



Agenda

**AMENDED
TRANSIT ADVISORY BOARD MEETING
TUESDAY, OCTOBER 25, 2016
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

CALL TO ORDER
ROLL CALL
APPROVAL OF AGENDA
APPROVAL OF MEETING MINUTES: SEPTEMBER 27, 2016

PUBLIC COMMENT

ACTION ITEM:

1. 2017 TAB SCHEDULE
2. 2017 HOLIDAY/SPECIAL SERVICE SCHEDULE

DISCUSSION ITEMS:

1. STAFFING UPDATE – STAFF
2. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
3. SHERIDAN DESIGN AND UPDATE – STAFF
4. BUS REPLACEMENT SCHEDULE- THOMAS MARTINEZ
5. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
6. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
7. OPERATIONS AND MAINTENANCE -- THOMAS MARTINEZ

PUBLIC COMMENT

ADJOURN

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

Transit Advisory Board
Meeting Index
September 27, 2016

Title	Description	Page
Cover Page		0
Call to Order	Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:05 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM.	1
Roll Call	A quorum was established with roll call.	1
Approval of the Agenda	Ms. Bleck moved to approve the agenda as presented with a second from Mr. Calvert which passed by voice vote. <i>Discussion: Ms. McGinnis would like to add the schedules to the agenda perhaps under the discussion items and the approval will be at the next meeting. All agreed.</i>	1
Approval of August 23, 2016	Mr. Calvert moved to approve the minutes as presented with a second from Ms. Estrada which passed by voice vote.	2
Public Comment	Discussion Only	2
Presentation: Rosemary Romero providing overview of NCRTD and City of Santa Fe Consolidation Merger Study	Discussion Only	2
Discussion Items: Added: TAB and Holiday/Service Schedule	Mr. Calvert moved to amend the agenda to allow <u>discussion</u> of the schedules, they will be approved at the next meeting with a second from Ms. Bleck which passed by voice vote.	2,3
1. Staffing Update		3
2. Southside Transit Center Update		3,4
3. Sheridan Design and Update	Discussion Only	4
4. Bus Replacement Schedule		4
5. System Ridership-Fixed Route, Paratransit, and SF Pick Up		4
6. Customer Comment/Complaint System		4
7. Operations and Maintenance		4,5
Public Comment	Discussion Only	5
Adjourn	There being no further business to come before the Transit Advisory Board Mr. Cooper moved to adjourn at 6:43 p.m. with a second from Ms. Estrada which passed by voice vote.	5
Signature Page		5

Transit Advisory Board Meeting

Tuesday, September 27, 2016

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

Santa Fe Trails Transit Facility

1. CALL TO ORDER

Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:05 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established with roll call.

2. ROLL CALL

Present

Colin Messer, Chair
Chris Calvert
Mary McGinnis
Aurore Bleck
Stan Cooper
Rebecca Estrada

Excused

Paul Thompson

Others Present

Rosemary Romero, NCRTD
Thomas Martinez, City Transit Interim Director of Operations
Lois Amador, City of Santa Fe Transit Staff
Keith Wilson, City Transit Staff
Alexandra Mazares, Interested in becoming a member
Thomas Rivera, Chainbreakers
Linda Vigil, Stenographer

3: APPROVAL OF AGENDA

Ms. Amador explained the City Clerk's need for the 2017 TAB Schedule and 2017 Holiday/Special Service Schedule finalized as soon as possible.

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

Discussion: Ms. McGinnis would like to add the schedules to the agenda perhaps under the discussion items and the approval will be at the next meeting. All agreed.

4. APPROVAL OF MINUTES: August 23, 2016

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

5. PUBLIC COMMENT

Ms. Mazares introduced herself she is an interested member and wanted to attend. Her resume is part of the packet. (See Exhibit A)

6. PRESENTATION

1.) Rosemary Romero providing overview of NCRTD and City of Santa Fe Consolidation Merger Study

Ms. Romero former City Councilor has been contracted to work on the study. She presented a packet with the general letter, press release and list of those to be interviewed (See Exhibit B).

Ms. Romero reviewed the key components. Ms. Romero explained the different entities and organizations she will meet to get information from and why. There will be public forums scheduled in the city districts. Ms. Romero will make presentations that will be given to the City Council and some committee meetings. The Transit Advisory Board will be invited to attend those meetings. The introductory letter has a lot of information on the study itself.

Ms. Romero stated the president of TMD worked on forming the initial beginnings of Santa Fe Trails many years ago. This is a unique type of merger and very few people work on them.

Mr. Cooper asked about the Financing portion and where is it under the key components. Ms. Romero states the team is working on that portion of it. There will be strategic planning and the budget issues are huge.

A brief description was held about the unique services and how that will work in the merger. Ms. Romero explained there will be 3 or 4 alternatives when the time comes to decide. There will also be an option of "No Change". Ms. Romero explained her time on contract and the whole contract with NCRTD.

Ms. McGinnis would like to know the perceptions of the other services. Everyday customers that utilize the paratransit service will need to know. Ms. Romero states NCRTD has a Paratransit service on call with a small fee. Their service is different because they serve multiple counties.

A brief discussion was held about the teams formed and who the contacts are at each entity. Chair Messer asked when organizations and unions can expect more information. Ms. Romero explained it will happen before the item goes to City Committees and City Council for approval, then the public will be informed.

Ms. Romero will forward the schedule to the Board so they can attend the meetings and forums. A discussion was held about the financing portion of the study.

