

ACTION SHEET
CITY COUNCIL COMMITTEE MEETING OF 01/28/15
ITEM FROM FINANCE COMMITTEE MEETING OF 01/20/15

ISSUE:

20. Request for Approval of a Resolution Declaring the Eligibility and Intent of the City of Santa Fe to Submit an Application to the New Mexico Department of Transportation for Federal Fiscal Year 2016 Section 5310 Program Funds For Enhanced Mobility of Seniors and Individuals With Disabilities Program. (Councilors Lindell and Bushee) (Ken Smithson)

Committee Review:

Public Works Committee (approved) 01/12/15
 City Council (scheduled) 01/28/15

Fiscal Impact – Yes

FINANCE COMMITTEE ACTION: APPROVED AS CONSENT ITEM

FUNDING SOURCE:

SPECIAL CONDITIONS OR AMENDMENTS

Add Councilor Maestas as co-sponsor.

STAFF FOLLOW-UP:

VOTE	FOR	AGAINST	ABSTAIN
COUNCILOR TRUJILLO	Excused		
COUNCILOR RIVERA	X		
COUNCILOR LINDELL	X		
COUNCILOR MAESTAS	X		
CHAIRPERSON DOMINGUEZ			

3-17-14

**ACTION SHEET
ITEM FROM THE
PUBLIC WORKS/CIP AND LAND USE COMMITTEE MEETING
OF
MONDAY, JANUARY 12, 2015**

ITEM 17

REQUEST FOR APPROVAL OF A RESOLUTION DECLARING THE ELIGIBILITY AND INTENT OF THE CITY OF SANTA FE TO SUBMIT AN APPLICATION TO THE NEW MEXICO DEPARTMENT OF TRANSPORTATION FOR FEDERAL FISCAL YEAR 2016 SECTION 5310 PROGRAM FUNDS FOR ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM (COUNCILOR LINDELL) (KEN SMITHSON)

PUBLIC WORKS COMMITTEE ACTION: APPROVED ON CONSENT

FUNDING SOURCE: DOT GRANT

SPECIAL CONDITIONS / AMENDMENTS / STAFF FOLLOW UP:

ADD COUNCILOR BUSHEE AS SPONSOR

VOTE	FOR	AGAINST	ABSTAIN
CHAIRPERSON TRUJILLO			
COUNCILOR BUSHEE	X		
COUNCILOR DIMAS	X		
COUNCILOR DOMINGUEZ	EXCUSED		
COUNCILOR RIVERA	X		

City of Santa Fe, New Mexico

LEGISLATIVE SUMMARY

Resolution No. 2015-____ NMDOT Section 5310 Projects

SPONSOR(S): Councilors Lindell, Bushee and Maestas

SUMMARY: The proposed resolution declares the eligibility and intent of the city of Santa Fe to submit an application to The New Mexico Department of Transportation for federal fiscal year 2016 Section 5310 program funds for enhanced mobility of seniors and individuals with disabilities program.

PREPARED BY: Rebecca Seligman, Legislative Liaison Assistant

FISCAL IMPACT: Yes

DATE: January 21, 2014

ATTACHMENTS: Resolution
FIR

1 **CITY OF SANTA FE, NEW MEXICO**

2 **RESOLUTION NO. 2015-____**

3 **INTRODUCED BY:**

4
5 Councilor Lindell

6 Councilor Patti Bushee

7 Councilor Joseph Maestas

8
9
10 **A RESOLUTION**

11 **DECLARING THE ELIGIBILITY AND INTENT OF THE CITY OF SANTA FE TO**
12 **SUBMIT AN APPLICATION TO THE NEW MEXICO DEPARTMENT OF**
13 **TRANSPORTATION FOR FEDERAL FISCAL YEAR 2016 SECTION 5310 PROGRAM**
14 **FUNDS FOR ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH**
15 **DISABILITIES PROGRAM.**

16
17 **WHEREAS**, the City of Santa Fe, New Mexico has the legal authority to apply for, receive
18 and administer federal funds; and,

19 **WHEREAS**, the City of Santa Fe is submitting an application for Federal Fiscal Year 2016
20 (FFY16) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program funds
21 in the amount of \$154,267, as set forth by the Federal legislation, Moving Ahead for Progress in the
22 21st Century (MAP-21); and,

23 **WHEREAS**, the vehicle procurement named in the Section 5310 application is an eligible
24 project under MAP-21; and,

25 **WHEREAS**, the City of Santa Fe acknowledges availability of the required local match of 20

1 percent; and

2 **WHEREAS**, when purchasing capital using a state approved price agreement, the City of
3 Santa Fe will make a check to the awarded vendor for the 20 percent local match and send the check
4 to the New Mexico Department of Transportation (NMDOT) Transit and Rail Division; and, at
5 delivery, the check is given to the vendor and NMDOT is billed for the difference; and,

6 **WHEREAS**, the City of Santa Fe agrees to pay any costs that exceed the project amount if
7 the application is selected for funding; and,

8 **WHEREAS**, the City of Santa Fe agrees to maintain all capital acquired with Section 5310
9 funds for the useable life of the project.

10 **NOW, THEREFORE BE IT RESOLVED BY THE GOVERNING BODY OF THE**
11 **CITY OF SANTA FE, NEW MEXICO** that:

12 1. The City of Santa Fe authorizes staff to submit an application for FFY16 Section 5310
13 funds in the amount of \$154,267 to NMDOT on behalf of the residents of the city of Santa Fe.

14 2. That the City of Santa Fe assures the NMDOT that if Section 5310 funds are awarded,
15 sufficient funding for the local match is available; a check to the awarded vendor for the local match
16 will be sent to NMDOT; and that any costs exceeding the award amount will be paid for by City of
17 Santa Fe.

18 3. That the City of Santa Fe assures the NMDOT that if awarded Section 5310 funds,
19 sufficient funding for the operation and maintenance of the Section 5310 capital will be available for
20 the life of the project.

21 4. That staff with the City of Santa Fe is authorized to enter into a Cooperative Project
22 Agreement with the NMDOT for Section 5310 projects using these funds as set forth by MAP-21 on
23 behalf of the residents of City of Santa Fe. City staff is also authorized to submit additional
24 information as may be required and act as the official representative of the City of Santa Fe in this
25 and subsequent related activities.

1 5. That the City of Santa Fe assures the NMDOT that the City of Santa Fe is willing and able
2 to administer all activities associated with the proposed project.

3 PASSED, ADOPTED, AND APPROVED this _____ day of _____ 2015.

4
5
6 _____
7 JAVIER M. GONZALES, MAYOR

8 ATTEST:

9
10 _____
11 YOLANDA Y. VIGIL, CITY CLERK

12 APPROVED AS TO FORM:

13 
14 _____
15 KELLEY A. BRENNAN, CITY ATTORNEY

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24
25 *M/Legislation/2015 Resolutions/ NMDOT – Section 5310 Projects_KS_123014*

City of Santa Fe Fiscal Impact Report (FIR)

This Fiscal Impact Report (FIR) shall be completed for each proposed bill or resolution as to its direct impact upon the City's operating budget and is intended for use by any of the standing committees of and the Governing Body of the City of Santa Fe. Bills or resolutions with no fiscal impact still require a completed FIR. Bills or resolutions with a fiscal impact must be reviewed by the Finance Committee. Bills or resolutions without a fiscal impact generally do not require review by the Finance Committee unless the subject of the bill or resolution is financial in nature.

Section A. General Information

(Check) Bill: _____ Resolution: X
(A single FIR may be used for related bills and/or resolutions)

Short Title(s): A RESOLUTION DECLARING THE ELIGIBILITY AND INTENT OF THE CITY OF SANTA FE TO SUBMIT AN APPLICATION TO THE NEW MEXICO DEPARTMENT OF TRANSPORTATION FOR FEDERAL FISCAL YEAR 2016 SECTION 5310 PROGRAM FUNDS FOR ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM.

Sponsor(s): Councilors Lindell, Bushee and Maestas
Reviewing Department(s): Transportation
Person Completing FIR: Ken Smithson Date: 12/17/2014 Phone: 955-2223

Reviewed by City Attorney: Kelly A. Brennan Date: 1/2/15
(Signature)

Reviewed by Finance Director: [Signature] Date: 1-14-2015
(Signature)

Section B. Summary

Briefly explain the purpose and major provisions of the bill/resolution.
 The resolution authorizes staff to submit an application for FFY16 Section 5310 funds in the amount of \$154,267 to the New Mexico Department of Transportation (NMDOT) to purchase replacement vehicles for the Santa Fe Ride program.

Section C. Fiscal Impact

Note: Financial information on this FIR does not directly translate into a City of Santa Fe budget increase. For a budget increase, the following are required:

- a. The item must be on the agenda at the Finance Committee and City Council as a "Request for Approval of a City of Santa Fe Budget Increase" with a definitive funding source (could be same item and same time as bill/resolution)
- b. Detailed budget information must be attached as to fund, business units, and line item, amounts, and explanations (similar to annual requests for budget)
- c. Detailed personnel forms must be attached as to range, salary, and benefit allocation and signed by Human Resource Department for each new position(s) requested (prorated for period to be employed by fiscal year)*

1. Projected Expenditures:

- a. Indicate Fiscal Year(s) affected – usually current fiscal year and following fiscal year (i.e., FY 03/04 and FY 04/05)
- b. Indicate: "A" if current budget and level of staffing will absorb the costs
"N" if new, additional, or increased budget or staffing will be required
- c. Indicate: "R" – if recurring annual costs
"NR" if one-time, non-recurring costs, such as start-up, contract or equipment costs
- d. Attach additional projection schedules if two years does not adequately project revenue and cost patterns
- e. Costs may be netted or shown as an offset if some cost savings are projected (explain in Section 3 Narrative)

_____ Check here if no fiscal impact

Column #:	1	2	3	4	5	6	7	8
	Expenditure Classification	FY 2016/17 "N"	"A" Costs Absorbed or "N" New Budget Required	"R" Costs Recurring or "NR" Non-recurring	FY _____	"A" Costs Absorbed or "N" New Budget Required	"R" Costs - Recurring or "NR" Non-recurring	Fund Affected
	Personnel*	\$ _____	_____	_____	\$ _____	_____	_____	_____
	Fringe**	\$ _____	_____	_____	\$ _____	_____	_____	_____
	Capital Outlay	\$192,834	_____	NR	\$ _____	_____	_____	_____
	Land/ Building	\$ _____	_____	_____	\$ _____	_____	_____	_____
	Professional Services	\$ _____	_____	_____	\$ _____	_____	_____	_____
	All Other Operating Costs	\$ _____	_____	_____	\$ _____	_____	_____	_____
	Total:	\$192,834	_____	_____	\$ _____	_____	_____	_____

* Any indication that additional staffing would be required must be reviewed and approved in advance by the City Manager by attached memo before release of FIR to committees. **For fringe benefits contact the Finance Dept.

2. Revenue Sources:

- a. To indicate new revenues and/or
- b. Required for costs for which new expenditure budget is proposed above in item 1.

Column #:	1	2	3	4	5	6
	Type of Revenue	FY 2016/17	"R" Costs Recurring or "NR" Non-recurring	FY _____	"R" Costs - Recurring or "NR" Non-recurring	Fund Affected
	DOT grant	\$154,267	NR	\$ _____	_____	_____
	NMFA loan	\$ 38,567	NR	\$ _____	_____	_____
	_____	\$ _____	_____	\$ _____	_____	_____
	Total:	\$192,834	_____	\$ _____	_____	_____

3. Expenditure/Revenue Narrative:

Explain revenue source(s). Include revenue calculations, grant(s) available, anticipated date of receipt of revenues/grants, etc. Explain expenditures, grant match(s), justify personnel increase(s), detail capital and operating uses, etc. (Attach supplemental page, if necessary.)

Section 5310 is a Federal Transit Administration program administered by NMDOT to enhance the mobility of seniors and individuals with disabilities. Funds from this program may be used to acquire capital for the provision of transportation service to the target groups. This is an application for FFY 2016 funds, which will be available on or about October 1, 2015. There is a 20 percent local match requirement in the amount of \$38,567, which will be funded from the remaining balance of the Public Project Revolving Fund loan from New Mexico Finance Authority, after closing costs, counsel fees and the purchase order for new transit buses.

Section D. General Narrative

1. Conflicts: Does this proposed bill/resolution duplicate/conflict with/companion to/relate to any City code, approved ordinance or resolution, other adopted policies or proposed legislation? Include details of city adopted laws/ordinance/resolutions and dates. Summarize the relationships, conflicts or overlaps.

None of which staff is aware.

2. Consequences of Not Enacting This Bill/Resolution:

Are there consequences of not enacting this bill/resolution? If so, describe.

The City of Santa Fe will not be considered for the FFY 2016 round of Section 5310 program funds and will have to delay the replacement of aging Santa Fe Ride vehicles that have exceeded their useful life in transit service. Aging vehicles lead to higher maintenance costs and potential disruptions in paratransit service due to increasingly unreliable vehicles.

3. Technical Issues:

Are there incorrect citations of law, drafting errors or other problems? Are there any amendments that should be considered? Are there any other alternatives which should be considered? If so, describe.

None of which staff is aware.

4. Community Impact:

Briefly describe the major positive or negative effects the Bill/Resolution might have on the community including, but not limited to, businesses, neighborhoods, families, children and youth, social service providers and other institutions such as schools, churches, etc.

The resolution enables the City to apply for and be considered for capital improvement funds sooner rather than later to replace paratransit vehicles that have exceeded their useful life in transit service; thereby adhering to the Transit Division's vehicle replacement plan and sustaining Santa Fe Ride's high quality of service for the senior and disabled populations who are eligible for this specialized service.

