation frequency.
- Riders who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips will be suspended from Santa Fe Ride service for a period of three (3) days.

If subsequent reviews are triggered and reveal a continued pattern or practice of abuse, the rider will be suspended as follows:

- Two (2) violations within one year – suspension from the program for five (5) days.
- Three (3) violations within one year – suspension from the program for seven (7) days.
- Four (4) violations within one year – suspension from the program for ten (10) days.
- Five (5) or more violations within one year – suspension from the program for fifteen (15) days.
- Six (6) or more violations within one year – suspension from the program for seventeen (17) days.

Santa Fe Ride is committed to working with individuals to address the causes of no-shows and late cancellations so these persons can continue to use the service.

A no-show or late cancellation due to Santa Fe Ride error will not be counted. Likewise, a no-show or late cancellation due to circumstances beyond your control will not be counted, if you notify Santa Fe Ride at (505) 473-4444 during normal business hours. Documentation may be required. You may also contest a no-show or late cancellation that has been assessed by contacting Santa Fe Ride at (505) 473-4444.

**NOTE: Santa Fe Ride will not cancel the return leg of any scheduled trip unless it has made contact with the rider to confirm that the return trip is not needed.**

## **EXCESSIVE CANCELLATION POLICY**

Even when a trip is cancelled at least two hours before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the time other customers desire service. The policy for excessive cancellations is as follows:

- Ten (10) cancellations within any thirty (30) day period will trigger a review of the rider's cancellation frequency.
- Riders who are found to have a pattern or practice of cancellations representing at least fifty (50) percent of their total scheduled trips will be suspended from Santa Fe Ride service for a period of three (3) days.
- If subsequent reviews are triggered and reveal a continued pattern or practice of cancellations, the rider will be suspended as follows:
  - Two (2) violations within one year – suspension from the program for five (5) days.
  - Three (3) violations within one year – suspension from the program for seven (7) days.
  - Four (4) violations within one year – suspension from the program for ten (10) days.
  - Five (5) or more violations within one year – suspension from the program for fifteen (15) days.
  - Six (6) or more violations within one year – suspension from the program for seventeen (17) days.

## **ACTIONS RESULTING FROM NO-SHOW, LATE CANCELLATION, EXCESSIVE CANCELLATION**

You will be notified in writing before Santa Fe Ride takes any steps that may result in suspension of service. The letter will provide the following:

- Notification of how many no-shows, late or excessive cancellations have been assessed

- Details on the date, time and location of all scheduled pick-ups that resulted in a no-show or cancellation being assessed
- Explanation of how these violations impact the paratransit service and other customers
- Explanation of your pending loss of riding privileges
- Opportunity for you to contest the assessment of a no-show or late cancellation, or demonstrate that a no-show or late cancellation was due to circumstances beyond your control.
- Instructions on how to appeal the decision to suspend (see Appeals procedures on page 24).

**There will be no loss of service while an appeal is in progress.**

Santa Fe Ride will allow 15 days between the receipt of a notice of proposed suspension of service and the proposed date on which the suspension becomes effective.

### **Incentive Program**

Santa Fe Ride customers shall be rewarded for good ridership by the following reward system. The program rewards customers that do not have a no-show or late cancellation within a six month period.

A tier system for riders is developed to three distinctive tiers

- The Bronze Rider – A rider who utilizes the system an average of between 1 trip per week and 3 trips per week with zero no-shows or late cancellations shall receive four complimentary \$1.00 ride coupons.
- The Silver Rider – A rider who utilizes the system an average of between 3 trips per week and 4 trips per week with zero no-shows or late cancellations shall receive eight complimentary \$1.00 ride coupons.
- The Gold Rider - A rider who utilizes the system an average of 4 or more trips per week with zero no-shows or late cancellations shall receive twelve complimentary \$1.00 ride coupons.
- For reason beyond the control of the rider, there is an opportunity to appeal for a no-show and/or late cancellations. (procedures on page 24)

### **HOW TO COMMENT ON SANTA FE RIDE SERVICE**

We can only resolve problems if we are informed, so please do not hesitate to call. Should you have questions or complaints about service, please call Santa Fe Ride at (505) 473-4444.

## **SAFETY**

A customer may be subject to any reasonable accommodation requirement that will ensure the safety of themselves, other customers and drivers. For example, a customer may be required to ride with a personal care attendant if the passenger is unable to safely board a vehicle.

Please remain seated with your seat belt fastened at all times. Riders who refuse to wear a seatbelt onboard Paratransit service vehicles will not be transported. Wheelchair securement is not a choice.

## **CUSTOMER CODE OF CONDUCT**

It is Santa Fe Ride's policy to provide the safest and most efficient service to our customers. Customers who abuse the following Code of Conduct guidelines can adversely affect the Santa Fe Ride program as a whole. For the safety and comfort of all customers, Santa Fe Ride has established these policies that address instances when a passenger's conduct may adversely affect others involved with the Santa Fe Ride program. The following identifies the Santa Fe Ride policy on customer misconduct.

- 1) **Electronic Equipment** – Customers using audio or visual equipment, headsets must be worn for the respect for other passenger's safety or comfort, or impairs the driver's ability to transport customers safely.
- 2) **Hygiene** – For the comfort of all customers and drivers, riders must practice good hygiene and cannot offend other customers or drivers with bad body odors or soiled clothing that can adversely affect the riders or the drivers.
- 3) **Hazardous Conduct** – Any act that creates the potential for injury or death to any customer, driver or the general public.
- 4) **Abusive Conduct** – Any abusive, offensive, or threatening act or behavior that affects the safety or security of the driver, customer service representative and/or the customers, or invades the privacy rights of others such as **NOT TOUCHING** another person including the driver in a rude, insolent or angry manner. Sexual harassment, verbal or physical, **IT WILL NOT BE TOLERATED!** Examples also include profanity, screaming, hitting, touching others, etc.

## **Consequences of Misconduct**

Due to the wide variety and severity of misconduct, Santa Fe Ride reserves the right to determine the consequences ranging from a warning to a suspension of service.

No rider that has been suspended shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Customers will be notified in writing before Santa Fe Ride takes any action. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appeals Procedures).

### **Consequences of Unintentional Misconduct**

Any act that would qualify as misconduct, but is the direct and immediate act of the passenger's disability, such as abusive language that is the consequence of Tourette's syndrome, or socially unacceptable behavior brought on by a mental illness, shall be considered Unintentional Misconduct. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the passenger.

- 1) A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all customers and drivers.
  - a. A passenger may be required to ride with a personal care attendant.
  - b. A passenger may be required to attend training or receive additional counseling in proper transit conduct.
- 2) The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.
- 3) The accommodation requirement may be permanent if the conduct is beyond the passenger's control.
- 4) If a passenger commits an act of misconduct that he or she has been trained to know is inappropriate, that act is considered intentional.

No rider whose access to paratransit service has been suspended for any reason shall lose his or her certificate of eligibility for paratransit services by reason of said suspension. Customers will be notified in writing before Santa Fe Ride takes any of these steps. An eligible passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process (see Appeals Procedures).

## **PUBLIC INVOLVEMENT**

### **A. Goal**

Santa Fe Ride is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

**B. Transit Advisory Board**

The City of Santa Fe has created a Transit Advisory Board for the purpose of receiving on-going input from Santa Fe Ride customers. Board members are appointed by the Mayor and will include persons with disabilities and representatives of public and private organizations serving the needs of the disabled community. The Transit Advisory Board meets monthly.

**C. Consumer Satisfaction Surveys**

Consumer satisfaction survey forms will be mailed at least bi-annually to all certified ADA complementary paratransit service passengers. These surveys will measure customer satisfaction with aspects of Santa Fe Ride services including prompt telephone answering, scheduler courtesy, ability to get requested pick-up time, timeliness of pick-ups and drop-offs, response time for return trip, amount of time traveling, courtesy of drivers, level of assistance by drivers, safety of service and general satisfaction with service. The results of these surveys will be compiled and reported to the Transit Advisory Board.

**D. Public Hearings**

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases, and other similar topics. The Transit Advisory Board meetings may also serve as public hearings, if the item(s) are posted on the agenda in the usual manner.

**E. Focus Groups**

Focus groups made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities will be held on an ad hoc basis to deal with specific service and policy issues that require in-depth discussion.

**PUBLIC INFORMATION DISSEMINATION**

**A. Goal**

Santa Fe Ride is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

## **B. Accessible Formats**

All public information materials including, but not limited to, the ADA complementary paratransit brochure, certification forms, periodic service and/or fare change announcements, consumer satisfaction surveys and customer comment cards will be made available in accessible formats upon request.

Based upon input received from persons with disabilities, Santa Fe Ride will normally stock materials in large print. Braille and other formats requested will be provided within a reasonable period of time.

## **C. Media Promotions**

When doing media promotions, Santa Fe Ride will make special efforts to utilize the Radio Reading Service, a specialized radio-programming format designed for persons with visual disabilities.

## **ADA APPEALS COMMITTEE**

### **A. Goal**

The ADA Appeals Committee is committed to providing due process for any person with a disability who has been denied eligibility for ADA complementary paratransit service or who has been notified of a pending service termination or suspension.

### **B. Committee Composition**

The ADA Appeals Committee will be made up of three individuals from among the Transit Advisory Board, or eligible ADA complementary paratransit service customers, or a member of the Mayors Committee for Persons with Disabilities. A staff representative from Santa Fe Ride will serve as an 'ex officio' member of the committee, but will abstain from voting.

The Transit Advisory Board will appoint members of the ADA Appeals Committee.

### **C. Board Duties**

The ADA Appeals Committee will be responsible for meeting as needed to hear appeals filed by persons with disabilities who have been denied eligibility for ADA complementary paratransit service or who have been notified of a pending indefinite service suspension or termination.

The Committee can render a decision based solely upon the information provided by the appellant and/or his/her representative or it can obtain any additional information needed to render a decision from professionals who have knowledge pertinent to the appellant's specific condition or circumstances.

The Committee will normally render a decision within 30 days of the date of the hearing.

## **APPEAL PROCEDURES**

Santa Fe Ride has adopted the following appeal procedures as the mechanism for resolving complaints relative to the ADA complementary paratransit services, policies and procedures. These procedures have been established to ensure prompt and equitable resolution of appeals of any person with a disability that has been denied eligibility for ADA complementary paratransit service. The same appeal procedure will be used for appeals filed by persons who have been notified of a pending indefinite service suspension or suspension.

### **Filing a Request for Hearing**

- A hearing to appeal a decision regarding eligibility or to suspend paratransit service will be held only after receipt of a written Request for Hearing to the Transit Division Director.
- Requests for Hearing must contain the name, address, and telephone number of the person(s) requesting the hearing (requester), and the name of the Santa Fe Ride service user if different from the requester.
- Requests shall be directed to Santa Fe Ride, P.O. Box 909, Santa Fe, NM 87504, ATTN: Request for Hearing
- Persons submitting a Request for Hearing are strongly encouraged to include a statement of the reason(s) why they believe the decision of non-eligibility or to suspend service is inappropriate.
- Requests for Hearings must be filed within sixty (60) calendar days after a person has received written notice of non-eligibility or suspension and will be deemed filed when received by Santa Fe Ride.

### **Responsibilities of Santa Fe Ride and Requester**

- The Transit Division Director will set the time and place of the hearing when the request is filed (received) and will notify the Requester.
- The time of the hearing will be within 30 days of the time the Request for Hearing was filed (excluding holidays).
- Hearings may be postponed or rescheduled only upon written request to the Transit Division Director and for good cause.

- A person requesting a hearing may waive personal appearance at the hearing and have the matter determined based on the record, but must do so by filing a written request with the Transit Division Director before the hearing.
- A person waiving personal appearance may submit to the Transit Division Director documents and other information to be included with the record and considered in deciding the appeal.
- If the Requester fails to appear at the hearing, and gives no prior notice, the Transit Division Director may make a determination based on the available evidence, as appropriate.

