



# Agenda

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**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, APRIL 28, 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: FEBRUARY 24, 2015

PUBLIC COMMENT

ACTION ITEMS:

1. SANTA FE PICK-UP ROUTE RESTRUCTURING (ERICK AUNE)
2. SANTA FE PICK-UP VEHICLE REPLACEMENT PLAN
3. NCRD SERVICE PLAN FY 2016
4. RESOLUTION AUTHORIZING TRANSIT TO ESTABLISH A NO-COST PROGRAM FOR VETERANS

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. BUS PROCUREMENT UPDATE- GILLIG
5. UPDATE ON SOUTHSIDE AND DOWNTOWN TRANSIT CENTERS (KEN SMITHSON)
6. UPDATE ON NCRD'S "MOUNTAIN ROUTE" SERVICE PLAN
7. CNG STATION DESIGN UPDATED (KEN SMITHSON)
8. ACCESSIBLE CABS PROJECT
9. SF TRAILS DRIVER RETENTION AND STEP ADVANCEMENTS
10. SECOND STREET BUS STOP IMPROVEMENT PLAN-UPDATE

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.*

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Approval of Agenda and Minutes	<p><i>Ms. Bleck moved to amend the agenda as presented, second by Mr. Robinson, motion carried by unanimous voice vote.</i></p> <p><b>Approval of Minutes: December 2, 2014</b> Corrections: Page 4 – under Action Items end of paragraph: Should be: within an hour of their request.</p> <p><i>Ms. Bleck moved to approve the minutes of December 2, 2014 as amended, second by Mary McGinnis, motion carried by unanimous voice vote.</i></p>	Page 2-3
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TRANSIT ADVISORY BOARD

February 24, 2015

5:00 pm – 7:00 pm

MINUTES

**Call to Order**

Chris Calvert, Acting Chair, called the meeting of the Transit Advisory Board to order at 5:00 pm. Roll call did not constitute a quorum. Quorum established at 5:30 pm

**Roll Call**

**Present:**

Chris Calvert, Acting Chair

Aurore Bleck

Mary McGinnis

Garrett Robinson

Don Bell — NO

Paul Thompson

**Not Present:**

Colin Messer, Excused

Stan Cooper, Excused

**Staff Present:**

Jon Bulhuis, Director, Transportation Department

Ken Smithson, Director of Operations & Maintenance

Lois Amador

Melissa Lucero Drake — NO

**Others Present:**

Tomas Rivera

Bridgit Wolf

Erik Aune

Everett Robinson

Elizabeth Martin for Fran Lucero, Stenographer

**APPROVAL OF AGENDA**

MS. BLECK MOVED TO APPROVE THE AGENDA AS PRESENTED, SECOND BY MR. ROBINSON, MOTION CARRIED BY UNANIMOUS VOICE VOTE.

**APPROVAL OF MEETING MINUTES: DECEMBER 2, 2014**

Corrections: Page 4 – Under Action Items end of paragraph. Should be; *within an hour of their request time.*

Ms. Bleck moved to approve minutes of December 2, 2014 as amended, second by Mary McGinnis, motion carried by unanimous voice vote.

### PUBLIC COMMENT

Mr. Tomas Rivera addressed the Transit Advisory Board regarding transportation issues and introduced Ms. Bridgit Wolf. Ms. Wolf lives in District 3 and part of the south side project. They empower the community members to effect positive changes in the community.

### PRESENTATION:

#### 1. PROGRESS REPORT ON THE FINAL DRAFT OF THE TRANSIT PLAN (ERICK AUNE)

Mr. Aune gave a real quick “who we are”, they (MPO) started a process for a master plan for transit. The MPO is comprised of city, count, state DOT and Tesuque Pueblo. There is a governing body meets the 4<sup>th</sup> Thursday of each month that includes the County Commissioners, City Councilors, the Mayor or his representative. Primary concern is how federal funding is channeled through a planning process and disseminated on the ground of a metropolitan area.

