



# Agenda

CITY CLERK'S OFFICE

DATE 5/18/15 TIME 5:12pm

SERVED BY Lois Amador

RECEIVED BY Alicia Martinez

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, MAY 26, 2015  
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: APRIL 28, 2015

PUBLIC COMMENT

PRESENTATION:

MPO'S TRANSIT PLAN – ERICK AUNE

ACTION ITEMS:

1. NCR TD SERVICE PLAN FY 2016

DISCUSSION ITEMS:

1. REPORT ON SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
2. REPORT ON CUSTOMER COMMENT/COMPLAINT SYSTEM
3. REPORT ON FLEET AND FACILITIES MAINTENANCE (THOMAS MARTINEZ)
4. SANTA FE PICK-UP ROUTE RESTRUCTURING
5. SANTA FE PICK-UP VEHICLE REPLACEMENT PLAN
6. ACCESSIBLE CABS PROJECT
7. QUALITY OF LIFE GRT RESOLUTION

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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APRIL 28, 2015

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Call to Order and Roll Call	Colin Messer, Chair, called the meeting of the Transit Advisory Board to order at 5:00 pm. Roll call constitutes a quorum.	Page 2
Approval of Agenda and Minutes	<p><b>Approval of Agenda</b> Action Items #1 and #3 deferred to next month meeting.</p> <p><i>Mr. Cooper moved to approve the agenda as amended, second by Mary McGinnis, motion carried by unanimous voice vote.</i></p> <p><b>Approval of Meeting Minutes February 24, 2015</b></p> <p>Corrections: Page 10 – last sentence of 3<sup>rd</sup> paragraph: €MG should be CNG Page 12 – 4<sup>th</sup> paragraph, 8 and 12<sup>th</sup> sentence: Motor Vehiele Act should be Motor Carrier Act Page 13 – No. 7 – Santa Fe Ridefinders Survey</p> <p><i>Ms. Bleck moved to approve the minutes of February 24, 2015 as amended, second by Ms. McGinnis, motion carried by unanimous voice vote.</i></p>	Page 2-3
Public Comment	<i>None</i>	Page 3
Needs Action		Page 3-4
<ol style="list-style-type: none"> <li>1. Santa Fe Pick-up Route Restructuring (Erick Aune) <i>Deferred to Next Meeting.</i></li> <li>2. Santa Fe Pick-Up Vehicle Replacement Plan</li> <li>3. NCRTD Service Plan FY 2016 <b>Deferred to next month meeting for official action. Draft of Resolution will be brought forth at next meeting.</b></li> <li>4. Resolution Authorizing Transit to Establish a No-Cost Program for Veterans (Resolution Attached)</li> </ol>	<p><i>Mr. Cooper moved to approve the Santa Fe Pick-Up Vehicle ADA Compatible vehicle procurement at the cost of \$268,000, second by Ms. Bleck, motion carried by unanimous voice vote.</i></p> <p><i>Ms. Bleck moved to approve the Veteran Transit No Cost pass, second by Ms. McGinnis, motion carried by unanimous voice vote.</i></p>	

<p>Discussion Items</p> <ul style="list-style-type: none"> <li>- Report on System Ridership</li> <li>- Report on Customer Comment/Complaint System</li> <li>- Report on Fleet and Facilities Maintenance</li> <li>- Update on Southside Transit Center and Downtown Transit Center</li> <li>- Bus Procurement</li> <li>- Update on NCRTD's "Mountain Route" Service Plan</li> <li>- CNG Station Design Update (Ken Smithson)</li> <li>- Accessible Cabs Project</li> <li>- Santa Fe Trails Driver Retention and Step Advancements</li> <li>- Second Street Bus Stop Improvement Plan Update</li> </ul>	<p><i>Informational</i></p>	<p>Page 4-8</p>
<p>Board Member Comments</p>	<p><i>Informational</i></p>	<p>Page 8</p>
<p>Adjournment and Signature Page</p>	<p>There being no further business to come before the Transit Board, meeting was adjourned at 7:15 pm</p>	<p>Page 8</p>

**TRANSIT ADVISORY BOARD**  
**April 28, 2015**  
**5:00 pm – 7:15 pm**

**MINUTES**

**Call to Order**

Colin Messer, Chair, called the meeting of the Transit Advisory Board to order at 5:00 pm, Rufina Street Transit Office. Roll call did constitute a quorum.

**Roll Call**

**Present:**

Colin Messer, Chair  
Stan Cooper  
Aurore Bleck  
Mary McGinnis  
Garrett Robinson  
Bridget Wolf

**Not Present:**

Chris Calvert  
Rebecca Estrada, Excused  
Paul Thompson, Excused

**Staff Present:**

Jon Bulthuis, Director, Transportation Department  
Ken Smithson, Director of Operations & Maintenance  
Lois Amador, Staff Liaison for Transit

**Others Present:**

Fran Lucero, Stenographer

**Approval of Agenda**

Action Items #1 and #3 deferred to next month meeting.

*Mr. Cooper moved to approve the agenda as amended, second by Mary McGinnis, motion carried by unanimous voice vote.*

**Approval of Meeting Minutes**  
**February 24, 2015**

Corrections:

Page 10 – last sentence of 3<sup>rd</sup> paragraph: ~~CMG~~ should be CNG  
Page 12 – 4<sup>th</sup> paragraph, 8 and 12<sup>th</sup> sentence: Motor ~~Vehiele~~ Act should be Motor Carrier Act  
Page 13 – No. 7 – Santa Fe Ridefinders Survey

*Ms. Bleck moved to approve the minutes of February 24, 2015 as amended, second by Ms. McGinnis, motion carried by unanimous voice vote.*

The Chair and TAB members welcomed Ms. Bridget Wolf. She will represent be the At-Large Representative.

Ms. Wolf is pleased to serve on the TAB and very invested in public transportation. She wants to work towards keeping transportation moving and expanding. She has been involved in the South side Quality Initiative Committee and is part of the Transportation Task Force. She is a part of Chainbreakers. Ms. Wolf is on the bus every Friday for a few hours talking to those who are on the bus and gathering their input. As an advocate, this keeps her apprised of the rider's needs and view of transportation.

### Public Comment

None

### Action Items:

1. Santa Fe Pick-up Route Restructuring (Erick Aune)  
*Deferred to Next Meeting.*

2. Santa Fe Pick-Up Vehicle Replacement Plan

Mr. Smithson reported that they are replacing the vehicles with ADA vehicles. The plan is to purchase 2 more vehicles, low floor CNG, seating for 19 people, standing for 10. With these 2 new purchases and the additional 1 that will be modified, will make it 3 ADA vehicles. The procurement request is making its way through the administrative process, it has been through Public Works, will go through Finance Committee and on to the City Council for final approval.

Mr. Cooper asked how these would be paid for.

Mr. Smithson said that some funds are from the Mortgage Finance funds and also CIP funding that were not utilized; no federal funding for these purchases. This purchase is with total local funds. Build time for these vehicles is approximately 4-5 months. The two combined will cost \$268,000 and they are on the state price agreement.

Mr. Bulthuis said that there is a viable buyer for the current vehicles. If they are sold at market value the money can roll back in to the Transit budget.

*Mr. Cooper moved to approve the Santa Fe Pick-Up Vehicle ADA Compatible vehicle procurement at the cost of \$268,000, second by Ms. Bleck, motion carried by unanimous voice vote.*

3. NCRTD Service Plan FY 2016

**Deferred to next month meeting for official action.**

**Draft of Resolution will be brought forth at next meeting.**

The Chair asked if there is anything the Transit Advisory Board should be aware of in this plan, i.e., Ski Shuttle to provide them with the information.