Form adopted: 01/12/05; revised 8/24/05; revised 4/17/08

City of Santa Fe, New Mexico

memo

DATE: December 29, 2014

TO: Public Works Committee

THRU: Isaac Pino, Public Works Director
Jon Bulthuis, Transportation Department Director ~~JS~~

FROM: Ken Smithson, Director of Operations and Maintenance ~~KS~~

SUBJECT: Request for Approval to Submit an Application to the New Mexico Department of Transportation for Federal Fiscal Year 2016 Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program Funding; Including a Resolution Declaring the Eligibility and Intent of the City of Santa Fe in this Matter

ITEM

The New Mexico Department of Transportation (NMDOT) has put out a call for projects for Federal Fiscal Year 2016 Section 5310 program funding. This program provides capital funding specifically to enhance the mobility of seniors and individuals with disabilities. Since Santa Fe Ride primarily provides trips for both seniors and individuals with disabilities, we wish to apply for capital funding to replace aging paratransit vehicles that have exceeded their useful life in transit service.

NMDOT has issued a statewide price agreement for transit vehicles, from which we may select suitable replacement vehicles for the paratransit service. There is a 20 percent local match requirement for all capital purchases using Section 5310 funding.

The local match for these vehicles will be funded from the remaining balance (\$219,366) from the Public Project Revolving Fund loan from New Mexico Finance Authority, after closing costs, counsel fees and the purchase order for seven new Gillig buses.

ACTION REQUESTED

Recommend to the Finance Committee to approve an application to the New Mexico Department of Transportation for Federal Fiscal Year 2016 Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program funding; including a resolution declaring the eligibility and intent of the City of Santa Fe in this matter.

Section 5310 Program Funds

December 29, 2014

Page 2

ATTACHMENTS

Section 5310 – FY 16 Application

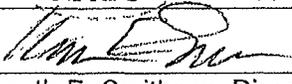
Resolution of Sponsorship

Financial Impact Report (FIR)

**SECTION 5310 - FY 16 APPLICATION
ENHANCED MOBILITY OF SENIORS AND
INDIVIDUALS WITH DISABILITIES**

October 1, 2015 - September 30, 2016

I. Applicant Information

Organization:	City of Santa Fe - Santa Fe Trails
Contact Person Name and Title:	Ken Smithson, Director of Operations and Maintenance
Mailing Address:	2931 Rufina St.
City, State, ZIP:	Santa Fe, NM 87507
Physical Address:	2931 Rufina St.
Phone and Cell Numbers:	(505) 955-2223 / (505) 469-0304
FAX Number:	(505) 955-2020
E-mail Address: (Required)	kesmithson@santafenm.gov
Regional Planning Organization: (circle one)	NERPO MRRPO SERPO SWRPO NPRPO NWRPO SCRPO
Applicant Signature and Date Signed:	 12-29-14
Please Print Name and Title:	Kenneth E. Smithson, Director of Operations and Maintenance
DUNS Number	069420818

II. Summary of Budget Request

Please enter the dollar amount of and a description of the vehicle(s) you wish to purchase below.
[NOTE: Section 5310 grants are for capital (vehicles) only]

	Total	Federal Share	Local Share
*Capital (80/20) - 3 minivans	\$192,834	\$154,267	\$38,567
TOTAL	\$192,834	\$154,267	\$38,567

Capital Breakdown

Capital to vendor			
List vendor if utilizing Capital to Vendor process			
*TOTAL should equal 'Capital' amt. above	\$192,834	\$154,267	\$38,567

Capital to Vendor - When you purchase capital using a state approved price agreement. You will make a check to the awarded vendor for the 20% local share, and send the check to NMDOT's Transit and Rail Division. At delivery, your check is given to the vendor, and NMDOT is billed for the difference.

Capital to Subgrantee – When you purchase any approved capital item that that is not on a state price agreement, including large buses, radios, and other requested capital. You will initially pay 100% of the purchase. Upon submitting the appropriate documentation to the Transit and Rail Division, you will be reimbursed 80%.

THIS IS NOT AVAILABLE FOR NON-PROFIT ORGANIZATIONS

III. Financial Information

A) CAPITAL BUDGET

ELIGIBLE CAPITAL COSTS

ITEM DESCRIPTION	2014 ACTUAL EXENDITURES	2015 APPROVED BUDGET	2016 PROJECTED EXPENDITURES
3-01-20 Radios & Base Stations			
3-01-25 Other Capital Expenses			192,834
3-01-40 Surveillance System			
3-01-45 15 Passenger Van (W/Lift)			
3-01-50 15 Passenger Van (W/O Lift)			
3-01-60 Mobile Radios			
TOTAL ELIGIBLE COSTS	0	0	192,834

LOCAL SHARE SOURCES (specify)

Public Projects Revolving Fund			38,567
TOTAL LOCAL SHARE (20%)	0	0	38,567

FEDERAL SHARE (80%)	0	0	154,267
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B) OPERATING BUDGET: INFORMATION PROVIDED IN THE SPACE BELOW IS USED TO GET A BASELINE OF OPERATING FUNDS THAT YOU PROVIDE TO YOUR 5310 ELIGIBLE PROGRAM.

THESE FUNDS ARE NOT DIRECTLY RELATED TO THE CAPITAL GRANT YOU ARE APPLYING FOR.

ITEM DESCRIPTION	2014 ACTUAL EXENDITURES	2015* APPROVED BUDGET	2016 PROJECTED EXPENDITURES
Drivers Salaries/Fringe Benefits	456,925	541,995	541,995
Support Staff/Fringe Benefits	494,926	494,926	494,926
Fuel, Lubricants, Tires	56,714	71,396	71,396
Maintenance	0	18,200	18,200
Insurance	0	7,391	7,391
Other (Please explain) postage/printing/ travel, etc	7,110	13,500	13,500
TOTAL TRANSPORTATION	1,015,675	1,147,408	1,147,408

NON-TRANSPORTATION	0	0	0
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TOTAL EXPENDITURES	1,015,675	1,147,408	1,147,408
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* Prorate expenditures to end of the current fiscal year

1. Please list all other non-transportation services your agency provides.

None

2. Please list all funding sources and amounts received for both general budget and transportation budget.

(FY 2013/14)

Farebox Recovery - \$140,000
Interest Income - \$736
US Dept. of Transportation - \$268,293
Operating Transfers In - \$574,436
Interfund Transfers In - \$56,188

3. Why do you need this equipment (check all that apply)?

a.	<input checked="" type="checkbox"/>	Replace existing vehicle(s) (LIST VIN, TYPE, MILEAGE, AND AGE OF EACH VEHICLE)
b.	<input type="checkbox"/>	Establish service to new area
c.	<input type="checkbox"/>	Add wheelchair capacity to existing vehicles
d.	<input type="checkbox"/>	Increase number of vehicles available for demand responsive service
e.	<input type="checkbox"/>	Decrease vehicle size for service
f.	<input type="checkbox"/>	Increase vehicle size for service
g.	<input type="checkbox"/>	Improve passenger access to service

1GBDV13W08D211846	Chevrolet Uplander (minivan)	141,070	2008
1GBDV13W68D212032	Chevrolet Uplander (minivan)	153,906	2008
1FTSS34LX6DA88890	Ford E350 (passenger van)	128,925	2006

State price agreement for vehicles is available at this time (Web link to price agreement number)
 Low Floor - http://dot.state.nm.us/content/dam/nmdot/Transit_Rail/LowFloorBus01-805-00-05591.pdf
 Paratransit - http://dot.state.nm.us/content/dam/nmdot/Transit_Rail/ParatransitVan04-805-00-05591.pdf

Agencies have two options (1) Order vehicle(s) from approved price agreement (Web link above) and (2) Implement your own competitive bid procurement process

Description, quantity, and cost of capital items to be purchased:

Refer to Section 3-01-00-Capital Costs

Three (3) MV-1 minivans with CNG conversion, \$192,834

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C) Please provide and check item:

- 1- ___ Copy of Articles of Incorporation
- 2- ___ Copy of 501(c) 3 Certification
- 3- x Copy of most current audit CAFR cover page and associated Form SF-SAC attached
- 4- ___ If transit-related audit findings occurred, copy of corrective action response submitted to auditor.
- 5- ___ If a non-profit organization (first time applicants only), copy of procurement procedures that comply with FTA Circular 4220.

http://www.fta.dot.gov/legislation_law/12349_16011.html

IV. Program Description

A) The service you provide or intend to provide will be (check all that applies):

	Fixed route
	Modified fixed route
<u>x</u>	Demand responsive
	Section 5310

B) This request for funding will (check all that apply):

	start up new services
	reduce service from current level
<u>x</u>	maintain service at current level
	expand existing service to additional areas

C) If applicable, please briefly describe the new or expanded service.

N/A

D) Is the program included in the RPO/MPO Coordinated Public Transit Human Services Transportation Plan?

<u>x</u>	YES
	NO

E) 5310 Program

Number of one-way passenger trips per month	
Elderly (non-disabled)	121
Disabled (including elderly)	3,590
General Public	0
TOTAL	3,711
Number of unduplicated persons transported per month	Unknown, as only unlinked passenger trips are tracked.

E. Please provide and check:

1- Map of Service Area (on 8 1/2 X 11 page) Attached

VI. Ridership and Transit System Statistics

A) Complete years that are applicable

Line #	Category	2013	2014	2015* Projected
1	Annual Ridership	42,875	44,448	44,547
2	Annual Mileage	259,628	271,442	274,851
3	Annual Vehicle Hours	26,223	24,606	23,739

* Prorate statistics to end of FY.

VII. Vehicle Inventory – include all vehicles Information for each

vehicle is extended to the next page. Please add additional sheets if necessary.

#	Make/Model	Year	Mileage	VIN #	Status (R = regular service, B = backup, S = spare)	Ambulatory/ Walk-On Psgr. Capacity.	Last Preventive Maint. Date	Wheel-chair Spaces (# of, or 0)	Lift / Ramp Equipment? (yes or no)	Condition (E = excellent, G = good, F = fair, P = poor)	Grant Source of Funding (e.g. 5310 FY09)	Estimated Replacement Date
1	Honda Civic	2012	37,234	19XFB5F55CE003055	R	5	9/14	0	No	E	5309, FY12	12/17
2	Honda Civic	2012	40,384	19XFB5F59CE003236	R	5	11/14	0	No	E	5309, FY12	12/17
3	Honda Civic	2012	38,427	19XFB5F54CE003239	R	5	9/14	0	No	E	5309, FY12	12/17
4	Honda Civic	2012	31,243	19XFB5F50CE003447	R	5	10/14	0	No	E	5309, FY12	12/17
5	VPG MV-1	2012	53,207	523MF1B68CM100393	R	4	10/14	1	Yes	E	5309, FY12	02/17
6	VPG MV-1	2012	49,445	523MF1B69CM100435	R	4	10/14	1	Yes	E	5309, FY12	02/17
7	Ford Versa Shuttle	2011	68,409	1FTDS3EL6CDA02672	R	10	10/14	1	Yes	G	5309, FY12	11/16
8	Ford Versa Shuttle	2011	67,070	1FTDS3EL8CDA02673	R	10	9/14	1	Yes	G	5309, FY12	11/16
9	Chevrolet Uplander	2008	141,070	1GBDV13W08D211846	R	3	10/14	1	Yes	F	3037, FY09	03/13
10	Chevrolet Uplander	2008	153,906	1GBDV13W68D212032	R	3	10/14	1	Yes	F	3037, FY09	03/13
11	ARBOC Spirit of Mobility	2013	11,500	1GB6G5BG7D1153038	B	6	9/14	3	Yes	E	N/A	10/18
12	VPG MV-1	2012	17,677	523MF1B62CM101233	R	4	10/14	1	Yes	E	5309, FY14	11/18
13	VPG MV-1	2012	18,196	523MF1B61CM101546	R	4	10/14	1	Yes	E	5309, FY14	11/18
14	Ford E350	2004	126,705	1FTSS34L74HB48646	S	10	9/14	1	Yes	F	N/A	09/09
15	Ford E350	2004	150,760	1FTSS34L94HB48647	S	10	8/14	1	Yes	F	N/A	09/09
16	Honda Civic	2008	93,840	1HGFA46518L000313	R	5	6/14	0	No	G	N/A	02/13
17	Honda Civic	2008	128,186	1HGFA46598L000317	R	5	5/14	0	No	G	N/A	02/13
18	Ford E350	2006	128,925	1FTSS34LX6DA88890	S	10	9/14	1	Yes	F	N/A	08/11
19												
20												
21												
22												

(cont.) VII. Vehicle Inventory – include all vehicles

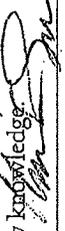
#	Category	Length	Approx GVW	# of Seats	Average Cost	Minimum Life		Vehicle /w Gas	Vehicle /w Diesel (D) or Alternative fuel (A)	Maturity Date
						Year	Miles			
1	Sedan	16	3,814	5	26,460	5	150K		A	12/17
2	Sedan	16	3,814	5	26,460	5	150K		A	12/17
3	Sedan	16	3,814	5	26,460	5	150K		A	12/17
4	Sedan	16	3,814	5	26,460	5	150K		A	12/17
5	Minivan	17	5,842	4	55,098	5	150K		A	02/17
6	Minivan	17	5,842	4	55,098	5	150K		A	02/17
7	Pass. van	21	9,400	10	36,274	5	150K	G		11/16
8	Pass. van	21	9,400	10	36,274	5	150K	G		11/16
9	Minivan	18	5,842	3	32,320	4	100K	G		03/13
10	Minivan	18	5,842	3	32,320	4	100K	G		03/13
11	Cutaway	24	14,200	6	147,868	5	150K		A	10/18
12	Minivan	17	5,842	4	54,950	5	150K		A	11/18
13	Minivan	17	5,842	4	54,950	5	150K		A	11/18
14	Pass. van	21	9,400	10	30,539	5	150K	G		09/09
15	Pass. van	21	9,400	10	30,539	5	150K	G		09/09
16	Sedan	16	3,814	5	25,885	5	150K		A	02/13
17	Sedan	16	3,814	5	25,885	5	150K		A	02/13
18	Pass. van	21	5,842	10	N/A	5	150K	G		08/11
19										
20										
21										
22										

VII. Other Fixed Assets: N/A

Transit-related items purchased with FTA funds that have been purchased within the last five years and have not been disposed. (Please add additional sheets if necessary)

#	Year purchased	Description of Item	Physical Location (if mobile item-M)	Item Assigned to (Name)	Purchase Date	Make	Model Serial #	Purchase Price	IFARRA-A
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

CERTIFICATION: I certify that the information given in Section VII of this application is complete, accurate, and true to the best of my knowledge.