The purpose of tonight is a brief update; we followed the RFP process and have hired a consultant to develop and work with us on a number of different processes; a master plan that looks at short term, middle term and long range up to 20 years. The reason the MPO decided to do this was that in 2010 when the general master plan was updated, it was determined that including a Bicycle Master Plan and a Pedestrian Plan each deserved their own merits in terms of investment in planning. As a result we have a Pedestrian Master Plan in final drafting form, the Public Transit Plan and in 2012 we adopted a Bicycle Master Plan. The goal is to provide mobility and accessibility options from a very comprehensive view, not just from a particular roadway view.

Mr. Aune said that what he has learned from the process, a couple of key issues is that they invited the primary service providers within the metro area. That would be Santa Fe Trails, RTD and the DOTs Park and Ride and it also include the Rio Metro Railrunner. Rio Metro basically defaulted to DOT because they have a partnership on how they run the Railrunner as it moves through our system. The final product after going through various iterations and public processes and demographic input data was delivered at the beginning of February. The final product after going through public process with all the service providers and looked at very critically resulted in some changes. I packaged that together and gave to consultant to consolidate input together with changes and he would bring the new document with changes. I decided that for tonight I would not go into a lot of detail because a lot of those changes are going to be substantive on how this master plan will actually look, feel and implement. Key themes general system of transit in the area is relatively new and doing relatively well. Each system is actually increasing ridership at a lower cost which is a good sort of report card of

where we are at and where we want to go. One of the key things that came out of it is how can we as multiple service providers through the lens of the rider become more seamless so the rider can move from point A, B or C, using multiple providers in a more efficient and user friendly manner. How do we get there is in the details. The Consultant through public input has provided some recommendations and ideas and one of them is looking at technology. Each service provider is looking and investing in technology, whether it is mobile phone technology or mobile web technology to provide the user more instantaneous information that is more relevant. Each of them have done in an independent manner knowing that it is important, they don't necessarily coordinate well together today. How do we get those systems to coordinate in the future, they all agree it is a great idea. There are ideas out there whether it is from the DOT or the RTD. A good example in terms of the regional planning, in the inception of the RDT, there was a mandate that the RTD would do long term regional planning. Essentially what they have said is that they don't have the capacity to do that, this plan raises the question; you have the intent to do so, and what is it going to look like and how will the MPO and the other players play together in the future. Those are some of the details to be fleshed out in the next month or so. In the plan, in the short range primarily what is important for Santa Fe Trails, are some suggestions for modifications for routes that will create efficiencies.

Mr. Thompson asked in the mobile phone technology, what kind of apps are you thinking about?

Mr. Aune said that the city – Santa Fe Trails, it would be their App, RTD has one in the mix and DOT has one developed and they are doing a soft opening so each system has their own. Let's say by the by the summer they will be operable with an application on where the routes are, real time as to where the buses are. Information on schedules and who to call with the understanding that those are all individual packages. The city is trying to get on board with Google Transit as an example and maybe down the road all systems would be on Google Transit, which remains to be seen. The underlining there is that is one issue whether it is technology that could potentially be coordinated, another one is marketing and promoting whether it is the Railrunner doing an event or the Blue Bus, how can we coordinate better so that the end user, the rider, get a single message.

Mr. Calvert expressed his thanks to Mr. Aune and will wait for more details.

Mr. Aune said that next steps are that once the draft gets back they will present to the Technical Coordinating Committee to go to a 30-day public review. Mr. Aune will send a link so the Board members would have access to that document.

Mr. Bulthuis asked Mr. Aune if he could speak a bit about work they are doing specific to Santa Fe Pick Up related to how that might look this summer season vs. how it looks now, the process of working with Tourism.

Mr. Aune said going back several months which was the public input process we had stakeholder meetings that specifically focused on hotel and tourism industry in the room together. What rose to the top was the Santa Fe Pick up. Santa Fe Pick up as it was today on two issues, the branding and the marketing and how people perceive it, ridership and what it could be. Secondly, what are the efficiencies as it transferred from the Parking Division to the Transit Division, how can we make the pickup act and behave like a fixed service. The goal is to move towards like a fixed service downtown and looking at the M route, how can Santa Fe Pick Up – pick up that M route, hopefully at a cost savings. We looked at it and had consultant look at that. We are looking at different route modifications, for example we are trying to keep a very secure 10 min loop for consistency in marketing and branding downtown. That would be basically the route as you see it today, maybe less Canyon Road. Basically this would be for your first commuters getting off the train and getting back on in the afternoon. The secondary function as it starts up for the commuters and it provides that basic service, for the tourist it then becomes a luxury for them to hop on as it will be free to go around the greater downtown area. We are looking at how can we conveniently include an M route up to Museum Hill to include St. John's College and keeps some integrity of the fixed system. We have preliminary numbers from our consultant on a couple of routes that may or may not work. We have about \$110 an hour cost based on the work of the consultant so we use them as a base line. Tourism committee wants more hours in the evening and weekend. We have to look at that in terms of cost benefit.