### **ADA Appeals Committee**

Appeals will be considered by an ADA Appeals Committee, appointed by the Transit Advisory Board and comprised of four (4) persons: a staff representative from Santa Fe Ride who was not involved in the original decision to deny eligibility that shall service as an 'ex officio' member of the committee, but will abstain from voting, three members of the Transit Advisory Board or a member of the Mayor's Committee for Persons with Disabilities.

### **Conduct of Hearings**

The manner of conducting hearings is under the direction, control and discretion of the Transit Division Director. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the notice of service suspension and the Request for Hearing. This also includes denial of eligibility.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the Transit Division Director.
- A verbatim transcript of the proceedings, if desired, must be provided and paid for by the Requester.

### **Decisions**

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. Within five (5) business days, the Transit Operations Manager will notify the Requester in writing of the decision and the reasons for the decision.

Requesters who are not satisfied with the decision of the ADA Appeals Committee may appeal, in writing, to the Transit Division Director within five (5) business days after receiving written notification of the ADA Appeals Committee decision. The Transit Division Director shall respond in writing within ten (10) days of receiving the appeal. The decision of Division Director shall be final.

**General**

The Transit Operations Manager may modify or waive any of these rules in the interest of fairness or justice for good cause shown.

For persons appealing **eligibility denials**, no service will be provided during the period of time the appeal is being considered by the ADA Appeals Committee. However, if an appeal has not been decided within 30 days from the date the appeal is received by the Board, presumptive eligibility will apply and ADA complementary paratransit service will be provided until such time as the Board renders a decision.

For persons appealing **pending service terminations or suspensions**, service will continue to be provided during the entire period of time the ADA Appeals Committee is considering the appeal. The termination or suspension, if upheld, will not become effective until such time as the Board has rendered a final decision.

## EXHIBIT A – DEFINITION OF ADA PARATRANSIT ELIGIBLE

The U.S. Department of Transportation Americans With Disabilities Act of 1990 defines "ADA paratransit eligible" as:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
  - (i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded.
  - (ii) An individual using a wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle, even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.
3. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.
  - (i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility under this paragraph. A condition which makes traveling to a boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.
  - (ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g.,

distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

**EXHIBIT B – SANTA FE RIDE SERVICE AREA**

(see map on next page)



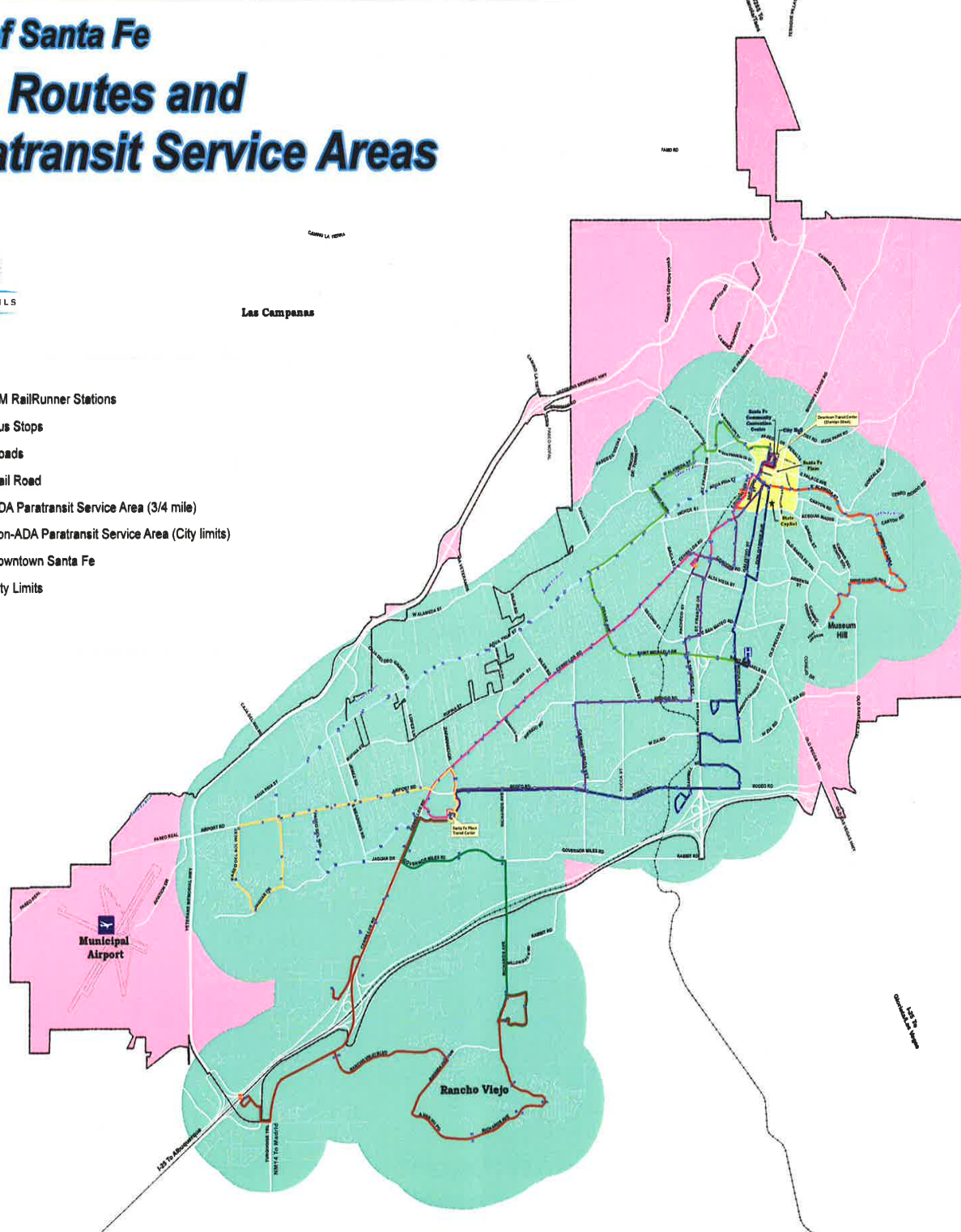
# City of Santa Fe Bus Routes and Paratransit Service Areas



Las Campanas

### Legend

- |  |          |  |  |
|--|----------|--|--|
|  | Route 1  |  | NM RailRunner Stations                         |
|  | Route 2  |  | Bus Stops                                      |
|  | Route 4  |  | Roads  |
|  | Route 5  |  | Rail Road                                      |
|  | Route 6  |  | ADA Paratransit Service Area (3/4 mile)        |
|  | Route 21 |  | Non-ADA Paratransit Service Area (City limits) |
|  | Route 22 |  | Downtown Santa Fe                              |
|  | Route 24 |  | City Limits                                    |
|  | Route M  |  |  |



1 inch equals 0.39 miles



ADDITT/CIB City of Santa Fe  
200 Lincoln Ave./P.O. Box 900  
Santa Fe, NM 87504-0009  
Phone (505)555-5480 Email: info@santafenm.gov  
Prepared by ADDITT/CIB/DB/54302014  
Cartographic System:  
NAD 1983 StatePlane New Mexico Central FIPS 3002 Feet  
Datum: North American 1983  
Disclaimer: This information is for reference only. The City of Santa Fe  
assumes no liability for errors associated with the use of  
the data. Users are solely responsible for confirming  
data accuracy when necessary. Multiple purposes only.

Home / Public Works / Transit / Santa Fe Ride

# Santa Fe Ride

## Public Works

### Transit

- ADVERTISE on buses
- Americans with Disabilities Act
- Bus Pass Rebate Program and Other Programs
- CNG Compressed Natural Gas
- Commuter Info
- Contact Us
- Contáctenos
- Did You Know?
- Disadvantaged Business Enterprise (DBE) information
- Fares
- Hours of Operation / Holiday Schedule
- Job Opportunities and Application Process
- New Mexico Rail Runner Express
- New Mexico Transit Guide
- Route Maps and Schedules
- RouteShout
- Safety Check List
- [Santa Fe Ride](#)
- Service Animals
- Title VI
- Trip Planning
- Videos of and about Transit
- Who Rides Free?

Parks and Open Space

Airport

Engineering

Facilities Division

Parking

Streets & Drainage Maintenance



In an Effort to Support Social Distancing the following procedures have been implemented to Applying for Santa Fe Ride ParaSenior Transportation Services

### Senior Applications available to City Residents 60 years and older

- Call 505-473-4444 and an application can be completed over the phone
- The application will be processed in most instances in 5 days. Once processed the applicant will be issued an ID number able to begin scheduling trips. ID cards will be issued at a later date. Fare per trip is \$5.00 (Veterans ride for free)
- More information on this program see below on this page

### ADA Paratransit Applications

- Applications for this program need to be partially completed by a Healthcare Provider so we cannot complete these phone.
- The Application can be downloaded at the links below or we can email or mail them a copy of the application. Call 505-473-4444 to request this.
- Completed Applications can be submitted via Fax or Mail.
- Once a completed application has been received the required Interview can be completed by Phone instead of in person.
- Once eligibility for the program has been established, the applicant will be issued an ID number and will be able to begin schedule trips. ID cards will be issued at a later date. Fare per trip is \$2.00 (Veterans ride for Free)

## Hours Of Operation: Call Center Hours For Reservations:

Monday-Friday: 7:00am to 7:00pm

Saturday: 8:00am to 7:00pm

Sunday: 8:30am to 6:30pm



## Hours Of Operation For Rides:

Monday-Friday: 5:30am to 10:00pm

Saturday: 8:00am to 7:45pm

Sunday: 8:15am to 6:30pm

SANTA FE RIDE provides curb to curb ADA /Senior service. This is origin to destination transportation service for persons with disabilities who cannot use regular bus service and seniors 60 years and older.

For more information on how to become eligible for ParaTransit service, or to request an application, please call 505.955.2001.

Santa Fe Ride ADA Complementary Paratransit Service serves the needs of customers who, because of a disability, are unable to use the Santa Fe Trails fixed-route system, and who meet the definition of "ADA paratransit eligible," as established by the U.S. Dept of Transportation (DOT) Americans with Disabilities Act (ADA) of 1990.

The Santa Fe Ride Program is not a taxi service, it's a shared ride program. Please note you will be in the vehicle with other riders and the ride will be in a vehicle up to 45 minutes.

ADA Complementary Paratransit Service is comparable to the level of service provided to individuals without disabilities w/ bus system.

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant's function use the Santa Fe Trails fixed-route transit service. Santa Fe Ride is for those who do not have the functional abilities to access regular fixed-bus transit service.

Santa Fe Ride also provides transportation to adults 60 years of age and older, who are City of Santa Fe and reside in the city limits. A Seniors Application must be submitted ([link below](#)), and will be processed in 5 days. Once processed the applicant will be issued an ID number and will be able to begin scheduling trips. ID issued at a later date. Fare per trip is \$5.00.

All ADA and Senior veterans ride for free, to qualify proof of veteran status with either an official Department of Veterans Affairs DD214 along with a photo ID or driver's License with Veteran status must be brought into our office.

Santa Fe Ride is an "origin to destination" service, and curb-to-curb transportation is the primary means by which service is provided. If you need additional information, alternative formats, or have any questions please feel free to contact Santa Fe Ride at (505) 955-2000.

**You may read the entire Santa Fe Ride policies and procedures by clicking [here](#).**

**Exhibit B: Service Area [click here](#)**

For more information on our paratransit service, or to request an application, please call us at (505) 955-2000.

You may also download an application by clicking the following links:

**ARE YOU ELIGIBLE    Información En Español**  
**ADA APPLICATION    APLICACIÓN ADA**  
**SENIOR APPLICATION    APLICACIÓN PARA PERSONAS MAYORES**

**For complaints, click [Here](#) to be directed to the Title VI page the form is located.**

Home / Public Works / Transit / Service Animals

# Service Animals

## Public Works

### Transit

- ADVERTISE on buses
- Americans with Disabilities Act
- Bus Pass Rebate Program and Other Programs
- CNG Compressed Natural Gas
- Commuter Info
- Contact Us
- Contáctenos
- Did You Know?
- Disadvantaged Business Enterprise (DBE) information
- Fares
- Hours of Operation / Holiday Schedule
- Job Opportunities and Application Process
- New Mexico Rail Runner Express
- New Mexico Transit Guide
- Route Maps and Schedules
- RouteShout
- Safety Check List
- Santa Fe Ride
- Service Animals**
- Title VI
- Trip Planning
- Videos of and about Transit
- Who Rides Free?