Mr. Bulthuis said that in the budget this year they have a \$300,000 transfer to fund Santa Fe Pick-up. This would allow funding for the Ski Shuttle which is a project program right now. Mr. Bulthuis clarified that this would not be run by the city of Santa Fe; the city would help to fund.

4. Resolution Authorizing Transit to Establish a No-Cost Program for Veterans (Resolution Attached) Passed and approved on April 8, 2015 by the Mayor and Council. Ms. Amador will be meeting with the Veteran Affairs representation from the City of Albuquerque program to obtain information on how they operate. The recommendation was to narrow down the options of what ID will be used for proof of being a veteran. (Sample of VA ID Cards). Ms. Amador recommends that the Veteran come to the Transit Office and the Transit Office will print out a Veteran Pass with their picture which will never expire. The bus driver will be responsible to tally the use of the Veteran pass. Ms. Amador said that the suggestion is to have the VA do the vetting of the individuals ID and Transit will accept their ID's and issue a transit card. Once an approval is received by TAB it will be presented to the Mayor's Veteran's Advisory Committee. Mr. Bulthuis did inform the TAB that the Mayor's Veteran's Advisory Committee has not yet been established. Information will be taken back to the Mayor. It no longer has to go to City Council; Ms. Amador said this action is to streamline the process.

Mr. Bulthuis also added that this program is geared towards Santa Fe residents who are Veterans. It may be a small inconvenience for them to come to the Transit Office but the end result is that they get their card at no cost and no expiration. There will be a \$5 fee for card replacement if lost.

Mr. Smithson said that this is the first time they are imposing a replacement cost for lost cards. Ms. Amador said that replacement costs are related more to those that have a photo ID.

*Ms. Bleck moved to approve the Veteran Transit No Cost pass, second by Ms. McGinnis, motion carried by unanimous voice vote.*

#### Discussion Items:

1. Report on System Ridership – Fixed Route, Paratransit and Santa Fe Pick-Up (Included in Packet) Mr. Smithson proposed simplifying the report format to include Day-to-day data, total ridership, and current year vs. past year and a little bit of the line graph. This may be more useful than having the financial data. Santa Fe Pick-Up statistics will also be included in the report. End result will be a 3 sheet report. There are some zeros in the report and this was probably due to not counting the fare box.

Note: Route 26 goes to the Santa Fe Outlet, Wal-Mart and the Veteran's Center. A new bus stop has been set by the hotel at the exit of the outlet mall. Mr. Bulthuis said Ms. Amador has done a great job of marketing this route. (Rack Card attached).

The Chair asked what is being done about the M Route; it is not performing well. Mr. Bulthuis said that it will be going away; a timeline cannot be quoted until the changes are discussed with the Mayor and Council. Mr. Bulthuis said that the transit projection for changes is this fall.

The Chair asked that an update be presented at next month's meeting.

Mr. Bulthuis said that the revisions and recommendations on the SFMO Public Transit Master Plan are available for community input. Mr. Bulthuis will send the web address

to the TAB members to review. The Chair asked Ms. Wolf to send this web address to Chainbreakers for their input. The SFMPO Public Transit Master plan is one of three "modal priority plans" specifically called out in the 2010-2035 Metropolitan Transportation Plan (MTP). The MTP also includes the 2012 Bicycle Master Plan and the pending 2014 Pedestrian Master Plan. Specifically, the 2010 Santa Fe Metropolitan Transportation Plan "directs the Santa Fe MPO to take on a number of initiatives to advance how the transportation system will become accessible, interconnected, sustainable and multimodal.

<http://santafempo.org/public-transit-master-plan/>

2. Report on Customer Comment/Complaint System  
(Report included in packet for TAB member review)  
Mr. Smithson and Ms. Amador reported that within the 6-page report, most all cases have been resolved and are closed. Staff requested permission and feedback from the TAB members to narrow down the report to an accumulative 2 months. The board was in agreement with this request. The Chair complimented the staff for the positive results reflected in the customer comment/complaint report. Good Job.
3. Report on Fleet and Facilities Maintenance  
(Report included in packet for TAB member review)  
Mr. Smithson compared the format of the portrait vs. landscape report reflecting the preventive maintenance schedule. Going forward the report will be provided in portrait format. Mr. Smithson commented that it is important to know how long a vehicle has been down, any mechanical failures, repairs, bus stop condition or repairs during the month. This information will continue to be reported on monthly.

The Chair referred to the A-B-C maintenance schedule and asked if we are still performing in that manner. Mr. Smithson said yes they are. The Chair asked if they went in to the shop would there be a visual they could see that reflects the A-B-C schedule of vehicles to date. Mr. Smithson said they are making improvements in the shop and that visually there is not a board that reflects the A-B-C maintenance but it is recorded and kept on file. In the future a board will be made available to reflect the maintenance schedule. The Maintenance Director's plan is to post a list of vehicles that have been fixed to create awareness with the drivers. The drivers at times don't want to take a bus out if they have had recent problems with it. The posted list will assure them that the maintenance has been done.

The Chair asked if we would be doing any cylinder replacements. Mr. Smithson said yes. The update is that they could not replace the 10-11 vehicles that need it. There will be 6 buses down at the end of June unless we can have a contingency fleet to rotate the buses in and out of the shop.

The Chair asked if we were getting rid of the 6-7 buses at the end of June. Mr. Smithson said yes and informed the TAB members that the buses have been parked and the shop is using parts from the buses for other repairs. If there were a way to get them repaired they would but it is costly and no funding at this time. Mr. Smithson said that retaining some of the 2100's as a contingency plan would require replacements. This topic will be discussed again before a decision to remove in June.

A compliment was extended to staff on the increase of ridership in the area of the Outlet, Wal-Mart and the new Veteran's Center. Mr. Bulthuis complimented Ms. Amador for her marketing efforts and shared a marketing card that she has created to create awareness.

Ms. Amador said that there is an Ad on the bus and they are using radio announcements to create awareness. They direct them to go to the website and sign the "stand up for transportation" petition.

Mr. Cooper said that there may be a special legislative session to discuss capital outlay and it may allow the City another opportunity to request funding for transportation. This committee is chaired by staff not by legislators.

The Chair asked if any reports are needed from the TAB to assist in the discussion with this committee. Mr. Cooper said that once they know more from the lobbyist they will do a call for support from other transit entities as well as the board.

Mr. Bulthuis said they are working closely with the lobbyist to assure that the appropriate information is always available to back up their request. The City governing body has also been encouraged to meet with the interim Legislative Finance Committee on behalf of Transit.

4. Bus Procurement Update

7 buses are on order. Mr. Smithson said that they were originally scheduled to be on the assembly line in December and asked if they could move it up to September. Excellent news. Mr. Smithson said they would like to get 2 of the city maintenance men to the staging area for the new buses. We would be looking for a possible delivery in November, 2015. These are being financed by the Mortgage Finance Authority loan.

5. Update on Southside and Downtown Transit Centers (Ken Smithson)

We have a design firm on board and they are in process of sending out the information survey. Downtown Transit Center is on pause, design team in waiting until the City Manager gives the go ahead. The City Manager and Mayor want Transit to coordinate the larger effort with the O'Keefe representatives so that it works with them as much as the city. We have secured funding from the State – we applied for a special allocation, we got the largest allocation of \$2 million dollars. This is federal highway money and it will be managed by the state. Dave Harris from the Transit Committee spoke on the city's behalf. We can also work closely with our Federal counterpart to expedite the process. A match is required; the city needs to come up with \$500,000 for the Sheridan project. Public-Private partnerships are favored by the Feds. This process is in conversation, more details to follow in the future. Mr. Bulthuis again complimented Mr. Smithson who responded to this grant application on his own and acquired this award. Thank you to Mr. Smithson.

The Chair asked staff to bring any conceptual designs to the next meeting. Also, if there is anything available for the south side, it would be nice to view it.