Mr. Calvert asked what time the museums close.

Jon Bulthuis: 5:00 pm.

Mr. Thompson asked what time of year are they asking for an extension.

Mr. Aune answered, all year.

Mr. Calvert is St. John's a for sure all the time or an option that might consider the ridership does not warrant it.

Mr. Aune said that right now what has come up is that St. John's College is being serviced now and taking away from it would be a hardship. The goal of the plan is not to take away ridership unless it was black and white as a loss.

Mr. Calvert asked would the trip to Museum Hill rely on if there is anyone who needs to do it. If they wanted to just go to St. Johns would they just go there or to the Museum first?

Mr. Aune said that is the part they are looking at. Right now it loops around St. John's College around to Museum Hill.

Mr. Thompson asked about extended hours for loop downtown.

Mr. Aune said that for the loop downtown the hours stop at the end of the train now which is around 6:00 pm. They wanted 10:00 pm and we have moved it back to 8:00 pm, downtown isn't known to be open that late at night. To be realistic we targeted it to 8:00 pm including Sunday. The committee wanted more time at the end of the night. We have come up with a balance just to look at the numbers.

Mr. Calvert asked if there is current funding from OTAB.

Mr. Bulthuis said yes for the system generally which is part of the problem Mr. Aune has pointed out. The OTAB membership and the Director of CVB want that money to be focused on services that can be directly linked to the tourist market. We have always made the argument that Transit in general is available to the tourist market, service on Cerrillos Rd. and the south side brings employees to the downtown hoteliers, etc. OTAB said that is all fine but we would like to pay for something that we can get behind. What we can get behind are our ideas as expressed through this committee to be delivered by the pickup. As we are structuring our budget we are shifting existing revenue and targeting it for pickup but it is limited to that \$300,000. So when they talk about all season service, we want it all night long, we want it every day of the week, we are saying thanks for letting us know what you want but we have to fit into budget that they gave us.

Mr. Calvert asked isn't there a bias toward the more wealthy tourist.

Mr. Bulthuis said that has been his argument for years. The funding coming from OTAB up to this year, and we want to make sure we don't lose that money. If OTAB does not want to fund Transit at all because we don't see a route benefit vs. OTAB is willing to fund Transit, we want it to be something we can point out and participate in, that is where we are heading.

Mr. Aune said they have rough numbers in.

Mr. Bulthuis said they are hoping to get changes in place for this summer tourist season.

Mr. Calvert asked if we know which hotels have shuttles. If these hotels have a shuttle is someone going to take the bus?

Mr. Bulthuis answered that there are hotels with shuttles; the one we are most familiar with is the Lodge. Some of downtown properties have them. The goal of the committee is to deliver a product that is meaningful to those who are funding it. We would like to try to come to consensus and have new service in the offering by the end of May.

Mr. Calvert asked what the time frame is for overall plan?

Mr. Aune said that the goal is to deliver the refined draft at end of this week. We are looking at March for public comment period and April for implementation

Mr. Calvert asked if all those things go into effect immediately.

Mr. Aune said that the plan will have recommendations. What will come out of this process even independent of the plan is that some of the information will help the decision on how the pick-up moves forward. There will be discussion on the new buses for ADA accessibility and where we come up with the money. Mr. Bulthuis needs those estimates so he can figure out where the money will come from.

Mr. Bulthuis clarified that on the recommendations coming thru the plan; we will take them and make service modification recommendations that will go through an approval process. That will take a few months to implement because we have to have a plan of who is doing it and the bigger restructuring would be more like the late fall.

