



Agenda

11/19/14 TIME 2:57
by Lois Amador
[Signature]

**TRANSIT ADVISORY BOARD MEETING
TUESDAY, DECEMBER 2, 2014
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

- CALL TO ORDER
- ROLL CALL
- APPROVAL OF AGENDA
- APPROVAL OF MEETING MINUTES: OCTOBER 28, 2014

PUBLIC COMMENT

PRESENTATION:

DOWNTOWN TRANSIT CENTER- SHERIDAN IMPROVEMENTS PROGRAM DESIGN
(WILSON & COMPANY, INC., ENGINEERS & ARCHITECTS)

ACTION ITEM:

1. SANTA FE RIDEFINDERS SURVEY
2. 2015 TRANSIT OPERATIONS SERVICE SCHEDULE – REVIEW AND APPROVE
3. 2015 TRANSIT ADVISORY BOARD MEETING SCHEDULE – REVIEW AND APPROVE

DISCUSSION ITEMS:

1. REPORT ON SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PU
2. REPORT ON CUSTOMER COMMENT/COMPLAINT SYSTEM
3. UPDATE ON COLLEGE SHUTTLE
4. UPDATE ON SOUTHSIDE TRANSIT CENTER
5. TAB APPOINTMENTS

PUBLIC COMMENT

ADJOURN

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

TRANSIT ADVISORY BOARD
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TRANSIT ADVISORY BOARD

October 28, 2014

5:00 pm – 6:45 pm

MINUTES

Call to Order

Colin Messer, Chair, called the meeting of the Transit Advisory Board to order at 5:00 pm. Roll call did not constitute a quorum.

Roll Call

Present:

Colin Messer, Chair
Chris Calvert
Aurore Bleck
Stan Cooper
Mary McGuinness

Not Present:

Don Bell
Garrett Robinson

Staff Present:

Lois Amador
Jon Bulthuis
Annette Granillo
Eric Aune, SF MPO

Others Present:

Anna Serrano for Fran Lucero, Stenographer

Approval of Agenda

Mr. Calvert moved to amend the agenda to include the approval of the minutes for September 23, 2014, second by Ms. McGuinness, motion carried by unanimous voice vote.

Approval of Minutes: August 26, 2014 and September 23, 2014

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September 23, 2014 – Page 3, 3rd paragraph – Ms. Bleck stated that it is \$5.00 if you are a Senior and not disabled.

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Public Comment:

None

Report on Santa Fe Ride

Ms. Granillo reported that she conducted a sub-committee meeting on this date and board member, Mary Guinness who serves on the sub-committee would report. Ms. McGuinness shared some of the concerns regarding the delays and sometimes they cannot get an appointment more than a week in advance. The sub-committee was advised that they would soon have a new driver.

Ms. Granillo explained that they basically have 16 positions in this FY vs. the 14 they had in the previous FY. There has been some shifting of staff, 2 Paratransit operators were lost to promotions within the city. The 2 temporary employees are now in permanent positions and there is 1 driver who is not available to drive which added changes to that shift. The Supervisor was also lost and he was a fixed route driver, he became a supervisor at Paratransit. A senior driver was brought in to cover that route therefore there were changes in her route. Manny from Maintenance is back and is a Supervisor, he is back to driving. Interviews are set up for the 2 vacancies and there is a need for an additional customer service representative. Sandra is the new driver and will start on Saturday. There are 16 vehicles in the fleet and during peak which are Wednesday and Thursday there are 15 vehicles out.

It was noted that there are no more specials for fixed route until Christmas.

Eric Aune, Update on SF MPO

(Exhibit A) – Performance Measures – Ridership is up, cost for services is going down. Mr. Aune said that most documents will all be on the website and he addressed the Routes and Route Design issues related to Airport Road/Jaguar, South Cerrillos Rd. to Hwy. 599. A discussion has been held with Mr. Bulhuis, Mr. Aune and Ms. Sedillo regarding the use of Santa Fe Pickup and how it will be repurposed. A meeting will take place with a team to discuss how this could be repurposing it for tourist reasons. Meeting was very successful. Discussion on service days and hours and new services included in Exhibit A. It was noted that they have received over 1,000 survey responses back which will reinforce many of the public comments we have received for years. It was noted that new services for La Cienega need to be considered by the RTD. Mr. Aune said that a more detailed report has been compiled discussing the perceptions and feedback from the survey and will be forthcoming. Mr. Aune said that they are revising some of the timing of the routes to make them more efficient. Included is a summary on existing services. Next steps are outlined in Exhibit A.