---

### Parks and Open Space

---

### Airport

---

### Engineering

---

### Facilities Division

---

### Parking

---

### Streets & Drainage Maintenance

Santa Fe Trails complies with USDOT regulations (49 CFR, Subtitle A, Part 37.167) with respect to Service Animals

## SERVICE ANIMALS WELCOME

Service Animal means an animal that is individually trained to do work or perform tasks for an individual with a disability

Service animals must be on a lead or otherwise under the physical control and supervision of the owner at all times

Animals providing emotional support, well being, comfort or companionship are not recognized as service animals.

Pets are allowed to ride on the bus, but must be carried in a secure container small enough to fit on the owners lap, and the animal must not be a danger or annoyance to other passengers.

Misrepresenting an animal as a service animal is a violation of the law (28-11-3 NMSA 1978)

Santa Fe Trails cumple con las regulaciones del DOT de EE. UU. (49 CFR, Subtítulo A, Parte 37.167) con respecto a los animales de servicio.

## ANIMALES DE SERVICIO SON BIENVENIDOS

Animal de servicio significa un animal que está entrenado individualmente para trabajar o realizar tareas para una persona con una discapacidad

Los animales de servicio deben estar sobre correa o bajo control físico y supervisión del propietario en todo momento

Los animales que brindan apoyo emocional, bienestar, comodidad o compañía no son reconocidos como animales de servicio.

Las mascotas pueden viajar en el autobús, pero deben llevarse en un contenedor seguro lo suficientemente pequeño como para caber en el regazo de los propietarios, y el animal no debe ser un peligro o una molestia para otros pasajeros.

Tergiversar a un animal como un animal de servicio es una violación de la ley (28-11-3 NMSA 1978)

Home / Public Works / Transit / Trip Planning

# Trip Planning

## Public Works

### Transit

- ADVERTISE on buses
- Americans with Disabilities Act
- Bus Pass Rebate Program and Other Programs
- CNG Compressed Natural Gas
- Commuter Info
- Contact Us
- Contáctenos
- Did You Know?
- Disadvantaged Business Enterprise (DBE) information
- Fares
- Hours of Operation / Holiday Schedule
- Job Opportunities and Application Process
- New Mexico Rail Runner Express
- New Mexico Transit Guide
- Route Maps and Schedules
- RouteShout
- Safety Check List
- Santa Fe Ride
- Service Animals
- Title VI
- [Trip Planning](#)
- Videos of and about Transit
- Who Rides Free?

---

### Parks and Open Space

---

### Airport

---

### Engineering

---

### Facilities Division

---

### Parking

---

### Streets & Drainage Maintenance

## Trip Planning

We're on Google Maps! Trip Planning just got a whole lot easier in Santa Fe and throughout Central and Northern New Mexico with The City of Santa Fe Transit services (Santa Fe Trails and Santa Fe Pick-up) and our friends, [North Central RTD](#), [NM Ride](#), [Rio Metro RTD](#), [Rail Runner Express](#), and [Farmington Red Apple](#) right at your fingertips with Google Maps. Click [HERE](#) to the Google Maps Platform and then enter your desired origin and destination and timeframe for your trip and your avatar will appear in seconds.

### Let Santa Fe Trails Customize a Trip Plan for You!

Want to ride the bus, but don't know which route to take? Our friendly customer service agents are on hand to help you determine the nearest bus stop is located and which route is best for your schedule.

Call us at (505) 955-2001 or (866) 551-7433 toll-free and speak to a customer service representative or send an email to Santa Fe Ride Call Center supervisors:

Curtis Horvath, [cshorvath@santafenm.gov](mailto:cshorvath@santafenm.gov)

Randall Montoya, [rkmontoya@santafenm.gov](mailto:rkmontoya@santafenm.gov)

Geraldine Salazar, [gdsalazar@santafenm.gov](mailto:gdsalazar@santafenm.gov)

Thomas Martinez is the Transit Division Director of Operations and Maintenance [tamartinez@santafenm.gov](mailto:tamartinez@santafenm.gov)

Email requests should include the following:

- Time and physical address of origination point
- Desired time and physical address of the destination
- Your daytime and evening phone number
- Your email address



## Application for Santa Fe Ride Paratransit Service

This packet includes important information regarding your application for the Santa Fe Ride Program. The Santa Fe Ride Program provides transportation for individuals who are unable to independently use the regular public transportation, some or all of the time due to a disability or health related condition.

In order to use the Santa Fe Ride Program, you must be certified as eligible. Eligibility is determined on a case by case basis. According to ADA regulations, eligibility is strictly limited to those who have specific limitations that prevent them from using accessible public transportation.

By submitting your application you may be approved for full eligibility (unconditional) or on a limited basis for some trips only (conditional eligibility). If you are found to be capable of using regular bus and rail transit for all trips, without the help of another person, you will not be eligible for paratransit.

To determine if you are eligible for ADA Paratransit Service, please fill out the enclosed application completely, incomplete applications will be sent back. There is also a section for your health care provider to fill out. Please make sure that all questions are answered. **DO NOT ADD OR ALTER THE DOCTOR'S PORTION OF THE APPLICATION BY DOING SO IT WILL MAKE IT VOID AND IT WILL BE SENT BACK.** All information provided by the applicant will be kept strictly confidential. If you have any questions in filling out the application, please feel free to contact our office at (505) 473-4444.

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant's functional ability to use the Santa Fe Trails fixed-route transit service. Santa Fe ride is for those who do not have the functional abilities to access and ride the regular fixed-route transit service.

A completed application process can take up to twenty-one (21) calendar days of submission. If Santa Fe Ride has not made a determination of eligibility within 21 days of receiving a completed application, the applicant shall be treated as eligible and provided service until and unless Santa Fe Ride denies the application. Once we received the application we will contact you to come in for an interview to determine your eligibility. We will provide free transportation to and from the interview if needed. The Santa Fe Ride Program only transports in the City of Santa Fe city limits. Santa Fe Ride is an "origin to destination" service and curb to curb transportation is primary means by which service will be provided.

Thank you for your interest in the Santa Fe Ride Program, you can submit you application to Transit Service P.O. Box 909 Santa Fe, NM 87507 or bring into the office, or it can be faxed to (505) 955-2049.



## Certification of ADA Paratransit Eligibility

The information obtained in this certification process will be used by the City of Santa Fe for the provision of transportation services. Information will only be shared with other transit providers to facilitate travel in those areas. The information will not be provided to any other person/agency.

- First Time Applicant**  
 **Renewal Applicant - Current Card # \_\_\_\_\_**

1. **Name** \_\_\_\_\_
2. **Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_  
**Mailing Address if Different** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip** \_\_\_\_\_
3. **Telephone Number (Home)** \_\_\_\_\_ **(Cell)** \_\_\_\_\_ **(Work)** \_\_\_\_\_
4. **Female** \_\_\_ **Male** \_\_\_ **Date of Birth:** \_\_\_/\_\_\_/\_\_\_
5. **Check all that apply: Hispanic** \_\_\_ **Native American** \_\_\_  
**African American** \_\_\_ **Asian** \_\_\_ **Caucasian** \_\_\_ **Other** \_\_\_
6. **Primary Language (please check)** **English** \_\_\_ **Spanish** \_\_\_ **Other (specify)** \_\_\_\_\_
7. **Veteran** \_\_\_ **Yes** \_\_\_ **No (check one)** **If yes please provide proper documentation**
8. **Which of the following best describes your disability?**  
 \_\_\_ a. The condition I have prevents me from using the fixed route system (Santa Fe Trails Bus Service) permanently.  
 \_\_\_ b. My condition is temporary and I should be able to use the fixed route system (Santa Fe Trails Bus Service) by \_\_\_\_\_(date).  
 \_\_\_ c. My condition is intermittent \_\_\_\_\_ % of the time and I will not be able to use the fixed route system (Santa Fe Trails Bus Service)
9. **Does your disability change from day to day or seasonally?**  
 \_\_\_ **Yes** \_\_\_ **No**

If yes, Please explain: \_\_\_\_\_

**10. Do the conditions you describe change from day-to-day in a way that affects your ability to ride the regular bus service?**

Yes, good on some days, bad on others       No, doesn't change  
 Don't know

**11. How does this disability prevent you from using fixed route service (Santa Fe Trails Bus service)? Please explain completely. Use additional sheet if needed.**

---

---

**12. Would you be able to get to and from the public transit stop nearest your home?**

Yes       No       Sometimes

If no or sometimes, explain why?

---

**13. How would you describe the terrain where you live? (e.g., flat, steep hills, gradual sloping hills,**

**etc.)** \_\_\_\_\_

**14. Does your disability make it difficult for you to understand and remember how to find your Way to and from the bus stop?**

Yes       No

If yes, please explain: \_\_\_\_\_

**15. Are there any other effects of your disability of which we need to be aware of?**

---

The following information will be used to ensure that an appropriate vehicle is utilized to provide your transportation and that an accurate analysis of your trip requests can be made by the City of Santa Fe.

**16. Do you use any of the following aids for mobility? (check all that apply)**

<input type="checkbox"/> Manual Wheelchair	<input type="checkbox"/> Cane	<input type="checkbox"/> Service Animal
<input type="checkbox"/> Powered Scooter	<input type="checkbox"/> Walker	<input type="checkbox"/> Personal Care Attendant
<input type="checkbox"/> Electric Wheelchair	<input type="checkbox"/> Crutches	

**17. If you use a wheelchair or scooter, is the combined weight of you and the device over 800 pounds?**

Yes       No       Not applicable

**18. If you use a wheelchair or scooter, does your residence have a wheelchair ramp?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No

If no ramp, how many steps? \_\_\_\_\_

If more than one step, how do you transport your wheelchair to the street level?

---

---

**19. Do you require a personal Care Attendant when you travel using public transit?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No

**20. Please answer all of the following questions:**

**Can you travel one city block without the assistance of another person?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Sometimes

**Can you travel 5 city blocks without the assistance of another person?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Sometimes

**Can you climb three 12-inch steps without assistance?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Sometimes

**Can you wait outside without support for ten minutes?**

\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Sometimes

**21. Which of the following statements best describes you if you had to wait outside for a ride?**

(check only one response):

\_\_\_\_\_ I could wait by myself for ten to fifteen minutes with or without a mobile device

\_\_\_\_\_ I could wait by myself for ten to fifteen minutes only if I had a seat or mobile device and shelter

\_\_\_\_\_ I would need someone to wait with me because

---

**22. I hereby certify that the information given above is correct.**

Signed \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**23. Name of Emergency Contact** \_\_\_\_\_

**Phone Number** \_\_\_\_\_

**24. If this application has been completed by someone other than the person requesting certification, that person must complete the following:**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**RETURN FORM TO: TRANSIT SERVICE  
P.O. BOX 909  
SANTA FE, NM 87504-0909**



## RELEASE OF INFORMATION

In order to allow the City of Santa Fe to evaluate your request, it may be necessary to contact the physician or other licensed professional, to confirm the information they will provide when you submit the following the "Requested for Professional Verification". Please send complete applications only, incomplete applications will not be processed.

The person completing the "Request for Professional Verification" form is: (check one)

Physician       Health Care Professional  
 Rehabilitation Professional

This person is familiar with the effects of my disability and is authorized to complete the professional verification for of the City of Santa Fe required to complete this certification process.

