



Agenda

**AMENDED
TRANSIT ADVISORY BOARD MEETING
TUESDAY, DECEMBER 6, 2016
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

CALL TO ORDER
ROLL CALL
APPROVAL OF AGENDA
APPROVAL OF MEETING MINUTES: OCTOBER 25, 2016

PUBLIC COMMENT

DISCUSSION ITEMS:

1. RFP FOR BUS ADVERTISING WRAPS – TEMPLETON MARKETING SERVICES TO REMAIN CONTRACTOR
2. YOUTH ID CARDS FOR 15 – 18 YEARS OF AGE
3. STAFFING UPDATE – STAFF
4. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
5. SHERIDAN DESIGN AND UPDATE – STAFF
6. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
7. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
8. OPERATIONS AND MAINTENANCE -- THOMAS MARTINEZ

PUBLIC COMMENT

ADJOURN

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

CITY OF SANTA FE

**TRANSIT
ADVISORY
BOARD**

MEETING MINUTES-OCTOBER 25, 2016

SUBMITTED BY: LINDA VIGIL

Transit Advisory Board
Meeting Index
October 25, 2016

Title	Description	Page
Cover Page		0
Call to Order	Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:04 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM.	1
Roll Call	A quorum was established at 5:15 p.m.	1
Approval of the Agenda	Mr. Calvert moved to approve the agenda as presented with a second from Ms. Estrada which passed by voice vote.	1
Approval of September 27, 2016	<p>Corrections: <i>Clarify on Page 2, Paragraph 10- Ms. Romero explained the teams meeting schedule and the plans to present the report to the Public after it goes through City Council. Several Board members asked that it be reversed to get public input first.</i></p> <p><i>Clarify on Page 4, Paragraph 10 Item 5- Mr. Martinez reports they will attempt bus replacements next fiscal year and there is an application in for more federal funding.</i></p> <p>Mr. Calvert moved to approve the minutes of September 27, 2016 as amended with a second from Ms. Bleck which passed by voice vote.</p>	1,2
Public Comment		2
Action Items: 1. 2017 TAB Schedule	Mr. Calvert moved to approve the 2017 TAB Schedule as presented with a second from Ms. Estrada which passed by voice vote.	2
2. 2017 Holiday/Special Services Schedule	Mr. Calvert moved to approve the 2017 Holiday/Special Services Schedule as presented with a second from Mr. Thompson which passed by voice vote.	2
Discussion Items: 1. Staffing Update	Discussion Only	2
2. Southside Transit Center Update		2
3. Sheridan Design and Update		2,3
4. Bus Replacement Schedule		3
5. System Ridership-Fixed Route, Paratransit, and SF Pick Up		3
6. Customer Comment/Complaint System		3
7. Operations and Maintenance		3
Public Comment		4
Adjourn	There being no further business to come before the Transit Advisory Board, Mr. Calvert moved to adjourn at 5:59 p.m. with a second from Ms. Bleck which passed by voice vote.	4
Signature Page		4

Transit Advisory Board Meeting

Tuesday, October 25, 2016

5:00 p.m. to 7:00 p.m.

Santa Fe Trails Transit Facility

1. CALL TO ORDER

Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:04 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established at 5:15 p.m.

2. ROLL CALL

Present

Colin Messer, Chair

Aurore Bleck

Rebecca Estrada

Chris Calvert

Paul Thompson

Excused

Mary McGinnis

Stan Cooper

Others Present

Thomas Martinez, City Transit Interim Director of Operations

Lois Amador, City of Santa Fe Transit Staff

Keith Wilson, City Transit Staff

Alexandra Mazares, Interested in becoming a member

Linda Vigil, Stenographer

3: APPROVAL OF AGENDA

MOTION: Mr. Calvert moved to approve the agenda as presented with a second from Ms. Estrada which passed by voice vote.

4. APPROVAL OF MINUTES: September 27, 2016

Corrections:

Clarify on Page 2, Paragraph 10- Ms. Romero explained the teams meeting schedule and the plans to present the report to the Public after it goes through City Council. Several Board members asked that it be reversed to get public input first.

Clarify on Page 4, Paragraph 10 Item 5- Mr. Martinez reports they will attempt bus replacements next fiscal year and there is an application in for more federal funding.