Mr. Aune stated that their master plans are adopted and approved by the MPO Board. There is planning interaction with both city and county related to transit plans, for example the Bicycle Trail Plan and the State Transportation Plan and many others.

The question was asked on what the plan is to increase ridership and revenue. Mr. Aune said that he works closely with Ken and Jon who will be able to provide the level of detail that TAB members would like.

The Chair asked if November would be premature in seeing the report. Mr. Aune said no, he believed he could return to TAB and present at that time.

In addition, more technical memos, presentations and other related documents can be viewed at www.santafemppo.org and clicking on the Public Transit Master Plan button.

Discussion Items

1. Report on System Ridership – Fixed Route and Paratransit (Reports included in TAB meeting packet and reviewed verbally)

Mr. Bulthuis reported that they are down a little, stabilizing the ridership numbers, not seeing any growth this month. Conversations have been held with RTD to see if this is unique to Santa Fe and if they were experiencing the same and they track up almost exactly in terms of ridership stabilizing and not seeing the growth at this time. We have a great opportunity to grow; particularly Santa Fe Pick-Up offers that opportunity in restructuring.

Mr. Bulthuis said that they are starting with the Lodger's and presenting to them asking them for their input as to what they see as their needs and how to make the service run better. Feedback will be brought back to TAB to evaluate the vehicle requirements. Mr. Bulthuis said they want to make sure riders are not left stranded and Santa Fe Pick-Up restructuring is number one and also discussing introducing Dial-A-Ride.

The Chair asked if Dial-A-Ride would be for Santa Fe Pick-Up or all fixed routes. Mr. Bulthuis said it is in evaluation but would say for Santa Fe Pick-Up. Any recommendations will come before the TAB for approval.

Mr. Bulthuis said that the beauty of the study is that it is looking at the system comprehensively whereas even the new route additions that have been done in the last couple of years, they were done more like adding on to existing service, which is ok on the short run, we are looking at long term efficiency and how do we serve in particular the southwest sector. The two areas of great importance right now are the southwest sector and Santa Fe Pick-Up which will likely have recommendations for discussion.

A timeline could not be committed to at this time for November or December but more likely for the first quarter.

The Chair asked if TAB members wanted to make recommendations on restructuring, how that would affect the schedule.

Mr. Bulthuis said that the pick-up offers a real opportunity to deliver more services than they deliver right now making it a main focus and possibly moving it forward in advance of the full restructuring. Mr. Bulthuis is in discussion with the City Manager related to this immediate need. Once that is up and running; keeping in mind that the goal is to get that new and improved service before the tourist season really hits. The full restructuring system timeline is probably more towards the summer.

Mr. Bulthuis informed TAB that they are updating the City's Drug and Alcohol Policy to match the federal requirements and this will be discussed at the upcoming City Council meeting for action.

Ms. Amador provided the TAB members with a sheet describing the service to the new Veterans Clinic located at the outlet mall.

The Chair asked how this route would be advertised for those in need of the services.

Ms. Granillo said that they will create a rack card describing the schedules for Route #26 and they will be placed at the mall, taken to the Veteran Clinic and place them in all of the buses. Radio advertisements can also be done, note much of this is in the planning stages.

Ms. Bleck asked if they would be placed in the blue buses. Ms. Granillo said that could be a consideration; for sure they would be in the city transit buses.

Mr. Calvert said what is key in this plan is for those who are riding the buses in to Santa Fe to know that there is a way to get them to the Veteran Clinic.

Mr. Bulthuis said that the trip planning number would also be provided along with the schedule and staff can provide verbal direction. Information will also be posted on the web. Transit will work together with the Director from the Veteran's Clinic for direction on where else we could distribute route schedule information.

6:00 pm - TAB members went outside of the building to look at the new buses.

2. Report on Customer Comment/Complaint System
(Reports included in TAB meeting packet and reviewed verbally)

The Chair asked if any compliments have been received and Mr. Bulthuis said that they received one. They complimented the driver for extra patience.

3. Update on College Shuttle

Maps were included in the TAB packet showing the Santa Fe University of Art and Design (SFUAD) to Downtown (Inbound) and Downtown to SFUAD (outbound). First report on ridership will be presented to the city council on November 12th showing them the trends on ridership. The way the resolution was written the Council will direct Mr. Bulthuis to either pursue this or continue discussion with the colleges and try to broaden it to other colleges or look towards not doing it; is a pilot. Right now, Santa Fe Pick-Up resources are being used for this endeavor. Once Santa Fe Pick-Up is reconfigured it will be a resource that is no longer available.