Ms. Romero explained it will take time to make the public understand all of the components of the merge. Ms. Romero explained the teams meeting schedule.

Mr. Martinez mentioned the schedule will be on the website. Chair Messer will leave the item on the agenda for update.

Mr. Calvert explained the schedules can be discussed tonight but will be need to be added as an Action Item at the next meeting.

MOTION: Mr. Calvert moved to amend the agenda to allow discussion of the schedules, they will be approved at the next meeting with a second from Ms. Bleck which passed by voice vote.

7. DISCUSSION ITEMS

1.) 2017 TAB and HOLIDAY/SPECIAL SERVICE SCHEDULES

Ms. Amador explained the request from the City Clerk for the schedules and discussed how the holidays are observed by the City. (See Exhibit C)

Ms. Amdaor discussed Columbus Day is on the agenda tomorrow before City Council. The name could be changed however service will be the same.

A brief discussion was held about the pay rate drivers will receive when working holidays. Mr. Martinez discussed Christmas Eve and New Year's Eve both fall on a Sunday and service will stay on a regular schedule.

A brief discussion was held about the TAB schedule remaining the same. TAB meetings will be held the last Tuesday of the month. November and December are combined and there will not be a January meeting.

2.) STAFFING UPDATE

Mr. Martinez reported that there 2 new fixed route drivers. Mr. Daniel Roybal who is a supervisor will be moving to NCRTD. Mr. Martinez explained the reality is with the union contract the supervisors have to start at the bottom of the pay scale so they leave where the pay is better.

Mr. Martinez stated he will talk to the City Manager and try to get them reclassified with a different job description after the study is over. Mr. Calvert mentioned that is time to start the new union contracts soon, this could be a good time to discuss it.

Mr. Martinez stated there is one posting open at NCRTD at the moment. Ms. Annette Granillo will be leaving to work in Los Alamos.

Mr. Martinez reported that there was one hire in Paratransit so that will make things easier.

A discussion was held about the candidates who have a hard time passing through the background checks for many reasons. Mr. Martinez is sending staff to job fairs to recruit. The SFPS is offering cash incentives. But they are also finding it hard to pass candidates through the background process.

Mr. Martinez has been trying to accommodate drivers when they need breaks or time off during the week.

Ms. McGinnis asked about supervisors driving more. Mr. Martinez explained they drive when they can, however it becomes a union issue.

3.) SOUTHSIDE TRANSIT CENTER UPDATE

Mr. Wilson presented a copy of the plans (See Exhibit D). Mr. Wilson explained he was able to recover some funds that were designated for park improvements and transit. There were other grants as well totaling 2.2 million to finish the building and grounds. The plans will include restrooms a customer service counter and a possible space for a vendor.

Mr. Wilson met with the architects to give them direction. The time frame is unclear at this time until they get the final FTA funds.

Ms. Bleck discussed her concerns with the crossways where people will need to pass in front of buses. Perhaps they can design two areas. Mr. Wilson will mention it to the architect.

Mr. Wilson explained a portion of the building will remain vacant. Mr. Calvert asked about seating, Mr. Martinez explained there are shelters already in stock.

A brief discussion was held about a rough time frame on construction. Mr. Wilson states it depends who gets the bid it could move fast.

4.) SHERIDAN DESIGN AND UPDATE

Mr. Wilson presented the plans for Sheridan (See Exhibit E). The only addition is the shelters. There will be no more parking on the east side, there will be two lanes and one is designated for the buses. A discussion was held about traffic flow and neighboring businesses. Mr. Wilson explained the concrete pad might be the best option for the area where the buses will stop. Mr. Martinez explained the concrete can be done in any weather.

Mr. Wilson explained the redesigned portion of the lighting. There will be LED lighting that is adjustable on the shelters. The 100% plans were approved today. The bid package is ready to go they are just waiting for FTA funds.

Mr. Wilson explained the Federal funding of the fiscal year is closed down. Once that happens he will work with the feds on the paperwork and this project will be a priority.

A brief discussion was held about the portal and the shelters will have covering. The seating areas are ADA compliant. Mr. McQuarie submitted his concerns in writing and they have been addressed.

Mr. Calvert asked if the City will continue to use Sheridan Street for large events. Mr. Martinez states they will based on the amount of vendors they have for certain events.

5.) BUS REPLACEMENT SCHEDULE

Mr. Martinez reports they will attempt next fiscal year and there is an application in for more federal funding.

6.) SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT, AND SF PICK UP

Mr. Martinez reported the ridership is almost the same as last month. (See Exhibit F) This month the revenue is down, it could be the Veteran's free program.

Mr. Martinez reported on time service is down, there is one injured driver. A supervisor has been driving when possible. Cross training will start up soon so that there is more help.

7.) CUSTOMER COMMENT/COMPLAINT SYSTEM

Mr. Martinez reported all complaints should be closed out and up to date. (See Exhibit G) Chair Messer's complaint should also be closed out. Mr. Martinez had a supervisor look into it.

8.) OPERATIONS AND MAINTENANCE

Mr. Martinez reported one arbob was in an accident and a new cap was ordered which was costly. The unit is fixed and running. The other driver's insurance will most likely cover the repairs. Mr. Martinez discussed the repair shop that is used in Albuquerque does great work.

Mr. Martinez stated the painting of the facility is almost complete.

A discussion was held about the CNG Fueling Station. The RFP is out and will close next month.

Ms. Amador briefly mentioned the letter of interest for Ms. Mazares is at the Mayor's Office. Once it is approved she will inform the board.