Signature:  Title: Director of Operations and Maintenance

VIII. Civil Rights

- A. Please provide a list of any active law suits or complaints naming your organization/agency with alleged discrimination on the basis of race, color, sexual preference, or national origin with respect to service or other transit benefits. If there have not been any lawsuits or complaints, please respond "NONE."

NONE

- B. Also provide a summary of all civil rights compliance review activities conducted during the last three (3) years. The summary shall include:

1. Purpose or reason for review;
2. Name of organization performing the review;
3. Summary of findings and recommendations of the review; and
4. Report on the findings and recommendations of the review.

Please respond "N/A" if not applicable.

N/A

- C. Finally, provide a list of any additional transit related funds or applications currently in place, which will supplement this grant. Please respond "N/A" if not applicable. (Describe any funds you already have that you plan to use to supplement this grant, and describe any applications you have made for funds to supplement this grant).

N/A

IX. Program Coordination

- A. Please attach a description of your efforts to coordinate service with other organizations (i.e. senior centers or other §5310 providers, local governments, etc.)

The City of Santa Fe has a seat on the North Central Regional Transit District board of directors, and submits an annual service plan for approval by the board. Transit Division staff also participates in regional service planning sponsored by the New Mexico Department of Transportation – Transit and Rail Division, as well as the Coordinated Public Transit – Human Services Transportation Plan for the Santa Fe area.

- B. Please document when and where your public notice appeared and discuss the responses received. Attach a copy of your affidavit of public notice of your intent to apply for federal funds here.

Affidavit of publication in Santa Fe New Mexican on 12/17/2014 attached. No comments or requests for public hearing received.

- C. Please check all that apply and provide copy:

ALL APPLICANTS MUST PROVIDE THE FOLLOWING:	
x	- Municipal, or Board, or Council: Letter of Resolution of Support including dollar amount for local match
x	- Copy of Affidavit of Public Notice of Agency's Intent to Apply for Federal Funds

Please mark as "N/A" if not applicable.

- D. Please check all that apply and provide copy:

IF AGENCY HAS PUBLIC HEARING PROVIDE THE FOLLOWING:	
N/A	- Copy of Published Public Hearing Notice
N/A	- Affidavit of Publication of Public Hearing Notice
N/A	- Minutes of Public Hearing, Copies of Exhibits and Written Statements

X. Program Justification

Please attach an essay no longer than five pages. The Operations Profile in Section XI will not be counted as part of these five pages. Explain in detail the need for this program. Please include any changes or expansions in your program and tie them to your budget request. Please include your mission statement, goals and objectives for your program for this Application Year.

In addition to the fixed route service, Santa Fe Trails also provides ADA complementary paratransit service, as required by Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations. This is "origin to destination" transportation service for persons with disabilities who cannot use the regular bus service, and is provided within the entire Santa Fe city limits and ¼ mile from all fixed routes operating outside the city limits. It is primarily curb to curb service, but door to door service is provided upon request to fulfill the origin-to-destination intent of ADA. This service is provided during the same days and hours of operation of the fixed route service.

Individuals who wish to be considered for this service are required to complete an application, have the information verified by a medical professional, and be certified by Santa Fe Trails staff as "ADA paratransit eligible." The cost for this service is \$2.00 for each one-way trip, which is no more than twice the base fare on the fixed route service, per DOT ADA. Seniors 65 years of age and older may also qualify for non-ADA service by providing proof of age and registering with Santa Fe Trails. There is a premium cost of \$5.00 for seniors for each one-way trip.

This request will enable the replacement of aging paratransit vehicles that have exceeded their useful life in transit service.

XI. Operations Profile Attached

(Items to be included)

1. Table of Contents
2. Organizational Structure
3. Mission Statement
4. Brief Description of Transit Program
 - a. Service area
 - b. Route design
 - c. Schedule (days and hours of operation)
 - d. Fare structure (amounts, how set and by whom?)
 - e. Advertising/marketing
5. Administrative Employees
 - a. Title and job description
 - b. Appearance and conduct
 - c. Training plan
6. Qualified Drivers and Dispatchers
 - a. Hiring procedure
 - b. Background check
 - c. Driver record
 - d. Valid drivers license
 - e. Training plan
 - f. Job description
 - g. Appearance and conduct
7. Vehicle fleet
 - a. Number of vehicles with NMDOT lien
 - b. Number of vehicles with no NMDOT lien
 - c. Maintenance schedules
 - d. Inspection procedures
 - e. Vehicle replacement
8. Accident/Incident Reporting Procedures
 - a. Insurance forms in vehicle
 - b. Accident/incident reporting forms in vehicle
9. Passenger policy and procedure

XII. Checklist

THE FOLLOWING ITEMS MUST BE INCLUDED WITH THIS APPLICATION. SHOULD ANY OF THESE ITEMS BE MISSING OR INCOMPLETE, THE APPLICATION MAY BE REJECTED BY THE NEW MEXICO DEPARTMENT OF TRANSPORTATION. THIS CHECKLIST MUST BE SUBMITTED WITH THE APPLICATION. DO NOT LEAVE ANY ITEMS BLANK.

(MARK AS "N/A" IF NOT APPLICABLE)

SECTION	DESCRIPTION	CHECK ✓
I	Applicant Information (signed)	✓
II	Summary of Budget Request	✓
III	Financial Information	
	A. - Capital Budget	✓
	B. - Operating Budget	✓
	C. - Provide the following:	
	1 - Copy of Articles of Incorporation	
	2 - Copy of 501(c)3 Certification	
	3 - Copy of most current audit	✓
	4 - If transit-related audit findings occurred, copy of corrective action response submitted to auditor	
	5 - If non-profit organization, copy of procurement procedures that comply with FTA Circular 4220.IF	
IV	Program Description	✓
V	Description of Service Area	
	- complete demographic information	✓
	- provide Map of Service Area (on 8 1/2 X 11 page)	✓
VI	Ridership and Transit System Statistics	✓
VII	Vehicle Inventory (include all vehicles) and Other Fixed Assets	
	- complete all vehicle and transit-related inventory lists	✓
	- sign Inventory Certification	✓
VIII	Civil Rights	✓
IX	Project Coordination	
	- Municipal - Board - Council: Letter of Resolution of Support	✓
	- Copy of your affidavit of public notice of your intent to apply for federal funds	✓
	<i>If Applicable:</i>	
	- Copy of Published Public Hearing Notice	
	- Affidavit of Publication of Public Hearing Notice	
	- Minutes of Public Hearing, Copies of Exhibits, and Written Statements	
X	Program Justification	✓
XI	Operations Profile	✓
XII	Checklist	✓

Mail one application with original signature and ONE ADDITIONAL copy (total two copies) postmarked no later than Friday, **SEPTEMBER 5, 2014**. Applications postmarked after this date will not be considered. Fax and e-mail copies of your application will not be accepted.

Please be aware that if your application is selected for funding, you will be required to submit signed copies of the FTA Certifications and Assurances and the FTA Civil Rights Reporting Form.



City of Santa Fe, New Mexico

**COMPREHENSIVE ANNUAL
FINANCIAL REPORT**

For the Year Ended June 30, 2013

09/17/2013

ACTING AS COLLECTING AGENT FOR OFFICE OF MANAGEMENT AND BUDGET

GENERAL INFORMATION

REPORTID: 562356 VERSION:1

1. Fiscal Period End Date

6/30/2013

2. Type of Circular A-133 Audit

Single Audit

3. Audit Period Covered

Annual

If Audit Period Other, Number of months

4. Auditee Identification Numbers

a. Auditee Employer Identification Number (EIN)

85-6000168

d. Auditee Data Universal Numbering System (DUNS) Number

06-942-0818

b. Are multiple EINS covered in this report?

No

e. Are multiple DUNS covered in this report?

No

If Yes, the additional EINS are listed on

Additional EINS

If Yes, the additional DUNS are listed on

Additional DUNS

5. AUDITEE INFORMATION

a. Auditee Name

CITY OF SANTA FE, NEW MEXICO

6. PRIMARY AUDITOR INFORMATION

a. Audit Firm / Organization Name

ATKINSON & CO., LTD

b. Audit Firm / Organization EIN

85-0211867

b. Auditee Address (Number and street)

200 LINCOLN AVENUE

c. Audit Firm / Organization Address (Number and street)

6501 AMERICAS PARKWAY NE, SUITE 700

Auditee City

SANTA FE

Auditor Firm/Organization City

ALBUQUERQUE

Auditee State

NM

Auditor Firm/Organization State

NM

Auditee ZIP Code

87504

Auditor Firm/Organization ZIP Code

87110

c. Auditee Contact Name

TERESITA GARCIA

d. Primary Auditor Name

SARAH BRACK

Auditee Contact Title

ASSISTANT FINANCE DIRECTOR

Primary Auditor Title

AUDIT MANAGER

d. Auditee Contact Telephone

(505)955-6532

e. Primary Auditor Contact Telephone

(505)843-6492

e. Auditee Contact Fax

(505)955-6745

f. Primary Auditor Contact Fax

(505)843-6817

f. Auditee Contact E-mail

TMGARCIA@CI.SANTA-FE.NM.US

g. Primary Auditor Contact E-mail

SBRACK@ATKINSONCPA.COM

7. Was a secondary auditor used?

No

8. If Yes, the additional auditors are listed on

Secondary Auditors

FINANCIAL STATEMENTS SUMMARY

1.Type of audit report

Unmodified

2. Is a 'going concern' emphasis-of-matter paragraph included in the audit report?

No

3. Is a significant deficiency disclosed?

Yes

4. Is a material weakness disclosed?

No

5. Is a material noncompliance disclosed?

Yes

FEDERAL PROGRAMS SUMMARY

1. Does the auditor's report include a statement that the auditee's financial statements include departments, agencies, or other organizational units expending \$500,000 or more in Federal awards that have separate A-133 audits which are not included in this audit? (AICPA Audit Guide)

No

2. What is the dollar threshold to distinguish Type A and Type B programs? (OMB Circular A-133 § 520(b))

\$300,000

3. Did the auditee qualify as a low-risk auditee? (§ 530)

No

4. Were Prior Audit Findings related to direct funding shown in the Summary Schedule of Prior Audit Findings? (§ 315(b))

Yes

5. Indicate which Federal agency(ies) have current year audit findings related to direct funding or prior audit findings shown in the Summary Schedule of Prior Audit Findings related to direct funding.

14 - Department of Housing and Urban Development

16 - Department of Justice

20 - Department of Transportation

81 - Department of Energy

93 - Department of Health and Human Services

97 - Department of Homeland Security

Form SF-SAC Single Audit Data Collection Form		REPORTID: 562356		VERSION:1						
6. FEDERAL AWARDS EXPENDED DURING FISCAL YEAR										
Federal Agency Prefix 1	Extension ²	Federal Program Name	Amount Expended (d)	R&D (e)	Loan/Loan Guarantee (f)	ARRA ³ (g)	Direct Award (h)	Major Program (MP) (i)	If yes (MP), type of audit report ⁴ (j)	Number of Audit Findings (k)
14	218	COMMUNITY DEVELOP BLOCK GRANT	\$550,877	N	N	N	Y	Y	Unmodified	0
14	238	SHELTER PLUS	\$860,372	N	N	N	Y	N		0
16	523	JUVENILE JUSTICE - CONTINUUM 10/11	\$181,313	N	N	N	N	N		0
16	580	DOMESTIC VIOLENCE AND SEXUAL ASSAULT PRO	\$56,498	N	N	N	Y	N		0
16	806	RECOVERY ACT STOP VIOLENCE AGAINST WOMEN	\$197,000	N	N	N	N	N		0
16	710	ARRA - COPS HIRING RECOVERY PROGRAM	\$560,917	N	N	Y	Y	Y	Unmodified	2
20	106	AIRPORT IMPROVEMENT GRANT #35	\$2,752,974	N	N	N	Y	Y	Unmodified	4
20	205	SECTION 112	\$233,883	N	N	N	N	N		0
20	505	SECTION 5303 09/10	\$25,484	N	N	N	N	N		0
20	507	SECTION 5309 - CAPITAL OUTLAY	\$1,736,605	N	N	N	N	N		0
20	516	SECTION 5316 (JARC)	\$204,594	N	N	N	Y	Y	Unmodified	0
20	703	EMERGENCY MANAGEMENT PERFORMANCE	\$12,526	N	N	N	Y	N		0
20	500	SECTION 5317 - PARATRANSIT OPERATING	\$193,293	N	N	N	N	N		0
20	XXX	ARRA - PAVEMENT RESURFACING	\$648,763	N	N	Y	N	Y	Unmodified	0
45	024	PROMOTION OF THE ARTS	\$14,000	N	N	N	Y	N		0
81	128	ARRA - SECTION 5309	\$66,060	N	N	Y	N	N		0
81	041	ARRA - SECTION 5309	\$354,536	N	N	Y	N	N		0
93	044	TITLE III-B	\$183,359	N	N	N	N	Y	Unmodified	1
93	045	TITLE III-C-2	\$131,706	N	N	N	N	Y	Unmodified	1
93	052	TITLE III-E	\$1,650	N	N	N	N	N		0
93	053	NSIP	\$158,550	N	N	N	N	Y	Unmodified	1
94	002	RETIRED SENIOR VOLUNTEER PROGRAM	\$28,912	N	N	N	N	N		0
94	011	FOSTER GRANDPARENT PROGRAM	\$25,868	N	N	N	N	N		0