Mr. Bulthuis said that on November 12th they will also have an opportunity to present the new Grant and will take the buses to City Hall so the Councilors can see the new look and discuss during the presentation.

The Chair asked for a follow up report from Mr. Bulthuis at the November meeting.

Board Member Comments

Southside Transit Center

Mr. Bulthuis said that they could not get in to see the details of the center but that it is a positive move in the right direction. The RFP will be released this week. It was noted that SFPD will pay for their part in this space. There is not an MOA in place related to utility costs, etc., more detail to be provided at a later date.

Note to Staff: New Survey should be included in next month meeting Agenda for TAB review.

Update on Indian Hospital intersection at Cerrillos Road. Mr. Bulthuis said that there is steady discussion between the City Engineering group, NM DOT and the Indian Hospital. More positive information to follow, questions are more related to the financial responsibilities.

Staff Comments

It was noted that Cindy Montoya has resigned from the TAB.

There are presently two openings on the Board, Tourism and Education representatives. The Chair will send a note to the Mayor on these vacancies. Mr. Calvert suggested a student representative for Education.

Public Comments

No Public Comment

Next Meeting

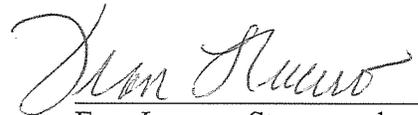
Refreshments will be provided at the December meeting in appreciation at this meeting.

Adjourn

Mr. Calvert moved to adjourn at 6:35 pm, second by Mr. Cooper, motion carried by unanimous voice vote.

Signature Page

Colin Messer, Chair



Fran Lucero, Stenographer

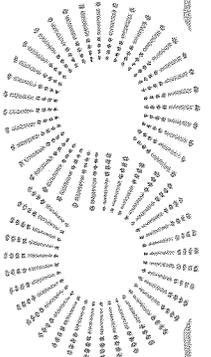
ACTION ITEM

1. SANTA FE RIDE SURVEY

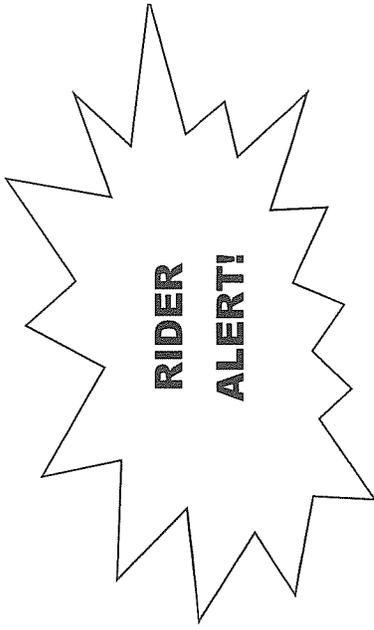
- ◆ **Are you a SF Ride customer?**
 - a. Santa Fe Ride customer
 - b. Attendant of a customer
 - c. Family member of a customer
 - d. Social service program provider
- ◆ **How many days, in a typical month, do you use SF Ride?**
 - a. 1 - 5 days
 - b. 15 - 30 days
 - c. 5 - 15 days
 - d. Don't usually use
- ◆ **Over the past year, has your use of Santa Fe Ride**
 - a. Increased
 - b. Decreased
 - c. Stayed the same
- ◆ **Outside of the Santa Fe Ride hours of service, what transportation do you use?**
 - a. Private vehicle
 - b. Taxi
 - c. Other _____
 - d. Haven't found a good substitute
 - e. Don't usually go out those hours
- ◆ **Do you currently purchase Santa Fe Ride travel vouchers to pay for your transportation?**
 - a. Yes _____
 - b. No _____
- ◆ **What other forms of communication do you currently use?**
 - a. Twitter
 - b. Facebook
 - c. E-mail
 - d. Other _____
- ◆ **Please rate the following aspects of using Santa Fe Ride on a scale from 5 (highest) to 1 (lowest)**
 - 5 Never
 - 4 Usually
 - 3 Sometimes
 - 2 Rarely
 - 1 Never NA Not applicable
- ◆ **Call Center Experience**
 - Call is answered promptly _____
 - My appointments are correct _____
 - Call taker identified him/herself _____
 - Call taker is helpful _____
- ◆ **Appointments are read back to me**
 - Call taker explains correct scheduling/Use of SFR as needed _____
- ◆ **Ride Experience**
 - SF Ride vehicles arrive in a 30-minute window _____
 - The driver helps me with my packages _____
 - I am notified of late arrival/problems _____
 - My packages are secured/don't roll on floor _____
 - The driver notifies me of SF Ride arrival _____
 - There is space for my attendant, as reserved _____
 - The driver helps me to the vehicle _____
 - My service animal is treated well _____
 - The driver is courteous and pleasant _____
 - Seatbelts are operable _____
 - The driver is in good health _____
 - The vehicle doesn't move until I'm properly secured _____
 - (Not suffering from a cold or flu) _____
 - My ride is safe _____
 - Ramps and lifts operate well _____
 - The driver does not use personal electronic devices _____
 - The driver helps me board during transit _____
- ◆ **SF Ride vehicles are accessible, suitable, and safe for my disability:**
 - a. Yes _____
 - b. No _____
 - If no, what can improve? _____
- ◆ **Have you registered a compliment or complaint about your SF Ride experience in the past two years?**
 - a. Yes _____
 - b. No _____
- ◆ **What response did you receive from your comment?**
 - Letter from SF Ride _____
 - Phone call _____
 - No response _____
- ◆ **Was the response?**
 - Ok _____
 - Missed the point _____
 - Incorrect _____
 - Unsatisfactory _____
- ◆ **In the past six months, have you had a scheduled ride that you did not take which is considered a "No Show" by SF Ride?**
 - a. Yes _____
 - b. No _____
 - c. More than one _____
- ◆ **If yes, why were you unable to use the ride as scheduled? Check all that apply.**
 - I wasn't ready within five minutes after my ride arrived _____
 - I tried to cancel, but it was less than two hours before the ride _____
 - SF Ride was not open two hours before my ride _____
 - I woke up sick very early and needed to cancel but I fell asleep before SF Ride opened _____
 - I forgot to cancel a ride I didn't need _____
 - The driver didn't find me and left without me _____
 - Other _____
- ◆ **How can the no-show system work better?**
 - _____
 - _____
 - _____