8. PUBLIC COMMENT

There were not any public comments.

9. ADJOURN

MOTION: There being no further business to come before the Transit Advisory Board Mr. Cooper moved to adjourn at 6:43 p.m. with a second from Ms. Estrada which passed by voice vote.

SIGNATURES

Colin Messer, Chair



Linda Vigil, Stenographer

ACTION ITEM

- 1. APPROVAL OF 2017 TAB SCHEDULE**
- 2. APPROVAL OF 2017 HOLIDAY/SPECIAL SERVICE SCHEDULE**

City of Santa Fe, New Mexico

MEMO

DATE: October 25, 2017

TO: Transit Advisory Board Committee

VIA:



Isaac J. Pino, P.E., Public Works Department Director

FROM: Lois Amador, Administrative Supervisor

ISSUE:

2017 Transit Advisory Board (TAB) Meeting Schedule
2017 Transit Holiday/Special Service Schedule

SUMMARY:

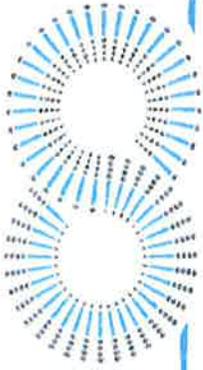
Attached are schedules for the 2017 TAB meetings and the 2017 Transit Holiday/Special Service schedule.

All TAB meetings are scheduled to begin at 5:00 p.m. and at 7:00 p.m. and are held at Transit.

If you have any questions, feel free to contact me at 955-2010.

ACTION:

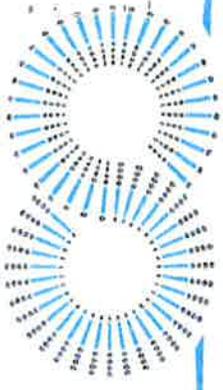
Request approval of the 2017 TAB Meeting Schedule and Transit Holiday/Special Service schedule.



SANTA FE TRAILS



**RIDER
ALERT!**



SANTA FE RIDE

2017 TRANSIT ADVISORY BOARD SCHEDULE

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

February 28	March 28	April 25	May 23	June 27
July 25	August 22	September 26	October 24	December 5

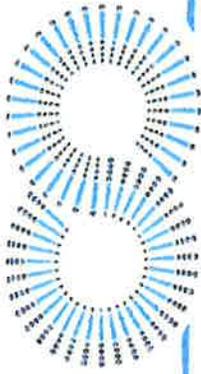
MEETINGS WILL BE HELD ON THE FOURTH TUESDAY OF THE MONTH (EXCEPT FOR JANUARY AND THE COMBINED

NOVEMBER/DECEMBER MEETING ON DECEMBER 5TH 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



SANTA FE TRAILS



**RIDER
ALERT!**



SANTA FE RIDE

2017 HOLIDAY/SPECIAL SERVICE SCHEDULE

NEW YEAR'S DAY	SUNDAY	JANUARY 1, 2017	NO SERVICE	NO SERVICE
New Year's Day Observed	Monday	January 2, 2017	Saturday Service	8:00 am – 8:00 pm
Martin Luther King Day	Monday	January 16, 2017	Saturday Service	8:00 am – 8:00 pm
Presidents Day (observed 1/24/17)	Monday	February 20, 2017	Weekday Service	6:00 am – 10:00 pm
MEMORIAL DAY	MONDAY	MAY 29, 2017	NO SERVICE	NO SERVICE
INDEPENDENCE DAY	TUESDAY	JULY 4, 2017	NO SERVICE	NO SERVICE
LABOR DAY	MONDAY	SEPTEMBER 4, 2017	NO SERVICE	NO SERVICE
Fiesta Friday	Friday	September 8, 2017	Weekday Service	6:00 am – 10:00 pm
Columbus Day	Monday	October 9, 2017	Saturday Service	8:00 am – 8:00 pm
Veterans Day Observed	Friday	November 10, 2017	Saturday Service	8:00 am – 8:00 pm
Veterans Day	Saturday	November 11, 2017	Saturday Service	8:00 am – 8:00 pm
THANKSGIVING DAY	THURSDAY	NOVEMBER 23, 2017	NO SERVICE	NO SERVICE
Thanksgiving Friday	Friday	November 24, 2017	Saturday Service	8:00 am – 8:00 pm
Christmas Eve Day	Sunday	December 24, 2017	Sunday Service	8:30 am – 6:00 pm
CHRISTMAS DAY	MONDAY	DECEMBER 25, 2017	NO SERVICE	NO SERVICE
New Year's Eve Day	Sunday	December 31, 2017	Sunday Service	8:30 am – 6:00 pm
NEW YEAR'S DAY	MONDAY	JANUARY 1, 2018	NO SERVICE	NO SERVICE