MOTION: Mr. Calvert moved to approve the minutes of September 27, 2016 as amended with a

second from Ms. Bleck which passed by voice vote.

5. PUBLIC COMMENT

There was not any public comment.

Chair Messer informed Ms. Mazares that her letter is still at the Mayor's Office and hope it gets approved soon.

6. ACTION ITEMS:

1. 2017 TAB SCHEDULE

(See Exhibit A)

MOTION: Mr. Calvert moved to approve the 2017 TAB Schedule as presented with a second from Ms. Estrada which passed by voice vote.

2. 2017 HOLIDAY/SPECIAL SERVICES SCHEDULE

(See Exhibit B)

MOTION: Mr. Calvert moved to approve the 2017 Holiday/Special Services Schedule as presented with a second from Mr. Thompson which passed by voice vote.

7. DISCUSSION ITEMS:

1. STAFFING UPDATE

Mr. Martinez reported they are filling vacant positions slowly. Chair Messer asked about the vacant supervisor positions. Mr. Martinez stated those are at Human Resources and will be posted soon.

A brief discussion about the NCRTD study was held. It is still on track to be complete by December.

A brief discussion was held about the fueling station. The RFP closed and there were three bids but they were all over budget. Mr. Wilson states they will know more after a meeting to be held tomorrow.

2. SOUTHSIDE TRANSIT CENTER UPDATE

Mr. Wilson reported most of the documents needed have been approved. There will be an environmental assessment done soon. A brief discussion was held about the condition of the building. Mr. Pino stated there were no concerns.

Mr. Wilson stated the FTA will approve the funds and the designs for the renovation will continue. The project will most likely be complete next year.

3. SHERIDAN DESIGN AND UPDATE

Mr. Wilson stated the plans are at 100% but there are still some FTA exclusions that need to be applied in

order to get the funds. Mr. Wilson hopes to get things finalized within the next few weeks or the project will have to be pushed to next fall.

A brief discussion was held about the location of the utilities in relation to the Sheridan station.

4. BUS REPLACEMENT SCHEDULE

Mr. Martinez reports they will attempt bus replacements next fiscal year and there is an application in for more federal funding. Mr. Martinez stated the 900's will need to be replaced next.

5. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT AND SF PICKUP

(See Exhibit C)

Mr. Martinez stated the ridership report shows it is almost even to last year at this same time. A brief discussion was held about the windows on the buses.

Mr. Martinez reported Santa Fe Pick up has held steady and is slightly above last year.

A brief discussion was held about the peaks and the possible reasons why it must be increasing.

Mr. Martinez states the on time performance is getting better for Santa Fe Ride.

Mr. Martinez reported the new units for Paratransit are getting good feedback from the customers.

6. CUSTOMER COMMENT/COMPLAINT SYSTEM

(See Exhibit D)

Mr. Calvert asked that the two older complaints from April be closed out. Mr. Martinez will look into it. Mr. Martinez explained the report gets printed three weeks before the meeting so several of them may be resolved.

Mr. Martinez explained there are always complaints of other agency's vehicles. When that occurs he gives them a courtesy call.

A discussion was held about the minimal complaints regarding the construction on Cerrillos Road. There is no way to avoid the delays but there hasn't been many complaints.

A discussion was held about one incident on the list regarding a rider denied service and the notation that the operator was coached. Mr. Martinez explained that it could've been for several reasons that the rider was denied. The supervisor coached the driver on policy and procedures, no disciplinary action needed.

7. OPERATIONS AND MAINTENANCE

(See Exhibit E)

Mr. Martinez stated all operations are working well. The bus that was involved in an accident in July has returned and looks great. Mr. Thompson asked about the repair facility that is used.

Ms. Bleck discussed the recent lawsuit against Uber for not being ADA compliant.

8. PUBLIC COMMENT

There was not any public comment.

9. ADJOURN

MOTION: *There being no further business to come before the Transit Advisory Board, Mr. Calvert moved to adjourn at 5:59 p.m. with a second from Ms. Bleck which passed by voice vote.*

SIGNATURES

Colin Messer, Chair

Linda Vigil, Stenographer

DISCUSSION ITEM

- 1 . RFP FOR ADVERTISING WRAPS ON BUSES, SHELTERS,
AND BENCHES**

CITY OF SANTA FE
PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Santa Fe (the "City") and Templeton Marketing Services (the "Contractor"). The date of this Agreement shall be the date when it is executed by the City and the Contractor, whichever occurs last.