Mr. Aune said that the short term recommendations build in a 4 to 5 year time frame. It is important to note that the recommendations will need proper budgeting and policy decision which can take up to 2 years.

Mr. Bulthuis said that the plan will have some things we have talked about doing in the past but have not done due to budget constraints.

Mr. Aune said that another example is the Jaguar interchange which will happen this summer.

Mr. Calvert expressed his thanks.

**Let the record reflect a quorum was present at 5:30 pm**

2. **SWTA EXPO UPDATE AND NMTA CONFERENCE (MELISSA LUCERO DRAKE)**

Lois Amador: The expo is starting this Sunday till next Wednesday. The agenda was sent out by email to the members and all volunteer positions have been filled. The following agencies are volunteering; City of Santa Fe -6 Santa Fe employees volunteering Saturday through Wednesday, Santa Fe Metro Planning Organization, Santa Fe Tourism, Los Alamos County, NCRD, ABQ Ride and Rio Metro. Our maintenance staff will help load and unload items, Transit admin staff with help register at the Expo location and other duties. Feel free to come to Eldorado Hotel and Convention Center.

Ms. Bleck noted that she will represent Transit on Monday afternoon.

Jon Bulthuis: This is a big deal; the city has made a big commitment in staffing the Expo. We have done a lot of work in years prior to bring this conference to Santa Fe. It is 8 states throughout the southwest of the US along with the State Transit Association to bring big name people to Santa Fe. We are talking about former USDOT Secretary's, current FTA Administrators for the Board region area represented in SWATA and more high profile people as well as the Expo Service Provider support system for Transit. Please feel free to attend any session you would like. I would appreciate it if you would let me know when you are coming so I can make sure you get credentialed. We can't afford to send board members to conferences out of state but we can get you there in state. I am excited about it.

Discussion Items:

1) Report on System Ridership

Mr. Smithson submitted in the board packed the standard report for review. Fixed Route report is for January and Paratransit report is through December. Historical data presented in graph form.

Mr. Smithson noted that low gas prices prompted people to drive their own vehicles. All the social interaction on line cuts down on transportation needs. If they don't need to go catch a bus they can schedule a ride on Uber with whoever has a vehicle available. Those types of things are becoming more prominent and they could be issues as well.

Mr. Calvert commented that it looks like top figures peaked in 2013. Question is are we going back down or is it a temporary thing. We have had an enviable record in terms of keeping the funding for transit due to increased ridership. We need to keep an eye on that and see what we need to do to change that. If what you are saying is right maybe we should be looking at who we need to service. Is it more commuters getting to work and what implications that has for different routes?

Mr. Robinson asked if we need an ongoing occasional update on demographics. We still have plenty of people out there but how long will that number of people last.

Mr. Calvert said if you agree with what Ken says about young people not doing as much travelling because they are so electronically connected; I don't know if that is true or not but I think it is one of the things we need to keep an eye on. We had annexation and will be factored into the study they are doing. Maybe some resources have to be shifted for that area, I don't know. 2014 was sort of a wake-up call and 2015 is not any better. We need to look at the numbers and go where

the demand is.

2) Report on Customer Comment/Complaint System

Mr. Smithson addressed report included in the packet. It demonstrates progressive effort on part of management staff to take care of complaints and get them resolved. Report goes back to December and forward, they are making excellent progress and getting them assigned along with getting in touch with the customers and getting the concern resolved.

Mr. Calvert commended that it looks excellent and the only comment is that there are a couple of stragglers on the 3<sup>rd</sup> page; October 27<sup>th</sup>, and the rest are in this year. At some point if the case is too old it may be hard to resolve. I think this shows a great deal of progress and improvement.

Mr. Smithson agreed it should not be an issue or hard to resolve.

Mr. Bulthuis commented that the city is piloting a 311 system. Transportation Department is not a part of that pilot. The city is working with other divisions to test that out. If it sticks and city moves forward our system will migrate over to that 311 system as well.

Mr. Calvert said; let them work the bugs out.