Name \_\_\_\_\_  
(Physicians or Professionals Name)

Address \_\_\_\_\_  
(Physicians or Professionals Address)

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Daytime phone \_\_\_\_\_ Fax Number \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
(Applicant Name)



## REQUEST FOR PROFESSIONAL VERIFICATION

**THIS SECTION TO BE COMPLETED BY PHYSICIAN, NURSE OR STATE LICENSED SOCIAL WORKER. ANY ALTERATIONS, DELETIONS OR ADDITIONS BY APPLICANT SHALL MAKE THIS APPLICATION VOID.**

**Note: ALL questions #1 through #8 must be completed by ONLY the Physician, Nurse or State Licensed Social Worker to process the application. If the application is incomplete it will be mailed back.**

Dear \_\_\_\_\_,  
(Physician's Name)

The attached authorization form has been submitted by \_\_\_\_\_  
(Applicant's Name)

has indicated that you can provide information regarding his/her disability and its impact upon his/her ability to utilize our fixed route transit service (Santa Fe Trails Bus Service). Federal law requires that the City of Santa Fe provide paratransit services to persons who cannot utilize available bus service (Santa Fe Bus Service). The information you provide will allow us to verify his/her medical condition and how it effect of their ability to get around on their own. Your evaluation of each person must be based solely upon their functional abilities to use regular fixed route transit service, not on their age or medical diagnosis. Thank you for your cooperation in this matter. **All questions must be answered for this form to be considered complete.** If you have any questions call (505) 955-2002.

1. Capacity in which you know the applicant:

I am his/her \_\_\_\_\_.  
(patient's name)

2. Which of the following best describes your client's (patient's) disability?

- \_\_\_\_\_ a. The condition is permanent  
\_\_\_\_\_ b. The condition is temporary and he/she should be able to use the fixed route system (Santa Fe Trails Bus Service) by \_\_\_\_\_ (date).  
\_\_\_\_\_ c. The condition is intermittent \_\_\_\_\_ % of the time and he/she will not be able to use the fixed route system (Santa Fe Trails Bus Service).

If you selected C please explain you answer

---

3. If the person has a disability affecting mobility, is the person:

Able to walk one city block without the assistance of another person?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes

Able to travel 5 city blocks without the assistance of another person?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes

Able to climb three 12-inch steps without assistance?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes

Able to wait outside without support for ten minutes?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes

Does this person use any mobility aids? If so what?

Does this person require a private care attendant when traveling public transportation (Santa Fe Ride)?

\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes

4. If the person has a visual Impairment:

Visual Acuity with Best Correction:

Right eye \_\_\_\_\_ Left eye \_\_\_\_\_ Both Eyes \_\_\_\_\_

Visual fields:

Right eye \_\_\_\_\_ Left eye \_\_\_\_\_ Both Eyes \_\_\_\_\_

Can the person read 12 inch font print? \_\_\_\_\_ yes \_\_\_\_\_ no

5. If the person has a cognitive disability:

Is the person able to:

Give addresses and telephone number on request?

\_\_\_\_\_ No \_\_\_\_\_ Yes

Recognize a destination or landmark?

\_\_\_\_\_ No \_\_\_\_\_ Yes

Deal with unexpected situations or unexpected change in routine?

\_\_\_\_\_ No \_\_\_\_\_ Yes

Ask for, understand, and follow directions?

\_\_\_\_\_ No \_\_\_\_\_ Yes

Safely and effectively travel through crowded and/or complex facilities?

\_\_\_\_\_ No \_\_\_\_\_ Yes

6. **Please describe below in detail what the disability of your patient is.**

---

---

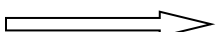
---

7. **Please describe in detail why does the disability indicated above prevents her/him from using the Santa Fe Trails bus service and needing them to use the Santa Fe Ride Paratransit Service? (Example: Patients medical treatment(s) leaves him/her exhausted for them to walk to a bus stop.)**

---

---

---

Continue on back 

8. Please indicate if the applicant has a physical or a mental disability, and is there any other effect of the disability of which the City of Santa Fe should be aware?

---

---

---

Physician Name (Print): \_\_\_\_\_

Office Address: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_

Physician/Healthcare Professional Signature: \_\_\_\_\_ Date \_\_\_\_\_

**RETURN FORM TO: TRANSIT SERVICE  
P.O. BOX 909  
SANTA FE, NM 87504-0909**



## CITY OF SANTA FE SENIOR CITIZENS

### PLEASE PRINT

Date \_\_\_\_\_

Name \_\_\_\_\_ Card# Issued \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address if Different \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone Number (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Female \_\_\_\_ Male \_\_\_\_

Check all that apply: Hispanic \_\_\_\_ Native American \_\_\_\_

African American \_\_\_\_ Asian \_\_\_\_ Caucasian \_\_\_\_ Other \_\_\_\_

Primary Language (please check) English \_\_\_\_ Spanish \_\_\_\_ other (specify) \_\_\_\_\_

Veteran \_\_\_\_ Yes \_\_\_\_ No (check one) If yes please provide proper documentation

Mobility Aid(s) \_\_\_\_\_

Name of Emergency Contact \_\_\_\_\_ Phone number \_\_\_\_\_

Adults 60 years of age and older, who are City of Santa Fe residents and reside in the city limits, are qualified to receive a discount flat fare of \$5.00 per trip. Please read the following procedures on the next page. The Santa Fe Ride office will explain how to use Santa Fe Ride. You can contact the office at (505) 473-4444. Once application is complete please bring it into our office for a picture ID. 2931 Rufina Street Santa Fe, NM 87507.

## PROCEDURES FOR SANTA FE RIDE - SENIOR CATEGORY CARD

1. When calling for a ride, please have your Santa Fe Ride card number and the address of the pickup and drop off.
2. Below are the trips available for the \$5.00 fare per trip:

### **\*Subscription trips**

Same pickup destination and time for several dates. Be ready for a pickup 15 minutes before and up to 15 minutes after the request time.

### **\*Reservation trips**

Must be called in the night before by 7:00 pm. up Reservations may be scheduled up to 14 days in advance. Be ready for a pickup 15 minutes before and up to 15 minutes after the request time.

### **\*On-demand trips**

Trips requested the day of service. You must call when you are ready to be picked up and it may take up to 90 minutes for a pickup. On demands are not guaranteed and at times may not be available due to capacity of trips.

3. The fare per trip is \$5.00 (exact change only please); our drivers do not have change. For your convenience you may purchase prepaid voucher booklets for \$10.00 per book at the Santa Fe Ride Administration building located at 2931 Rufina Street.

Reservations accepted -- Monday – Friday	7:00 am – 7:00 pm
Saturday	8:00 am – 7:00 pm
Sunday	8:30 am – 6:30 pm

# **(505) 473-4444**

**Thank you for choosing Santa Fe Ride  
for your transportation service!**

[Home](#) / [Public Works](#) / [Transit](#) / [Title VI](#)

# Title VI

## Public Works

### Transit

- [ADVERTISE on buses](#)
- [Americans with Disabilities Act](#)
- [Bus Pass Rebate Program and Other Programs](#)
- [CNG Compressed Natural Gas](#)
- [Commuter Info](#)
- [Contact Us](#)
- [Contáctenos](#)
- [Did You Know?](#)
- [Disadvantaged Business Enterprise \(DBE\) information](#)
- [Fares](#)
- [Hours of Operation / Holiday Schedule](#)
- [Job Opportunities and Application Process](#)
- [New Mexico Rail Runner Express](#)
- [New Mexico Transit Guide](#)
- [Route Maps and Schedules](#)
- [RouteShout](#)
- [Safety Check List](#)
- [Santa Fe Ride](#)
- [Service Animals](#)
- [Title VI](#)
- [Trip Planning](#)
- [Videos of and about Transit](#)
- [Who Rides Free?](#)

---

### Parks and Open Space

---

### Airport

---

### Engineering

---

### Facilities Division

---

### Parking

---

### Streets & Drainage Maintenance

## Title VI

### Notifying the Public of Rights Under Title VI

#### SANTA FE TRAILS

- Santa Fe Trails operates its programs and services without regard to race, color, and national origin in accordance with the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Santa Fe Trails.
- For more information on Santa Fe Trails' civil rights program, and the procedures to file a complaint, visit our administrator at 2931 Rufina Street, Santa Fe, NM 87507.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of the Assistant Secretary for Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor--TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
  - If information is needed in another language, call (505) 955-2001.
  - Si se necesita información en otro idioma, llame al (505) 955-2001.

[Santa Fe Trails Title VI Complaint Form](#) in English (and Spanish to come soon)

[Santa Fe Trails Title VI Complaint Process](#) in English (and Spanish to come soon)

### Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Santa Fe Trails, please fill out the form below and send it to: Santa Fe Trails, Attn: Title VI Coordinator, 2931 Rufina Street, Santa Fe, NM 87507. For questions or a full copy of the Santa Fe Trails Title VI policy and complaint procedures call 505-955-2001 or email [kpwilson@santafenm.gov](mailto:kpwilson@santafenm.gov).

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No
<b>Section V</b>				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal				



## **Santa Fe Trails Title VI Complaint Process**

When a complaint is received, the following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. The Santa Fe Trails strongly encourages the use of the attached *Santa Fe Trails Title VI Complaint Form* when filing official complaints.

The preferred method is to file your complaint in writing using the *Santa Fe Trails Title VI Complaint Form*, and sending it to:

Title VI Coordinator  
Administration and Grants Management  
Santa Fe Trails  
2931 Rufina Street  
Santa Fe, NM 87507

or NMDOT  
Program Manager  
Civil Rights and Business Resource Center  
1570 Pacheco Street, Building A-10  
Santa Fe, NM 87505  
505-470-6739

or Federal Transit Administration  
Region 6  
Attn: Civil Rights Officer  
819 Taylor Street  
Room 14A02  
Fort Worth, TX 76102  
817-978+0567

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Santa Fe Trails Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Santa Fe Trails Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.

- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within 15 calendar days from receipt of a complete complaint, the Santa Fe Trails will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the complainant or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the Santa Fe Trails' jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the Santa Fe Trails does not have sufficient jurisdiction, the Director of Administration and Grant Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Director of Administration and Grant Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Director of Administration and Grant Manager within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The Director of Administration and Grant Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the Santa Fe Trails resolution of the complaint, he/she has the right to file a complaint with the NMDOT Title VI Coordinator or FTA Region 6 Civil Rights Officer. (Contact information in Section 1)

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

## RE: MCD follow up - notes and action items

---

From: WHEELER, REGINA A. (rawheeler@santafenm.gov)

To: Eli Fresquez; Kathlyne Gish; Irgagnon@santafenm.gov

Date: Friday, October 21, 2022 at 02:47 PM MDT

---

Hello Kathlyne and Eli,

Thank you so much for meeting today. Here are notes I took, feel free to add and or correct!

1. This committee is part of making Santa Fe a city that acts in alignment with values of diversity, equity, inclusion and accessibility (DEIA)
2. Next meeting December 15, 10am.
  - a. Transit attend next meeting. MCD subcommittee will generate agenda items in advance so that Transit can be prepared.
3. Future meetings could plan to have regular reports to get updates on DEIA in Transit, built environment, community services, City public interface (meetings, website, public engagement)
4. Website work to do
  - a. Move links to the ADA Compliance page to be right under main menus "Living Here" and "Government"
  - b. Update Grievance page on website to show Regina's full contact information Regina Wheeler, Public Works Director and Interim ADA Coordinator, 505-690-4197, [rawheeler@santafenm.gov](mailto:rawheeler@santafenm.gov)
5. Closed captioning work to do – Regina with City Clerk
  - a. Best practice is to engage a service that uses a stenographer to generate captions so accuracy is better. Called CART. Possible companies include New Mexico Captioning
6. ADA Coordinator position work to do – Regina
  - a. Hiring – MCD members will notify network of opportunity, Regina will ensure interviews conducted ASAP, report on progress at the meeting
  - b. Updating job description – Regina working with Eli and Chair – Eli provide good example
  - c. Discussions with City leadership about where position belongs in City government

Best!  
Regina

Regina Wheeler  
City of Santa Fe  
Public Works Director and Interim ADA Coordinator 😊  
505-955-6622 (o)  
505-690-4197 (m)  
[rawheeler@santafenm.gov](mailto:rawheeler@santafenm.gov)



# THE CITY OF SANTA FE

## ADA Coordinator

FLSA Status: FLSA Exempt  
Union Status: AFSCME  
Salary Range: 14 (\$23,752 - \$35,628)

### General Definition of Work

The City of Santa Fe ADA Coordinator coordinates with City departments, employees and leadership, subcontractors, public and community groups, and State and Federal Agencies to maximize accessibility and ensure timely and ongoing compliance of City policies, programs, services, and activities with the Americans with Disabilities Act (ADA), Title II of the ADA, Section 504 of the Rehabilitation Act, and other federal, state, and local laws prohibiting disability discrimination. The ADA Coordinator supports [the](#) evaluation of requests for reasonable accommodations and services, coordinates [the](#) regular review of City facilities, programs, policies, and services, and leads the development of the City's ADA Self-Evaluation and Transition Plan. The ADA Coordinator is the staff liaison to the City of Santa Fe Mayor's Committee on Disability and the point person in the City for issues related to [disability justice, rights, and](#) accessibility.