ACTION ITEM

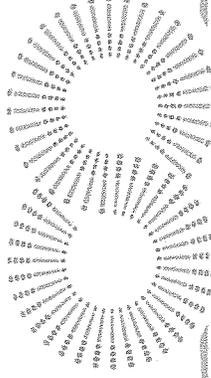
2. 2015 TRANSIT OPERATIONS SERVICE SCHEDULE-
REVIEW AND APPROVE



SANTA FE TRAILS



**RIDERS
ALERT!**



SANTA FE RIDE

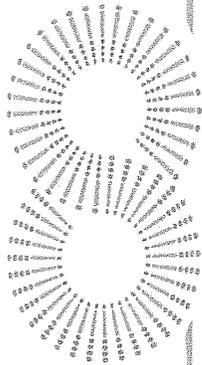
2015 HOLIDAY/SPECIAL SERVICE SCHEDULE

New Year's Day	Wednesday	January 1, 2015	NO SERVICE	NO SERVICE
Martin Luther King Day	Monday	January 19, 2015	Saturday Service	8:00 am – 8:00 pm
Presidents Day	Monday	February 16, 2015	Weekday Service	6:00 am – 10:00 pm
Memorial Day	Monday	May 25, 2015	NO SERVICE	NO SERVICE
Independence Day Observed	Friday	July 3, 2015	Saturday Service	Saturday Service
Independence Day	Saturday	July 4, 2015	NO SERVICE	NO SERVICE
Labor Day	Monday	September 7, 2015	NO SERVICE	NO SERVICE
Fiesta Friday	Friday	September 11, 2015	Weekday Service	6:00 am – 10:00 pm
Columbus Day	Monday	October 12, 2015	Saturday Service	8:00 am – 8:00 pm
Veterans Day	Wednesday	November 11, 2015	Saturday Service	8:00 am – 8:00 pm
Thanksgiving Day	Thursday	November 26, 2015	NO SERVICE	NO SERVICE
Thanksgiving Friday	Friday	November 27, 2015	Saturday Service	8:00 am – 8:00 pm
Christmas Eve Day	Thursday	December 24, 2015	Saturday Service	8:00 am – 8:00 pm
Christmas Day	Friday	December 25, 2015	NO SERVICE	NO SERVICE
New Year's Eve Day	Thursday	December 31, 2015	Weekday Service	6:00am – 10:00 pm
New Year's Day	Friday	January 1, 2016	NO SERVICE	NO SERVICE