97	042	EMERGENCY MANAGEMENT PERFORMANCE	\$55,867	N	N	N	Y	N	0
97	067	EMERGENCY MANAGEMENT PERFORMANCE	\$295,963	N	N	N	Y	N	0
		Total Federal Awards Expended:	\$9,334,767						

SECRET

Form SF-SAC Single Audit Data Collection Form		REPORTID: 562356		VERSION: 1						
7. FEDERAL AWARD FINDINGS										
Extension	Federal Agency Prefix	Federal Program Name	Audit Finding Reference Number	Type(s) of Compliance Requirement(s) ¹	Compliance Findings ²	Internal Control Findings ²	Other Findings ²	Questioned Costs		
(b)	(a)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
16	710	ARRA - COPS HIRING RECOVERY PROG	12-03	C	N	N	N	Y	N	N
16	710	ARRA - COPS HIRING RECOVERY PROG	11-04	B	N	Y	N	N	N	N
20	106	AIRPORT IMPROVEMENT GRANT #35	13-08	D	N	N	N	Y	N	N
20	106	AIRPORT IMPROVEMENT GRANT #35	13-07	L	N	N	N	Y	N	N
20	106	AIRPORT IMPROVEMENT GRANT #35	12-03	C	N	N	N	Y	N	N
20	106	AIRPORT IMPROVEMENT GRANT #35	11-06	F	N	N	N	Y	N	N
93	044	TITLE III-B	13-07	L	N	N	N	Y	N	N
93	045	TITLE III-C-2	13-07	L	N	N	N	Y	N	N
93	053	NSIP	13-07	L	N	N	N	Y	N	N

1 Enter the letter(s) of all type(s) of compliance requirement(s) that apply to audit findings (i.e., noncompliance, significant deficiency (including material
2 There are 9 valid combinations of 'Compliance Findings,' 'Internal Control Findings,' and 'Other Findings' for each Federal program with findings. (See in

CERTIFICATIONS

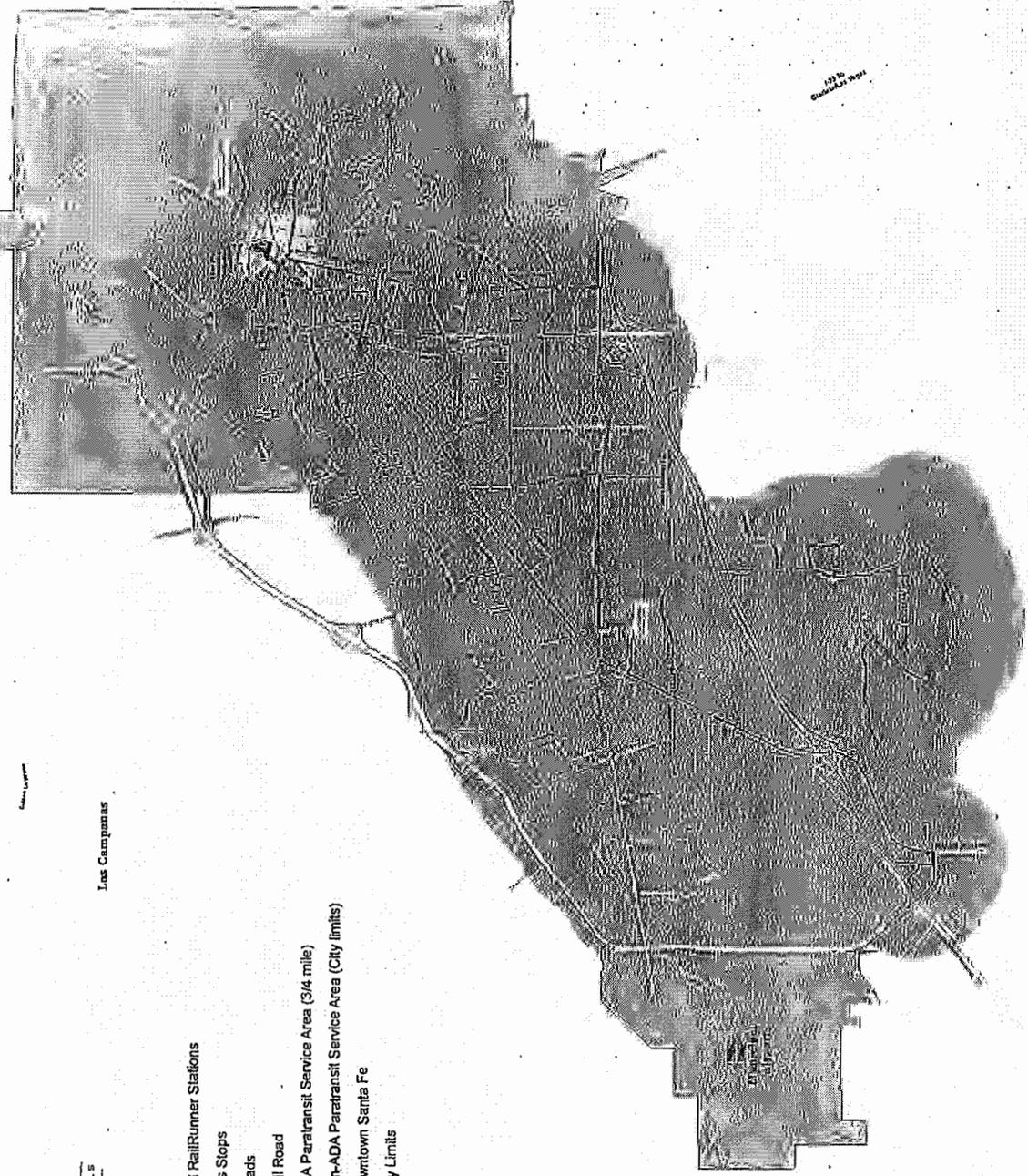
Auditee Certification Statement	Auditor Statement
<p>This is to certify that, to the best of my knowledge and belief, the auditee has: (1) engaged an auditor to perform an audit in accordance with the provisions of OMB Circular A-133 for the period described in Part I, Items 1 and 3; (2) the auditor has completed such audit and presented a signed audit report which states that the audit was conducted in accordance with the provisions of the Circular; and (3) the information included in Parts I, II, and III of this data collection form is accurate and complete. I declare that the foregoing is true and correct.</p>	<p>The data elements and information included in this form are limited to those prescribed by OMB Circular A-133. Except for Part III, Items 4, 5, 6a-6h, and, when audit findings are reported, 7a-7c, the information included in Parts II and III of this form was transferred from the auditor's report(s) for the period described in Part I, Items 1 and 3, and is not a substitute for such reports. A copy of the reporting package required by OMB Circular A-133, which includes the complete auditor's report(s), is available in its entirety from the auditee at the address provided in Part I of this form. As required by OMB Circular A-133, the information in Parts II and III of this form was entered in this form by the auditor based on information included in the reporting package. The auditor has not performed any additional auditing procedures in connection with the completion of this form.</p>
Auditee Certification	Auditor Statement
ELECTRONICALLY CERTIFIED: 1/22/2014	ELECTRONICALLY CERTIFIED: 1/22/2014
Name of certifying official	
TERESITA GARCIA	
Title of certifying official	
ASSISTANT FINANCE DIRECTOR	



City of Santa Fe Bus Routes and Paratransit Service Areas



Las Campanas



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



1 inch equals 0.39 miles
0 0.25 0.5 0.75
Mile

Map prepared by Santa Fe Trails, Inc. for the City of Santa Fe. The City of Santa Fe is not responsible for any errors or omissions on this map. Santa Fe Trails, Inc. is not responsible for any errors or omissions on this map. Santa Fe Trails, Inc. is not responsible for any errors or omissions on this map.

SANTA FE
NEW MEXICAN

Founded 1849

CITY OF SANTA FE-MAIN.
P O BOX 909

SANTA FE, NM 87504

ATTN: Kenneth Smithson

ACCOUNT: 2460

AD NUMBER: 0000101703

LEGAL NO 97841 P.O. #: 14155684-000-OF

1 TIME(S) 56.07

AFFIDAVIT 10.00

TAX 5.41

TOTAL 71.48

AFFIDAVIT OF PUBLICATION

STATE OF NEW MEXICO
COUNTY OF SANTA FE

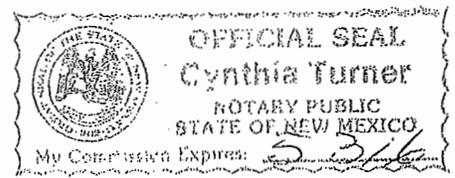
I, M. Miera, being first duly sworn declare and say that I am Legal Advertising Representative of THE SANTA FE NEW MEXICAN, a daily newspaper published in the English language, and having a general circulation in the Counties of Santa Fe, Rio Arriba, San Miguel, and Los Alamos, State of New Mexico and being a newspaper duly qualified to publish legal notices and advertisements under the provisions of Chapter 167 on Session Laws of 1937; that the Legal No 97841 a copy of which is hereto attached was published in said newspaper 1 day(s) between 12/17/2014 and 12/17/2014 and that the notice was published in the newspaper proper and not in any supplement; the first date of publication being on the 17th day of December, 2014 and that the undersigned has personal knowledge of the matter and things set forth in this affidavit.

IS/ Mallory Miera
LEGAL ADVERTISEMENT REPRESENTATIVE

Subscribed and sworn to before me on this 23rd day of December, 2014

Notary Cynthia Turner

Commission Expires: 5 31 16



THE SANTA FE
NEW MEXICAN
Founded 1849

LEGAL # 97841

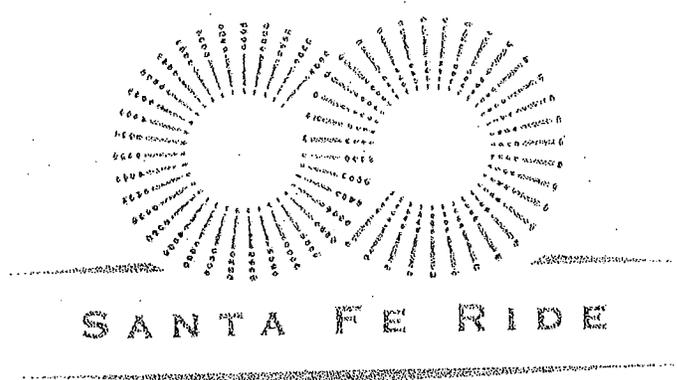
**NOTICE OF INTENT
TO APPLY FOR
FEDERAL FUNDS**

The City of Santa Fe - Santa Fe Trails hereby gives notice to apply to the New Mexico Department of Transportation (NMDOT) Transit & Rail Division for Federal Transit Administration Federal Fiscal Year 2016 Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program funds.

Individuals, organizations and entities are welcome to provide comments on this proposal and otherwise participate in development of the City's transit program. In addition, individuals, organizations and entities have the right to request a public hearing concerning this proposal. If you wish to provide comments or request a public hearing, contact the Director of Operations & Maintenance, Santa Fe Trails, 2931 Rufina St., Santa Fe, NM 87507 no later than December 31, 2014.

Unless significant comments or a request for a public hearing are received, the proposed program of projects will be final. This public notice satisfies the NMDOT Program of Projects requirements.

Published in The Santa Fe New Mexican on December 17, 2014



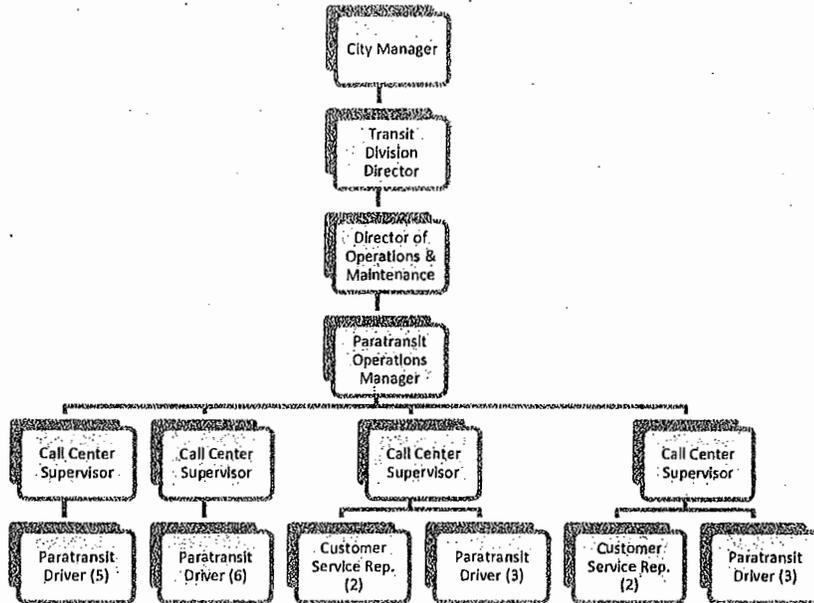
OPERATIONS PROFILE

December 2014

TABLE OF CONTENTS

Organizational Structure 3
Mission Statement 3
Brief Description of Transit Program 3
Administrative Employees 4
Qualified Drivers and Dispatchers 5
Vehicle Fleet 6
Accident/Incident Reporting Procedures 6
Passenger Policy and Procedure 6

Organizational Structure



Mission Statement

To provide transit service in the city of Santa Fe (and parts of Santa Fe County) to get area residents and visitors wherever life takes them.