3) Report On Fleet And Facilities Maintenance (Thomas Martinez) (Included In Packet)

Update on Southside Transit Center and Downtown Transit Center (Sheridan) (Ken Smithson) (Information in Packet)

Mr. Smithson stated that this report will be provided going forward every month. Included was report for January, 2015. The report will show what is being done in the maintenance shop and with the facilities to do preventive maintenance and make sure that the federal investment is properly protected, the city's investment is protected and that things are being well maintained as well as for safety purposes as well. We will report on the number of preventive maintenance inspections are performed in the different classes of vehicles. These are all scheduled by manufacturers' recommendations and we usually exceed those recommendations. We also need to report this to the federal grant partner. We will report on major repairs and mechanical failures that took place during the month. Maintenance Manager is also in charge of facility maintenance and we will report on this area as well. This report will evolve over time and if the Board would like to hear about a specific area, please contact Mr. Smithson.

Mr. Bulthuis commented on fleet and wanted to bring to the boards attention; we are looking to replace the Santa Fe Pick Up vehicles . They are currently not

compliant with ADA and they have generally out lived their useful life. We are patching together funds for that, some are from the NMFA loan which wasn't sufficient enough to get another bus but available from those loan proceeds. We are also looking at capital improvement items in the city budget which are normally used for match for federal funds. Since the pipeline of federal funds has kind of dried up, we would use that money which was included in bonds to purchase 2 vehicles.

Mr. Calvert asked how many do they have now?

Mr. Bulthuis responded that they have 3 cut away kinds of airport shuttle type vans or busses. Those are the types we want to replace. We had one in our fleet which we will assign; it was a vehicle we were using in the Santa Fe Ride Program. We are shifting it to Santa Fe Pick-up and adding seats to it which cut the cost down considerable. 2 new vehicles will look like that one. We have had it on the road now for about 1 year and it has worked out well. Those will be CMG equipped.

Mr. Calvert asked, what happens to old Santa Fe Pick-Up vehicles?

Mr. Bulthuis and Mr. Smithson said that have not talked about that; possibly auction them off.

Ms. Bleck said they are not accessible at all.

Mr. Thompson asked if these old one are perimeter seating.

Mr. Smithson said they are perimeter, 2 rows of seats on either side. We position for wheelchairs, we had 3 positions for wheelchairs and we will lose one of those spaces.

Mr. Thompson: You mentioned room for standing, what is the capacity on the buses.

Mr. Smithson said this particular vehicle will have seating for 10 and another 10 can stand. On the bigger vehicles the seating is the standard to about 15 seats as there are some fold seats and 10 or 15 can stand in the middle.

Mr. Bulthuis said that the timing of this they are not quite sure, this was informational purposes to the board.

#### 4) Update on Southside Transit Center and Downtown Transit Center

Mr. Smithson said that project had moved along well up until recently, in fact the design team had gotten to the point of finishing design development and it is now

being reviewed by city staff. They were about to move into construction drawings and this would have gotten us to where we had a shovel ready project. The design team has been shut down to make way for a meeting with adjacent property owners which resulted in a 3 week delay. We had a meeting last week with members of the O'Keefe Museum and we are meeting again this week with their design team to have good coordination between the two. Our design team will be present at that meeting and we will go forward from there.

Mr. Smithson said there was a call out by the New Mexico Department of Transportation for what they call a Transportation Alternative Program Grant Funds. What that program can do is provide facilities that increase mobility between modes of travel. We took an application through the council process and got a resolution from the governing body sponsored by two of the councilors. We have submitted the application and it will be reviewed in April; this is for \$2 million dollars in funding. The City through resolution has said they will provide the local share for match. If we get the design done, and the funding we could start construction in October.

Mr. Robinson asked if the design they saw last time is that what is going to happen.

Mr. Smithson said pretty much, yes.

Ms. Bleck asked about the update on the bathroom.

Mr. Smithson said it is not on this project.

Mr. Bulthuis said that the structures you see outside on north end of our building are our first spending down of the grant award that was in jeopardy.

Calvert so we spent a little to get activated.

5) Update on Advocacy Training from SWTA (Aurore Bleck)

Ms. Bleck reported that in the fall Colin Messer, Stan Cooper and she did a 2 minute video to apply for Advocacy Training. They picked 3 winners and Ms. Bleck. They have had 3 classes; one in public speaking and 2 others presentations from other people about how to talk to elected officials and funding strategies. We will be a small part of the program at the conference. Ms. Bleck said they are scheduled for 1:30 pm at the El Dorado Hotel.