6. Update on NCRTD's "Mountain Route" Service Plan

Mr. Bulthuis provided an update, this started about 1 year ago, on April 3<sup>rd</sup> NCRTD Board approved funding for the pilot project, the City and County also committed to the pilot project. They are looking at starting the service in the fall months through the ski

season. It was noted that there will be a fare, possibly \$5 a ride. Mr. Smithson said that one of the partners is Ski Santa Fe itself and they would also entertain discounting the ski ticket by \$5. That is what has been approved to date.

The Chair asked, what is the frequency? Mr. Bulthuis said that it would be 1 hour in 1 direction.

7. CNG Station Design Update (Ken Smithson)

The design team from Albuquerque is doing great work for the city. They are nearing 50% construction drawings which will come out in mid-May. Mr. Smithson has sent them some proposed changes regarding the fueling apparatus in the yard. The Chair said this would allow us to put high pressure tubing in the air. Mr. Smithson said the caissons would still be in the ground. Solid waste has been a good partner with Transit.

The Chair asked if we have the money for this. Mr. Bulthuis said we don't have a bid yet but Transit does have some money. Mr. Smithson said at one time they were at about \$4.3 million and it is at about \$2.5 million which will be split with Environment.

Mr. Bulthuis said that in the future topic of discussion on fuel charges should be discussed as we will own the building. Mr. Bulthuis said that right now there is also an up-charge by the city.

8. Accessible Cabs Project

Ms. Bleck said they recently found out there are no cabs that are accessible. Under the ADA requirement cabs are not required to have this. The Motor Carrier Act does require ADA. The city does have the right to pass a resolution for public safety, morals and convenience. It would be advisable to have at least one vehicle be accessible. This topic of discussion was also brought to the Mayor's Disability Committee and they will have a petition on community day. Ms. Bleck also attended Mayor's Day and he is also open to some type of solution for our riders. Ms. Bleck asked if they should make the petition to the City of Santa Fe. Ms. Bleck said that no one has talked to the cab company yet. Ms. Bleck would like to talk to the representative from the Cab Company and possibly have a vehicle expert from the city go with her. Ms. Bleck said that information has been sent to Councilor Carmichael Dominguez. Councilor Dominguez has contacted Mr. Smithson to assist in anyway possible. Mr. Robinson and the Chair also offered to go with Ms. Bleck.

9. Santa Fe Trails Driver Retention and Step Advancements

Ms. Bleck said that there is very low availability on Santa Fe Ride.

Mr. Bulthuis provided the TAB members with an update and next steps that he is working on through the City HR Department. Mr. Bulthuis said that the City has a new HR Director and he will continue to work with this person on this important employee request. In his discussion with the HR Director he will stress the importance of Transit staff and the service they provide the community. There is a concern about the over time that the present employees are required to work due to lack of staffing.

Mr. Robinson asked if Transit is considered an exempt department. Mr. Bulthuis said that he would find out why Transit is not exempted.

10. Second Street Bus Stop Improvement Plan Up-Date

Mr. Smithson provided historical information for the new member benefit on the bus stop at Cerrillos and 2<sup>nd</sup> Street, north side. It is a heavily used and this stop is not ADA accessible. There have been several attempts to work with the Indian Hospital and most recently they have been successful to work with the city for a future resolution. The city has a design but no money to fund this stop improvements. Mr. Smithson continues to look for funding through the State of New Mexico. The state is waiting for their full funding before they can commit to any requests.

**Board Member Comments**

Mr. Robinson talked about the unveiling of the santafe.com website; they have everything except information on Transportation. Mr. Robinson asked who from Transit could speak to them. Mr. Bulthuis will get back with Mr. Robinson.

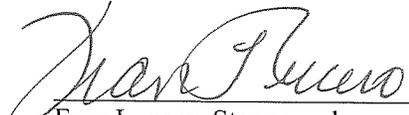
Mr. Cooper recognized Mr. Bulthuis for his leadership. Jon has been the President for the last 3-years of a committee where he has done beyond a phenomenal job. In Jon's tenure, he has done such a great job of getting federal funding.

**Adjourn**

There being no further business, the TAB adjourned at 7:15 pm

**Signature Page**

\_\_\_\_\_  
Colin Messer, Chair

  
\_\_\_\_\_  
Fran Lucero, Stenographer

## ACTION ITEM

1. NCRTD SERVICE PLAN FY 2016
-

1 CITY OF SANTA FE, NEW MEXICO

2 RESOLUTION NO. 2015 -

3 INTRODUCED BY:

4 Councilor Patti Bushee

5  
6  
7  
8  
9  
10 A RESOLUTION

11 **ENDORISING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT'S FY2016**  
12 **BUDGET PROPOSAL, APPROVING THE FY2016 CITY OF SANTA FE REGIONAL**  
13 **TRANSIT PLAN AND DIRECTING STAFF TO SUBMIT THE CITY OF SANTA FE**  
14 **REGIONAL TRANSIT PLAN FOR FY2016 TO THE NORTH CENTRAL REGIONAL**  
15 **TRANSIT DISTRICT BOARD OF DIRECTORS FOR CONSIDERATION AND APPROVAL.**

16  
17 **WHEREAS**, the North Central Regional Transit District (hereinafter referred to as  
18 "NCRTD") was created in 2004 by agreement between the City of Espanola, Los Alamos County,  
19 Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, San Juan Pueblo, Santa Clara Pueblo, the  
20 City of Santa Fe, Santa Fe County and Tesuque Pueblo; and

21 **WHEREAS**, NCRTD Resolution 2008-14 states that "in order to create a truly effective and  
22 efficient regional transit system that cooperatively and equitably serves north central New Mexico,  
23 the NCRTD believes that the City of Santa Fe should be a member of the District"; and

24 **WHEREAS**, as a result of City of Santa Fe Resolution 2008-87, the City of Santa Fe joined  
25 the NCRTD and soon thereafter expanded City delivered transit services to provide connecting

1 transportation to and from the Rail Runner, through funding made available by the NCRTD; and

2 **WHEREAS**, the City’s expanded services include:

- 3 • Santa Fe Trails Route 22, serving the New Mexico 599 Rail Runner station as well as
- 4 Rancho Viejo and Santa Fe Community College;
- 5 • Santa Fe Trails Routes 2 and 4, serving inbound and outbound Rail Runner trains at
- 6 South Capitol station;
- 7 • Additional enhanced, or “special service”, provided to accommodate visitors and
- 8 residents alike, and meet increased demand for Rail Runner transfers, on Folk Art
- 9 Market, Spanish Market, and Indian Market weekends, as well as annual community
- 10 celebrations of Zozobra and the Canyon Road Farolito Walk;

11 **WHEREAS**, the existing services provided by Santa Fe Trails have been deemed to meet the  
12 definition of regional services as adopted by the NCRTD Board and incorporated into its financial  
13 policies as amended on November 4, 2011 by Board Resolution No. 2011-10; and

14 **WHEREAS**, the NCRTD has identified funding in their FY2016 budget proposal to keep the  
15 aforementioned regional services, operated by the City, funded and running through FY2016; and

16 **WHEREAS**, the NCRTD will reimburse the City for said regional transit services, upon  
17 receipt of invoices for service delivered, up to a FY2016 total of \$966,490.00 ; and

18 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**  
19 **CITY OF SANTA FE** that the Governing Body hereby endorses the proposed FY2016 NCRTD  
20 budget that continues to fund regional transit services, as identified above, that the City of Santa Fe  
21 currently provides on behalf of the NCRTD, and that the aforementioned routes compose and are  
22 approved as the City of Santa Fe Regional Transit Plan for FY2016, and upon approval by the  
23 NCRTD Board of Directors, is incorporated in the NCRTD service plan.