Brief Description of Transit Program

Service area:

Santa Fe Ride serves the entire Santa Fe city limits and portions of Santa Fe County.

Route design:

Santa Fe Ride provides ADA complementary paratransit service in accordance with Department of Transportation (DOT) Americans with Disabilities Act (ADA) requirements, as outlined in 49 CFR Part 37, Subpart F, § 37.131.

Schedule (days and hours of operation):

Per DOT ADA, Santa Fe Ride is available throughout the same hours and days as the Santa Fe Trails fixed route service, namely, 6:00 a.m. to 10:00 p.m. Monday through Friday; 8:00 a.m. to 8:00 p.m. Saturday; and 8:30 a.m. to 6:30 p.m. Sunday.

Fare structure (amounts, how set and by whom?):

Per DOT ADA, the fare for a trip charged to an ADA paratransit eligible user of Santa Fe Ride does not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the Santa Fe Trails fixed route system, namely, \$2.00 as opposed to \$1.00.

Fares are set by the City of Santa Fe governing body.

Advertising/marketing:

The following informational efforts are ongoing:

- Santa Fe Ride logo on vehicles, communications and marketing materials for brand awareness
- Web presence at http://www.santafenm.gov/santa_fe_ride to provide information specific to ADA complementary paratransit service
- Rider's Guide issued to new ADA paratransit eligible users of Santa Fe Ride

Aside from these efforts, the Santa Fe Ride service is not advertised, as the Santa Fe Trails fixed route system is the primary focus of advertising and marketing.

Administrative Employees

Title and job description:

Paratransit Operations Manager – Under the general direction of the Director of Operations & Maintenance, provides oversight to paratransit operations, including selecting, hiring, training, motivating, assigning, evaluating, counseling and disciplining employees according to City policies and procedures and collective bargaining agreement. Directs daily activities of paratransit staff and coordinates with maintenance staff to ensure vehicles are in a high state of readiness, and that service is delivered to customers in a timely and efficient manner.

Call Center Supervisor – Under the general direction of the Paratransit Operations Manager, provides oversight to customer service representatives and paratransit operators to ensure that quality ADA complementary paratransit service is delivered to customers safely, on schedule and in accordance with established performance standards and cost objectives. Oversees and participates in call center function for the purpose of taking trip reservations for paratransit service, dispatching and directing vehicle movements, and verifying and reporting paratransit service data.

Customer Service Representative – Under the general direction of the Call Center Supervisor, provides call-taking duties for the purpose of scheduling trip reservations for paratransit service, and providing

information on local transit services operating within Santa Fe as well as regional transportation services operating to/from Santa Fe.

Appearance and conduct:

All administrative personnel must conduct themselves in a professional manner in accordance with their job description.

Training plan:

All administrative personnel receive new hire training as well as ongoing professional development training.

Qualified Drivers and Dispatchers

Hiring procedure:

This is handled by the City of Santa Fe Human Resources Department.

Background check:

This is handled by the City of Santa Fe Human Resources Department.

Driver record:

This is handled by the City of Santa Fe Human Resources Department.

Valid drivers license:

This is handled by the City of Santa Fe Human Resources Department.

Training plan:

All paratransit operators complete, and are certified in, the Paratransit Operator Training Program provided by the Transportation Safety Institute (see Appendix A). Modules in the program include Introduction to Paratransit, Vehicle Operations, Basic Emergency Procedures and Customer Service.

Job description: Under general supervision of the Call Center Supervisor, provides safe and reliable transportation to eligible participants of the Santa Fe Ride program in the Santa Fe service area. Operates lift/ramp equipped vehicles in the daily performance of duties, and assists customers with boarding and alighting from vehicles as well as securement of their mobility devices. Shows special sensitivity to the elderly and individuals with disabilities. Operates two-way radio and mobile data communication devices according to Santa Fe Ride policies and procedures.

Appearance and conduct:

All paratransit operators are uniformed and must conduct themselves in a professional manner in accordance with their job description.

Vehicle Fleet

Number of vehicles with NMDOT lien:

None

Number of vehicles with no NMDOT lien:

Santa Fe Ride has a total of 18 vehicles that were purchased directly with FTA and/or local funds (not through NMDOT).

Maintenance schedules:

Preventive maintenance inspections are performed on all paratransit vehicles on a scheduled basis, namely, every 3,000 miles (see Appendix B).

Inspection procedures:

Maintenance staff use a prescribed checklist for preventive maintenance inspections that meet or exceed the manufacturer's recommendations (see Appendix C).

Vehicle replacement:

Vehicles are tracked from the time they are placed in service and replaced based upon FTA's schedule of useful life for the particular type of vehicle – typically 5 years (see Appendix D).

Accident/Incident Reporting Procedures

Insurance forms in vehicle:

All paratransit vehicles have the required proof of insurance form.

Accident/incident reporting forms in vehicle:

All paratransit operators are trained in emergency procedures, including accurate and thorough completion of incident/accident forms.

Passenger Policy and Procedure

A Passenger's Guide to Public Transportation is provided to all ADA paratransit eligible customers of Santa Fe Ride (see Appendix E).

PARATRANSIT OPERATOR TRAINING PROGRAM



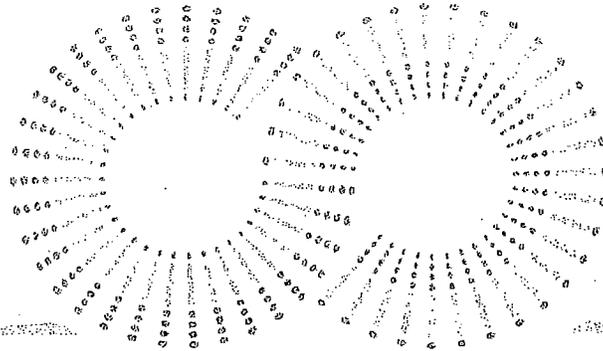
PARTICIPANT MANUAL

Introduction to Paratransit

Vehicle Operations

Basic Emergency Procedures

Customer Service



SANTA FE TRAILS

MAINTENANCE PLAN

Updated:
January 1, 2014

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OVERVIEW

This document presents the major responsibilities and procedures followed by the Maintenance Section in its day to day operations. Santa Fe Trails' (SFT) primary goal is to maintain its transit rolling stock, service vehicles, and maintenance equipment in a manner that ensures the safety of the riding public and employees. The Maintenance Section is responsible for effectively and efficiently maintaining all SFT rolling stock, service vehicles, and maintenance equipment in clean and good working order. Further, the Maintenance Section is responsible for the physical control of SFT's parts inventory, consumable fluids, shop supplies, and other related materials.

Major objectives of the Maintenance Section include the following:

- To maintain all rolling stock, service vehicles, and maintenance equipment in safe, clean and good working condition
- To provide a preventative maintenance (PM) program with scheduled services for all rolling stock, service vehicles, and maintenance equipment
- To document all maintenance work performed and maintain well organized records of work performed
- To provide a well trained maintenance work force proficient in most aspects of vehicle maintenance
- To provide and maintain a reasonable inventory of parts and supplies that are regularly needed for vehicle maintenance

PROCEDURES AND DOCUMENTATION

The Fleet Section Manager schedules vehicle preventative maintenance inspections in advance. Inspection schedules for preventative maintenance have been developed in accordance with manufacturer recommended intervals. The Mechanic Supervisor plans the daily maintenance work assignments including scheduled preventative maintenance as well as corrective repairs.

Based on the daily schedule, the Mechanic Supervisor prepares Work Orders for each day, ensures that the necessary parts are available, and assigns work to the maintenance staff as appropriate.

After repairs are completed, the maintenance person responsible for completing the work initials the Driver Vehicle Condition Report (DVCR) and the Work Order indicating the work performed and parts used. The Fleet Section Manager reviews and approves all work performed and initials the Work Orders. The Work Order, Parts Invoices, and DVCR are filed in the individual vehicle file as documentation that the maintenance work was performed. These files are maintained in the Maintenance Clerk's office.

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GOALS AND OBJECTIVES OF THE MAINTENANCE PROGRAM

The goals and objectives of the maintenance program include the following:

- Preventative maintenance (PM) inspections and services
- Defect reporting
- Management of maintenance records
- Management of parts, facilities, and equipment
- Fleet life plan
- Warranty recovery plan
- ADA and Maintenance

VEHICLE DEFECT REPAIR

Vehicle operators as part of their daily routine are required to perform a thorough pre-trip inspection of their vehicle prior to pulling out from the garage into revenue service. Included in the pre-trip inspection are the following items:

Parking brake	Windows
Engine starter	Seats
Radio	Steering wheel
Farebox	Fire extinguisher & highway devices
Oil pressure	Turn signals (inside)
Air pressure	Front and rear doors & interlock
Low air warning	Lights (interior)
Windshield wiper & washer	Four way flashers
Heater/Defroster	Wheelchair Lift/Ramp and tie downs
Mirrors	Service doors
Air conditioning	Tires
Telltale lights or buzzers	Clearance lights
Horn	Reflectors
Emergency brakes	Tail lights
Front destination sign	Stop lights
Side destination sign	CNG fuel door and gauge
Headlights	Turn signal lights
License plate	License plate light
Body damage	

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Vehicle operators are required to check each item for proper working condition and note any defects on the **Driver Vehicle Condition Report (DVCR)**. A sample copy of the DVCR form and narrative is included in Appendix A.

Defects are categorized and prioritized under the follow definitions:

- **Safety Defect.** The vehicle cannot be released until repairs are completed. Safety cannot be compromised.
- **Mechanical Defect.** A defect that will worsen and increase costs. Same as above category – cannot be released until repairs are completed, except for emergency.
- **Elective Mechanical Defect.** A defect that does not compromise safety, will not cause further damage if operated, but needs to be corrected prior to next PM cycle.
- **Elective or Cosmetic Defect.** Defect will not compromise safety and will not cause further damage or cost as it is an aesthetic defect. Vehicle should be scheduled for a future off-peak time or when repair parts will be on-hand, as determined by the Mechanic Supervisor, or delayed until the next scheduled PM.

Defects categorized as “safety” or “mechanical” are cause for exchanging the vehicle for one that is in good operating condition. Such defective vehicles are reported immediately by the Transit Operator to the Dispatcher. The Dispatcher then reports the alleged defect to the Maintenance Section, explaining the nature of the defect. A certified maintenance mechanic will check the vehicle defect and if confirmed, place a red “OUT OF SERVICE” tag on the vehicle. The red “OUT OF SERVICE” tag remains on the vehicle until it is repaired and placed back in service by maintenance. Defects that do not affect safety are noted on the DVCR and given to the Dispatcher who forwards the DVCR to the Mechanic Supervisor for later repair.

The Mechanic Supervisor schedules repair of defective vehicles and ensures that proper documentation of the repair is prepared and filed in the vehicle maintenance file. All defect repairs are documented on Work Orders which include a description of the defect, the work performed, parts used, and initials of the maintenance employee who did the repair work, Mechanic Supervisor and Fleet Section Manager. In addition, all “safety” and “mechanical” defects, after they are repaired, must be initialed on the DVCR by the maintenance employee who performed the repair work.

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PM INSPECTIONS AND SCHEDULED SERVICES

Rolling Stock Compressed Natural Gas (CNG) Vehicles:

All rolling stock (CNG) vehicles are scheduled for preventative maintenance inspections at various intervals as shown below. In all cases, preventative maintenance schedules shall meet or exceed manufacturer's recommendations. A roster of all revenue vehicles is included in Appendix E.

- "A" inspections are completed every 3,000 miles and includes a 47-point inspection checklist including brake adjustment, safety inspection, and repairs if needed. A complete listing of services performed in "A" inspections is included in Appendix B.
- "B" inspections are completed every 6,000 miles and includes a 62-point inspection checklist including brake adjustment, and service to many other vehicle systems and repairs as needed. A complete listing of services performed in "B" inspections is included in Appendix B.
- "C" inspections are completed every 12,000 miles and includes a 69-point inspection checklist including oil and filter(s) change, brake adjustment, and service to many other vehicle systems and repairs if needed. A complete listing of services performed in "C" inspections is included in Appendix B.
- "D" inspections are completed every 24,000 miles and includes a 78- point inspection checklist including oil and filter(s) change, brake adjustment, and service to many other vehicle systems and repairs if needed. A complete listing of services performed in "D" inspections is included in Appendix B.

The table below illustrates mileage intervals and the combinations of preventative maintenance inspections to be performed.

<u>Mileage Interval</u>	<u>Inspection Type</u>
3,000	A
6,000	B (A included)
9,000	A
12,000	C (A and B included)
15,000	A
18,000	B (A included)
21,000	A
24,000	D (A, B and C included)

After 24,000 miles, inspections are completed at the same intervals as described above (i.e. 27,000 miles would equate to an A inspection, and so on).

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ADA Vehicles:

Preventative maintenance inspections for all ADA vehicles are performed on a scheduled basis (similar to the rolling stock revenue vehicles schedules) by the SFT maintenance staff. Major repairs discovered during preventative maintenance inspections for ADA vehicles are performed by authorized dealers or manufacturers. SFT maintenance staff performs minor repairs discovered during preventative maintenance work. The Mechanic Supervisor is responsible for generating scheduled preventative maintenance inspections and assigning the work to the maintenance staff. The Mechanic Supervisor assigns major preventative maintenance repairs with the local dealer or manufacturer. PM records for such vehicles are kept in individual vehicle files maintained in the Maintenance Office. A roster of all ADA vehicles is included in Appendix F. A complete listing of services performed in A, B, C, and D inspections is included in Appendix C.