Mr. Calvert and Mr. Bulthuis expressed their thanks to Ms. Bleck; this is good PR for the home team to be on the agenda.

6) Overnight and Holiday transportation for residents who use wheelchairs or scooters. (Aurore Bleck)

Ms. Bleck said that recently she became aware because a friend's husband had to go to the hospital and she could not get there because she is in a wheelchair. There are no cabs that are wheelchair accessible. Ms. Bleck said they are trying to find ideas on how to push Capital Cab to get appropriate vehicles.

Mr. Calvert asked if this was an emergency.

Ms. Bleck said yes.

Mr. Calvert suggested that we coordinate with the Fire Department under their new initiative.

Ms. Bleck said that as a temporary measure she did think about that. She also thought about tourists who are aging and think about it, how would they get from the airport to their hotels. If you look at the hours of Santa Fe Ride and the bus system, 39% of the time there is no service. If you cannot climb into a cab that you fit in to, you are stuck. On holidays it can go as high as 51%. There have been some cases like New York City where they reached an agreement with the Department of Justice and they are moving to 50%. We have the right under the Motor Vehicle Act as a municipality to promulgate ordinances that affect the municipal taxi cab services. Capital Cab has a municipal license so they are required to provide 24-7 coverage to the entire municipal area that they agreed to cover. Could we get the city attorney to send a letter pointing out these things in the Motor Vehicle Act. If we can't get anywhere can we get an ordinance through the City Council?

Mr. Calvert asked Ms. Bleck if they have approached the cab company on this issue.

Ms. Bleck said that Annette Granillo is talking to the Manager tomorrow.

Mr. Calvert said the initial approach we would like to take is to ask them if they are willing to do it cooperatively.

Ms. Bleck said they have more than 25 vehicles.

Mr. Bulthuis was surprised that they did not have an accessible vehicle because for a period of time they did.

Mr. Calvert said we should see how the call goes with Ms. Granillo and the Manager and if we don't get any corporation maybe we could ask the city attorney to look at the rules and regulations and see what is our next course of action.

Mr. Bulthuis said we want to try to open that line of communication. If we are not successful we could work through the Mayors Committee on concerns for the

disabled, may be a great place to go. There is enough that exists that could have them comply.

Ms. Bleck asked that this item be on the agenda for our next meeting.

Mr. Thompson said I am not here as a business person I own an ADA vehicle. I don't have taxi authority but I have charter authority and we do get some of those calls. I can't charge the same thing cabs charge. When I bought it I didn't know I had the only one. It is an issue and we get tourists all the time that request it. The people we transport are usually part of a group.

Mr. Bulthuis said they had talked about in the past was working with the PRC on that item. There was some discussion about is there something in place through the PRC that would require that.

Ms. Bleck said that Katherine called the PRC and talked to the transportation guy. He said that PRC is interested in Safety and tariffs. But in the act that governs them it says that municipalities have the right to adopt ordinances in the interest of public safety morals and conveniences. Having a municipal license they don't have the right to refuse service in the municipal area.

Mr. Bulthuis said that it odd to him that there is not a requirement in state.

Ms. Bleck said that it was left out of ADA law all together.

#### 7) Santa Fe Ridefinders Survey (Lois Amador)

Ms. Amador said that in previous meetings a 35 question survey was approved by the members. Staff sent out 1,600 surveys on January 13<sup>th</sup>. The responses they received either by phone or an actual survey or mailed in, the total was 85. 250 surveys were returned due to incorrect address, not at the address anymore or deceased. It was about equal for each area, one third for each reason. Within the answers that were mailed in and some over the phone, there were a lot of answers left blank and a lot that were not applicable. Ms. Amador gathered all the data and has it as raw data. Ms. Amador said she did a summary and highlighted some interesting things. Here are the highlights: 79 were from riders [68 of them riding between 1 to 15 days a month], a few were from family members or attendees. A little less than 50% of the riders from Santa Fe Ride remain the same. 67 of the riders do not purchase the travel vouchers, they pay as they go. About 50% of the riders do use some form of electronic media, be it e-mail, facebook, twitter, etc. Majority of calls are answered promptly as well as appointments being correct, that came out in the survey. About 50% said they were able to schedule a ride within 1 hour of the requested time. 59% stated that the vehicles arrive in a 30 minute window, 73% indicate that drivers are courteous and helpful, 67% indicate that the driver is always in good health and over 50% indicate that the vehicles are safe and arrive safe. Some of the interesting