24 PASSED, APPROVED, and ADOPTED this \_\_\_\_ day of \_\_\_\_\_, 2015.

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JAVIER GONZALES, MAYOR

ATTEST:

\_\_\_\_\_  
YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
KELLEY BRENNAN, CITY ATTORNEY

## DISCUSSION ITEM

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

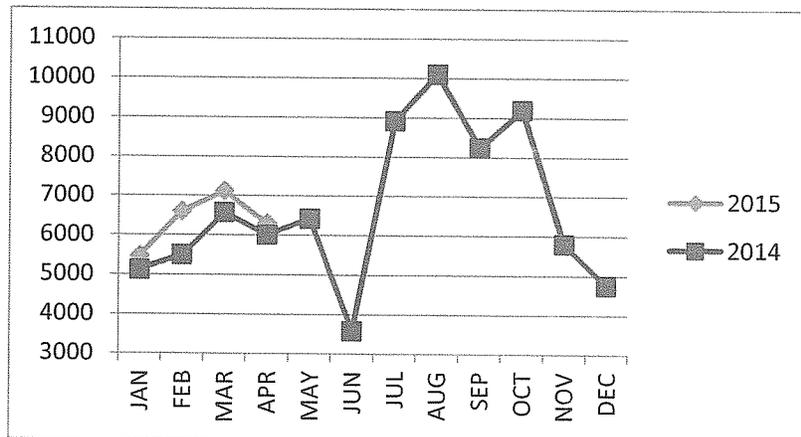
# Santa Fe Pick-Up

Ridership Tally Sheet

Month of April 2015

Shuttle #		#53983	#53984	#53985	Total Daily
04/01/2015	W	185	153	13	351
04/02/2015	T		189	137	326
04/03/2015	F		37	193	230
04/04/2015	S		85	115	200
04/05/2015	S	no service			0
04/06/2015	M	10		150	160
04/07/2015	T	142		124	266
04/08/2015	W	96		89	185
04/09/2015	T	141		134	275
04/10/2015	F	116	40	160	316
04/11/2015	S	53	117	40	210
04/12/2015	S	no service			0
04/13/2015	M	60	66	28	154
04/14/2015	T	94	122	20	236
04/15/2015	W	74	106	10	190
04/16/2015	T	67	127	93	287
04/17/2015	F	59	165	51	275
04/18/2015	S	118	67		185
04/19/2015	S	no service			0
04/20/2015	M	108	18	98	224
04/21/2015	T	141	99	14	254
04/22/2015	W	80	104	7	191
04/23/2015	T	65	161	148	374
04/24/2015	F	108	112	47	267
04/25/2015	S	136	151	105	392
04/26/2015	S	no service			0
04/27/2015	M	110	84	15	209
04/28/2015	T	35	143	18	196
04/29/2015	W	107	100		207
04/30/2015	T	108	30		138
<b>TOTALS</b>		<b>2213</b>	<b>2276</b>	<b>1809</b>	<b>6298</b>

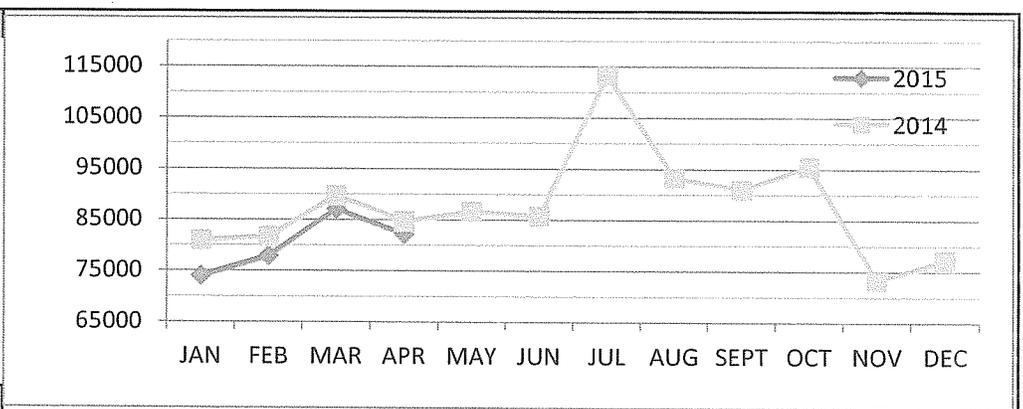
Ridership	2015	2014
JAN	5464	5120
FEB	6606	5493
MAR	7120	6570
APR	6298	6009
MAY		6420
JUN		3573
JUL		8908
AUG		10094
SEP		8236
OCT		9187
NOV		5795
DEC		4746



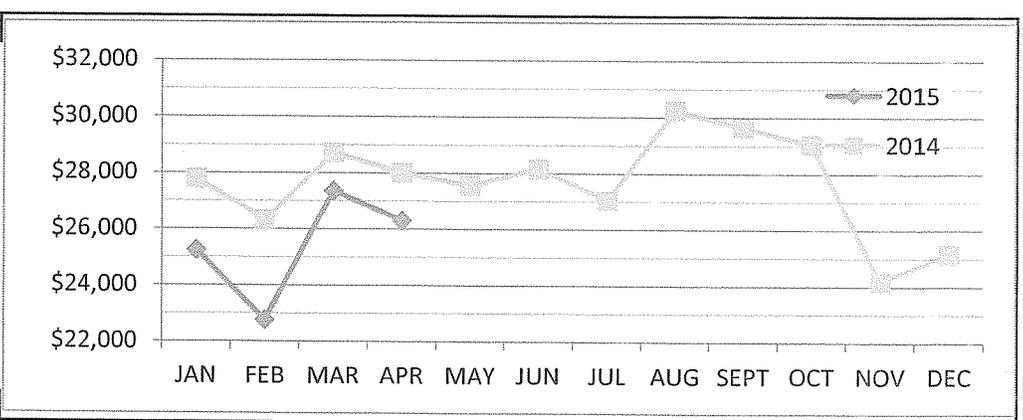
APRIL 2015 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Apr-15	WE	247	1290	448	214	167	74	99	0	289	38	2866
02-Apr-15	TH	360	1685	520	122	153	45	88	205	265	21	3464
03-Apr-15	FR	385	2074	251	118	117	50	41	0	246	31	3313
04-Apr-15	SA	161	971	81	93	89	33	0	63	89	4	1584
05-Apr-15	SU	96	879	196	0	0	20	0	0	39	6	1236
06-Apr-15	MO	353	1306	330	173	145	52	104	111	205	26	2805
07-Apr-15	TU	365	1801	175	119	157	46	157	0	230	14	3064
08-Apr-15	WE	634	762	450	142	186	54	164	0	169	19	2580
09-Apr-15	TH	430	1458	578	172	183	42	90	25	276	15	3269
10-Apr-15	FR	378	1352	626	190	130	57	56	439	235	31	3494
11-Apr-15	SA	240	1230	111	72	77	25	0	0	203	21	1979
12-Apr-15	SU	56	696	182	0	0	25	0	0	74	4	1037
13-Apr-15	MO	319	1651	520	137	176	36	116	102	270	28	3355
14-Apr-15	TU	499	1631	372	122	154	47	39	179	177	63	3283
15-Apr-15	WE	495	1305	375	169	170	67	120	96	235	14	3046
16-Apr-15	TH	380	2165	267	211	147	65	86	0	262	21	3604
17-Apr-15	FR	315	659	347	137	162	62	80	0	220	16	1998
18-Apr-15	SA	136	1236	376	36	67	17	0	0	55	0	1923
19-Apr-15	SU	0	0	0	0	0	0	0	0	0	0	0
20-Apr-15	MO	609	3040	914	199	158	77	210	275	399	31	5912
21-Apr-15	TU	282	1613	418	184	192	28	189	92	265	23	3286
22-Apr-15	WE	807	1522	350	157	176	73	157	88	164	21	3515
23-Apr-15	TH	456	2269	378	89	139	103	70	0	294	46	3844
24-Apr-15	FR	320	790	544	196	88	45	126	127	201	11	2448
25-Apr-15	SA	140	1374	121	61	91	35	0	0	95	2	1919
26-Apr-15	SU	120	665	294	0	0	8	0	0	47	6	1140
27-Apr-15	MO	312	964	384	146	138	32	114	63	278	14	2445
28-Apr-15	TU	404	2059	426	171	201	66	84	174	256	26	3867
29-Apr-15	WE	370	1433	342	129	142	27	133	124	273	26	2999
30-Apr-15	TH	326	1160	493	223	145	99	88	108	236	23	2901
<b>Totals</b>		9995	41040	10869	3782	3750	1410	2411	2271	6047	601	82176