FOR MORE INFORMATION, CALL 505-955-2001

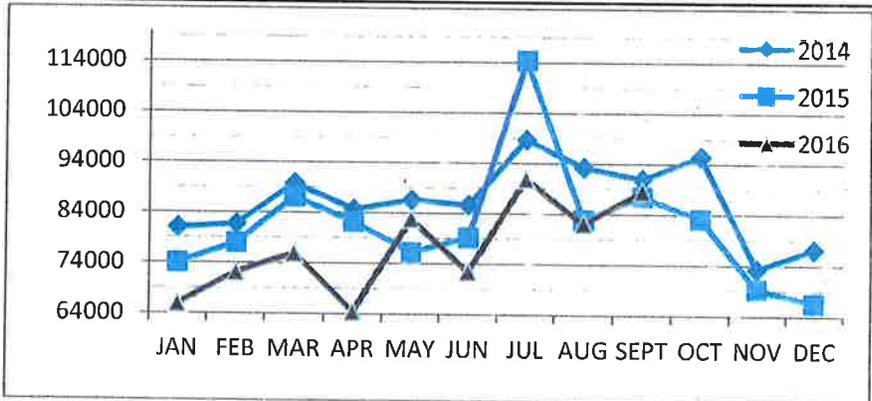
DISCUSSION ITEM

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

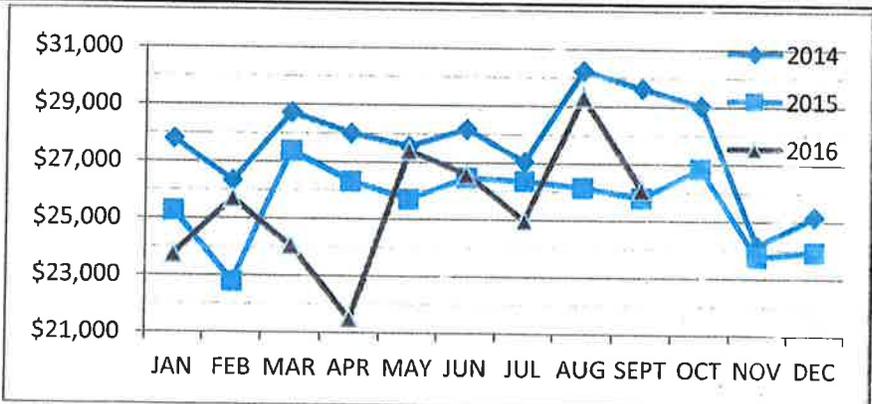
SEPTEMBER 2016 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Sep-16	TH	246	1436	275	53	31	6	100	258	130	0	2535
02-Sep-16	FR	1827	3726	864	218	328	67	64	69	533	43	7739
03-Sep-16	SA	95	418	142	25	8	25	0	0	128	17	858
04-Sep-16	SU	142	751	139	16	30	33	0	0	54	13	1178
05-Sep-16	MO	0	0	0	0	0	0	0	0	0	0	0
06-Sep-16	TU	385	1402	374	239	177	55	108	0	222	31	2993
07-Sep-16	WE	398	1980	446	192	162	49	100	121	235	16	3699
08-Sep-16	TH	550	1745	425	91	134	49	67	267	235	30	3593
09-Sep-16	FR	308	1743	353	1	17	1	48	25	218	16	2730
10-Sep-16	SA	303	859	145	237	272	113	0	0	0	0	1929
11-Sep-16	SU	125	657	148	0	0	21	0	0	67	10	1028
12-Sep-16	MO	444	1243	472	157	257	46	82	105	306	20	3132
13-Sep-16	TU	387	10585	546	185	167	44	108	0	220	4	12246
14-Sep-16	WE	336	1670	260	122	182	67	112	318	230	25	3322
15-Sep-16	TH	256	1412	382	122	203	67	108	101	226	42	2919
16-Sep-16	FR	417	1300	566	163	164	63	37	70	252	8	3040
17-Sep-16	SA	184	1133	161	85	73	30	0	0	113	20	1799
18-Sep-16	SU	74	586	75	0	0	19	0	0	64	6	824
19-Sep-16	MO	632	1221	528	155	109	51	96	113	184	32	3121
20-Sep-16	TU	438	1749	308	195	150	53	105	110	228	27	3363
21-Sep-16	WE	265	1370	422	276	155	59	124	104	244	21	3040
22-Sep-16	TH	150	535	186	0	0	0	89	0	145	0	1105
23-Sep-16	FR	376	2234	628	341	320	234	29	66	296	44	4568
24-Sep-16	SA	325	1114	164	79	88	38	0	0	129	24	1961
25-Sep-16	SU	220	503	98	0	0	54	0	0	71	11	957
26-Sep-16	MO	292	1307	259	177	161	51	84	200	214	21	2766
27-Sep-16	TU	648	1457	296	202	130	62	84	0	227	13	3119
28-Sep-16	WE	427	1078	547	228	187	48	85	0	220	27	2847
29-Sep-16	TH	396	2063	573	149	203	74	72	0	256	22	3808
30-Sep-16	FR	140	1334	420	94	82	31	35	67	120	0	2323
Totals		10786	48611	10202	3802	3790	1510	1737	1994	5567	543	88542

Ridership	2014	2015	2016
JAN	80920	73968	65846
FEB	81623	77909	72094
MAR	89698	87077	75825
APR	84634	82176	64364
MAY	86534	76139	82826
JUN	85635	79142	72432
JUL	98558	114212	90908
AUG	93129	82801	82005
SEPT	90873	87406	88542
OCT	95332	83052	
NOV	73155	69230	
DEC	77090	66491	
	1037181	979603	694842



Revenue	2014	2015	2016
JAN	\$27,761	\$25,242	\$23,721
FEB	\$26,297	\$22,755	\$25,696
MAR	\$28,700	\$27,350	\$24,037
APR	\$27,984	\$26,293	\$21,482
MAY	\$27,536	\$25,682	\$27,401
JUN	\$28,145	\$26,437	\$26,574
JUL	\$27,009	\$26,337	\$24,967
AUG	\$30,219	\$26,114	\$29,299
SEPT	\$29,611	\$25,768	\$26,068
OCT	\$29,013	\$26,809	
NOV	\$24,130	\$23,724	
DEC	\$25,128	\$23,915	
	\$331,534	\$306,425	\$229,244