Service Vehicles:

Preventative maintenance inspections for all service (supervisory and maintenance) vehicles are performed on a scheduled basis (similar to the rolling stock revenue vehicles schedules) by the SFT maintenance staff. Major repairs discovered during preventative maintenance inspections for supervisory and maintenance vehicles are performed by authorized dealers or manufacturers. SFT maintenance staff performs minor repairs discovered during preventative maintenance work. The Mechanic Supervisor is responsible for generating scheduled preventative maintenance inspections and assigning the work to the maintenance staff. The Mechanic Supervisor assigns major preventative maintenance repairs with the local dealer or manufacturer. PM records for such vehicles are kept in individual vehicle files maintained in the Maintenance Office. A roster of all service vehicles is included in Appendix G. A complete listing of services performed in A, B, C, and D inspections are included in Appendix D.

Corrective Repairs:

The SFT maintenance staff performs most of the corrective repair functions for fixed route CNG vehicles. Some work is contracted to private vendors including the following:

- Engine rebuild
- Transmission rebuild
- Alternator rebuild
- Painting
- Body work
- Farebox component repair
- Destination sign component repair
- 12 volt and 24 volt motor repair
- Rear differential repair

Major corrective repairs to service vehicles are generally performed by outside vendors. Minor corrective repairs to these same vehicles are performed by the SFT maintenance staff.

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Vehicle Cleaning

Each vehicle that is used in revenue service is cleaned internally and externally on a scheduled basis, Maintenance Service personnel are responsible for completing cleaning work under the direction of the Mechanic Supervisor.

Activities performed in the daily vehicle cleaning regimen include the following:

- Sweep entire bus floor including drivers area and step wells
- Dust mop entire bus floor including drivers area and step wells
- Wet mop entire bus floor including drivers area and step wells
- Wipe seats, handrails, and dashboard
- Clean all interior windows
- Wash exterior of bus
- Empty trash container

Service Island and Fueling Procedures:

The bus operator on a daily or as needed basis fuels all vehicles that are used in revenue service. In addition, the maintenance service attendant will check all fluid levels daily (including engine oil, transmission fluid, engine coolant, and hydraulic fluid), along with the vehicle parking brake, lights, and 4-way flashers. Service island procedures are summarized as follows:

- Insure that the vehicle is properly connected to the slow fill CNG station
- Check all fluid levels and adds fluids as necessary
- Note amount of fluids used on fluid check sheets

As part of these procedures, the maintenance service attendant records the amount of engine oil, transmission fluid, engine coolant, and hydraulic fluid used. Fluid sheets are forwarded to the Mechanic Supervisor who checks the sheets for accuracy and then passes the sheets to the Maintenance Secretary for filing.

Americans with Disabilities Act (ADA) and Maintenance:

During each PM inspection all ADA-mandated accessibility features, i.e., wheel chair lift/ramps, wheel chair tie downs, and P.A. systems are determined to be free of defects and in proper working order.

SFT is aware that a vehicle with an inoperable lift must be removed from service before the next day, unless no spare vehicle is available. In this case, the vehicle must not be in service for more than three days (area population greater than 50,000).

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(A) Inspection Sheet (ADA Passenger Van)

Work Order # _____

Unit # _____ Mileage _____ Mechanic _____ Date _____

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- | | |
|---|--|
| <input type="checkbox"/> Inspect under carriage, repair defects | <input type="checkbox"/> Check shocks, mounting and for leakage |
| <input type="checkbox"/> Grease Chassis | |
| <input type="checkbox"/> Inspect body mounting hardware, repair defects | <input type="checkbox"/> Inspect axle mounting hardware, repair defects |
| <input type="checkbox"/> Check engine mounting hardware, repair defects | <input type="checkbox"/> Inspect transmission mounting hardware, repair defects |
| <input type="checkbox"/> Adjust brakes | <input type="checkbox"/> Check fluids (differential, engine, transmission) |
| <input type="checkbox"/> Inspect brake lines for leaks, repair defects | <input type="checkbox"/> Visually inspect brake shoes/drums/rotors, replace as needed |
| <input type="checkbox"/> Check all exterior lights | <input type="checkbox"/> Check all interior lights |
| <input type="checkbox"/> Check dash gauges | <input type="checkbox"/> Check switches for function |
| <input type="checkbox"/> Test front/rear door operation, repair defects | |
| <input type="checkbox"/> Check front/rear, heater/ac blower's | <input type="checkbox"/> Check front/rear, heater/ac controls for function, repair defects |
| <input type="checkbox"/> Check wheelchair lift/ramp for operation | <input type="checkbox"/> Clean, lube wheelchair lift/ramp, check tie downs, repair defects |
| <input type="checkbox"/> Inspect fire extinguisher charge, repair defects | <input type="checkbox"/> Check first aid kit and safety flares/triangles, replace defects |
| <input type="checkbox"/> Check passenger stop request, repair defects | |
| <input type="checkbox"/> Check windshield wipers and operation | <input type="checkbox"/> Check windshields for damage, repair/replace as necessary |
| <input type="checkbox"/> Check side and rear glass for damage | <input type="checkbox"/> Check mirrors for damage and adjustment, repair defects |
| <input type="checkbox"/> Check/repair as necessary all passenger handrails | |
| <input type="checkbox"/> Service and clean battery | <input type="checkbox"/> Check and clean battery electrical connections |
| <input type="checkbox"/> Inspect engine air cleaner housing for leaks | <input type="checkbox"/> Change engine air filter |
| <input type="checkbox"/> Change engine oil filter | <input type="checkbox"/> Change engine oil |
| <input type="checkbox"/> Check brake fluid | |
| <input type="checkbox"/> Check tire pressure and condition, check condition of rims and lug nuts for proper torque | |
| Right front _____ psi | Tread depth _____ / 32 |
| Left Front _____ psi | Tread depth _____ / 32 |
| Right rear _____ psi | Tread depth _____ / 32 |
| Left rear _____ psi | Tread depth _____ / 32 |
| <input type="checkbox"/> Check security cameras and Digital Video Recorder operation | |
| <input type="checkbox"/> Road test vehicle for acceleration, braking, steering and park brake operation, repair defects | |

Santa Fe Trails

(B) Inspection Sheet (ADA Passenger Van)

Work Order # _____

Unit # _____ Mileage _____ Mechanic _____ Date _____

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- _____ Inspect under carriage, repair defects
- _____ Grease Chassis, Check fluids (differential, engine, trans.)
- _____ Inspect body mounting hardware, repair defects
- _____ Check engine mounting hardware, repair defects
- _____ Adjust brakes
- _____ Inspect brake lines for leaks, repair defects
- _____ Inspect kingpins, repair defects
- _____ Check exhaust system for leaks, muffler for mounting and connection piping, repair defects
- _____ Inspect all sway bar bushings and mounting points, repair/replace as necessary
- _____ Check all exterior lights
- _____ Check dash gauges
- _____ Test front/rear door operation, repair defects
- _____ Check front/rear, heater/ac blower's
- _____ Check wheelchair lift/ramp for operation
- _____ Inspect fire extinguisher charge, repair defects
- _____ Check passenger stop request, repair defects
- _____ Check windshield wipers and operation
- _____ Check side and rear glass for damage
- _____ Check Emergency window/hatch operation
- _____ Check/repair as necessary all passenger handrails
- _____ Test horn's for function, repair defects
- _____ Check windshield wiper motor's, repair defects
- _____ Check drivers seat operation and mounting
- _____ Service and clean battery
- _____ Inspect engine air cleaner housing for leaks
- _____ Replace engine oil filter
- _____ Replace engine oil
- _____ Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary
- _____ Check tire pressure and condition, check condition of rims and lug nuts for proper torque
 - Right front _____ psi
 - Left Front _____ psi
 - Right rear _____ psi
 - Left rear _____ psi
- _____ Check security cameras and Digital Video Recorder operation
- _____ Road test vehicle for acceleration, braking, steering and park brake operation, repair defects
- _____ Check shocks, mounting and for leakage
- _____ Inspect axle mounting hardware, repair defects
- _____ Inspect transmission mounting hardware, repair defects
- _____ check transmission fluid level
- _____ Visually inspect brake shoes/drums/rotors, replace as needed
- _____ Inspect tie rods, tie rod ends, repair defects
- _____ Check all interior lights
- _____ Check switches for function
- _____ Check front/rear, heater/ac controls for function, repair defects
- _____ Clean, lube wheelchair lift/ramp, check tie downs, repair defects
- _____ Check first aid kit and safety flares/triangles, replace defects
- _____ Check windshields for damage, repair/replace as necessary
- _____ Check mirrors for damage and adjustment, repair defects
- _____ Check Emergency window/hatch decals, replace as needed
- _____ Check steering free play, adjust as necessary
- _____ Check washer fluid motor, washer fluid level, repair defects
- _____ Check passenger seat mounting, check for damage, repair defects
- _____ Check and clean battery electrical connections
- _____ Replace air filter
- _____ Check brake fluid
- _____ Tread depth _____ / 32

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(C) Inspection Sheet (ADA Passenger Van)

Work Order # _____

Unit # _____ Mileage _____ Mechanic _____ Date _____

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- _____ Inspect under carriage, repair defects.
- _____ Grease Chassis. Check fluids (differential, engine, trans)
- _____ Inspect body mounting hardware, repair defects
- _____ Check engine mounting hardware, repair defects
- _____ Adjust brakes
- _____ Inspect brake lines for leaks, repair defects
- _____ Inspect kingpins, repair defects
- _____ Check exhaust system for leaks, muffler for mounting and connection piping, repair defects
- _____ Inspect all sway bar bushings and mounting points, repair/replace as necessary
- _____ Check and lube steering shaft and joints
- _____ Inspect parking brake for operation, visually inspect pads and drums/rotors, mounting bolts, repair defects
- _____ Check all exterior lights
- _____ Check dash gauges
- _____ Test front/rear door operation, repair defects
- _____ Check front/rear, heater/ac blower's
- _____ Check wheelchair lift/ramp for operation
- _____ Inspect fire extinguisher charge, repair defects
- _____ Check passenger stop request, repair defects
- _____ Check windshield wipers and operation
- _____ Check side and rear glass for damage
- _____ Check Emergency window/hatch operation
- _____ Test horn's for function, repair defects
- _____ Check windshield wiper motor's, repair defects
- _____ Check drivers seat operation and mounting
- _____ Inspect all passenger stanchions, hand rails and safety straps, repair/replace defects
- _____ Service and clean battery
- _____ Inspect engine air cleaner housing for leaks
- _____ Drain and replace engine oil and oil filter
- _____ Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary
- _____ Check power steering operation and for leaks, repair defects
- _____ Inspect electrical panels, connections, circuit breakers and fuses, repair defects
- _____ Inspect vehicle for coolant, hydraulic oil, transmission fluid and engine oil leaks, repair as necessary
- _____ Inspect, clean or replace engine crankcase breather filter, check hoses, repair defects
- _____ Check tire pressure and condition, check condition of rims and lug nuts for proper torque
 - Right front _____ psi
 - Left Front _____ psi
 - Right rear _____ psi
 - Left rear _____ psi
- _____ Check security cameras and Digital Video Recorder operation
- _____ Road test vehicle for acceleration, braking, steering and park brake operation, repair defects

Santa Fe Trails

(D) Inspection Sheet

(ADA Passenger Van)