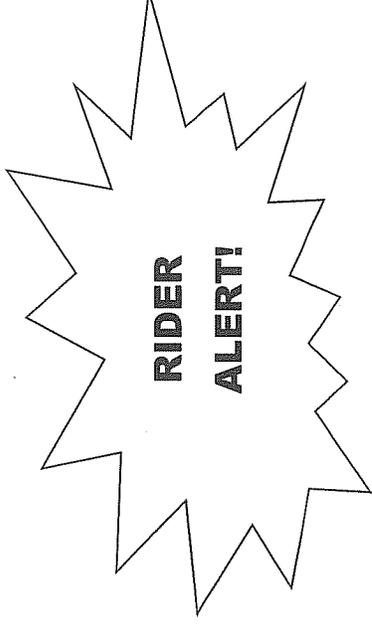
FOR MORE INFORMATION, CALL 505-955-2001

ACTION ITEM

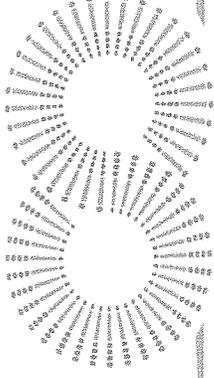
3. 2015 TRANSIT ADVISORY BOARD MEETING SCHEDULE-
REVIEW AND APPROVE



SANTA FE TRAILS



**RIDER
ALERT!**



SANTA FE RIDE

2015 TRANSIT ADVISORY BOARD SCHEDULE

THIS MEETING SCHEDULE IS SUBJECT TO CHANGE. PLEASE CALL 955-2001 OR 955-2008 TO CONFIRM PRIOR TO ATTENDING.

February 24	March 24	April 28	May 26	June 23
July 28	August 25	September 22	October 27	December 1

MEETINGS WILL BE HELD ON THE FOURTH TUESDAY OF THE MONTH (EXCEPT FOR JANUARY AND THE COMBINED

NOVEMBER/DECEMBER MEETING ON DECEMBER 1 AT 2931 RUFINA STREET. ALL MEETINGS WILL BEGIN AT 5:00 P.M. AND

GENERALLY END AT OR BEFORE 7:00 P.M. SHUTTLE SERVICE TO THE MEETING FROM THE CLOSEST BUS STOP (CERRILLOS RD.

AND CALLE DE CIELO) WILL BE PROVIDED UPON REQUEST BY CALLING 955-2001.

All members of the public are invited. For more information on the meetings, or becoming a board member, please call 505-955-2001