### Supervision Received

Works under the general guidance and direction of the Complete Streets Division Director.

### Supervision Exercised

May provide close to general supervision of assigned staff.

### Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. A position may not include all of the duties listed and the listed examples are not an exhaustive list of the duties that may be found in a position of this class.*

### Essential Functions

- Maintain the City's ADA Self-Evaluation and Transition Plan.
- Ensures regular updates to and ongoing implementation of the City's ADA Self-Evaluation and Transition Plans.
- Coordinates with staff across the City to conduct regular reviews of City facilities, programs, policies, and services to ensure compliance with applicable federal, state, and local accessibility and non-discrimination laws and regulations, including Title II of the ADA, Section 504 of the Rehabilitation Act of 1973, and other laws related to access and accommodations for City services, programs, and facilities.
- [Coordinates with City Departments](#) to implement priority improvement and maintains a database of items in progress or completed related to Title II projects, self-evaluations conducted, and the City's Transition Plan.
- [Reviews plans and conducts site inspections, i.e., facility ingress/egress, restrooms, sidewalks, curb ramps, parking, etc.; coordinates with code enforcement staff; resolves ADA issues with contractors.](#)
- Serve as the City's [pPrimary pPoint of cContact for pPeople with dDisabilities regarding concerns and inquiries on ADA issues.](#)
- [Serves as the primary point of contact for the public regarding concerns and inquiries on ADA issues.](#)
- Prioritizes public inquiries, complaints, and accommodation requests.
- Ensures appropriate processes are in place to provide prompt and equitable resolution of complaints and inquiries from the public regarding disability and accommodation requests.
- Maintains a record of all disability and accommodation requests, issues, and resolutions. Serves as the primary contact for persons with disabilities requesting auxiliary services; coordinates auxiliary services for persons with disabilities.
- Administers the City of Santa Fe ADA Grievance Procedure and Notice Requirements.
- Assists in investigating any grievance or complaints alleging noncompliance with the ADA and other applicable state and local laws related to people with disabilities and documents and maintains records of complaints made pursuant to the ADA.
- Processes and [reply/plies](#) to grievances in accordance with applicable laws and timeframes.

- Coordinates with City Attorney's Office and Public Information Office to ensure accessible notice to members of the public advising them of their rights under the ADA and other federal, state, and local laws.
- Ensure the City's grievance procedure and other Title II disability-related policies are up to date and posted on the City's website.
- Serve as the Mayor's Liaison to the Mayor's Committee on Disability (MCD).
- Responsible for the MCD meetings whether in-person, hybrid, and/or virtual.
- Works with the Committee Chair to finalize the agenda, coordinates presentations from other agencies and groups, ensures timely public notice and posting of packet materials, writes meeting minutes and meets other needs of the committee.
- Coordinates implementation of recommendations of the MCD.
- [Conduct outreach to the community, provide disability awareness and consultation to the business community, non-for-profits, and others.](#)
- Coordinates with City Departments to Ensure Accessibility and Awareness.
- Collaborates with City Departments to ensure [effective and](#) accessible communication, programs and services.
- Coordinates with Human Resources to incorporate ADA rights and disability awareness training for employees.
- Coordinate with Emergency Management to incorporate the access and functional needs of people with disabilities into all phases of emergency management and response.in all media including on the City's website.
- Work with community, government, and non-government entities to identify and mitigate potential barriers to accessing emergency services.
- [Coordinate digital accessibility and inclusion initiatives for the City. Responsible for coordinating and monitoring efforts to ensure accessibility of the City's website and other digital content, including social media accessibility.](#)
- [Lead in updating the City's ADA and website accessibility statement page\(s\)](#)
- [Shall work to maintain digital compliance with the ADA and the Web Content Accessibility Guidelines \(WCAG\) 2.1 Level AA or another successor standard](#)
- Coordinates with City Transit on overall accessibility of the City's public transportation, including but not limited to the Senior Ride Van, Santa Fe Ride (Paratransit), Santa Fe Trails bus services and vehicles.

## Knowledge, Skills, and Abilities

- Knowledge of Americans with Disabilities Act (ADA) and other local, state, and federal laws pertaining to the rights of people with disabilities.
- Knowledge of 2010 ADA Standards for Accessible Design.
- Knowledge of Web Content Accessibility Guidelines (WCAG) and digital inclusion, access/social media accessibility.
- Knowledge of best practices regarding disability, equity, inclusion, and disability awareness and etiquette training.
- Knowledge of various alternative formats and technologies that enable people with disabilities to communicate, participate, and perform tasks.
- Knowledge of appropriate accommodation, including effective communication and barrier removal to [ensure](#) people with disabilities ~~have to ensure~~ access to programs, services, and activities (e.g., assistive devices, interpreters, physical access).
- Skilled in ~~i~~nterpersonal communication skills and the ability to work well with multiple stakeholders, including community members, City council, and other City, state, and Federal agencies.
- Skilled in program management, planning, coordinating, organizing problem analysis, decision-making, and evaluation skills.
- Skilled in cross-departmental collaboration.
- Skilled in ~~interpret~~[interpret](#) laws, policies, and regulations.

## Education Requirement

Bachelor's degree in Public Administration, [Special Education](#), Communications, Social Work, Social or Human Services, Law or Paralegal, Disability Studies, or a related field.

## Experience Requirement

Three (3) years of experience in an environment involving ADA Compliance, [civil rights](#), disability [justice](#), accessibility, reasonable

accommodations, paratransit, [veteran services](#) or communications or experience working with people with disabilities, older adults, or other vulnerable populations. [Experience examining building plans, PROW compliance, GIS, and social services delivery is highly desired.](#)

[\(Preferred\) Candidates with disabilities are encouraged to apply, and people who have had relevant lived experiences including close relationships with members of the disability community such as family and friends.](#)

### **Licensure and Certifications**

[\(Preferred\) Certification of accessibility expertise, such as ADA Coordinator Certificate from the ADA Great Plains ADA Center and University of Missouri or certification by the International Association of Accessibility Professionals \(IAAP\) including Certified Professional in Accessibility Core Competencies \(CPACC\)](#)

ADA Coordinator Certificate must be secured within one year of hire.

### **Working Environment**

- Work is generally sedentary, with occasional exertion of up to 10 lbs. Frequent travel or remote participation for collaborating across City Departments and community outreach.
- The duties of this position should be able to be performed by a person with disabilities with or without accommodations.

### **EEO/ADA Compliance**

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

### **Veterans' Hiring Initiative**

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans with an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veterans' Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status for the position in which applying for.

**Applications must be submitted online at:** <https://santafenm.munisselfservice.com/employmentopportunities/>

Resumes will not be accepted in lieu of the city application form, unless the position status is at-will. When required of the position, high school diploma/GED, college degree(s), certification(s), or license(s) must be attached at the time of submission of the application. Each applicant is considered only for the current vacancy indicated on the application submitted. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. Incomplete applications will not be considered. Applications become public record upon receipt and may be made available for public inspection upon request. Pre-placement physical exams, and drug and alcohol screenings are required for some positions.

This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position. This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

---

**From:** Kathlyne Gish \_\_\_\_\_  
**Sent:** Thursday, October 13, 2022 9:35 PM  
**To:** SALAZAR, BERNADETTE J. <[bjosalazar@santafenm.gov](mailto:bjosalazar@santafenm.gov)>  
**Subject:** Questions re City ADA Coordinator Job Postings and Info

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Ms. Bernadette Salazar, I am the Chair of the Mayor's Committee on Disability, and I am requesting information regarding the ADA Coordinator position, and have a few related questions.

1. How many times has the ADA Coordinator position been posted to the Employment Opportunities Portal since May 1, 2022 through to this week?

Three advertisements have been processed. Please see the dates below.

1 - 7/8/2022-7/22/2022

2 - 9/8/2022-9/22/2022

3- 10/14/2022-10/28/2022

And can you please provide me the windows of time, (i.e beginning and ending dates), for which the ADA Coordinator position has been available for someone to apply online?

The timeframes are available are listed above.

2. Are all job listings on an automatic schedule, or are they manually entered to be posted? Is there a way to post a certain job more frequently or for a longer period of time?

Jobs are posted manually after receiving a request from the hiring department. HR can post a job as often and as the hiring department would like and as long as they request.

3. If someone were to be hired for this position, how long is it expected to take to process their information to actually hire someone to be working as the city ADA Coordinator?

Once the hiring department makes a recommendation, and HR performs necessary steps, it is typically 20 days or less. When the proposed salary from the hiring department is consistent with the budgeted amount, it usually occurs sooner.

4. Is there any sort of priority category for certain city jobs/positions to be expedited to hire? If so would you know if this position is under any sort of priority or not, for example where it would be expedited to hire someone?

The hiring department can identify as a critical hire and will be tracked accordingly.

5. Do you have information on when the job description was last edited or updated for requirements for the position? And who is responsible for updating that information?

Job Description was last updated May 9, 2022.

Thank you for your time,

Kathlyne Gish, Chair of the Mayor's Committee on Disability

## **Current Description**

ADA COORDINATOR

Code: 494-6

Type: INTERNAL & EXTERNAL

Location: STREETS & DRAINAGE MAINT

Group: AFSCME

Job Class: ADA COORDINATOR

Posting Start Date: 11/10/2022

Posting End Date: 12/08/2022

HOURLY RATE RANGE: \$19.54-\$29.31

The ADA coordinator performs a variety of professional and technical duties related to the coordination of projects, programs, related to City efforts towards complying with the Americans with Disabilities Act (ADA). The ADA coordinator also performs a variety of project management and administrative tasks related to the planning, design, construction, budgeting, forecasting, and reporting on assigned projects and programs with an emphasis on those projects involving bringing public infrastructure up to ADA compliance.

# Model ADA Coordinator Job Description

## The primary purpose of this position:

The City of Santa Fe ADA Coordinator works in conjunction with City Employees, City Departments, Subcontractors, City Committees, and State and Federal Agencies toward establishing disability inclusion and ensuring timely and ongoing compliance of City policies, programs, services, and activities with the Americans with Disabilities Act (ADA), Title II of the ADA, Section 504 of the Rehabilitation Act, and other federal, state, and local laws prohibiting disability discrimination. The ADA Coordinator evaluates requests for reasonable accommodations and services based on the needs of residents, City Employees, and visitors. Conducts regular reviews of City facilities, programs, policies, and services, and leads the development and implementation of the City's ADA Self-Evaluation and Transition Plan. Works as the liaison to the City of Santa Fe Mayor's Committee on Disability, with the mayor directly, City Counsel, community members and groups, and City Employees on issues involving disability rights, justice, and accessibility.

## Duties of an ADA Coordinator:

The duties of this position should be able to be performed by a person with disabilities with or without accommodations.