1. SCOPE OF SERVICES

The Contractor shall provide the following services for the City to administer the Santa Fe public transit system advertisement program ("Program"):

A. Program tasks: The advertising Program shall consist of the design, sale, placement, management, installation, maintenance, removal of advertisement on the exterior buses, shelters and benches for the City of Santa Fe Public Transit System, and collection of revenues and transmission of revenues to the City. All services necessary to conduct a revenue-producing advertising Program for the City of Santa Fe Public Transit System, shall be provided in a reputable manner to ensure the highest quality possible.

B. Advertising media: Durable advertising signs produced in a process subject to the approval by the City. Placement of commercial advertising on the City buses exterior, shelters and benches may be accomplished by means of bus displays and/or vinyl wraps and decals.

C. Rates: The Contractor agrees to charge advertisers in accordance with the rate cards negotiated and approved which includes up to fifteen percent (15%) discount for bargaining purposes. Exceptions for special, seasonal, and city

department promotions will be handled on a case by case basis with prior written approval by the City

D. Reserved rights to advertising space: The City retains exclusive rights to unsold exterior space on all City buses, shelters and benches to be used by Santa Fe Trails to advertise events or promotions

E. Advertising contracts: The Contractor shall enter into contracts with advertisers in accordance with the terms of this Agreement. Within fifteen (15) days of signing a contract with an advertiser, the Contractor shall provide the City with a copy of signed contracts with advertisers (“Contracts”).

F. Payment Due: Revenues from the Contracts are due to the City within thirty (30) days following the end of the month in which the revenue activity occurred, (i.e., if activity is June 1st through June 30th, payment is due July 30th).

G. Restrictions on production: Advertisers are not required to use the production services of the selected Contractor for the production of advertising. The Contractor shall notify all advertisers that they are free to utilize the services of any company to produce their advertising as long as the City advertising standards, as specified in the City Advertising Policy, are met.

H. Contractor shall be responsible for all costs: The City shall not be obligated to pay any production or other costs incurred by the Contractor in the administration of the advertising Program.

I. Installation, maintenance and removal of advertising: The Contractor shall be responsible for all liability for installation, maintenance and removal of advertisements on all City buses, shelters and benches and areas that are the subject of Contracts, and shall remove all ads within fifteen (15) working days

after the ads have expired or have become obsolete.

J. Times of ad installation or removal: The Contractor shall be responsible for the installation and removal of exterior ads on City buses, shelters and benches on a mutually agreed time.

K. Workspace: The City shall provide a workspace of adequate size and make this workspace accessible to the Contractor for the sole purpose of installing, maintaining, or removing advertising media on the City buses.

L. No guarantee for particular routes: When soliciting Contracts, the Contractor shall notify the potential advertiser that the City does not guarantee the particular bus, shelters and benches on which the advertiser's advertising appears will be used on any particular route or in any particular service.

M. Adherence to law and policies: The Contractor and advertiser shall comply with all applicable Federal, State, County and City ordinances and regulations regarding advertising and shall have this term in all Contracts.

N. No City endorsement: Advertisements that express an opinion or point of view are to contain in large, clear, and visible type the statement "No City Endorsement Implied." The City shall specify and approve the size, placement, and color of this statement prior to production of such advertisements.

O. Graffiti removal: The Contractor is responsible for removal of any graffiti tagged on advertising media installed on the City buses, shelters and benches. Graffiti removal must occur within ten (10) calendar days of discovery by the City or Contractor, whichever occurs first; however, a goal of seven calendar days or sooner is recommended. City staff will notify the Contractor of each occurrence. In addition, Contractor shall also inspect for graffiti bi-monthly and remove within the above stated

time-frame. Failure to comply with this requirement may result in cancellation of this Agreement.

P. UV Protected: The Contractor shall be required to ensure that all advertising media installed on City buses, shelters and benches withstand the sun without fading and maintain a professional appearance throughout the duration of their showing. If signs or decals become faded or unattractive the Contractor shall inform the advertiser to replace them.