Ridership	2015	2014
JAN	73968	80920
FEB	77909	81623
MAR	87077	89698
APR	82176	84634
MAY		86534
JUN		85635
JUL		113237
AUG		93129
SEPT		90873
OCT		95332
NOV		73155
DEC		77090
	321130	1051860



Revenue	2015	2014
JAN	\$25,242	\$27,761
FEB	\$22,755	\$26,297
MAR	\$27,350	\$28,700
APR	\$26,293	\$27,984
MAY		\$27,536
JUN		\$28,145
JUL		\$27,009
AUG		\$30,219
SEPT		\$29,611
OCT		\$29,013
NOV		\$24,130
DEC		\$25,128
	\$101,641	\$331,533



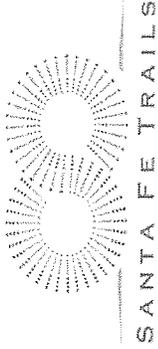
Santa Fe Ride Monthly Fare Reconciliation

Date	Route Match		Envelope Total	Short/Over	Reason	Travel		Pass Sales	Schedule Net		Actual Net		Discrepancies	Comment
	Total	Match				Vouchers	Vouchers		Deposit	Deposit	Deposit	Deposit		
04/01/2015	\$247.00		\$247.06	\$0.06			\$43.00	\$0.00	\$204.06	\$204.06	\$204.06	\$0.00		
04/02/2015	\$232.00		\$220.05	(\$11.95)			\$38.00	\$60.00	\$242.05	\$242.05	\$242.05	\$0.00	unit 2134	
04/03/2015	\$250.00		\$245.55	(\$4.45)			\$55.00	\$0.00	\$190.55	\$190.55	\$189.55	(\$1.00)		
04/04/2015	\$175.00		\$188.81	\$13.81			\$14.00	\$0.00	\$174.81	\$174.81	\$174.81	\$0.00	unit 2134	
04/05/2015	\$92.00		\$92.00	\$0.00			\$16.00	\$0.00	\$76.00	\$76.00	\$76.00	\$0.00		
04/06/2015	\$228.00		\$221.80	(\$6.20)			\$46.00	\$20.00	\$195.80	\$195.80	\$195.80	\$0.00		
04/07/2015	\$217.00		\$215.00	(\$2.00)			\$37.00	\$60.00	\$238.00	\$238.00	\$238.00	\$0.00		
04/08/2015	\$282.00		\$273.00	(\$9.00)			\$40.00	\$10.00	\$243.00	\$243.00	\$243.00	\$0.00		
04/09/2015	\$239.00		\$238.00	(\$1.00)			\$33.00	\$0.00	\$205.00	\$205.00	\$205.00	\$0.00		
04/10/2015	\$234.00		\$239.00	\$5.00			\$42.00	\$0.00	\$197.00	\$197.00	\$197.00	\$0.00		
04/11/2015	\$109.00		\$113.00	\$4.00			\$8.00	\$0.00	\$105.00	\$105.00	\$105.00	\$0.00		
04/12/2015	\$97.00		\$97.00	\$0.00			\$16.00	\$0.00	\$81.00	\$81.00	\$81.00	\$0.00		
04/13/2015	\$201.00		\$194.93	(\$6.07)			\$26.00	\$50.00	\$218.93	\$218.93	\$218.93	\$0.00		
04/14/2015	\$221.00		\$216.14	(\$4.86)			\$31.00	\$80.00	\$265.14	\$265.14	\$265.14	\$0.00		
04/15/2015	\$257.00		\$247.05	(\$9.95)			\$55.00	\$0.00	\$192.05	\$192.05	\$192.05	\$0.00		
04/16/2015	\$216.00		\$218.00	\$2.00			\$46.00	\$0.00	\$172.00	\$172.00	\$172.00	\$0.00		
04/17/2015	\$217.00		\$217.00	\$0.00			\$56.00	\$0.00	\$161.00	\$161.00	\$161.00	\$0.00		
04/18/2015	\$94.00		\$94.00	\$0.00			\$10.00	\$0.00	\$84.00	\$84.00	\$84.00	\$0.00		
04/19/2015	\$88.00		\$92.00	\$4.00			\$34.00	\$0.00	\$58.00	\$58.00	\$58.00	\$0.00		
04/20/2015	\$238.00		\$237.00	(\$1.00)			\$56.00	\$20.00	\$201.00	\$201.00	\$200.00	(\$1.00)	see notes on daily report	
04/21/2015	\$239.00		\$232.00	(\$7.00)			\$29.00	\$0.00	\$203.00	\$203.00	\$203.00	\$0.00		
04/22/2015	\$275.00		\$271.27	(\$3.73)			\$34.00	\$90.00	\$327.27	\$327.27	\$327.37	\$0.10		
04/23/2015	\$243.00		\$241.65	(\$1.35)			\$38.00	\$70.00	\$273.65	\$273.65	\$273.65	\$0.00		
04/24/2015	\$212.00		\$214.00	\$2.00			\$45.00	\$20.00	\$189.00	\$189.00	\$189.00	\$0.00		
04/25/2015	\$123.00		\$124.80	\$1.80			\$16.00	\$0.00	\$108.80	\$108.80	\$108.80	\$0.00		
04/26/2015	\$235.00		\$234.30	(\$0.70)			\$32.00	\$0.00	\$202.30	\$202.30	\$202.30	\$0.00		
04/27/2015	\$235.00		\$234.30	(\$0.70)			\$32.00	\$0.00	\$202.30	\$202.30	\$202.30	\$0.00		
04/28/2015	\$209.00		\$212.00	\$3.00			\$38.00	\$0.00	\$174.00	\$174.00	\$174.00	\$0.00		
04/29/2015	\$237.00		\$234.85	(\$2.15)			\$36.00	\$0.00	\$198.85	\$198.85	\$198.85	\$0.00		
04/30/2015	\$233.00		\$231.00	(\$2.00)			\$35.00	\$0.00	\$196.00	\$196.00	\$196.00	\$0.00		