comments and/or suggestions; they would like if Santa Fe Ride did not charge for any rides at all. They don't like to wait on the phone for very long, if the call center is busy you may be placed on hold. Another was that Sunday hours do not match church hours in the morning. Others prefer cars over vans and they would like strong enough drivers to help with wheel chairs. Another one was that backing up the scooters is difficult for some riders and they could use ideas on how to make that easier. Texting a rider to let them know their ride is coming or is outside would be helpful. Name tags would be good and the majority of the comments that came in were compliments. A few: compliments to the entire service, drivers are outstanding, service is first class in every respect. More examples noted from the summary were read by Ms. Amador.

Ms. Amador said she does not know why there were so few responses. When a survey was done in 2011 there were 84 responses and 142 riders were identified at that time. In doing a quick comparison they were very similar. One thing that did change was in the first one was about customer service rating, they went up now. No shows much were less in this survey.

Ms. Bleck asked if they responded to your complaint well?

Lois read out the results, 23 yes, 50 no's and 10 no answers. What response did you receive from your comment: 54 people did not answer, 13 no response from Santa Fe Ride, 5 said a letter from Santa Fe Ride.

Bleck that was one of our problem areas before.

Mr. Calvert asked, what do we do with what we have. How we can improve and change this. Is there anything that jumps out? I think a summary in that regard what do we do with this. Maybe we didn't get the number of responses we would have liked.

Ms. Bleck said that people who responded back cared one way or other.

Mr. Smithson said that the thing that struck him was that this did not work very well and we should focus on that. How do we tailor the questions themselves, he felt that this was a fairly long survey, 35 questions. Typically when you want to capture solid data you limit it to one sheet. The way we distribute it might be another way we can increase the return rate. Mr. Smithson said they have had good responses in the past by putting someone on the vehicle and helping them complete it. Mr. Smithson said possible offer them an incentive to complete the survey.

Ms. Amador said that towards the end of the survey they were not responding.

Mr. Calvert said we should note those things that we can take out and make it more useful to get a better response.

Ms. Amador asked if they should start on another survey right away.

Mr. Smithson said he thought they would do every other year.

Ms. Bleck said she believed it was every 3 years.

Mr. Calvert said that for now we should take good notes on this one for when we do it the next time. Also on responses we did take good notes and work on follow up.

Ms. Amador said they are more honest when anonymous.

#### 8) Update of Ski Shuttle

Mr. Bulthuis reported on the content of his memo dated February 10, 2015 to the Finance Committee and apologized for not including it in the packet beforehand. (Exhibit A) Based on direction given by the Finance Committee at their most recent meeting, the memo describes where we are currently and we will see where it goes in the future. There were a lot of questions at the Finance Committee that required us to not take the item to the City Council tomorrow night; it is scheduled for the March 11, 2015 meeting and the hopes is to have the answers that they posed so we can keep that date. The RTD is at the place where they are saying, participating entities step up and provide the local match funding or they will table the item indefinitely. This is the city's response to date; it does not include the reallocation of existing budget. It is not huge amounts of money; it is \$12,000 that they are looking to reallocate from our existing budget to fund the city's match for the pilot project. Long term if we get in to a situation where the pilot project turns in to permanent service, hopefully it won't continue from out budget.

Mr. Calvert said that it sounds like an OTAB budget item.

Mr. Bulthuis said that they got to where it was a 50%-50% proposed and then it was identified that the \$12,500 wasn't quite 50% of what the need was so OTAB is picking up balance as it is proposed right now. It depends on if the city council supports this and if the county commission follows suit and supports funding their local match requirement in order for the RTD to keep moving on the project.

#### 9) TAB APPOINTMENTS

Mr. Calvert welcomed Paul Thompson on board.

Mr. Bulthuis said that Ms. Wolfe has submitted her letter of interest to the Mayor along with another person in the educational field.