Q. Art Shelters: No advertising is permitted on shelters commissioned and contracted by the City's Art Commission as "Art in Public Places" projects. These locations are as follows: Guadalupe and Cerrillos Road, Airport Road by McDonalds, Santa Fe Community College and Agua Fria and Kathryn. Concrete shelters on Cerrillos Road are not considered part of the "Art in Public Places" program; however, Contractor must communicate with the state Transportation Department to ascertain whether or not advertising at these bus stops would be acceptable. A shelter upgrade program commenced and is ongoing. This will result in all shelters and benches being classified as Art Shelters and advertising will no longer be allowed.

R. Project meetings: The Contractor shall meet with City representatives, community representatives and in regularly scheduled meetings on an as-needed basis. Contractor shall be available at reasonable times and intervals to plan work and review work in progress and fully coordinate all activities with staff. Contractor will obtain approval from the City before placing any advertising.

S. Public information: The City agrees to make available public information, in accordance with the Inspection of Public Records Act.

T. Activity report: A report on the effectiveness of the advertisement sales efforts shall be submitted to the City on a monthly basis. The report shall include at a minimum the detail of sales calls, leads, ads placed, sales, payments, expenses, and other financial data.

U. Contract termination requirement: Following termination of Agreement, the Contractor shall leave the advertising space on exterior of buses, shelters and benches in the same condition as it existed at the beginning of the Agreement, excepting reasonable wear and tear.

2. STANDARD OF PERFORMANCE; LICENSES

A. The Contractor represents that it possesses the personnel, experience and knowledge necessary to perform the services described under this Agreement.

B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents, representatives and subcontractors.

3. COMPENSATION

A. The Contractor agrees to pay the City a minimum guaranteed annual payment in the amount of one hundred and ten thousand dollars (\$110,000.00), or fifty percent (50%) of Contract revenues received each year, whichever is greater on a monthly basis as follows: The Contractor shall pay a minimum of six thousand dollars (\$6,000.00) monthly regardless of whether revenues received from sales are sufficient to cover the minimum guarantee payment. The Contractor is entitled to return the difference between the City's monthly payment and the actual revenues as compensation for services rendered. The Contractor also agrees to offer an annual

forty-five thousand dollars (\$45,000) in media trade and five thousand dollars (\$5,000.00) in production credits.

B. The Contractor shall submit monthly reports detailing Contract revenues received, and shall submit monthly payments to the City for fifty percent (50%) of revenues received each month.

C. The Contractor shall be responsible for payment of gross receipts taxes levied by the State of New Mexico on the sums paid under this Agreement.

D. Payment shall be made upon receipt, approval and acceptance by the City of detailed statements containing a report of services completed. Compensation shall be paid only for services actually performed and accepted by the City.

4. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

5. TERM AND EFFECTIVE DATE

This Agreement shall be effective for July 1, 2017 when signed by the City and the Contractor, whichever occurs last, and shall terminate on June 30, 2021 unless sooner pursuant to Article 6 below.

6. TERMINATION

A. This Agreement may be terminated by the City upon 90 days written notice to the Contractor.

B. Contractor will have exclusive rights to bill the Advertiser for the remaining term of the advertising Contract between Contractor and the advertiser with a commitment to split 50% of any revenues with the City.

7. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES AND SUBCONTRACTORS

A. The Contractor, the advertisers, and its agents and employees are independent contractors performing professional services for the City and are not employees of the City. The Contractor, and its agents and employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City as a result of this Agreement.

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees or subcontractors retained by Contractor in the performance of the services under this Agreement.

C. The Contractor shall comply with City of Santa Fe Minimum Wage, Article 28-1-SFCC 1987, as well as any subsequent changes to such article throughout the term of this Agreement.

8. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the City.

9. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with

the performance of services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

10. ASSIGNMENT; SUBCONTRACTING

The Contractor shall not assign or transfer any rights, privileges, obligations or other interest under this Agreement, including any claims for money due, without the prior written consent of the City. The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the City.