## DISCUSSION ITEM

### 2. REPORT ON CUSTOMER/COMPLAINT SYSTEM

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Comment/Complaint Report

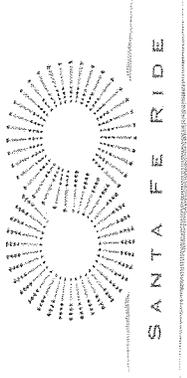
Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
8875	05/15/2015	05/15/2015	Telephone	Transit buses	G. O'Hara	2	Driver was unhelpful	On hold		
8874	05/15/2015	05/15/2015	Telephone	Transit buses	G. O'Hara	2	Unsafe driving	On hold		
8864	05/15/2015	05/15/2015	Telephone	Transit buses	G. O'Hara	24	Bus was 9 minutes late	In progress		
8859	05/15/2015	05/15/2015	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	In progress		
8846	05/14/2015	05/14/2015	Telephone	Transit buses	G. O'Hara	1	Tablet lost on bus	Called submitter to advise nothing was found - gave him the number to try back later	05/15/2015	Closed
8829	05/14/2015	05/14/2015	Telephone	Transit buses	G. O'Hara	5	Bus arrived early	Unable to verify complaint	05/14/2015	Closed
8818	05/14/2015	05/14/2015	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Unable to determine driver	05/14/2015	Closed
8816	05/13/2015	05/13/2015	Telephone	Transit buses	G. O'Hara	1	Driver was rude	Video does not verify concern	05/14/2015	Closed
8768	05/11/2015	05/11/2015	Telephone	Transit buses	G. O'Hara	1	Rider asked to dispose of food/beverage	Driver followed policy - rider could have finished and taken the next bus	05/11/2015	Closed
8750	05/11/2015	05/11/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	In progress		
8743	05/10/2015	05/10/2015	Telephone	Transit buses	A. Petry	24	Driver was rude	Driver followed policy	05/11/2015	Closed
8636	05/05/2015	05/05/2015	Telephone	SF Pickup	J. Alarcon	P/U	Inappropriate radio chatter	Supervisor apologized	05/07/2015	Closed
8634	05/05/2015	05/05/2015	Telephone	SF Pickup	J. Alarcon	P/U	Poor customer service	Complaint is unfounded	05/07/2015	Closed
8576	05/01/2015	05/01/2015	Employee	Transit buses	M. Williams	2	Bus left SFP early	AVL playback shows complaint is unfounded	05/06/2015	Closed
8539	04/29/2015	04/29/2015	Telephone	Transit buses	G. O'Hara	21	Driver was rude and swore	Video does not verify concern	04/30/2015	Closed
8491	04/27/2015	04/27/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Complaint is unfounded	04/27/2015	Closed
8447	04/23/2015	04/23/2015	Telephone	Transit buses	G. O'Hara	2	Driver was unprofessional	Complaint is unfounded	04/27/2015	Closed
8443	04/23/2015	04/23/2015	Telephone	Transit buses	D. Maes	N/A	Speeding and erratic driving	Supervisor spoke with both possible drivers	05/06/2015	Closed
8425	04/23/2015	04/23/2015	Telephone	Transit buses	D. Maes	4	Bus did not go through South Capital	Supervisor took appropriate action	05/06/2015	Closed
8370	04/20/2015	04/20/2015	Telephone	Transit buses	G. O'Hara	4	Bus arrived early	Driver coached on schedule adherence	04/21/2015	Closed
8361	04/20/2015	04/20/2015	Telephone	Transit buses	G. O'Hara	4	Bus arrived early	Supervisor took appropriate action	05/06/2015	Closed
8338	04/17/2015	04/17/2015	Telephone	Transit buses	D. Maes	5	Driver made inappropriate comments	Supervisor followed policy	05/06/2015	Closed
8314	04/17/2015	04/17/2015	Telephone	Transit buses	M. Williams	4	Bus arrived early	Operator followed policy	04/25/2015	Closed
8298	04/16/2015	04/16/2015	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Complaint is unfounded	05/06/2015	Closed
8297	04/16/2015	04/16/2015	Telephone	Transit buses	G. O'Hara	2	Duplicate of #8297	N/A	04/20/2015	Closed
8294	04/16/2015	04/16/2015	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Miscommunication due to busy conditions	04/21/2015	Closed
8280	04/15/2015	04/16/2015	Telephone	Transit buses	M. Williams	6	Bus left St. Vincent's early	Operator acted according to policy - left on time	04/20/2015	Closed
8210	04/10/2015	04/15/2015	Telephone	Transit buses	D. Roybal	4	Bus was running hot	AVL playback confirms bus was on time	04/20/2015	Closed
8210	04/10/2015	04/10/2015	E-mail	Transit buses	D. Roybal	2	Driver cut off bicyclist twice	Complaint is unfounded	04/13/2015	Closed
8196	04/12/2015	04/12/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Operator acted according to policy	04/12/2015	Closed
8191	04/10/2015	04/10/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Complaint is unfounded	04/12/2015	Closed
8159	04/09/2015	04/09/2015	Telephone	Transit buses	G. O'Hara	1	Driver was inattentive	Video does not verify concern	04/12/2015	Closed
8134	04/08/2015	04/08/2015	Telephone	Transit buses	G. O'Hara	21	Driver was rude and unprofessional	Video shows complaint is unfounded	04/15/2015	Closed
8134	04/08/2015	04/08/2015	Telephone	Transit buses	A. Petry	21	Driver was rude and unprofessional	Video shows complaint is unfounded	05/11/2015	Closed