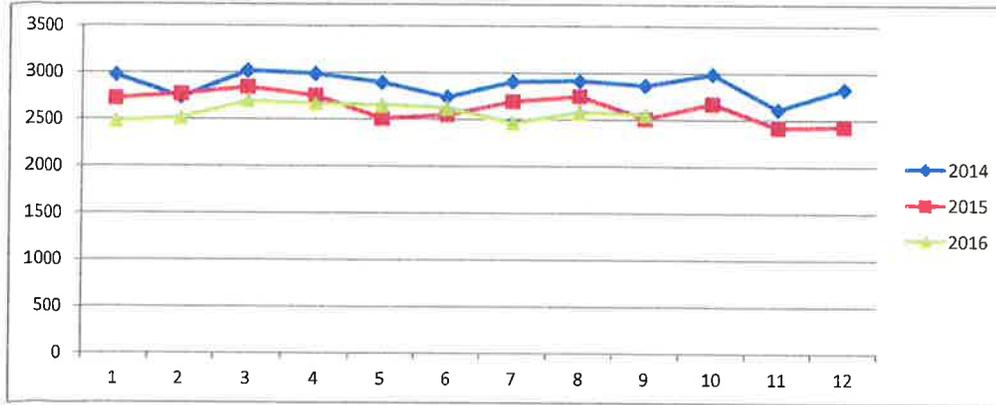


August 31, 2016

On-Time Performance

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

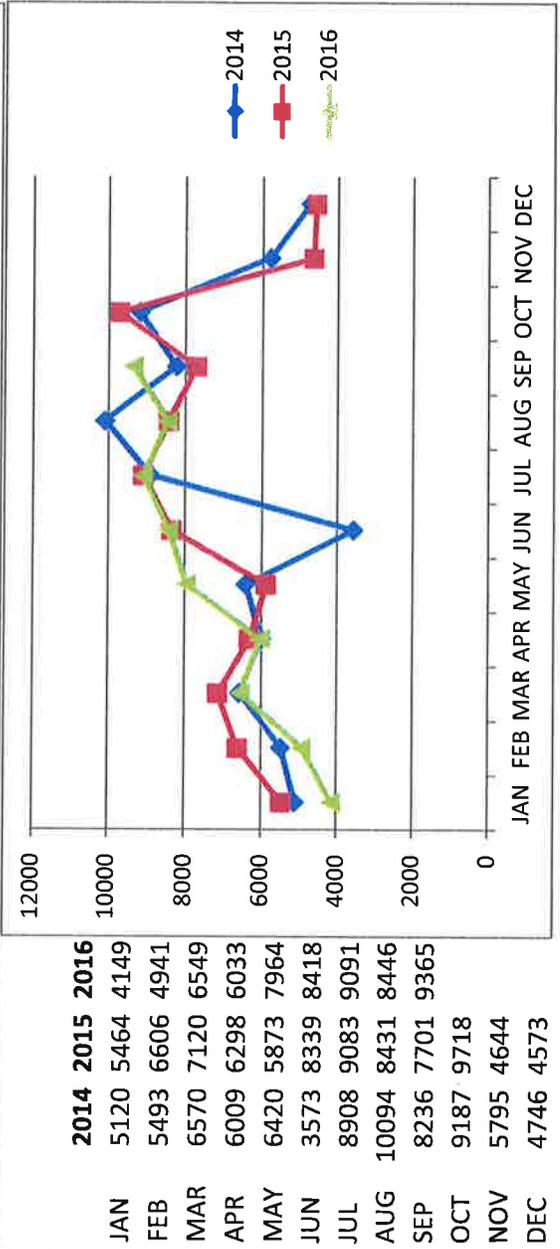
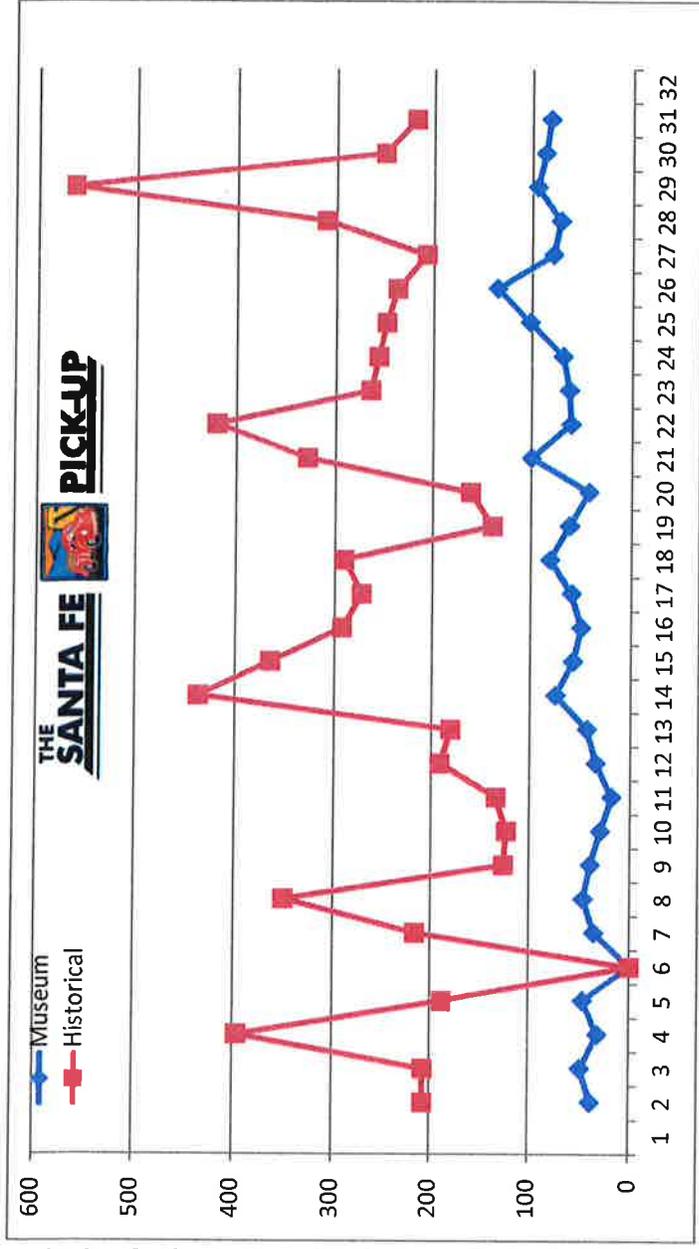
Santa Fe Ride Ridership