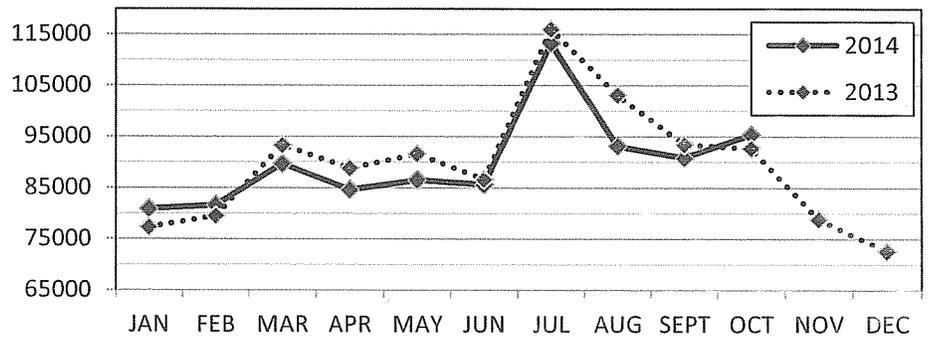
DISCUSSION ITEM

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

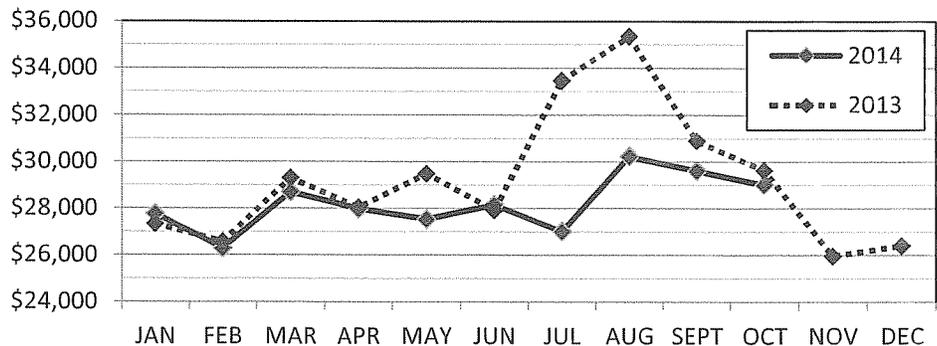
OCTOBER 2014 RIDERSHIP

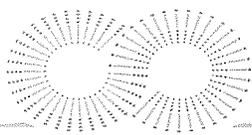
DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route 11	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Oct-14	WE	828	877	426	69	99	33	51	252	159	47	2841
02-Oct-14	TH	557	1407	758	269	346	173	598	189	478	59	4834
03-Oct-14	FR	190	2735	642	148	174	40	275	96	303	32	4635
04-Oct-14	SA	364	1339	291	79	82	69	0	0	79	6	2309
05-Oct-14	SU	149	757	102	0	0	31	0	0	124	9	1172
06-Oct-14	MO	662	2546	484	48	57	18	274	140	215	9	4453
07-Oct-14	TU	211	1705	291	156	169	53	182	128	274	35	3204
08-Oct-14	WE	1043	1606	539	183	173	47	113	0	497	86	4287
09-Oct-14	TH	332	1788	285	215	311	98	121	249	205	0	3604
10-Oct-14	FR	220	1053	885	127	138	49	2	0	86	42	2602
11-Oct-14	SA	345	1494	332	74	64	27	63	0	260	154	2813
12-Oct-14	SU	109	617	133	0	0	48	0	0	94	12	1013
13-Oct-14	MO	265	989	254	123	81	50	0	0	179	16	1957
14-Oct-14	TU	166	1737	430	100	208	105	201	247	214	0	3408
15-Oct-14	WE	184	0	0	0	0	0	0	0	0	0	184
16-Oct-14	TH	824	2228	833	314	297	139	329	167	439	0	5570
17-Oct-14	FR	279	2562	461	119	44	12	117	159	740	143	4636
18-Oct-14	SA	461	1349	357	96	87	89	0	0	36	1	2476
19-Oct-14	SU	130	614	126	51	20	41	0	0	90	9	1081
20-Oct-14	MO	518	1622	562	214	299	59	106	136	225	13	3754
21-Oct-14	TU	222	1299	283	26	66	88	0	139	85	31	2239
22-Oct-14	WE	649	2093	678	135	247	124	214	127	621	82	4970
23-Oct-14	TH	446	1495	628	200	175	80	30	120	234	18	3426
24-Oct-14	FR	332	868	108	214	173	44	0	71	154	31	1995
25-Oct-14	SA	0	0	0	0	0	0	0	0	0	0	0
26-Oct-14	SU	0	0	0	0	0	0	0	0	0	0	0
27-Oct-14	MO	1140	4018	968	136	287	97	307	139	803	86	7981
28-Oct-14	TU	306	2094	628	78	137	53	144	127	191	0	3758
29-Oct-14	WE	209	1745	322	179	196	110	180	0	169	0	3110
30-Oct-14	TH	608	915	669	124	147	28	217	251	410	99	3468
31-Oct-14	FR	341	2164	481	0	0	0	44	73	426	23	3552
Totals		11749	43552	12475	3477	4077	1805	3524	2737	7364	1020	95332

Ridership	2014	2013
JAN	80920	77325
FEB	81623	79532
MAR	89698	93372
APR	84634	88859
MAY	86534	91646
JUN	85635	86644
JUL	113237	115995
AUG	93129	103104
SEPT	90873	93405
OCT	95332	92708
NOV		78832
DEC		72602
	901615	1074024



Revenue	2014	2013
JAN	\$27,761	\$27,330
FEB	\$26,297	\$26,568
MAR	\$28,700	\$29,298
APR	\$27,984	\$28,042
MAY	\$27,536	\$29,481
JUN	\$28,145	\$27,917
JUL	\$27,009	\$33,474
AUG	\$30,219	\$35,352
SEPT	\$29,611	\$30,886
OCT	\$29,013	\$29,627
NOV		\$25,961
DEC		\$26,409
	\$282,275	\$350,345