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
8102	04/07/2015	04/07/2015	Telephone	Transit buses	D. Roybal	2	Driver nearly caused collision	Video does not verify concern	04/15/2015	Closed
8052	04/04/2015	04/03/2015	E-mail	Transit buses	G. O'Hara	N/A	Rider(s) missed at stop	Unable to determine driver	04/04/2015	Closed
8033	04/02/2015	04/02/2015	Telephone	Transit buses	M. Williams	1	Erratic driving	Video does not verify concern	04/25/2015	Closed
7987	04/01/2015	04/01/2015	Telephone	Transit buses	M. Williams	2	Erratic driving	Unable to determine driver	04/29/2015	Closed
7985	03/31/2015	03/31/2015	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	Video does not verify concern	04/05/2015	Closed
7968	03/31/2015	03/31/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Video does not verify concern	04/05/2015	Closed
7967	03/31/2015	03/31/2015	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Unable to determine driver	04/01/2015	Closed
7961	03/31/2015	03/31/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	Supervisor coached driver on customer service	04/05/2015	Closed
7944	03/30/2015	03/30/2015	Telephone	Transit buses	A. Petry	2	Erratic driving	Video does not verify concern	03/31/2015	Closed
7915	03/28/2015	03/28/2015	Telephone	Transit buses	M. Williams	1	Rider was almost missed at stop	Driver was distracted by radio communications	04/25/2015	Closed
7914	03/28/2015	03/28/2015	Telephone	Transit buses	G. O'Hara	4	Rider was upset with another rider	Unable to verify complaint	04/25/2015	Closed
7848	03/25/2015	03/25/2015	Telephone	Transit buses	A. Petry	2	Bus ran a red light	Video does not verify concern	03/30/2015	Closed
7792	03/23/2015	03/23/2015	Telephone	Transit buses	G. O'Hara	1	Bus was late	Driver took a restroom break and followed protocol	03/30/2015	Closed
7767	03/23/2015	03/23/2015	Telephone	Transit buses	D. Maes	22	Rider wants Rt. 22 to hold at 599 no matter how late train is	Scheduling conflict with Rail Runner	05/06/2015	Closed
7729	03/18/2015	03/13/2015	Telephone	Transit buses	D. Roybal	2	Thanks for our service	Driver was given kudos by his Supervisor	03/23/2015	Closed
7728	03/18/2015	03/03/2015	U.S. Mail	Transit buses	G. O'Hara	6	Duplicate of #7427	N/A	03/20/2015	Closed
7707	03/17/2015	03/12/2015	Telephone	Transit buses	G. O'Hara	4	Erratic driving - rider and child could have been injured	Appropriate disciplinary action has been taken	03/25/2015	Closed
7666	03/13/2015	03/13/2015	Telephone	Transit buses	D. Maes	6	Driver was unprofessional	Supervisor spoke with driver	05/06/2015	Closed
7553	03/10/2015	03/05/2015	Telephone	Transit buses	G. O'Hara	21	Bus is always early or late	Unable to verify complaint	03/12/2015	Closed
7502	03/08/2015	03/08/2015	Telephone	Transit buses	A. Petry	2	Bus ran a red light	Appropriate disciplinary action has been taken	03/30/2015	Closed
7500	03/07/2015	03/07/2015	Telephone	Transit buses	D. Roybal	2	Bus was 4 minutes late	Driver called in sick - relief was within 5 minute window	03/17/2015	Closed
7479	03/05/2015	03/05/2015	Telephone	Transit buses	G. O'Hara	24	Rider(s) missed at stop	Complaint is unfounded	03/20/2015	Closed
7478	03/05/2015	03/05/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Supervisor coached driver on customer service	04/06/2015	Closed
7427	03/03/2015	03/03/2015	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Supervisor coached driver to be more careful	03/20/2015	Closed
7325	02/27/2015	02/27/2015	Telephone	Transit buses	D. Maes	2	Compliments to driver on accident avoidance skills	Complement passed on to driver - will also be mentioned in monthly meeting	05/06/2015	Closed
7324	02/27/2015	02/27/2015	Telephone	Transit buses	G. O'Hara	2	Duplicate of #7325 - entered incorrectly	N/A	03/02/2015	Closed
7290	02/25/2015	02/25/2015	Telephone	Transit buses	D. Roybal	4	Bus was running late	Supervisor coached driver on schedule adherence	03/17/2015	Closed
7282	02/25/2015	02/25/2015	Telephone	Transit buses	D. Maes	5	Driver was rude	Supervisor took appropriate action	05/06/2015	Closed
7243	02/24/2015	02/24/2015	Telephone	Transit buses	A. Petry	2	Compliments to driver on her skills	Driver was given kudos by her Supervisor	02/25/2015	Closed
7210	02/21/2015	02/21/2015	Telephone	Transit buses	D. Roybal	6	Driver sold misdated day pass	Driver retrained in GFI setup skills	02/27/2015	Closed
7151	02/18/2015	02/18/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Rider(s) were not at stop	02/20/2015	Closed
7150	02/18/2015	02/18/2015	Telephone	Transit buses	M. Williams	2	Driver was impatient with rider	Supervisor coached driver on stress management	04/25/2015	Closed
7107	02/17/2015	02/16/2015	Telephone	Transit buses	G. O'Hara	22	Bus is too loud	Schedule will change again in 3 weeks	02/20/2015	Closed
7075	02/13/2015	02/13/2015	Telephone	Transit buses	D. Maes	4	Rider fell on bus	Driver is no longer with Santa Fe Trails	05/06/2015	Closed
7072	02/13/2015	02/13/2015	Telephone	Transit buses	D. Maes	6	Driver made inappropriate comment	Supervisor took appropriate action	05/06/2015	Closed
7062	02/12/2015	02/12/2015	Telephone	Transit buses	D. Roybal	21	Driver made inappropriate comment	Supervisor coached driver on customer service	03/06/2015	Closed
7038	02/11/2015	02/11/2015	Internet	Transit buses	G. O'Hara	22	Bus is too loud	Some equipment is louder than others - this bus will rotate out in 2 weeks	02/20/2015	Closed
7013	02/10/2015	02/06/2015	Telephone	Transit buses	D. Roybal	2	Driver would not extend courtesy ride	Supervisor coached driver on customer service	03/06/2015	Closed

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
6989	02/09/2015	02/09/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	Supervisor reviewed video - driver was professional and courteous	03/22/2015	Closed
6962	02/07/2015	02/07/2015	Telephone	Transit buses	D. Maes	5	Driver was rude	Supervisor took appropriate action	05/06/2015	Closed
6961	02/06/2015	02/06/2015	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at stop	Video does not substantiate submittal	02/25/2015	Closed
6960	02/06/2015	02/06/2015	Telephone	Transit buses	M. Williams	1	Rider(s) missed at stop	Supervisor transported rider(s)	03/03/2015	Closed
6959	02/06/2015	02/06/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Supervisor coached driver on stop etiquette	02/20/2015	Closed
6958	02/06/2015	02/06/2015	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Unable to verify complaint	02/20/2015	Closed
6957	02/06/2015	02/06/2015	Telephone	Transit buses	G. O'Hara	2	Bus drove too slowly	Unable to verify complaint	02/20/2015	Closed
6878	02/03/2015	02/03/2015	E-mail	Transit buses	A. Granillo	N/A	Request for information about bus ads	Information was sent	03/25/2015	Closed
6852	02/02/2015	02/02/2015	Telephone	Transit buses	G. O'Hara	1	Bus dirty / odor of urine	Notified maintenance director	02/02/2015	Closed

# SANTA FE RIDE

May 18, 2015



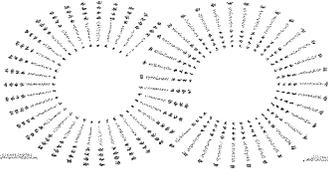
## Comment/Complaint Report

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
8721	05/08/2015	05/06/2015	Telephone	Santa Fe Ride	S. Khalsa	Pickup time not as scheduled	In progress		
8693	05/07/2015	05/06/2015	Telephone	Santa Fe Ride	J. Saiz	Pickup time not as scheduled	In progress		
8617	05/04/2015	05/04/2015	Telephone	Santa Fe Ride	A. Granillo	Scheduling issues	CSR acted appropriately	05/15/2015	Closed
8258	04/14/2015	03/19/2015	Telephone	Santa Fe Ride	A. Granillo	Trip scheduled incorrectly	Supervisor wrote an apology to client	04/15/2015	Closed
8060	04/06/2015	04/06/2015	Telephone	Santa Fe Ride	S. Khalsa	Driver was speeding	Unable to verify submission	04/15/2015	Closed
8019	04/02/2015	04/02/2015	Telephone	Santa Fe Ride	S. Khalsa	Driver and passengers were rude	Supervisor coached driver on customer service	04/22/2015	Closed
7918	03/30/2015	03/29/2015	Telephone	Santa Fe Ride	S. Khalsa	Rider does not want certain vehicles	Rider can refuse service at any time	04/22/2015	Closed
7916	03/29/2015	03/29/2015	Telephone	Santa Fe Ride	G. Salazar	Erratic driving	Operator given additional skills training	04/20/2015	Closed
7714	03/18/2015	03/18/2015	Telephone	Santa Fe Ride	F. Montoya	Trips not scheduled	Supervisor cleared this up with client	05/01/2015	Closed
7446	03/04/2015	03/03/2015	Telephone	Santa Fe Ride	S. Khalsa	CSR was unprofessional	Unable to verify submission	03/23/2015	Closed
7317	02/26/2015	02/26/2015	Telephone	Santa Fe Ride	S. Khalsa	Reservation cancelled in error	Supervisor spoke to CSR about issue	03/23/2015	Closed
7291	02/25/2015	02/25/2015	Telephone	Santa Fe Ride	J. Saiz	Driver was late	Other than regular dispatcher assigned tripto driver late	03/23/2015	Closed
7084	02/16/2015	02/13/2015	Telephone	Santa Fe Ride	J. Martinnez	Unsafe driving	Duplicate of a previous item per T. Prada	02/16/2015	Closed
7029	02/11/2015	02/11/2015	Telephone	Santa Fe Ride	J. Saiz	Radio in unit too loud	Supervisor coached driver on radio usage	02/18/2015	Closed

## DISCUSSION ITEM

### 3. REPORT ON FLEET AND FACILITIES MAINTENANCE (THOMAS MARTINEZ)

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SANTA FE TRAILS

FLEET AND FACILITIES  
MAINTENANCE REPORT

**Preventive Maintenance Inspections Performed**

Fixed Route Buses:	18
Paratransit Vehicles:	4
Pick-Up Vehicles:	1

**Major Repairs Completed**

Date	Unit #	Model	Description	Comments
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**Accidents**