	2012	2013	2014	2015	2016
January	2827	2859	2971	2724	2480
February	2884	2750	2736	2771	2518
March	3116	2903	3013	2845	2695
April	3057	3132	2983	2756	2667
May	2850	2844	2890	2513	2656
June	2714	2812	2736	2552	2626
July	2750	3023	2900	2695	2464
August	2827	3223	2911	2753	2581
September	2662	3137	2861	2512	2558
October	2920	3229	2983	2672	
November	2748	2728	2609	2418	
December	2479	2733	2827	2432	
Annual Total	33834	35373	34420	31643	23245

Museum Historical

Thu. Sept. 1	39	207
Fri. Sept. 2	49	207
Sat. Sept. 3	32	396
Sun. Sept. 4	47	188
Mon. Sept. 5	0	0
Tues. Sept. 6	36	216
Wed. Sept. 7	47	350
Thu. Sept. 8	40	126
Fri. Sept. 9	30	123
Sat. Sept. 10	19	134
Sun. Sept. 11	35	191
Mon. Sept. 12	44	180
Tue. Sept. 13	75	436
Wed. Sept. 14	58	364
Thur. Sept. 15	50	292
Fri. Sept. 16	60	272
Sat. Sept. 17	81	290
Sun. Sept. 18	62	139
Mon. Sept. 19	43	161
Tue. Sept. 20	100	328
Wed. Sept. 21	61	419
Thur. Sept. 22	63	264
Fri. Sept. 23	69	256
Sat. Sept. 24	102	248
Sun. Sept. 25	135	237
Mon. Sept. 26	79	207
Tue. Sept. 27	72	310
Wed. Sept. 28	95	564
Thur. Sept. 29	87	250
Fri. Sept. 30	82	218
9/5 Labor Day	1792	7573

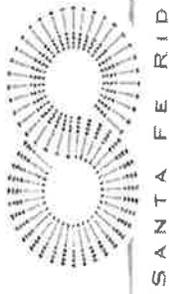


DISCUSSION ITEM

6. REPORT ON CUSTOMER/COMPLAINT SYSTEM

SANTA FE RIDE

October 17, 2016

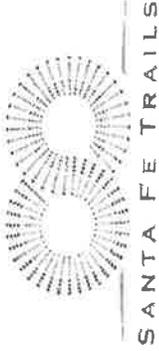


Comment/Complaint Report

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
19516	09/30/16	09/30/16	Telephone	Santa Fe Ride	G. Salazar	Trips entered incorrectly	Software error that is being corrected	10/07/2016	Closed
19444	09/28/16	09/14/16	Telephone	Santa Fe Ride	G. Salazar	Trips not entered	Error by CSR - coaching took place	09/29/2016	Closed
19319	09/22/16	09/20/16	Telephone	Santa Fe Ride	J. Saiz	Driver was not helpful	In progress		
19291	08/21/16	09/21/16	Telephone	Santa Fe Ride	J. Saiz	CSR entered incorrect time	In progress		
18864	09/01/16	09/01/16	Telephone	Santa Fe Ride	G. Salazar	Incorrect location entered	Audio log does not confirm complaint	09/19/2016	Closed
18841	08/23/16	08/23/16	Telephone	Santa Fe Ride	S. Khalsa	Procedures not followed	Complaint was unfounded	08/23/2016	Closed
18283	08/08/16	08/08/16	Telephone	Santa Fe Ride	F. Montoya	Incorrect trip time entered	Issue was resolved by TM1	08/10/2016	Closed
18109	08/01/16	08/01/16	Telephone	Santa Fe Ride	JP Valencia	Compliments on professionalism	Compliment were passed on to operators	08/06/2016	Closed
17757	07/18/16	07/18/16	Telephone	Santa Fe Ride	S. Khalsa	Trips booked on incorrect dates	Dates were corrected	08/09/2016	Closed
17335	06/29/16	06/22/16	Telephone	Santa Fe Ride	G. O'Hara	Careless driving	This is not Transit's vehicle	08/11/2016	Closed
17238	06/25/16	06/25/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude	Client does not remember complaint	08/24/2016	Closed
16947	06/09/16	06/09/16	Telephone	Santa Fe Ride	S. Khalsa	Inappropriate touching	Complaint was unfounded	08/09/2016	Closed
16730	06/02/16	06/01/16	Telephone	Santa Fe Ride	F. Montoya	Careless driving	Driver was retrained	08/23/2016	Closed
16029	04/29/16	04/26/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate comments from driver	Unable to verify complaint	08/23/2016	Closed
15987	04/27/16	04/27/16	Telephone	Santa Fe Ride	J. Saiz	Trip not entered into system	In progress		
15926	04/25/16	04/25/16	Telephone	Santa Fe Ride	J. Saiz	Trip not entered into system	In progress		