11. RELEASE

The Contractor, upon acceptance of final payment of the amount due under this Agreement, releases the City, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the City to any obligation not assumed herein by the City unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

12. INSURANCE

A. The Contractor, at its own cost and expense, shall carry and maintain in full force and effect during the term of this Agreement, comprehensive general liability insurance covering bodily injury and property damage liability, in a form and with an insurance company acceptable to the City, with limits of coverage in the maximum amount which the City could be held liable under the New Mexico Tort Claims Act for each person injured and for each accident resulting in damage to property. Such insurance shall provide that the City is named as an additional insured

and that the City is notified no less than 30 days in advance of cancellation for any reason. The Contractor shall furnish the City with a copy of a Certificate of Insurance as a condition prior to performing services under this Agreement.

B. Contractor shall also obtain and maintain Workers' Compensation insurance, required by law, to provide coverage for Contractor's employees throughout the term of this Agreement. Contractor shall provide the City with evidence of its compliance with such requirement.

C. Contractor shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. The Contractor shall furnish the City with proof of insurance of Contractor's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

13. LIABILITY

The Contractor shall acknowledge full liability and responsibility for any claim for damages resulting from the services performed under this Agreement. The Contractor shall assume full liability and responsibility for any damages resulting to City buses, shelters and benches when bus wraps or pressure sensitive vinyl advertising is removed. Any damage repair or repainting to any City bus, shelters and benches caused by removing advertising is to be paid by the Contractor.

14. INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's performance under this Agreement as well as the performance

of Contractor's employees, agents, representatives and subcontractors.

15. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

16. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

17. RECORDS AND AUDIT

The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, detailed records that indicate the date, time and nature of services rendered. These records shall be subject to inspection by the City, the Department of Finance and Administration, and the State Auditor. The City shall have the right to audit the billing both before and after payment. Payment under this Agreement shall not foreclose the right of the City to recover excessive or illegal payments.

18. APPLICABLE LAW; CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the City of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the

laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

19. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

20. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and understandings have been merged into this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

21. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

22. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the

validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

23. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

CITY OF SANTA FE:
Public Works/Transit Division
Attn: Ike Pino
P.O. Box 909
Santa Fe, NM 87504

CONTRACTOR:
Templeton Marketing Services, Inc.
Attn: Don Templeton
6509 Mojave Ct., N.W
Albuquerque, New Mexico 87120

IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

CONTRACTOR:

JAVIER M. GONZALES, MAYOR

NAME AND TITLE

DATE: _____

DATE: _____

CRS# _____
City of Santa Fe Business
Registration # _____

ATTEST:

YOLANDA Y. VIGIL
CITY CLERK

APPROVED AS TO FORM:

KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

ADAM K. JOHNSON, FINANCE DIRECTOR

51400.471900
Business Unit Line Item

DISCUSSION ITEM

2 . YOUTH ID CARDS FOR 15-18 YEARS OF AGE

1 CITY OF SANTA FE, NEW MEXICO

2 RESOLUTION NO. 2008- 64

3 INTRODUCED BY:

4 C. Dominguez

5 Chris Abbott

6
7
8
9



10 A RESOLUTION

11 REQUESTING THAT THE TRANSIT DIVISION STAFF ESTABLISH A NO-COST BUS
12 PROGRAM THAT WOULD SERVE THE TRANSPORTATION NEEDS OF SANTA
13 FE'S YOUTH, 18 AND UNDER; AND REQUESTING THAT THE MAYOR'S YOUTH
14 ADVISORY BOARD, WITH THE ASSISTANCE OF COMMUNITY SERVICES STAFF
15 AND TRANSIT DIVISION STAFF MODIFY EXISTING ROUTES TO BETTER
16 ACCOMMODATE YOUTH, TAKING INTO CONSIDERATION DESIGNATED STOPS
17 AND APPROPRIATE SCHEDULES.