### **1. Maintain the City's ADA Self-Evaluation and Transition Plan**

Drafts and updates the City ADA Self-Evaluation and Transition Plan and conducts regular reviews of City facilities, programs, policies, and services to ensure compliance with all applicable federal, state, and local laws and regulations, including Title II of the ADA, Section 504 of the Rehabilitation Act of 1973, and other laws related to access and accommodations for City services, programs, and facilities. Develops, updates, and maintains a database of items in progress or completed related to Title II projects, self-evaluations conducted, and the City's Transition Plan.

### **2. Serve as the City's Primary Point of Contact for People with Disabilities**

Serves as the primary point of contact for the public regarding concerns and inquiries on ADA issues. Prioritizes public inquiries, complaints, and accommodation requests. Ensures appropriate processes are in place to provide prompt and equitable resolution of complaints and inquiries from the public regarding disability and accommodation requests. Maintains a record of all disability and accommodation requests, issues, and resolutions. Serves as the primary contact for persons with disabilities requesting auxiliary services; coordinates auxiliary services for persons with disabilities.

### **3. Administers the City of Santa Fe Grievance Procedure and Notice Requirements**

Assists in investigating any grievance or complaints alleging noncompliance with the ADA and other applicable state and local laws related to people with disabilities and documents and maintains records of complaints made pursuant to the ADA. Processes grievances and replies to grievances in accordance with applicable laws and timeframes. Provides accessible notice to members of the public advising them of their rights under the ADA and other federal, state, and local laws.

- 4. Serve as the Mayor’s Liaison to the Mayor’s Committee on Disability (MCD)**  
Assists the MCD with in-person, hybrid, and/or virtual meetings, meeting minutes, and related needs. Assists with identifying, making recommendations, and outreach to community members, City Employees, and local, state, and federal agencies to resolve City, community, visitor, and business concerns relating to accessibility matters tied to the recommendations of the MCD, MCD Subcommittees, Public Right of Way (PROW) Transition Plan, and other City initiatives.
- 5. Develops and Coordinates the Training of City Employees and the Community**  
Facilitates ADA guidance and disability awareness training for employees and the public relating to accessibility for and inclusion of people with disabilities, rights and responsibilities, meeting guidelines, reasonable accommodation, and resources and policies. Participates in community outreach and attending meetings and trainings of organizations representing people with disabilities.
- 6. Develop Policies and Procedures to Ensure Full Programmatic and Communication Accessibility**  
Develops City policies and procedures to ensure full programmatic and communication accessibility for persons with disabilities. Collaborates with all City Departments to ensure accessible communication in digital media, paper media, website updates, social media, flyers, mailings, Memos, etc., are developed and distributed in compliance with ADA requirements. Ensure the City’s grievance procedure and other Title II disability-related policies are up to date and posted on the City’s website.
- 7. Promote the Integration of the Needs of People with Disabilities into the City’s Emergency Preparedness and Response**  
Work on strategies to incorporate the access and functional needs of people with disabilities into all phases of emergency management. Work with community, government, and non-government entities to identify and mitigate potential barriers to access emergency services.
- 8. Coordinate Digital Accessibility and Inclusion Initiatives for the City**  
Responsible for coordinating and monitoring efforts to ensure accessibility of the City’s website and other digital content, including social media accessibility. Additionally, will lead in updating the City’s ADA page and Website Accessibility page. Shall work to maintain digital compliance with the ADA and the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA or another successor standard.
- 9. Public Transportation**  
Assuring transportation access, accessible routes, service safety, disability awareness training of City employees, and overall accessibility of the City’s public transportation, including but not limited to the Senior Ride Van, Santa Fe Ride (Paratransit), Santa Fe Trails bus services, vehicles, and public participation in accordance with applicable local, state, and federal laws.

## **Performance Requirements (Knowledge, Skills, and Ability)**

### Knowledge of:

- Americans with Disabilities Act (ADA) and other local, state, and federal laws pertaining to the rights of people with disabilities.
- 2010 ADA Standards for Accessible Design.
- Web Content Accessibility Guidelines (WCAG) and digital inclusion, access/social media accessibility.
- Best practices regarding disability, equity, inclusion, and disability awareness and etiquette training.
- Various alternative formats and technologies that enable people with disabilities to communicate, participate and perform tasks.
- Appropriate accommodation, including effective communication and barrier removal to people with disabilities to ensure access to programs, services, and activities (e.g., assistive devices, interpreters, physical access).

### Skill in:

- Interpersonal communication skills and the ability to work well with multiple stakeholders, including community members, City council, and other City, state, and Federal partners.
- Program management, planning, coordinating, organizing problem analysis, decision-making, and evaluation skills.
- Developing and delivering trainings and presentations in person and via remote technology.
- Negotiation and mediation.
- Cross-departmental team building.
- Interpret laws, policies, and regulations.

### Preferred:

- ADA Coordinator Certificate (if not currently ADA Coordinator Certified, must become certified within one year of hire).
- Person with a disability or direct experience working with members of the disability community.

**Education and Experience:** Education and/or experience in Public Administration, Communications, Social Work, Social or Human Services, Law or Paralegal, Disability Studies, or a related field and two years of experience in an environment involving ADA Compliance, disability accessibility, Social or Disability Justice, disability advocacy, or related issues such as disability employment, reasonable accommodations, working directly with people with disabilities, older adults, or other vulnerable populations, etc. Experience examining building plans, PROW compliance, GIS, and social services delivery is highly desired. Demonstrated experience and/or lived experience working in disability advocacy with people with disabilities and those affected by the ADA is strongly preferred.

**Environment:** Work is generally sedentary, with occasional exertion of up to 10 lbs. Occasional travel or remote participation for training, events, or community outreach.

## **Additional Resources for Reference**

### **ADA Title II Action Guide for State and Local Governments**

<https://www.adaactionguide.org/node/3>

### **ADA Title II Action Guide for State and Local GOvernments**

<https://ne-ada.s3.amazonaws.com/s3fs-public/ADA%20Title%20II%20Action%20Guide.pdf>

### **Americans with Disabilities Act Title II Regulations**

<https://www.ada.gov/law-and-regs/title-ii-2010-regulations/>

## Old Website Menu

### Prior Departments Menu:

DEPARTMENTS

- Affordable Housing \*
  - Americans with Disabilities Compliance \*
  - Arts and Culture Department \*
  - City Attorney's Office \*
  - City Clerk \*
  - City Manager \*
  - Community Engagement \*
  - Community Services \*
  - Economic Development \*
  - Emergency Management \*
  - Finance \*
  - Risk and Safety \*
  - Fire \*
  - Human Resources \*
  - Information Technology & Telecommunications \*
  - Land Use \*
  - Parks & Recreation \*
  - Police \*
  - Public Utilities \*
  - Public Works \*
  - Transportation \*
  - TOURISM Santa Fe \*
- 

### Prior Residents Menu:



- Americans with Disabilities Compliance \*
  - Community Services \*
  - Fire \*
  - Hiking, Biking, Walking Trails \*
  - Library \*
  - Municipal Court \*
  - Parking \*
  - City of Santa Fe Parks \*
  - Police \*
  - Recreation \*
  - Report & Request \*
  - Route Maps and Schedules \*
  - Santa Fe OpenGov \*
  - Trash and Recycling \*
  - City of Santa Fe Water \*
  - Santa Fe Trends \*
-

## New Website Menu

### Your Government Menu:

<a href="#">Your Government</a>	<a href="#">Sustainability</a>	<a href="#">🔍</a> <a href="#">🌐</a> <a href="#">Language</a>
<a href="#">Elected Officials</a>	<a href="#">Municipal Court</a>	
<a href="#">Meetings and Agendas</a>	<a href="#">Watch a Public Meeting</a>	
<a href="#">Boards, Committees, and Commissions</a>	<a href="#">Public Records Request</a>	
<a href="#">City Charter</a>	<a href="#">Santa Fe Municipal Code</a>	
<a href="#">City Contracts</a>	<a href="#">Bids &amp; RFPs</a>	
<a href="#">Employee Salaries &amp; Positions</a>		

### Living Here Menu:



<a href="#">Living Here</a>	<a href="#">City Team</a>	<a href="#">Your Government</a>	<a href="#">Sustainability</a>
<a href="#">Public Works</a>	<a href="#">Bus Schedules</a>	<a href="#">Reserve a Park</a>	
<a href="#">Transportation</a>	<a href="#">Trash &amp; Recycling</a>	<a href="#">Senior Services</a>	
<a href="#">Parks</a>	<a href="#">Affordable Housing</a>	<a href="#">Libraries</a>	
<a href="#">Airport</a>	<a href="#">Airport</a>	<a href="#">Recreation Complexes</a>	
<a href="#">Engineering</a>	<a href="#">Trails &amp; Parks</a>	<a href="#">Tourism Santa Fe</a>	
	<a href="#">Business and Entrepreneurial Resources</a>	<a href="#">Bids &amp; RFPs</a>	
	<a href="#">Solve a Problem</a>		

### City Team:

<a href="#">City Team</a>	<a href="#">Your Government</a>	<a href="#">Sustainability</a>	<a href="#">🔍</a> <a href="#">🌐</a> <a href="#">Language</a>
<a href="#">City Manager</a>	<a href="#">City Attorney's Office</a>		
<a href="#">City Clerk/Community Engagement</a>	<a href="#">Community Health and Safety</a>		
<a href="#">Community and Economic Development</a>	<a href="#">Public Works</a>		
<a href="#">Public Utilities</a>	<a href="#">Finance Department</a>		
<a href="#">Human Resources</a>			

# City Of Santa Fe ADA Compliance

## The Americans With Disabilities Act

The Americans with Disabilities Act (ADA) provides protections for individuals with disabilities in employment, public accommodations, and municipal services and programs.

Within disability compliance laws, the five Titles of The Americans with Disabilities Act, the Amendments Act of 2008, and the 504 Rehabilitation Act each govern a different area of compliance:

### Title I – Employment and Jobs

### Title II – State and Local Governments

### Title III – Public Accommodations and Commercial Facilities

### Title IV – Accessible Telecommunications

### Title V – Miscellaneous Provisions

### ADA Amendments Act of 2008

The 504 Rehabilitation Act of 1973 also federally protects qualified individuals with disabilities from discrimination by any organization that receives federal financial assistance.

## The City Of Santa Fe ADA Coordinator

The City of Santa Fe ADA Coordinator oversees accessibility compliance for the City with respect to ADA Title II, the ADA Amendments Act of 2008, and the 504 Rehabilitation Act.

The ADA coordinator receives and responds to ADA grievances and complaints that have been filed both locally and federally. He also serves as a liaison between disability advocacy groups and the City of Santa Fe. His crucial role is to ensure that problems are resolved and that persons with disabilities receive needed services.

We welcome communication and questions from the general public that will serve to increase ADA compliance and knowledge.

### The Role Of The ADA Coordinator:

- Reviews ADA Guidelines and City services & programs as they relate to the ADA
- Provides ADA guidance, training, and support to City staff
- Ensures that publications, notices, postings, and meetings are accessible to people with disabilities
- Develops and posts ADA Policy Statement
- Develops and posts Grievance Policy
- Completes self-evaluation – completed January 2010
- PROW Transition Plan
- Mayor’s Committee on Disability Staff Liaison

## **Title IV - Accessible Telecommunications**

ITT Department: Marco de Waart [505-955-6634](tel:505-955-6634)

## **Title V - Miscellaneous Provisions**

P.O. Box 909  
Santa Fe, New Mexico 87504-0909

[Click here](#) to view the Santa Fe Ride (ADA) Complementary Paratransit Policies& Procedures.

Page last updated on 10-13-22

ADA Grievance Form: [Fillable PDF](#)  
Download the Entire Page as a [PDF](#)  
Santa Fe City ADA Compliance Policy: [PDF](#)

# City Of Santa Fe ADA Policy And Grievance Procedure

## ADA Compliance Policy

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990 and other applicable codes, the City of Santa Fe will not discriminate against individuals on the basis of disability in its services, programs or activities.