Work Order # _____

Unit # _____ Mileage _____ Mechanic _____ Date _____

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

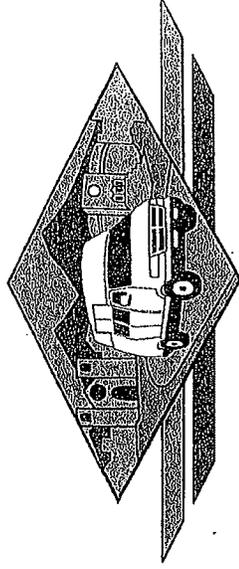
- | | |
|---|--|
| <input type="checkbox"/> Inspect under carriage, repair defects
<input type="checkbox"/> Grease Chassis, Check fluids (differential, engine, trans)
<input type="checkbox"/> Inspect body mounting hardware, repair defects
<input type="checkbox"/> Check engine mounting hardware, repair defects
<input type="checkbox"/> Adjust brakes
<input type="checkbox"/> Inspect brake lines for leaks, repair defects
<input type="checkbox"/> Inspect kingpins, repair defects
<input type="checkbox"/> Check exhaust system for leaks, muffler for mounting and connection piping, repair defects
<input type="checkbox"/> Inspect all sway bar bushings and mounting points, repair/replace as necessary
<input type="checkbox"/> Check and lube steering shaft and joints
<input type="checkbox"/> Inspect parking brake for operation, visually inspect pads and drums/rotors, mounting bolts, repair defects
<input type="checkbox"/> Check and adjust turning angle as needed, verify proper steering control and operation
<input type="checkbox"/> Inspect bumper/frame tow points, mounting bolts, repair/replace as needed
<input type="checkbox"/> Check all exterior lights
<input type="checkbox"/> Check dash gauges
<input type="checkbox"/> Test front/rear door operation, repair defects
<input type="checkbox"/> Check front/rear, heater/ac blower's
<input type="checkbox"/> Check wheelchair lift/ramp for operation
<input type="checkbox"/> Inspect fire extinguisher charge, repair defects
<input type="checkbox"/> Check passenger stop request, repair defects
<input type="checkbox"/> Check windshield wipers and operation
<input type="checkbox"/> Check side and rear glass for damage
<input type="checkbox"/> Check Emergency window/hatch operation
<input type="checkbox"/> Test horn's for function, repair defects
<input type="checkbox"/> Check windshield wiper motor's, repair defects
<input type="checkbox"/> Check drivers seat operation and mounting
<input type="checkbox"/> Inspect all passenger stanchions, hand rails and safety straps, repair/replace defects
<input type="checkbox"/> Check body for damage and list damage for repair or replacement of panels as necessary
<input type="checkbox"/> Service and clean battery
<input type="checkbox"/> Inspect engine air cleaner housing for leaks
<input type="checkbox"/> Drain and replace engine oil and oil filter
<input type="checkbox"/> Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary
<input type="checkbox"/> Check power steering operation and for leaks, repair defects
<input type="checkbox"/> Inspect, repack and adjust front wheel bearings, replace as needed, replace wheel bearing seals, repair defects
<input type="checkbox"/> Inspect, repack and adjust rear wheel bearings, replace as needed, replace wheel bearing seals, repair defects
<input type="checkbox"/> Inspect electrical panels, connections, circuit breakers and fuses, repair defects
<input type="checkbox"/> Inspect vehicle for coolant, hydraulic oil, transmission fluid and engine oil leaks, repair as necessary
<input type="checkbox"/> Inspect, clean or replace engine crankcase breather filter, check hoses, repair defects
<input type="checkbox"/> Check alternator output, belts for tension, mounting bolts and wiring harness, repair defects
<input type="checkbox"/> Check tire pressure and condition, check condition of rims and lug nuts for proper torque
<div style="margin-left: 20px;"> <input type="checkbox"/> Right front _____ psi
 <input type="checkbox"/> Left Front _____ psi
 <input type="checkbox"/> Right rear _____ psi
 <input type="checkbox"/> Left rear _____ psi </div> <input type="checkbox"/> Check security cameras and Digital Video Recorder operation
<input type="checkbox"/> Road test vehicle for acceleration, braking, steering and park brake operation, repair defects | <input type="checkbox"/> Check shocks, mounting and for leakage
<input type="checkbox"/> Inspect axle mounting hardware, repair defects
<input type="checkbox"/> Inspect transmission mounting hardware, repair defects
<input type="checkbox"/> Check transmission oil
<input type="checkbox"/> Visually inspect brake shoes/drums/rotors, replace as needed
<input type="checkbox"/> Inspect tie rods, tie rod ends, repair defects
<input type="checkbox"/> Check all interior lights
<input type="checkbox"/> Check switches for function
<input type="checkbox"/> Check front/rear, heater/ac controls for function, repair defects
<input type="checkbox"/> Clean, lube wheelchair lift/ramp, check tie downs, repair defects
<input type="checkbox"/> Check first aid kit and safety flares/triangles, replace defects
<input type="checkbox"/> Check windshields for damage, repair/replace as necessary
<input type="checkbox"/> Check mirrors for damage and adjustment, repair defects
<input type="checkbox"/> Check Emergency window/hatch decals, replace as needed
<input type="checkbox"/> Check steering free play, adjust as necessary
<input type="checkbox"/> Check washer fluid motor, washer fluid level, repair defects
<input type="checkbox"/> Check passenger seat mounting, check for damage, repair defects
<input type="checkbox"/> Check and clean battery electrical connections
<input type="checkbox"/> Replace engine air filter
<input type="checkbox"/> Check brake fluid
<input type="checkbox"/> Tread depth _____ / 32
<input type="checkbox"/> Tread depth _____ / 32
<input type="checkbox"/> Tread depth _____ / 32
<input type="checkbox"/> Tread depth _____ / 32 |
|---|--|

Appendix D

Para-Transit Vehicle Roster 5/01/2014

Vehicle #	Make	Model	Year	VIN #	LENGTH	Fuel	Seat Cap.	Lift/ Ramp	Mileage	Status	Service Life	In Service	Replace Date
2132	Honda	Civic	2012	19XFB5F55CE003055	16	CNG	5	none	24223	Active	5/150K	12/20/2012	12/20/2017
2133	Honda	Civic	2012	19XFB5F59CE003236	16	CNG	5	none	25897	Active	5/150K	12/20/2012	12/20/2017
2134	Honda	Civic	2012	19XFB5F54CE003239	16	CNG	5	none	25793	Active	5/150K	12/20/2012	12/20/2017
2135	Honda	Civic	2012	19XFB5F50CE003447	16	CNG	5	none	19396	Active	5/150K	12/20/2012	12/20/2017
2136	VPG	MV-1	2012	523MF1B68CM100393	17	CNG	4	Ramp	40371	Active	5/150K	02/16/2012	02/16/2017
2137	VPG	MV-1	2012	523MF1B69CM100435	17	CNG	4	Ramp	41551	Active	5/150K	02/16/2012	02/16/2017
2138	Ford	VersaShuttle	2011	1FTDS3EL6CDA02672	21	Unleaded	10	Lift	52045	Active	5/150K	11/15/2011	11/15/2016
2139	Ford	VersaShuttle	2011	1FTDS3EL8CDA02673	21	Unleaded	10	Lift	54283	Active	5/150K	11/15/2011	11/15/2016
2142	Chevrolet	Uplander	2008	1GBDV13W08D211846	18	Unleaded	3	Ramp	131101	Active	4/100K	03/18/2009	03/18/2013
2144	Chevrolet	Uplander	2008	1GBDV13W68D212032	18	Unleaded	3	Ramp	136754	Active	4/100K	03/18/2009	03/18/2013
2145	Airboc	Spirit of Mobility	2013	1GB6G59G7D1153038	24	CNG	6	Ramp	3819	Active	5/150	10/02/2013	10/02/2018
2146	VPG	MV-1	2012	523MF1B62CM101233	17	CNG	4	Ramp	2360	Active	5/150	11/20/2013	11/20/2018
2147	VPG	MV-1	2012	523MF1B61CM101546	17	CNG	4	Ramp	1114	Active	5/150	11/20/2013	11/20/2018
2154	Ford	E350	2004	1FTSS34L74HB48646	21	Unleaded	10	Lift	125149	Active	5/150K	09/29/2004	09/29/2009
2155	Ford	E350	2004	1FTSS34L94HB48647	21	Unleaded	10	Lift	147915	Active	5/150K	09/29/2004	09/29/2009
2165	Honda	Civic	2008	1HGFA46518L000313	16	CNG	5	none	91798	Active	5/150K	02/04/2008	02/04/2013
2167	Honda	Civic	2008	1HGFA46598L000317	16	CNG	5	none	124467	Active	5/150K	02/04/2008	02/04/2013
53330	Ford	E350	2006	1FTSS34LX6DA88890	21	Unleaded	10	Lift	118800	Active	5/150K	08/31/2006	08/31/2111
Total Mileage									1,166,836				

**A Passenger's Guide
to
Public Transportation**



SANTA FE RIDE

Call - (505) 473-4444

Fax - (505) 955-2049

**City of Santa Fe
Transit Division
2931 Rufina Street
Santa Fe, New Mexico 87507**



City of Santa Fe
Santa Fe Ride
P.O. Box 909
Santa Fe, NM 87504

Santa Fe Ride and You

WHAT IS SANTA FE RIDE?

Santa Fe Ride is a public door to door paratransit service for ADA eligible persons who are unable to use Santa Fe Trails fixed-route buses. It is also a service for Senior Citizens age 60 or older who live inside the Santa Fe city limits.

WHO IS ELIGIBLE FOR SANTA FE RIDE SERVICES?

- ADA regulations stipulate that a person may be eligible for paratransit services under one of three categories.

Category 1:

Any person who due to disability is unable to utilize the Santa Fe Trails bus service without the assistance of another person. Assistance from a wheelchair lift operator is acceptable under this category.

Section 37.123(e)(1) of the ADA regulations

Category 2:

This applies to an individual who would be able to use the fixed route bus system if it were accessible. Since Santa Fe Trails is fully accessible, this category is not applicable.

Category 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."

Two important qualifiers are included:

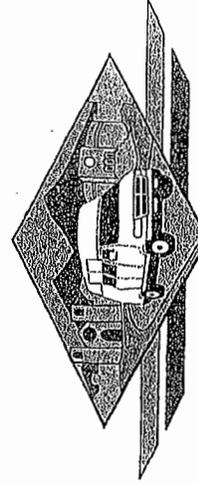
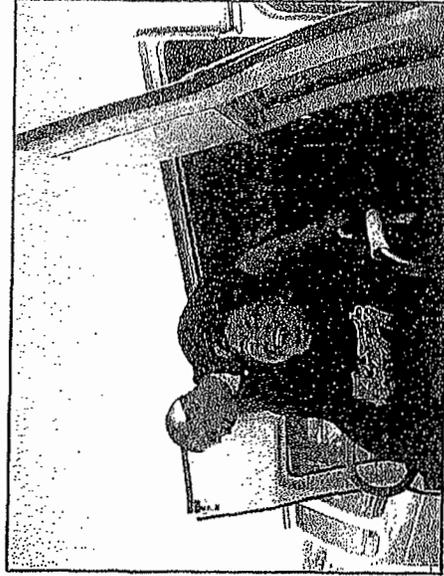
Firstly, environmental conditions and architectural barriers which are not under the control of the public entity, in combination with the person's disability, must prevent the individual from using Santa Fe Trails.

Santa Fe Ride and You

Secondly, the specific impairment-related condition must prevent the person from using Santa Fe Trails as opposed to making it more difficult.

Section 37.123(e)(3) of the ADA regulations

- City of Santa Fe Senior Citizen age 60 or older who reside inside the city limits



SANTA FE RIDE

How Do I Become A Santa Fe Ride "Rider"?

If you have mobility impairment which makes it impossible to ride the regular bus for *some* or *all* of your trips:

1. Call the Santa Fe Ride office at (505) 473-4444 and ask for an information packet. The packet contains information explaining the service, and an application form for Santa Fe Ride program. You may also download a packet on our website at www.santafenm.gov under the Santa Fe Trails section of the website.

2. Mail your completed application (both your part and the professional verification which is filled out by your doctor, registered nurse or state licensed social worker) to:

City of Santa Fe
Santa Fe Ride Program
P.O. Box 909
Santa Fe, NM 87504

Or fax your completed application to (505) 955-2049.

3. Attend an in-office interview. Our staff will contact you to make this appointment. You must provide your own ride to the required interview. Santa Fe Ride will complete the review of your application within 21 days. If review process is not completed within the 21-day period, you may receive service while a determination of service eligibility is being made.
4. If approved, a Santa Fe Ride picture ID card and letter of approval will be mailed to you.
5. If you are not approved use Santa Fe Ride services, you will receive written notification with the specific reason(s) for the denial. Anyone who has been denied may appeal this decision. Details on this process are included in the written notification or by calling our office at (505) 473-4444. If the conditions surrounding

How Do I Become A Santa Fe Ride "Rider"?

your disabilities change and there is documented information that identifies the change, please call our office to set up another in-person interview. The ride to the second interview will be the responsibility of the applicant.

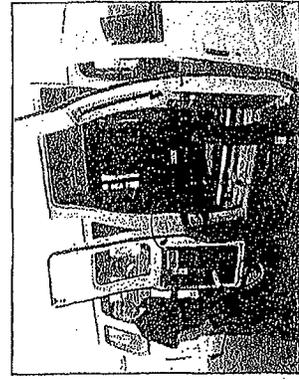
If you are a visitor or recently moved to Santa Fe and you had prior paratransit service, certification you may be eligible to use Santa Fe Ride up to 21 days per calendar year from the date of your first trip. Please call 505-473-4444 for more details.

All eligible passengers will be issued a picture identification card. This card must be shown to the vehicle driver each time you board any Santa Fe Ride vehicle. Please pay close attention to your expiration date. If you wish to re-apply to the program, please begin that process 60-days prior to your current expiration date.

City of Santa Fe Senior (60 years or older) Citizens may come to Santa Fe Trails Administration Office, 2931 Rufina Street, and bring proof of age and residence to apply for Santa Fe Ride service.

Lost or damaged cards may be replaced at the Santa Fe Trails administrative offices at 2931 Rufina Street for a replacement fee of \$5.00. The office is open Monday through Friday 8:00 am to 5:00 pm or you can mail a check for \$5.00 and a request that the replacement card be mailed to you. SF Ride's mailing address is: City of Santa Fe, Santa Fe Ride, P.O. Box 909, Santa Fe NM, 87502.

Any client abusing Santa Fe Ride services, such as lending a card to non-clients, shall be immediately suspended from the service for an indefinite period.



Can I Take A Personal Care Attendant or Guest on SF Ride? What Types of Rides Does SF Ride Offer?

Most of our passengers are able to care for their needs while traveling. However, you may require be certified to ride with a personal care attendant. The use of a personal care attendant must be verified on the Professional Verification Form, completed by a physician, registered nurse or social worker. If you are certified, your Santa Fe Ride card will indicate this certification to the drivers. The attendant is not charged a fare.

To assure that there is enough room for everyone, when you schedule your trip, please inform us that you will be bringing a care attendant or a guest. If there is no room on board the vehicle, the attendant or guest may be denied service. Companions and attendants need to board the vehicle where you do, after the certified rider is seated.

MAY I TAKE MY SERVICE ANIMAL ON SANTA FE RIDE?

Service animals are permitted by Santa Fe Ride Program. Please call us at (505) 473-4444 for information.



Please be advised, Santa Fe Ride does not transport pets.