18
19 WHEREAS, there is a need to make the Santa Fe Trails Transit System ("Transit
20 System") more accessible for youth under the age of 18; and

21 WHEREAS, the 2007-2008 Needs Assessment Report of the Children and Youth
22 Commission cited transportation as a need for teens who would participate in more Children and
23 Youth funded activities if they had transportation to and from the programs; and

24 WHEREAS, with additional Transit System routes and no-cost bus passes, youth could
25 become more involved in Children and Youth funded programs, academic activities, extra

1 curricular activities, sports and employment; and

2 **WHEREAS**, the rising cost of gasoline makes it difficult for youth to be involved in such
3 programs and activities; and

4 **WHEREAS**, use of the Transit System would give youth a sense of independence
5 because they wouldn't have to rely on their parents to provide transportation; and

6 **WHEREAS**, families would save gas, money and time if their youth are using the
7 Transit System; and

8 **WHEREAS**, by making use of the Transit System as a young person, bus riding could
9 become a lifelong habit as well as an example for other family members to use the Transit
10 System; and

11 **WHEREAS**, currently the Transit System offers discounted fares for youth between the
12 ages of five through 17 as well as a three month (June, July and August) Y.E.S. (Youth Enjoying
13 Summer) pass for youth between six and 17; and

14 **WHEREAS**, year round no-cost bus passes would benefit the needs of youth in our
15 community.

16 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**
17 **CITY OF SANTA FE** that the Transit Division staff establish a no-cost bus program that would
18 serve the transit needs of all of Santa Fe's youth, 18 and under.

19 **AND BE IT FURTHER RESOLVED** that the Mayor's Youth Advisory Board, with the
20 assistance of Community Services staff and Transit Division staff modify existing routes to better
21 accommodate youth, taking into consideration designated stops and appropriate schedules.

22 **AND BE IT FURTHER RESOLVED** that such recommendations should also include
23 a process, developed by Transit staff, which designates the steps and documentation that would
24 be required in order to obtain a no-cost bus pass.

25 **AND BE IT FURTHER RESOLVED** that the process for adopting such routes and no-

1 cost bus passes shall comply with all applicable state laws and federal regulations.

2 PASSED, APPROVED, and ADOPTED this 30th day of July, 2008.

3

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David Coss

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DAVID COSS, MAYOR

6 ATTEST:

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Yolanda Y. Vigil
YOLANDA Y. VIGIL, CITY CLERK

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11 APPROVED AS TO FORM:

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Frank D. Katz
FRANK D. KATZ, CITY ATTORNEY

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mb/M/jpmb/2008 res/youth transit routes4

DISCUSSION ITEM

6. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS,
SANTA FE RIDE, AND SANTA FE PICK-UP