### Employment:

The City of Santa Fe will not discriminate on the basis of disability in its hiring or employment practices, as well as ADA Title I, including the regulations promulgated by the Equal Employment Opportunity Commission under Title I of the ADA.

### Effective Communication:

The City of Santa Fe will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, including sign language interpreters, documents in Braille, and other ways of making information and communication accessible to people who have speech, hearing or vision impairments so they can participate equally in the City programs, services and activities.

### Modification to Policies and Procedures:

The City of Santa Fe will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities to the maximum extent feasible. For example, individuals with service animals behaving within applicable standards are welcome in City offices and facilities, even when pets are generally prohibited.

Anyone who requires auxiliary aides and services for effective communication or a modification of policies or procedures to participate in a program, service, or activity of the City of Santa Fe should communicate with the Department contact as soon as possible but no later than 48 hours before the scheduled event.

Neither the ADA nor state laws require the City of Santa Fe to take action that would fundamentally alter the nature of its programs, activities, or services or impose an undue financial or administrative burden. Complaints that a program, activity, or service of the City of Santa Fe is not accessible should be directed to [rawheeler@santafenm.gov](mailto:rawheeler@santafenm.gov).

The City of Santa Fe will not place a surcharge on a particular individual with a disability or a group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modification of policy to create access.

## ADA Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). If you or someone else has a disability and has requested but not received reasonable accommodations or has experienced discrimination or other violations of the ADA in the City of Santa Fe in regard to services, activities, programs, or benefits, you may file a grievance with the ADA Coordinator.

### 1) Filing a Grievance

You may file a grievance for yourself as a witness, or on behalf of someone else. The grievance should be in

## 2) Investigation and Response

Within fifteen (15) calendar days after receipt of the grievance, the ADA Coordinator or the Designee will schedule a meeting with the grievant to discuss the grievance and possible resolutions. After an investigation and review, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the grievant. The response will explain their position on the issue and offer options for substantive resolution of the grievance.

## 3) Appealing a Decision

If the response by ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision within fifteen calendar days after receipt of the response to the City Manager.

Contact information for the Santa Fe City Manager: [https://www.santafenm.gov/city\\_manager](https://www.santafenm.gov/city_manager)

After receiving the appeal, the City Manager or the designee will review the appeal and the ADA Coordinator's finding. Within thirty calendar days, after a review, the City Manager or the designee will respond in writing and, where appropriate, in a format that is accessible to the grievant, with a final resolution to the grievance.

## 4) Alternate Ways to Appeal or Grievance

You have a right to file an appeal or grievance with a state or federal agency, such as the Department of Justice, The Office for Civil Rights, etc., at any time. For example, if you are unsatisfied with the City's final resolution or if you prefer to file with state or federal agencies, you may do so. Furthermore, filing a lawsuit in a state or federal district court can occur at any time. The use of the Santa Fe City ADA Grievance Procedure in order to resolve your grievance is not required in order to file with state or federal agencies.

## 5) Prohibition of Retaliatory Acts

Retaliation for filing a grievance will not be tolerated. It is prohibited to retaliate against anyone who engages in activities protected under the ADA. This includes a prohibition of retaliation against anyone involved with an investigation of a grievance, a witness, anyone who files a grievance, or who files a grievance on behalf of anyone. If retaliation is believed to have occurred, it should be reported to the ADA Coordinator, local offices for civil rights, and/or the Department of Justice immediately.

## 6) Record-keeping

The ADA Coordinator will keep a record of the formal action taken to a formal complaint for a minimum of three years and maintain it as part of the records or official minutes at each level of the grievance process.

The ADA Coordinator will also report on the status of grievances to the Mayor's Committee on Disability.

### Confidentiality

The ADA Coordinator maintains confidentiality with regard to complaints, consultations, mediations, and records unless disclosure is needed for the requirements of litigation, court proceedings, or the Inspection of Public Records Act ("IPRA"). If the disclosure of information to another person is necessary to proceed with an investigation, the complainant or their designated representative will be advised first and consulted on whether and/or how to proceed.

If you have any questions or would like additional information, please contact:

ADA Coordinator  
P.O. Box 909  
Santa Fe, NM 87504-0909

[rawheeler@santafenm.gov](mailto:rawheeler@santafenm.gov)

**City of Santa Fe  
ADA Grievance/Complaint Form**

Date: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

**Check Applicable:**

I am filing as a witness, my name is: \_\_\_\_\_

I am filing on behalf of another person, my name is: \_\_\_\_\_

Address of person filing grievance, if different: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

Do you have a preferred way to be contacted? (Phone, e-mail, mail, etc.): \_\_\_\_\_

Date the discrimination occurred: \_\_\_\_\_

Who committed the alleged discrimination? \_\_\_\_\_

Please specify the location of the discrimination, if applicable:

\_\_\_\_\_  
\_\_\_\_\_

Please provide a detailed description of the complaint/grievance. Please use another sheet, if needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think should be done to resolve to this grievance?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you attempted to solve this grievance by other means? If so, please describe:

---

---

---

---

Has a grievance been filed with any other federal, state, or local agency regarding this discrimination?

yes  No  I prefer to not answer  I don't know

If yes, who has been contacted: \_\_\_\_\_

Date the complaint was filed: \_\_\_\_\_

Name of contact person working on the complaint: \_\_\_\_\_

Phone number of contact person \_\_\_\_\_ Case # \_\_\_\_\_

This information is solely for follow-up purposes and will not affect the investigation of your grievance with the City of Santa Fe.

I certify that the above information is true to the best of my knowledge, and I am requesting an internal investigation by the City of Santa Fe ADA Coordinator.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Upon request alternative format accommodations will be made. Please include a request for accommodations when you submit this form, or contact the ADA Coordinator for more information.**

Please scan, fax, or mail this form to:

Regina Wheeler  
City of Santa Fe  
Public Works Director  
Office: (505) 955-6620  
Mobile: (505) 690-4197  
E-Mail: rawheeler@santafenm.gov

Date Received: \_\_\_\_\_

Form updated on 08-15-2022

# Americans With Disability Act – An Overview

"This Act is powerful in its simplicity. It will ensure that people with disabilities are given the basic guarantees for which they have worked so hard: independence, freedom of choice, control of their lives, and the opportunity to blend fully and equally into the rich mosaic of the American mainstream."  
President George Bush at the Signing of the Americans with Disabilities Act of 1990

Under the Americans with Disabilities Act (ADA), a person has a disability if they have a medical condition or disorder (also referred to as an "impairment") that substantially limits their ability to perform at least one major life activity. It is estimated half of the US population has at least one chronic condition, which is covered by the ADA (1). Therefore, ADA laws must be followed in order to better serve and include our fellow citizens who have disabilities.

Disabilities can be physical, mental, emotional, developmental, neurological, and sensory, including visual and hearing. The ADA also protects people who are regarded as having a disability; this means that even if a person does not have a documented disability but they are socially regarded and treated as if they do, they are still protected under the ADA. Remember that disabilities are not necessarily obvious 70% of people with disabilities do not have an obvious impairment (2), and many people may be able to perform a task one day but not the next day.

## The Following Are Some Examples Of Major Life Activities:

- Caring for oneself
- Performing manual tasks
- Seeing
- Hearing
- Eating
- Sleeping
- Walking
- Standing
- Lifting
- Bending
- Speaking
- Breathing
- Learning
- Reading
- Concentrating
- Thinking
- Communicating
- Working

Accommodations are as unique as the individuals with impairments. The only stipulation to accommodations is that they must be regarded as "reasonable." A "reasonable accommodation" is:

- 1) Feasible to do and does not fundamentally alter requirements.
- 2) The changes or modifications do not impose an undue financial burden.

At no time will the person requesting accommodations be charged for any related costs associated with the accommodation. It does not matter if the condition is temporary or long-term; anyone may request reasonable accommodations if they have an impairment that substantially limits at least one major life activity.

Under the ADA, reasonable modifications to policies, procedures, and requirements must be made to allow access unless the change would fundamentally alter the nature of the program or would create an undue financial or administrative burden.

Regardless of the number of employees, reasonable accommodations must be made to allow access to employment for persons with disabilities.

Furthermore, under Title II of the Americans with Disabilities Act, all government entities and employees must adhere to strict compliance regarding reasonable accommodations and non-discrimination in the workplace.

No employer can ask whether you have a disability. The only questions that can be asked of you are whether you can perform the job duties and whether you need any accommodations to do so. Under the ADA, a person with a disability must still be able to perform the required job duties, with or without reasonable accommodations. Reasonable accommodations are determined case by case but can include things like flexible start time, time off to receive medical care, part-time employment, accessible workspace, assistive technology, relocation of office to an accessible area, etc.

For more information on reasonable accommodations in the workplace, please [click here](#) EEOC Reasonable Accommodation Guide

## Human Resources

The Human Resources office is the primary place to file complaints regarding discrimination in City employment under the Equal Employment Opportunity Commission (EEOC). If you experience, witness, or suspect discrimination within a City of Santa Fe workplace or City employment, please notify the City of Santa Fe Human Resources Department at [505-955-6599](tel:505-955-6599).

## Accessible Format Communication And Documents

State and local governments must ensure equal, effective, and accessible communication with people with disabilities.

Accessible format documents are made available upon request to persons with disabilities. This means that if you are asked to provide a document in a specific accessible format, you should be aware of what that accessible format is and how to obtain it. An alternate format than the one requested may be offered, but if it is not accepted as an alternative or if it is not accessible to that person, the format requested is to be provided.

**Color Contrast:** Always be aware of "busyness" and reduce color and distraction as much as possible. Limit the use of tables and graphs.

**Scanned Documents:** Scanned documents are not usually in an accessible format. Standard scanning usually creates an "image" of the document. A person with a visual impairment cannot use a screen reader to read an image.

**Other Formats:** Accessible formats might include in-person meetings, audio format, closed captions on videos, transcripts of audio or video, etc.

**Telecommunications Relay Services (TRS):** Telecommunications Relay Services (TRS), also called "the relay," allows communication between a Teletypewriter (TTY) and any phone. By dialing 711 from any phone, anyone may access the relay. The relay is a service where you speak to a TRS operator who types what you said to the person using a TTY device. The TTY message is then verbally relayed back by the TRS operator to the person using a regular phone. While this is acceptable for many things, some situations may not be. There are concerns raised regarding confidentiality and miscommunication that might occur when speaking and typing via an operator.

**Teletypewriter (TTY):** If the Telecommunications Relay Service is not appropriate, such as needing to communicate complex or confidential information, then the government entity is required to have and use a TTY with its own dedicated TTY number. All City employees who work with the general public should have access to and be trained to use a TTY. A dedicated TTY number and phone line should be available for use at all government offices that work with the general public. This number should be listed with other contact information on the website and directories.

## Service Animals

The ADA only acknowledges dogs or miniature horses as being service animals. These service animals must be permitted in all areas and buildings, including all government and City buildings, regardless of whether or not the animal is wearing tags identifying them as a service animal. There are no official ADA tags or banners for service animals. Service animals perform essential functions that the individual is not able to perform without the assistance of the animal.

Under the ADA, there are only two questions you may ask if the reason for the service animal is not obvious:

1. Is the animal a service animal for a person with a disability?
2. What is the animal trained to do?

Upon identification of the animal as a service animal, you cannot deny the animal access unless the animal has behavior issues. If animal behavior issues are present, you must always ensure that the person is invited to return to the building after removing the disruptive animal. In addition to ADA laws, New Mexico has additional provisions. Under [Section 28-11-3 NMSA, Service Animal Act of NM](#), it is a misdemeanor to deny anyone access or use of a service animal, including service animals still in training, or to falsely represent a pet as a service animal.

## Etiquette

When addressing anyone with a disability, remember that they are a person first. Whether the person's disability is visual, mental, hearing, physical, developmental, or emotional, it is not

The Santa Fe Ride transit operator will assist an individual in getting on or off the vehicle but will not load or unload the individual's personal belongings or carry-on items. If an individual needs assistance beyond this, they must be accompanied by a personal care attendant. Required personal care attendants ride free with the person they are assisting.