SFR OFFERS DOOR TO DOOR SERVICE BY:

- Arriving to your door within the on-time window. 15 minutes before to 15 minutes after your scheduled pick-up times.
- Assisting you with five (5) grocery size bags to your door.
- Assisting you with a steady arm to the vehicle.
- Some restrictions apply.

DOOR TO DOOR SERVICE HAS IT'S LIMITATIONS:

- Drivers are not allowed to enter beyond the door threshold of any residence or main lobby of a building (including residential garages).
- Drivers will assist with up to 5 grocery bags (see package section).

Santa Fe Ride program provides all trip services 6:00am-10:00pm Monday-Friday, 8:00am-8:00pm Saturday, 8:30am-6:30pm Sunday. Advance reservation trips may be requested no later than 7:00pm the day prior, and as much as 14 days in advance, during reservation hours

The Santa Fe Ride vehicle shall arrive 15 minutes before to 15 minutes after the scheduled pick-up time. You must be ready within this window to assure all passengers receive timely service. Once you are notified of arrival by the driver, you are allowed to board the vehicle within five (5) minutes. If you are unable to board the vehicle within the allowed five (5) minutes, the vehicle will leave and the trip will be considered a no-show. You will then need to call the dispatch office to request an on-demand trip.

Example:

For a doctor's appointment at 10:00 am – you may want to request your trip at 9:15 am.

For a 9:15 – trip reservation the vehicle will arrive anytime from 9:00 am to 9:30 am. This gives you a cushion of 30 minutes to arrive to your 10:00 am doctor appointment on time.

*****Remember**, if you miss your first trip, your return trip is not automatically canceled. Please call the office at (505) 473-4444 to cancel your second trip to avoid a second no-show.

You can expect to share your ride. When scheduling your trips, be sure to include the 30 minute arrival window and possible 45 minute ride time to assure you get to your appointments on time. If you need assistance, please ask the customer service agent.

Santa Fe Ride Program offers one 5 – minute stop along the shortest path of your trip. Please make your request with the customer service representative when scheduling your trip. Drivers cannot accept unscheduled requests for a 5 – minute stop.

What Types of Rides Does Santa Fe Ride Offer?

***Reminder, if you change your advance reservation trip request time, origin, or destination on the day of service, your trip status will also change to on-demand service and your wait time may be longer.

RESERVATION TRIPS:

Santa Fe Ride provides reservation service for one-time appointments. You are welcome to schedule as many reservation trips as you need. If you are scheduling several trips within a day, please allow a minimum of forty (see page 15) minutes from the last drop-off to the next pick-up. This will help to assure that you will not miss the second ride.

SUBSCRIPTION TRIPS (OR STANDING ORDER)

Santa Fe Ride provides subscription service for standing rides. "Subscription or standing ride" are two or more trips to or from the same address at the same time weekly. Once they are scheduled they are reserved for two or more weeks. You do not have to call unless you want to cancel any portion of your trip. Santa Fe Ride will terminate any subscription service that is canceled 50% or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations of any part of a subscription.

***Remember, Your trip may also be considered on-demand if you changed a subscription or reservation trip on the day of service.

ON-DEMAND TRIPS:

Santa Fe Ride provides on-demand service for same day use.

HOW DO I REQUEST ON-DEMAND SERVICE?

When you are ready to be picked up, call the Santa Fe Ride office and request your trip. After you have requested your trip, you must be ready to go. The Santa Fe Ride vehicle will arrive as soon as possible, usually within 90 minutes. This type of trip is second priority to subscription and reservation trips, but is provided as soon as a vehicle and driver are available.

Santa Fe Ride Program accepts requests for on-demand service 6:15am-9:45pm Monday-Friday, 8:15am-7:45pm Saturday, 8:45am-6:15pm Sunday.

WHEN CAN I REQUEST A RESERVATION OR SUBSCRIPTION TRIP?

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



How Much Does It Cost To Ride Santa Fe Ride Service?

- One way trip \$2.00 certified ADA
- One way trip \$5.00 certified senior.
- Fares are collected at the beginning of each trip in cash or Santa Fe Ride travel vouchers. Drivers cannot provide change. Please bring exact fare.
- Santa Fe Ride travel vouchers are available in books of 10 - \$1.00 vouchers for \$10.00 a book. The vouchers may be purchased at 2931 Rufina Street, Santa Fe Trails Administration Building, or by mail. Please mail your request and check to:

City of Santa Fe
Santa Fe Ride Program
P.O. Box 909
Santa Fe, NM 87502

Please call (505) 473-4444 for additional information.

DURING WHAT HOURS DOES SANTA FE RIDE PROVIDE SERVICE?

Santa Fe Ride does not close.

WHERE CAN I GO ON SANTA FE RIDE PROGRAM?

You can go anywhere within the Santa Fe city limits. In addition, we service the following two destinations:

1. Santa Fe Community College
2. Santa Fe Factory Outlets
3. HSD1 Rancho Viejo subdivision

In the event your travel needs are outside of the service area, you will need to provide your own transportation to bring you within our service area for Santa Fe Ride service.

*** Please be aware Santa Fe Opera is outside of our service area.***

What Should I Do The Day Of My Trip?

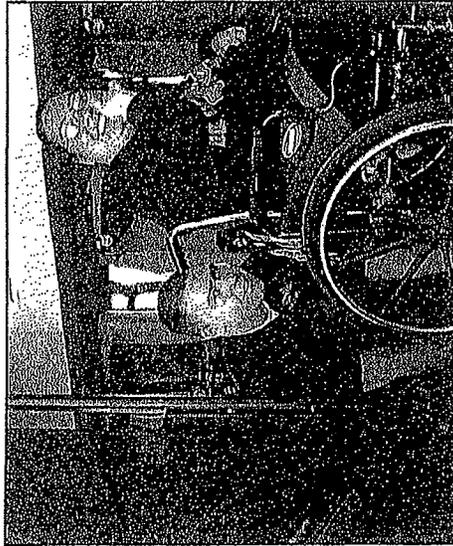
- Allow for traffic conditions and weather delays.
- Santa Fe Ride may arrive anytime from 15 minutes before to 15 minutes after your requested pickup time.
- Please be ready and waiting for the vehicle where you are able to see it, and get on board within five (5) minutes after you have been notified of arrival.



Our drivers may go to the public building entrance to find you. Please be waiting by the entrance. Should the driver be unable to locate you because you are in an office or some other location within the building, the driver will be forced to leave after five minutes. You will be listed as a no show and required to call the office (505) 473-4444 and request an on-demand trip. **See no show policy pg. 16**

What Rights Do I Have?

- Courteous customer service by Santa Fe Ride employees;
- Rides that are on-time;
- Drivers trained to meet passenger needs;
- Safe and properly maintained vehicles;
- Properly fastened seat belts and wheelchair securements;



What Are My Responsibilities As A Passenger?

- Have the correct fare, exact change only;
- Have a current Santa Fe Ride identification card;
- Provide a Personal Care Attendant if needed;
- Cancel a trip at least two (2) hours before the beginning of the scheduled pick-up window;
- Be ready 15 minutes before and after the scheduled pick-up time set at the time of scheduling.

What Happens The Day Of My Ride?

- Be sure you have the correct street addresses for all your planned trips before you call our reservation lines: Correct addresses are also important to make sure you get where you want to go.
- if you change your usual mobility aid (ie,...walker, canes, service animals), please notify Santa Fe Ride program prior to your trip to ensure proper equipment is dispatched.
- Please be ready to board the vehicle within 5 minutes of its arrival. You must show your Santa Fe Ride ID card and pay the fare as soon as you enter the vehicle. You will not be allowed to begin your trip until your fare is paid and ID is shown. To assure we get to all passengers on time, drivers will not stop for change.
- Please expect to share your ride with others. Plan to spend no more than forty-five (45) minutes on the vehicle depending on the length of your trip and other passengers.
- When riding in our Santa Fe Ride vehicles, please remain seated with your seat belt fastened at all times. Wheelchair riders who have a working seat belt as part of their chair are to have it fastened around them or use the shoulder harness belt provided by Santa Fe Ride program. Children newborn to 9 months (or 20 pounds) must be transported in an infant seat provided by the passenger. Children 9 months (or above 20 pounds) to four years (40 pounds) must be transported in a toddler safety seat provided by the passenger. Other passengers must travel with the vehicle seat belt fastened.
- Unoccupied wheelchairs will only be transported with passengers who transfer onto van seats.

What Happens The Day Of My Ride?

Courtesy Considerations

- Our drivers will arrive to the entrance of public buildings. They are not permitted to lose sight of their vehicle.

- Drivers are not allowed to enter a private residence. Please do not ask for this assistance.
- Passenger may only bring as many bags and packages on the vehicle as they can reasonably carry in their arms. Bags and packages may not block the passenger aisles or take up seats that are needed by other passengers. Drivers will assist passengers with five (5) grocery size bags. Any remaining bags will be the responsibility of the passenger.

- Please do not call our office to check which driver will be picking you up. The driver assigned to your trip may change several times prior to your trip being provided.

- Drivers are not allowed to assist passengers in or out of adult program/day care centers. Center staff must be ready to assist the individual in or out of the center if necessary. Drivers are not permitted to sign passengers in or out of the center.



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For your safety and comfort, and that of your fellow passengers:

- No smoking on board
- No throwing of items
- No eating or drinking on board (unless required for health reasons)
- No riding under the influence of alcohol or illegal drugs
- No operating or tampering with any equipment while on board a Santa Fe Ride Program vehicle.
- Radios, cassette tape players, compact disk players or other sound-generating equipment are to be used with ear/headphones.



Conduct which is physically or verbally abusive to Santa Fe Ride staff or to other riders is not permitted at any time. Passengers, their companions or attendants who display this behavior, either while on the vehicle, on the phone or in person, may face suspension of ridership privileges.

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Regular Santa Fe Trails (Fixed Route) Service

Passengers certified to use the Santa Fe Ride service may, use regular buses when they are feeling well enough to do so. For those occasions when you do use fixed route, you may board at half fare as long as you display your Santa Fe Ride ID card to the bus operator.

How Do I Get Santa Fe Ride to pick me up?

1. Get certified (see page 2)
2. Assure you have your Santa Fe Ride-issued identification card.
3. Call (505) 473-4444 to request a ride. Please have a physical address for pick-up and drop-off. You can also fax your trip requests to (505) 955-2049. Please provide SF Ride with as much information as you possibly can regarding your trip.
4. Drivers are not permitted to enter any homes or businesses to assist passengers.
5. Allow 40 minutes between your first pickup and the second pickup. Otherwise, the second van may arrive to pick you up from your destination before you have arrived.
6. Don't forget to include the 30-minute pickup window and the 45 minutes travel time when scheduling your trip.
7. If you plan to take an attendant or companion please let us know when scheduling your trip. Your approved attendant rides at no cost. Your companion is required to pay the same fare for each one-way trip as you do.
8. If your companion is a child, you are required to provide safety restraints for the trip, depending on his/her age and weight, as required by the State of New Mexico law.
9. Please tell us if your companion is a wheelchair user so the correct vehicle is dispatched.

What Should I Do If I Need To Cancel My Reservation?

Be sure you call us at (505) 473-4444 as soon as you know you won't be riding. If possible, please cancel the prior day. To avoid being listed as a no show, you must call to cancel your trip at least two hours prior to your scheduled pick-up time.

If you have requested on-demand service and find you no longer need your trip, please advise Santa Fe Ride program immediately.

WHAT HAPPENS IF I DON'T RIDE WHEN MY RIDE COMES OR I DON'T CALL IN TIME TO CANCEL?

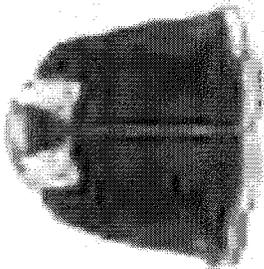
In order to provide the best quality service possible to riders, we must charge those who do not cancel at least 2 hours before the scheduled pick-up time with a no show.

You have the right to appeal a no-show determination. If you have been listed as a no-show and you feel there are circumstances beyond your controls (i.e. inclement weather, cancelled medical appointments, failed mobility aid devices etc...) that caused the no-show, you may call the Customer Service Call Center and explain the situation to a supervisor who has the authority to remove the no-show listing.

If you are charged with a No Show on your first trip and you no longer need your return trip, be sure to call at least two (2) hours before the scheduled pick up time to cancel that ride. Otherwise, we will assume you found a ride to your destination and still need the return trip. Failure to cancel this return ride could result in a second no show determination for that day.

Who Should I Call if I Think I Left Something on the Vehicle?

To claim a lost article, call (505) 473-4444. We keep any article found on a van for 30 days. You must come to our office at 2931 Rufina Street (Santa Fe Trails Administrative Office) to claim lost items.



What Should I Consider in Making Plans for My Trip?

- Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow adequate time to reach your destination
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination.

Questions, Concerns or Complaints

Please call the customer service center at (505) 473-4444 between 7:00 a.m. to 7:00 p.m. Monday through Saturday or 8:30 a.m. to 7:30 p.m. on Sunday.

If you have a concern which cannot wait until our administrative office is open, you are also welcome to call the City of Santa Fe Constituent Service line at (505) 955-6579 or access this system at www.santafenm.gov at the bottom of the page under 1, click to "city hall".

We would love to hear any ideas or compliments you may have regarding Santa Fe Ride Paratransit service.

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Is Santa Fe Ride An Emergency Service?

Note: For Emergency transportation call 911.

In the event of a natural or man-made disaster, Santa Fe Ride may not be able to continue to provide services. In such cases, it will be the responsibility of the customer to contact the Santa Fe Ride Call Center and inquire as to the status of their service.

Any Questions? Call 505-473-4444



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