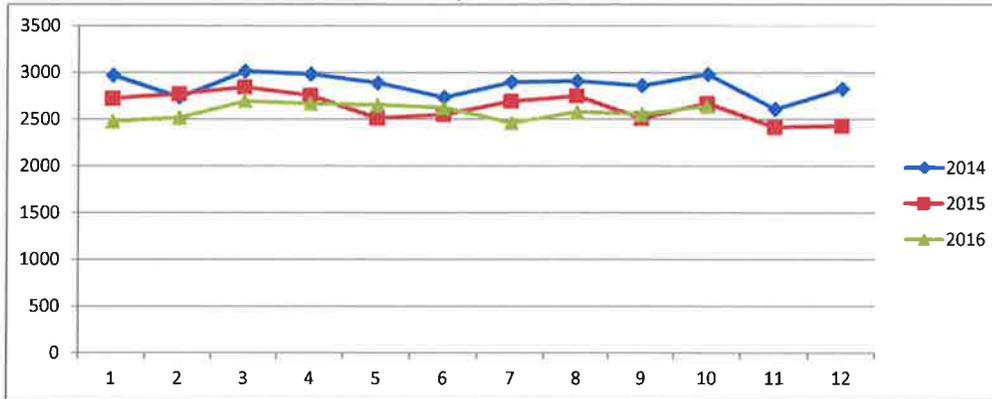


October 31, 2016

On-Time Performance

2012	On Time %	2013	On Time %	2014	On Time %	2015	On Time %	2016	On Time %
Jan-12	90.16	Jan-13	91.10	Jan-14	90.69	Jan-15	92.27	Jan-16	91.23
Feb-12	92.70	Feb-13	90.00	Feb-14	90.54	Feb-15	91.70	Feb-16	90.89
Mar-12	94.26	Mar-13	90.71	Mar-14	89.91	Mar-15	91.58	Mar-16	90.70
Apr-12	92.92	Apr-13	92.51	Apr-14	91.08	Apr-15	92.13	Apr-16	89.47
May-12	94.47	May-13	93.00	May-14	91.93	May-15	92.64	May-16	88.89
Jun-12	91.94	Jun-13	93.00	Jun-14	91.48	Jun-15	91.23	Jun-16	88.39
Jul-12	90.02	Jul-13	91.64	Jul-14	91.50	Jul-15	91.20	Jul-16	90.38
Aug-12	91.09	Aug-13	91.54	Aug-14	90.61	Aug-15	90.23	Aug-16	87.14
Sep-12	89.84	Sep-13	89.47	Sep-14	79.13	Sep-15	91.84	Sep-16	89.17
Oct-12	92.83	Oct-13	91.08	Oct-14	91.14	Oct-15	91.32	Oct-16	92.01
Nov-12	92.87	Nov-13	91.19	Nov-14	91.38	Nov-15	92.19	Nov-16	
Dec-12	90.74	Dec-13	89.81	Dec-14	91.09	Dec-15	91.64	Dec-16	

Santa Fe Ride Ridership



	2012	2013	2014	2015	2016
January	2827	2859	2971	2724	2480
February	2884	2750	2736	2771	2518
March	3116	2903	3013	2845	2695
April	3057	3132	2983	2756	2667
May	2850	2844	2890	2513	2656
June	2714	2812	2736	2552	2626
July	2750	3023	2900	2695	2464
August	2827	3223	2911	2753	2581
September	2662	3137	2861	2512	2558
October	2920	3229	2983	2672	2642
November	2748	2728	2609	2418	
December	2479	2733	2827	2432	
Annual Total	33834	35373	34420	31643	25887

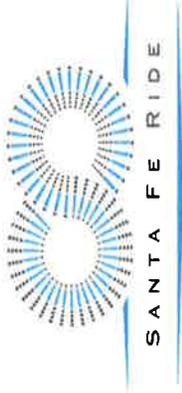
DISCUSSION ITEM

7. REPORT ON CUSTOMER/COMPLAINT SYSTEM



Comment/Complaint Report

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
20445	11/19/2016	11/19/2016	Telephone	Transit buses	G. O'Hara	24	Driver was rude	Appropriate action was taken	11/20/2016	Closed
20317	11/14/2016	11/14/2016	Telephone	Transit buses	J. Alarcon	2	Bus was running hot	In progress		
20312	11/14/2016	11/14/2016	Telephone	Transit buses	J. Duran	1	Bus was running hot	Appropriate action is pending	11/14/2016	Closed
20235	11/08/2016	11/08/2016	Telephone	Transit buses	J. Duran	1	Bus was running hot	Appropriate action is pending	11/08/2016	Closed
20162	11/03/2016	11/03/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	In progress		
20089	11/01/2016	11/01/2016	Telephone	Transit buses	J. Alarcon	6	Driver was rude	In progress		
20037	10/28/2016	10/28/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	Supervisor cleared up the matter with submitter	11/02/2016	Closed
19998	10/27/2016	10/27/2016	Telephone	SFPU	J. Duran	N/A	Careless driving	In progress		
19958	10/25/2016	10/25/2016	Telephone	Transit buses	J. Duran	1	Bus was running hot	In progress		
19957	10/25/2016	10/25/2016	Telephone	Transit buses	J. Alarcon	2	Bus was running hot	In progress		
19913	10/24/2016	10/24/2016	Telephone	Transit buses	A. Petry	2	Driver was rude and denied boarding	In progress		
19906	10/24/2016	10/24/2016	Telephone	Transit buses	G. O'Hara	2	Compliments on service and driving	Compliment was passed on to operator	10/27/2016	Closed
19903	10/24/2016	10/24/2016	Telephone	Transit buses	J. Duran	2	Aggressive driving	In progress		
19875	10/21/2016	10/20/2016	Telephone	Transit buses	J. Duran	6	Rider(s) missed at stop	In progress		
19865	10/20/2016	10/20/2016	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at stop	Rider(s) were not at a stop	10/27/2016	Closed
19858	10/19/2016	10/19/2016	Telephone	Transit buses	G. O'Hara	1	Rider misunderstood schedule	We walked him through it	10/26/2016	Closed
19849	10/19/2016	10/19/2016	Telephone	SFPU	G. O'Hara	N/A	Bus did not make a run at all	AVL playback shows the unit did perform the run	10/19/2016	Closed
19817	10/17/2016	10/17/2016	Telephone	SFPU	G. O'Hara	N/A	Driver was not helpful	Unable to determine operator	10/18/2016	Closed
19790	10/15/2016	10/15/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	In progress		
19789	10/15/2016	10/15/2016	Telephone	SFPU	G. O'Hara	N/A	Driver was rude	Unable to determine operator	10/18/2016	Closed
19776	10/14/2016	10/14/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Bus was not in service	10/18/2016	Closed
19765	10/13/2016	10/13/2016	Telephone	Transit buses	J. Duran	1	Driver ran stop sign	In progress		
19747	10/13/2016	10/07/2016	Telephone	Transit buses	J. Alarcon	2	Driver was rude and late	Complaint was unfounded	10/19/2016	Closed
19668	10/07/2016	10/07/2016	Telephone	Transit buses	J. Alarcon	2	Compliment for good service	Compliment was passed on to operator	10/07/2016	Closed
19636	10/06/2016	10/06/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	In progress		
19563	10/03/2016	10/03/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to verify complaint	10/04/2016	Closed
19542	10/03/2016	10/03/2016	Telephone	Transit buses	A. Petry	4	Rider(s) were refused boarding	In progress		