All persons who are certified for the Santa Fe Ride ADA paratransit service may ride the fixed route buses at no cost with their Santa Fe Ride photo identification card. For more information, please contact Santa Fe Trails at [505-955-2001](tel:505-955-2001) or Santa Fe Ride at [505-473-4444](tel:505-473-4444).

## Emergency Evacuation And Safety

It is required that each government location have an evacuation plan that includes procedures to assist in the safe evacuation of people with disabilities. For example, people with disabilities may not be able to evacuate via stairs, people with hearing impairments may not hear alarms, doors may automatically close, or there might be only one accessible main door with a button in a building. These types of things can cause a person with disabilities to become trapped in a building during an emergency. Training is available upon request.

## How To Report ADA Violations

If you experience or witness an ADA violation or what you believe is a discriminatory or prejudicial action against a person with a disability, please file a grievance within 45 days of the incident to the City of Santa Fe ADA Coordinator and/or another Civil Rights Office.

[Click here](#) for more information on reporting ADA violations in the City of Santa Fe.

## City Of Santa Fe ADA Coordinator

The ADA Coordinator is available to process and investigate grievances, answer questions, and assist with ADA compliance in the City of Santa Fe.

PO Box 909  
Santa Fe, NM 87504-0909

## Additional Resources:

[Click here](#) for a printable or downloadable list of local, state, and federal resources and links to information.

This ADA Resource and Compliance Guide is also available online and in downloadable format at:  
[https://www.santafenm.gov/city\\_employee\\_compliance\\_guide](https://www.santafenm.gov/city_employee_compliance_guide)

Last updated on 07-11-2019

Sources:

(1) <http://www.cdc.gov/chronicdisease/overview/>

# Transition Plan

## [PROW Transition Plan GIS Map](#)

The 1992 City Transition Plan guided the implementation of regulations that provided civil rights protections to individuals with disabilities in employment, public accommodations, and municipal services and programs. The Transition Plan also identified modifications needed at City facilities to make them accessible and guided the implementation of the modifications. The Americans with Disabilities Act mandates that every public entity re-evaluate its current programs, services, and policies to determine whether they are in compliance with Title II regulations.

In 2011 the City awarded a contract to Sally Swanson Architects to update the Transition Plan. The update included barrier assessment surveys of City-owned buildings, parks, and public rights-of-way that lead to City facilities. Sally Swanson Architects also conducted a Self-Evaluation with City staff relating to the needs of persons with disabilities in service situations at all City programs and services.

In 2016 the City awarded a contract to the KFH Group to update the ADA Transition Plan for the Public Right of Way (PROW) which was completed in September 2017. The report can be found below and the GIS Map link above reflects the survey done in 2016/2017.

[Cover Page](#)

[Table of Contents](#)

[Chapter 1 pp. 1-28](#)

[Chapter 2 pp. 29-45](#)

[Chapter 2 pp. 46-57](#)

[Chapter 2 pp. 58-69](#)

[Chapter 2 pp. 70-80](#)

[Chapter 3 pp. 81-88](#)

[Chapter 4 pp. 89-91](#)

[Chapter 4 pp. 92-95](#)

[Chapter 4 pp. 96-99](#)

[Chapter 4 pp. 100-103](#)

[Chapter 4 pp. 104-107](#)

[Chapter 4 pp. 108-110](#)

[Chapter 4 pp. 111-113](#)

[Chapter 4 pp. 114-118](#)

[Chapter 5 pp. 119-134](#)

## FW: Memo/Letter re CART at MCD Meetings

---

From: GRAHAM, THOMAS M. (tmgraham@santafenm.gov)

To: amwebber@santafenm.gov; ekmcsherry@santafenm.gov; silindell@santafenm.gov; rdvillarreal@santafenm.gov; mjgarcia@santafenm.gov; cromero-wirth@santafenm.gov; cmrivera@santafenm.gov; lagarcia@santafenm.gov; jcassutt@santafenm.gov; acchavez@santafenm.gov

Cc: email redacted (to Kathlyne Gish); email redacted (to Eli Fresquez)

Date: Tuesday, July 12, 2022 at 01:54 PM MDT

---

Good Afternoon,

I am sending you the attached Letter put together by the Mayor's Committee on Disability (MCD) at the request of the MCD Chair, Kathlyne Gish. The Committee and Chair Gish are requesting an accommodation for Communication Access Realtime Translation (CART) captioning at monthly Mayor's Committee on Disability meetings.

Please feel free to comment or ask any questions and I will ensure that the information is distributed to the MCD via Chair Gish.

Thank you,

Tom Graham

(acting as a staff liaison for the MCD)

---

**From:** K. Gish  
**Sent:** Tuesday, July 12, 2022 1:18 PM  
**To:** GRAHAM, THOMAS M. <tmgraham@santafenm.gov>  
**Subject:** Memo/Letter re CART at MCD Meetings

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thomas, I would appreciate, greatly, if you could please send the attached letter requesting CART services at MCD meetings, to:

Mayor Alan Webber  
City Atty Erin McSherry  
The entire City Council

and CC myself and Eli Fresquez

Please let them know that because we do not have a current liaison to contact me and Eli directly, if they have any questions or concerns.

Thank you,

Kathlyne Gish, Chair



MCD - CART Letter 07-07-2022.pdf  
131.6kB

# Mayor's Committee on Disability

## City of Santa Fe

April 21, 2022

To: Mayor Alan Webber &  
City Attorney Erin K. McSherry

Via electronic mail to:

[mayor@santafenm.gov](mailto:mayor@santafenm.gov)

[ekmcsherry@santafenm.gov](mailto:ekmcsherry@santafenm.gov)

From: Kathlyne Gish, Chair, Mayor's Committee on Disability



RE: Request for Communication Access Realtime Translation (CART) Captioning at Monthly Mayor's Committee on Disability Meetings

We the City of Santa Fe Mayor's Committee on Disability (MCD), by our authority under **City Resolution 2006-151**, have by unanimous vote requested that the City of Santa Fe provide people with disabilities including the MCD with Communication Access Realtime Translation (CART) captioning services at monthly MCD meetings held on the third Thursday of every month from 10AM to 12PM.

Under Title II of the Americans with Disabilities Act (ADA), state and local governments are required to "communicate effectively with people who have communication disabilities." See ADA Title II 28 C.F.R. 35.160 (a)(1). The goal of effective communication under the ADA is to ensure that communication with people with communication disabilities is "equally effective as communication with people without disabilities." Also under the ADA, "covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities." See Department of Justice ADA Requirements Effective Communication.

CART captioning is an auxiliary aid and service under the ADA. See ADA Title II 28 C.F.R. 35.104 (1). Members of the MCD and members of the community have communication disabilities that require CART captioning for effective communication during the MCD's monthly meetings.

Please note that CART captioning is different and often confused with automated captioning. Automated captioning although increasingly popular remains very inaccurate and

often dips below 50% in accuracy depending on the kinds of language and speech used. CART on the other hand is almost always more accurate since it involves a live human stenographer (in-person or remote) to provide transcription services. Additionally, under the ADA a covered entity such as the City of Santa Fe is required to honor the requester's choice of services unless it can prove that an alternative auxiliary aid or service provides communication that is as effective as that provided to individuals without disabilities and affords an equal opportunity to participate in and benefit from the service, program, or activity.

The MCD looks forward to utilizing CART captioning at its next meeting on August 18, 2022.

We thank you Mayor Webber, for your continued support of the MCD, and for making the City of Santa Fe more accessible and inclusive for people in our entire community.

MCD Members:

Kathlyne Gish, Chair  
Kendra Garcia, Vice-Chair  
Aurore Bleck  
Hope Reed  
Eli Fresquez  
Meriam Jawhar  
Victor Hughes  
Angelique Montoya-Chavez  
Pam J. Parfitt

Cc: Santa Fe City Councilors:

Signe I. Lindell  
Renee Villarreal  
Michael Garcia  
Carol Romero-Wirth  
Chris Rivera  
Lee Garcia  
Jamie Cassutt  
Amanda Chavez

[https://www.santafenewmexican.com/news/local\\_news/deteriorating-footbridge-in-downtown-santa-fe-closed/article\\_ccb77914-4b0e-11ed-84b9-3ba28a3d51e7.html](https://www.santafenewmexican.com/news/local_news/deteriorating-footbridge-in-downtown-santa-fe-closed/article_ccb77914-4b0e-11ed-84b9-3ba28a3d51e7.html)

## Deteriorating footbridge in downtown Santa Fe closed

By Nathan Lederman [nlederman@sfnewmexican.com](mailto:nlederman@sfnewmexican.com)

Oct 14, 2022



Ocean, a poet from the Seattle area, journals Thursday in front of the closed Alameda footbridge. He said he wishes the city spent more money on sidewalks and improving accessibility infrastructure.

Javier Gallegos/The New Mexican

A piece of downtown's charm is no longer supporting tourists and locals as they traverse the serene Santa Fe River area.

In mid-August, the city permanently closed a footbridge that has stood above the river, presumably for decades, near the intersection of Shelby and East Alameda streets. Officials say they aren't certain of the structure's age.

Reports of deterioration of the handcrafted stone footbridge, nestled among foliage off Alameda Street, reached the city in early August. Parks and Open Spaces Division Director Melissa McDonald said the city immediately shut down the bridge and reached out to an engineering firm to determine whether it was safe for pedestrians.

It wasn't.

McDonald said the city permanently closed it, based on the firm's recommendation, around Aug. 15.

She added the city is looking at options for replacing the bridge and said the Historic Preservation Division is exploring whether it has historic significance.

"Our sense is that it is a historic bridge that we're going to need to replace to [Historic Preservation Division] standards," McDonald said. "But that's not stopping us. We're proceeding with getting costs for a replacement, assuming that we will have to go through the historic design review process."

McDonald said the city is awaiting quotes from an engineering firm — whose name she would not disclose — to replace the bridge. She added there is no official estimate of how much the project could cost.

Historic Preservation Division Manager Carly Piccarello wrote in an email her division does not have information on the bridge's historical nature. However, she said she has commissioned a study to determine when it was built and to gather other historical information.

"That should provide the needed information in order to guide the process of moving forward," Piccarello wrote.

She said a commissioned study is a "pretty usual requirement" for structures when information is not readily available or is outdated.

People passing by the 4-foot by 38-foot bridge stopped on a recent afternoon to look at the ye signs plastered on each side of it, denoting the walkway's closure.

One visitor stopped in front of the bridge for a longer period of time. Ocean, a disabled poet and novelist from the Seattle area, said he stopped by the river to write in a journal. While he said he typically writes fiction, his writing Thursday was more self-reflective.

“Definitely noticed the bridge is out. It’s really cute,” Ocean said. “This is a really sweet, little trail over here. It’d be nice if that thing was open. I would like to stroll across it.”

Ocean said he was in town on a writing residency with the Santa Fe Art Institute. He added when he visited the city about seven years ago, he noticed Santa Fe’s sidewalks are “terrible” and lamented the lack of positive change since he’s been back.

“Accessibility is super important, and especially accessibility of spaces that’s not just right alongside the road,” Ocean said. “Wheelchair accessibility is super important.”

McDonald said one of the questions that will be answered when the city begins planning the design of the replacement bridge is whether it will be made compliant with Americans with Disabilities Act standards.

“The real question is going to be ... is it historic? Does it need to go through the historic design review process? If it does, do we want to recycle some of the materials, or do we want to make it ADA [accessible]? How do we approach that bridge?” she said.

McDonald said there are about 18 public pedestrian footbridges in Santa Fe, and most of them are ADA compliant. In order for the East Alameda Street bridge to join that group, the city would have to expand it from its estimated width of 4 feet to about 6 or 8 feet wide.

“Our river is an important greenway for the city of Santa Fe,” McDonald said. “It’s our lifeblood of the city. ... It’s a lovely, little walk, and we want to fix that bridge.”

---

Nathan Lederman