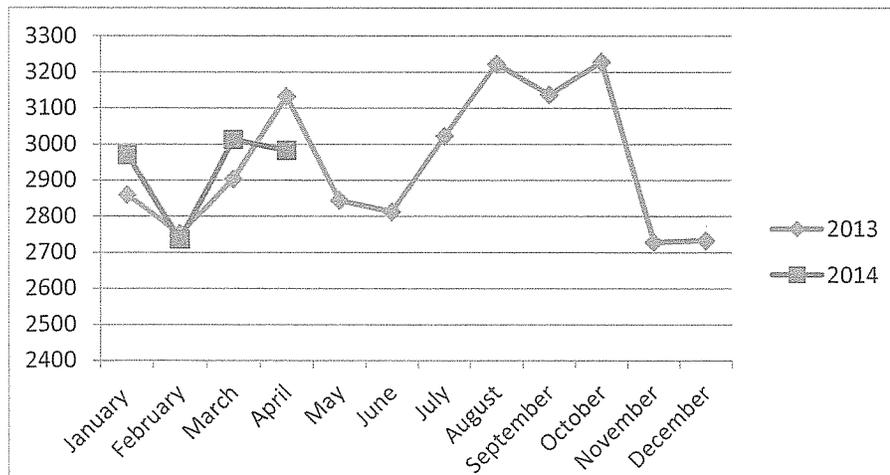
On-Time Performance

2010	On Time %	2011	On Time %	2012	On Time %	2013	On Time %	2014	On Time %
Jan-10	89.30	Jan-11	89.20	Jan-12	90.16	Jan-13	91.10	Jan-14	90.69
Feb-10	90.42	Feb-11	88.06	Feb-12	92.70	Feb-13	90.00	Feb-14	90.54
Mar-10	89.82	Mar-11	90.51	Mar-12	94.26	Mar-13	90.71	Mar-14	89.91
Apr-10	92.29	Apr-11	88.08	Apr-12	92.92	Apr-13	92.51	Apr-14	91.08
May-10	91.81	May-11	88.63	May-12	94.47	May-13	93.00	May-14	91.93
Jun-10	91.86	Jun-11	90.57	Jun-12	91.94	Jun-13	93.00	Jun-14	91.48
Jul-10	92.27	Jul-11	90.61	Jul-12	90.02	Jul-13	91.64	Jul-14	91.50
Aug-10	91.71	Aug-11	91.75	Aug-12	91.09	Aug-13	91.54	Aug-14	90.61
Sep-10	90.11	Sep-11	92.74	Sep-12	89.84	Sep-13	89.47	Sep-14	79.13
Oct-10	90.21	Oct-11	91.16	Oct-12	92.83	Oct-13	91.08	Oct-14	91.14
Nov-10	89.44	Nov-11	92.16	Nov-12	92.87	Nov-13	91.19	Nov-14	
Dec-10	90.11	Dec-11	92.87	Dec-12	90.74	Dec-13	89.81	Dec-14	

Santa Fe Ride Ridership

	2010	2011	2012	2013	2014
January	2551	2784	2827	2859	2971
February	2661	2698	2884	2750	2736
March	2943	2993	3116	2903	3013
April	2852	2831	3057	3132	2983
May	2629	2754	2850	2844	2890
June	2810	2740	2714	2812	2736
July	2719	2575	2750	3023	2900
August	2943	3174	2827	3223	2911
September	3073	3147	2662	3137	2861
October	2941	3319	2920	3229	2983
November	2731	3031	2748	2728	
December	2674	2725	2479	2733	