Date	Unit #	Model	Description	Comments
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**Other Major Mechanical Failures**

Date	Unit #	Model	Description	Comments
16-Jan	2118	Bluebird	Engine failure	pending parts

**Facility Inspections/Repairs Completed**

Date	Facility	Description	Comments
03/01/2015	operations	start repaint on inside bldg.	Completed 7 rooms
15-Apr	Pera-Bldg.	waiting on modem for HVAC	On order

**Bus Stop Repairs Completed**

Date	Bus Stop	Direction	Description	Comments
04/18/2015	county club	South	Replaced damaged sign	Replaced
04/22/2015	coronado	East	Replaced damaged chair	Replaced

## DISCUSSION ITEM

### 7. QUALITY OF LIFE GRT RESOLUTION

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**ACTION SHEET**  
**CITY COUNCIL COMMITTEE MEETING OF 05/13/15**  
**ITEM FROM FINANCE COMMITTEE MEETING OF 05/04/15**

**ISSUE:**

15. Request for Approval a Resolution Relating to the Municipal Gross Receipts Tax Ordinance, Section 18-10 SFCC 1987; Directing Staff to Evaluate the Allocation and Expenditure of Gross Receipts Tax Dedicated for the Public Bus System and Quality of Life Purposes for FY 2012/2013, FY 2013/2014 and FY 2014/2015 so That the Governing Body May Determine Whether to Amend the Dedication Provision of Section 18-10 SFCC 1987. (Councilor Maestas) (Oscar Rodriguez)

**Committee Review:**

Public Works Committee (approved) 04/27/15  
 City Council (scheduled) 05/13/15

Fiscal Impact – No

**FINANCE COMMITTEE ACTION: APPROVED AS CONSENT ITEM**

**FUNDING SOURCE:**

**SPECIAL CONDITIONS OR AMENDMENTS**

**STAFF FOLLOW-UP:**

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

4-13-15

# City of Santa Fe, New Mexico

## LEGISLATIVE SUMMARY

Resolution No. 2015-\_\_\_\_

### Gross Receipts Tax Dedication Provision (Transit)

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**SPONSOR(S):** Councilor Maestas

**SUMMARY:** The proposed resolution relates to The Municipal Gross Receipts Tax Ordinance, Section 18-10 SFCC 1987. It directs staff to evaluate the allocation and expenditure of gross receipts tax dedicated for the public bus system, the general fund, and quality of life purposes for FY 2012/2013, FY 2013/2014, and FY 2014/2015 so that the Governing Body may determine whether to amend the dedication provision of Section 18-10 SFCC 1987.

**PREPARED BY:** Rebecca Seligman, Legislative Liaison Assistant

**FISCAL IMPACT:** No

**DATE:** April 23, 2015

**ATTACHMENTS:** Resolution  
FIR

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CITY OF SANTA FE, NEW MEXICO

RESOLUTION NO. 2015-\_\_\_\_

INTRODUCED BY:

Councilor Joseph Maestas

A RESOLUTION

RELATING TO THE MUNICIPAL GROSS RECEIPTS TAX ORDINANCE, SECTION 18-10 SFCC 1987; DIRECTING STAFF TO EVALUATE THE ALLOCATION AND EXPENDITURE OF GROSS RECEIPTS TAX DEDICATED FOR THE PUBLIC BUS SYSTEM, THE GENERAL FUND, AND QUALITY OF LIFE PURPOSES FOR FY 2012/2013, FY 2013/2014, AND FY 2014/2015 SO THAT THE GOVERNING BODY MAY DETERMINE WHETHER TO AMEND THE DEDICATION PROVISION OF SECTION 18-10 SFCC 1987.

WHEREAS, Section 18-10 SFCC 1987 imposes on any person engaging in business in the City of Santa Fe, for the privilege of engaging in business, an excise tax equal to one and one-quarter percent (1.25%) of the gross receipts reported or required to be reported by the person pursuant to the New Mexico Gross Receipts and Compensating Tax Act as it now exists or as it may be amended; and

WHEREAS, Subsection 18-10.4 SFCC 1987 dedicates the revenue from the fifth one-quarter percent (1/4%) increment of the municipal gross receipts tax to the public bus system and quality of

1 | life purposes; and

2 |       WHEREAS, the Governing Body desires that staff evaluate the allocation and expenditure of  
3 | the Gross Receipts Tax that is dedicated to the public bus system and quality of life purposes and  
4 | report to the Governing Body on the uses and disposition of such funds for the public bus system and  
5 | quality of life purposes.

6 |       NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE  
7 | CITY OF SANTA FE that staff is directed to evaluate the allocation and expenditure of Gross  
8 | Receipts Tax designated for the public bus system, the General Fund, and quality of life purposes in  
9 | FY 2012/2013, FY 2013/2014, and FY 2014/2015 and report to the Governing Body on the allocation  
10 | and expenditure of such funds and whether a balance remained in the fund at the end of each such  
11 | fiscal year.

12 |       BE IT FURTHER RESOLVED that staff is directed to review the process by which needs  
13 | for the public bus system are identified and prioritized for the expenditure of the designated 1/4%  
14 | Municipal Gross Receipts Tax.

15 |       BE IT FURTHER RESOLVED that staff shall report their findings to the Governing Body  
16 | within 60 days of adoption of this resolution so that the Governing Body may determine whether  
17 | there is a need to amend the dedication provision in 18-10.4 SFCC 1987.

18 |       PASSED, APPROVED and ADOPTED this \_\_\_\_ day of \_\_\_\_\_, 2015

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\_\_\_\_\_  
JAVIER M. GONZALES, MAYOR

22 | ATTEST:

23 |

24 |

\_\_\_\_\_  
25 | YOLANDA Y. VIGIL, CITY CLERK

1 APPROVED AS TO FORM:

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3 Kelley A. Brennan

4 KELLEY A. BRENNAN, CITY ATTORNEY

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25 *Legislation/Resolutions 2015/Gross Receipts Tax (18\_10\_4)*

### 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 RELATING TO THE MUNICIPAL GROSS RECEIPTS TAX ORDINANCE, SECTION 18-10 SFCC 1987; DIRECTING STAFF TO EVALUATE THE ALLOCATION AND EXPENDITURE OF GROSS RECEIPTS TAX DEDICATED FOR THE PUBLIC BUS SYSTEM, THE GENERAL FUND, AND QUALITY OF LIFE PURPOSES FOR FY2012/2013, F 2013/2014, AND FY 2014/2015 SO THAT THE GOVERNING BODY MAY DETERMINE WHETHER TO AMEND THE DEDICATION PROVISION OF SECTION 18-10 SFCC 1987.

Sponsor(s): Councilor Maestas

Reviewing Department(s): Finance Department

Persons Completing FIR: Jesse Guillen/Oscar Rodriguez Date: 4/22/15 Phone: 955-6518/955-6530

Reviewed by City Attorney: Vally A. Brennan Date: 4/23/15  
(Signature)

Reviewed by Finance Director: [Signature] Date: 4-23-2015  
(Signature)

**Section B. Summary**

Briefly explain the purpose and major provisions of the bill/resolution:

This resolution would direct staff to evaluate the dedication provision provide for in Section 18-10 SFCC 1987 specifically designated for the public bus system, the general fund, and quality of life purposes. The evaluation would be used to determine whether or not the dedication provision should be amended.

**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

Finance Director: \_\_\_\_\_



**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.)

No impact

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**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.

No conflict

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**2. Consequences of Not Enacting This Bill/Resolution:**

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

Municipal GRT would continue to be used for supporting the public bus system, the General Fund and for quality of life purposes.

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**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.

No conflict

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**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 will not cost more staff time or funding. The tasks being called for will be completed with existing resources within Finance's and the Utility's current work plans.

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