Comment/Complaint Report

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Description of Incident	Action Taken	Response Date	Type of Response
20490	11/22/16	11/22/16	Telephone	Santa Fe Ride	J. Saiz	Tripnot scheduled - CRS was rude	In progress		
20322	11/15/16	11/15/16	Telephone	Santa Fe Ride	S. Khalsa	Trip not scheduled	Client did not schedule a trip	11/15/2016	Closed
20311	11/14/16	11/14/16	Telephone	Santa Fe Ride	S. Khalsa	CSR was rude	Complaint is unfounded	11/14/2016	Closed
19995	10/27/16	10/27/16	Telephone	Santa Fe Ride	S. Khalsa	Driver caused a missed trip	In progress		
19914	10/24/16	10/24/16	Telephone	Santa Fe Ride	G. Salazar	Trip not entered into system	Supervisor resolved issue with submitter	10/27/2016	Closed
19742	10/13/16	10/12/16	Telephone	Santa Fe Ride	J. Saiz	Driver was not helpful	In progress		
19516	09/30/16	09/30/16	Telephone	Santa Fe Ride	G. Salazar	Trips entered incorrectly	Software error that is being corrected	10/07/2016	Closed
19444	09/28/16	09/14/16	Telephone	Santa Fe Ride	G. Salazar	Trips not entered	Error by CSR - coaching took place	09/29/2016	Closed
19319	09/22/16	09/20/16	Telephone	Santa Fe Ride	J. Saiz	Driver was not helpful	In progress		
19291	08/21/16	09/21/16	Telephone	Santa Fe Ride	J. Saiz	CSR entered incorrect time	In progress		
18864	09/01/16	09/01/16	Telephone	Santa Fe Ride	G. Salazar	Incorrect location entered	Audio log does not confirm complaint	09/19/2016	Closed
15987	04/27/16	04/27/16	Telephone	Santa Fe Ride	J. Saiz	Trip not entered into system	Unable to verify complaint	11/14/2016	Closed
15926	04/25/16	04/25/16	Telephone	Santa Fe Ride	J. Saiz	Trip not entered into system	Complaint is unfounded	11/14/2016	Closed

DISCUSSION ITEM

8. REPORT ON FLEET AND FACILITIES MAINTENANCE (THOMAS MARTINEZ)

FLEET AND FACILITIES MAINTENANCE REPORT

October-16

Preventive Maintenance Inspections Performed

Fixed Route Buses:	15
Paratransit Vehicles:	6
Pick-Up Vehicles:	1

Major Repairs Completed

Date	Unit #	Model	Description	Comments
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Accidents

7/19/2016	1503	Gillig	Hit in front	still in shop for repair
10/12/2016	1101	Gillig	hit from rear by 902	
10/12/2016	902	Passport	hit 1101 in rear	

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
08/01/2016		2145 Arboc	charging issue	repaired ECM was issue.

Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
04/01/2015	operations	start repaint on inside bldg.	completed 12 rooms

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
07/01/2016	all		Repainting all stops	
10/05/2016	all		replacing red info signs	