SANTA FE TRAILS

October 17, 2016



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
19668	10/07/2016	10/07/2016	Telephone	Transit buses	J. Alarcon	2	Compliment for good service	Compliment was passed on to operator	10/07/2016	Closed
19636	10/06/2016	10/06/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	In progress		
19563	10/03/2016	10/03/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to verify complaint	10/04/2016	Closed
19542	10/03/2016	10/03/2016	Telephone	Transit buses	A. Petry	4	Rider(s) were refused boarding	In progress		
19365	09/23/2016	09/23/2016	Telephone	Transit buses	J. Duran	1	Rider(s) missed at stop	In progress		
19275	09/20/2016	09/20/2016	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Driver acted appropriately	09/20/2016	Closed
19268	09/20/2016	09/20/2016	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Rider(s) were not at a stop	09/29/2016	Closed
19242	09/19/2016	09/19/2016	Telephone	Transit buses	A. Petry	26	Bus was running hot	Supervisor reminded operator about schedule adherence.	09/29/2016	Closed
19223	09/18/2016	09/15/2016	Telephone	SFPU	G. O'Hara	N/A	Aggressive driving	Appropriate action is pending	09/29/2016	Closed
N/A	09/18/2016	09/15/2016	Telephone	Transit buses	M. Williams	4	Compliment for professional service	Compliment was passed on to operator	09/16/2016	Closed
19199	09/15/2016	09/15/2016	Telephone	Transit buses	G. O'Hara	4	Visually different road maneuver	Normal operational lane change	09/19/2016	Closed
19175	09/15/2016	09/15/2016	Telephone	Transit buses	J. Duran	6	Rider(s) missed at stop	In progress		
19162	09/14/2016	09/11/2016	Telephone	Transit buses	G. O'Hara	4	Rude behavior	Unable to determine operator	09/19/2016	Closed
19052	09/09/2016	09/09/2016	Telephone	Transit buses	A. Petry	1	Bus was running hot	In progress		
18980	09/07/2016	09/07/2016	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	In progress		
18900	09/02/2016	09/02/2016	Telephone	Transit buses	G. O'Hara	N/A	Group of riders missed during Zozobra	Unable to determine operator	09/19/2016	Closed
18873	09/01/2016	09/01/2016	Telephone	Transit buses	G. O'Hara	2	Bus cut off another driver	Operator will be coached on defensive driving skills	09/19/2016	Closed
18849	09/01/2016	09/01/2016	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at stop	Unable to determine operator with information provided - anonymous submission	09/19/2016	Closed
18798	08/30/2016	08/29/2016	Telephone	SFPU	M. Williams	N/A	Careless driving	Unable to verify complaint	09/06/2016	Closed
18752	08/29/2016	08/29/2016	Telephone	Transit buses	A. Petry	22	Bus is always late at 599 station	In progress		
18721	08/26/2016	08/26/2016	Telephone	Transit buses	J. Alarcon	2	Abrupt driving and poor customer service	In progress		
18703	08/25/2016	08/25/2016	Telephone	Transit buses	J. Duran	6	Rider(s) missed at stop	In progress		
18678	08/24/2016	08/24/2016	Telephone	Transit buses	G. O'Hara	4	Rude behavior	Operator coached on customer service skills	09/19/2016	Closed
18654	08/24/2016	08/24/2016	Telephone	Transit buses	G. O'Hara	22/26	Runs are always late	Concern will be discussed in monthly training	09/19/2016	Closed
18653	08/24/2016	08/23/2016	Telephone	Transit buses	G. O'Hara	22	Bus is late every day	See comment for #18653	09/19/2016	Closed
18562	08/19/2016	08/19/2016	Telephone	SFPU	G. O'Hara	N/A	Driver was rude	This is a safety training agenda item	09/19/2016	Closed
18517	08/17/2016	08/16/2016	Telephone	Transit buses	A. Petry	N/A	Compliment for good service	Compliment was passed on to operator	09/01/2016	Closed
18488	08/19/2016	08/19/2016	Telephone	Transit buses	A. Petry	2	ADA issue	In progress		