Annual Total 33527 34771 33834 35373 28984



DISCUSSION ITEM

2. REPORT ON CUSTOMER/COMPLAINT SYSTEM



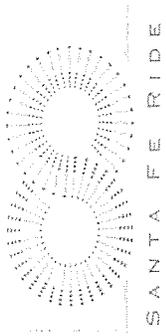
SANTA FE TRAILS

Comment/Complaint Report

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
5852	11/21/2014	11/20/2014	Telephone	Transit buses	A. Petry	4	Unsafe driving	In Process		
5841	11/21/2014	11/19/2014	Telephone	Transit buses	D. Maes	5	Unsafe driving	In Process		
5774	11/17/2014	11/17/2014	Telephone	Transit buses	A. Petry	6	Rider(s) missed at stop	In Process		
5762	11/17/2014	11/17/2014	Telephone	Transit buses	D. Maes	4	Rider(s) missed at stop	In Process		
5488	10/30/2014	10/30/2014	Telephone	Transit buses	M. Williams	2	Driver ignored aggressive rider	In Process		
5447	10/29/2014	10/29/2014	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Oral coaching regarding customer service	11/11/2014	Closed
5440	10/29/2014	10/29/2014	Telephone	Transit buses	D. Maes	24	Rider(s) missed at stop	In Process		
5374	10/26/2014	10/26/2014	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Bus was on time - operator followed policy.	10/26/2014	Closed
5369	10/24/2014	10/23/2014	E-mail	Transit buses	M. Williams	4	Rider(s) missed at stop	In process		
5324	10/22/2014	10/22/2014	Telephone	Transit buses	G. O'Hara	2	Rider injured by bus door	Report was unfounded	11/11/2014	Closed
5245	10/16/2014	10/16/2014	Telephone	Transit buses	A. Petry	24	Rider denied boarding	In process		
5214	10/15/2014	10/15/2014	Telephone	Transit buses	A. Petry	24	Near accident with other vehicle	In process		
5200	10/15/2014	10/14/2014	Telephone	Transit buses	A. Granillo	2	Confrontation with motorist	In process		
5194	10/14/2014	10/14/2014	Telephone	Transit buses	G. O'Hara	6	Duplicate of #5191	N/A	10/15/2014	Closed
5193	10/14/2014	10/14/2014	Telephone	Transit buses	G. O'Hara	6	Duplicate of #5191	N/A	10/15/2014	Closed
5192	10/14/2014	10/14/2014	Telephone	Transit buses	G. O'Hara	6	Duplicate of #5191	N/A	10/15/2014	Closed
5191	10/14/2014	10/14/2014	Telephone	Transit buses	D. Maes	6	Driver missed stop	In process		
5178	10/14/2014	10/13/2014	Telephone	Transit buses	D. Maes	2	Driver not collecting fares	In process		
5171	10/13/2014	10/13/2014	Telephone	Transit buses	D. Maes	5	Unaccompanied child left at stop	In process		
5144	10/09/2014	10/09/2014	Telephone	Transit buses	A. Petry	24	Driver was rude	In process		
5071	10/03/2014	10/03/2014	Telephone	Transit buses	D. Roybal	2	Driver made inappropriate comment	In process		
5070	10/03/2014	10/03/2014	Telephone	Transit buses	D. Roybal	5	Compliments to driver for extra patience	In process		
5006	09/30/2014	09/26/2014	Telephone	Transit buses	A. Granillo	2	Rider(s) smoking on bus	In process		
4933	09/26/2014	09/26/2014	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	In Process		
4836	09/23/2014	09/23/2014	Telephone	Transit buses	G. O'Hara	24	Vomiting child denied boarding	Operator followed policy	09/23/2014	Closed
4832	09/23/2014	09/22/2014	E-mail	Transit buses	G. O'Hara	2	Driver would not let passenger get off	Bus was not at stop - operator followed policy	09/23/2014	Closed
4762	09/18/2014	09/18/2014	Telephone	Transit buses	D. Maes	1	Scheduled bus never arrived	In Process		
4754	09/18/2014	09/18/2014	Telephone	Transit buses	D. Maes	6	Bus was late	Unavoidable due to traffic and construction	10/19/2014	Closed
4744	09/18/2014	09/18/2014	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	In Process		
4732	09/17/2014	09/17/2014	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Oral coaching regarding policy requirements	10/02/2014	Closed
4709	09/16/2014	09/16/2014	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to verify - inaccurate contact information	09/17/2014	Closed
4555	09/08/2014	09/08/2014	E-mail	Transit buses	G. O'Hara		Rt. 5 starts late and driver speeds	Complaint is not factual	09/09/2014	Closed
4538	09/08/2014	09/05/2014	E-mail	Transit buses	D. Maes		Rider(s) missed at stop - driver was rude	Oral coaching regarding customer service	09/15/2014	Closed

SANTA FE RIDE

November 24, 2014



Comment/Complaint Report

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Description of Incident	Action Taken	Response Date	Type of Response
5737	11/13/2014	11/11/2014	Telephone	Santa Fe Ride	A. Granillo	Duplicate of #5736	N/A	11/16/2014	Closed
5736	11/13/2014	11/11/2014	Telephone	Santa Fe Ride	A. Granillo	Driver was late	New		
5610	11/06/2014	10/30/2014	Telephone	Santa Fe Ride	A. Granillo	CSR was unprofessional	New		
5382	10/27/2014	10/27/2014	Telephone	Santa Fe Ride	A. Granillo	Driver was late	New		
5270	10/20/2014	10/20/2014	Telephone	Santa Fe Ride	A. Granillo	Reservation(s) booked incorrectly	New		
5117	10/07/2014	09/25/2014	Telephone	Santa Fe Ride	S. Khalsa	Reservation cancelled in error	In Progress		
4775	09/19/2014	09/19/2014	Telephone	Santa Fe Ride	G. Salazar	Reservation cancelled in error	Recording shows client did cancel	10/30/2014	Closed
4438	09/02/2014	09/02/2014	Telephone	Santa Fe Ride	S. Khalsa	Unsafe vehicle	In Progress		
4382	08/29/2014	08/28/2014	Telephone	Santa Fe Ride	F. Montoya	Trip status check	Driver went to wrong location	11/06/2014	Closed