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
18483	08/16/2016	08/16/2016	Telephone	Transit buses	G. O'Hara	4	Bus not running on time	Unable to determine operator	08/16/2016	Closed
18368	08/11/2016	08/11/2016	Telephone	Transit buses	D. Roybal	4	Driver was rude	Driver acted appropriately	08/29/2016	Closed
18366	08/11/2016	08/11/2016	Telephone	Transit buses	A. Petry	4	Free youth fare denied to rider	In progress		
18355	08/10/2016	08/10/2016	Telephone	SFPU	M. Williams	N/A	Rider(s) missed at stop	Rider(s) were not at a stop	09/06/2016	Closed
18339	08/10/2016	08/10/2016	Telephone	Transit buses	A. Petry	4	Free youth fare denied to rider	In progress		
18318	08/09/2016	08/09/2016	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at stop	Operator was running hot and was verbally coached	08/10/2016	Closed
18214	08/04/2016	08/04/2016	Telephone	Transit buses	G. O'Hara	2	Unsafe driving	Situation described was not unsafe	08/04/2016	Closed
18170	08/03/2016	08/03/2016	Telephone	Transit buses	J. Alarcon	21	Rider(s) missed at stop	In progress		
18078	07/29/2016	07/27/2016	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at South Capitol	Operator has been coached on customer service skills	08/15/2016	Closed
18077	07/29/2016	07/29/2016	Telephone	Transit buses	G. O'Hara	4	Wheelchair lift was inoperable	Rider contacted with an apology	08/06/2016	Closed
17951	07/25/2016	07/25/2016	Telephone	Transit buses	A. Petry	22	Rider denied boarding	Operator verbally coached on Operator Handbook	08/02/2016	Closed
17758	07/18/2016	07/18/2016	Telephone	Transit buses	J. Duran	2	Driver was rude	In progress		
17756	07/18/2016	07/18/2016	Telephone	Transit buses	A. Petry	4	Rider was denied boarding	In progress		
17606	07/12/2016	07/12/2016	Telephone	Transit buses	D. Roybal	4	Rider(s) missed at stop	Rider was not at stop	08/29/2016	Closed
17545	07/10/2016	07/10/2016	Telephone	Transit buses	D. Roybal	26	Rider(s) missed at stop	Video does not verify complaint	08/29/2016	Closed
17544	07/09/2016	07/09/2016	Telephone	Transit buses	M. Williams	2	Driver was rude	Operator apologized for incident	09/06/2016	Closed
17383	06/30/2016	06/30/2016	Telephone	Transit buses	M. Williams	21	Driver was rude	Unable to verify complaint	08/29/2016	Closed
17380	06/30/2016	06/30/2016	Telephone	Transit buses	D. Roybal	2	Service animal issue	Complaint was unfounded	08/29/2016	Closed
17025	06/14/2016	06/14/2016	Telephone	Transit buses	M. Williams	4	Driver honked at a car	Operator coached on courteous driving	08/23/2016	Closed
17023	06/13/2016	06/13/2016	Telephone	Transit buses	M. Williams	2	Service animal issue	Rules were reviewed with operator	08/23/2016	Closed
16982	06/11/2016	06/11/2016	Telephone	Transit buses	M. Williams	1	Rider denied boarding	Operator acted appropriately	08/23/2016	Closed
16756	06/03/2016	06/03/2016	Telephone	Transit buses	J. Alarcon	5	Bus was running hot	In progress		
16745	06/02/2016	06/02/2016	Telephone	Transit buses	J. Alarcon	4	Rider(s) missed at stop	In progress		
16507	05/24/2016	05/24/2016	Telephone	Transit buses	M. Williams	1	Bus was running hot	All Rt. 1 operators coached on schedule adherence	08/23/2016	Closed
16309	05/12/2016	05/12/2016	Telephone	Transit buses	J. Alarcon	4	Compliments on safety issue	Compliment was passed on to operator	09/08/2016	Closed
16168	05/06/2016	05/06/2016	Telephone	Transit buses	M. Williams	2	Driver failed to stop to let rider off	Operator did not hear chime in time to stop	08/23/2016	Closed
16092	05/03/2016	05/03/2016	Telephone	Transit buses	J. Alarcon	1	Driver was rude	Video does not verify complaint	09/08/2016	Closed
16049	05/02/2016	05/02/2016	Telephone	Transit buses	M. Williams	2	Driver was rude	Unable to determine operator	08/23/2016	Closed
15358	03/24/2016	03/24/2016	Telephone	Transit buses	M. Williams	2	Bus was running late	Operator needed rest room break	08/23/2016	Closed
15315	03/23/2016	03/23/2016	Telephone	Transit buses	M. Williams	4	Unsafe driving	Operator coached on awareness of surroundings	08/23/2016	Closed
15284	03/21/2016	03/21/2016	Telephone	Transit buses	J. Alarcon	2	Rude driver	Video does not verify complaint	09/08/2016	Closed
14949	03/04/2016	03/04/2016	Telephone	Transit buses	M. Williams	22	Bus ran a red light	Light was yellow - operator was safe	08/23/2016	Closed
14829	03/01/2016	03/01/2016	Telephone	Transit buses	M. Williams	2	Wheelchair improperly secured	Unable to verify complaint	08/23/2016	Closed
14787	02/26/2016	02/26/2016	Telephone	SFPU	J. Alarcon	N/A	Unsafe driving - rude driver	Unable to determine operator	09/08/2016	Closed
14535	02/16/2016	02/16/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	Operator apologized for incident	09/08/2016	Closed

DISCUSSION ITEM

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

FLEET AND FACILITIES MAINTENANCE REPORT
September-16

Preventive Maintenance Inspections Performed

Fixed Route Buses:	14
Paratransit Vehicles:	5
Pick-Up Vehicles:	1

Major Repairs Completed

Date	Unit #	Model	Description	Comments
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Accidents				
7/19/2016	1503	Gillig	Hit in front	

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
08/01/2016		2145 Arboc	charging issue	repaired 9-10-2016

Facility Inspections/Repairs Completed

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

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
07/01/2016	all		Repainting all stops	
08/01/2016	all		replacing aged signs	