It is an open process and if anyone is interested they can submit their interest to

the Mayor's office, the two above mentioned are at the Mayor's office with staff endorsements.

Ms. Bleck asked if that would complete the amount of vacancies that need to be filled and Mr. Bulthuis concurred, yes.

Mr. Bulthuis said that the layout right now is that one would be education, the senior representative would be transferred to Stan Cooper and would be happy to do that since he has done it through his career at AARP, and an at large position would be reallocated to one of the new prospective members. Mr. Thompson is filling the tourism slot.

Mr. Calvert suggested that Mr. Bulthuis double check the City Council meeting agenda to assure that the error is corrected in Mr. Thompson's appointment is noted properly for the Transit Board and not the Youth Advisory Board.

Mr. Bulthuis will work with the city clerk on that correction.

#### PUBLIC COMMENT

Mr. Everett Robinson said that he is an occasional bus rider and he rides from the mall to school. In his last time taking the bus the driver did not get there on time but told me they take a 10 minute break and made me late to school.

#### ADJOURN

There being no further business to come before the Transit Advisory Board, the meeting was adjourned at 7:00 pm.

#### Signature Page

\_\_\_\_\_  
Chris Calvert, Acting Chair

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

## ACTION ITEM

4. RESOLUTION AUTHORIZING TRANSIT TO ESTABLISH A NO-COST PROGRAM FOR VETERANS

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CITY OF SANTA FE, NEW MEXICO

RESOLUTION NO. 2015-31

INTRODUCED BY:

- Mayor Javier M. Gonzales
- Councilor Peter Ives
- Councilor Patti Bushee

A RESOLUTION

AUTHORIZING THE TRANSIT DIVISION TO ESTABLISH A NO-COST TRANSIT PROGRAM THAT WOULD SERVE THE TRANSPORTATION NEEDS OF SANTA FE'S VETERANS.

WHEREAS, the City of Santa Fe recognizes and appreciates the service of brave men and woman in our community who have served our great Country; and

WHEREAS, our older veterans are faced with many of the problems and issues associated with age; and

WHEREAS, our younger veterans are faced with problems and issues of unemployment and underemployment; and

WHEREAS, there are varying levels of service made available to veterans at the federal, state and local level, as well as services made available through local non-profits; and

WHEREAS, there is a need to make the Santa Fe Trails Transit System ("Transit System") more accessible for veterans; and

WHEREAS, year round no-cost bus passes would benefit the needs of veterans in our

1 community; and

2 WHEREAS, the Governing Body has shown support for local veterans in our community  
3 through the adoption of various pieces of legislation; and

4 WHEREAS, there is a need to continue to assist local veterans in Santa Fe, therefore, the  
5 Governing Body desires to establish a no cost transit program that would include to address the needs  
6 of local veterans in an effort to recognize the contributions local veterans have made.

7 NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE  
8 CITY OF SANTA FE that the Governing Body hereby salutes the brave service of local men and  
9 women in our community who have served our great Country.

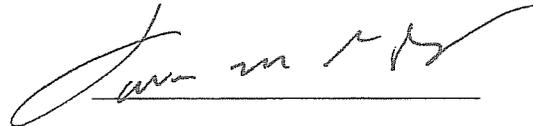
10 BE IT FURTHER RESOLVED that the Governing Body authorizes the Transit Division to  
11 establish a no-cost transit program that would serve the transportation needs of Santa Fe's veterans.

12 PASSED, APPROVED and ADOPTED this 8<sup>th</sup> day of April, 2015.

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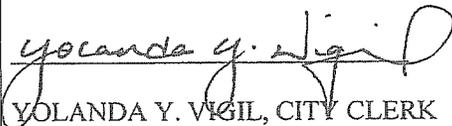


JAVIER M. GONZALES, MAYOR

16 ATTEST:

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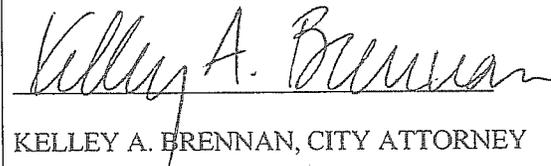


19 YOLANDA Y. VIGIL, CITY CLERK

20 APPROVED AS TO FORM:

21

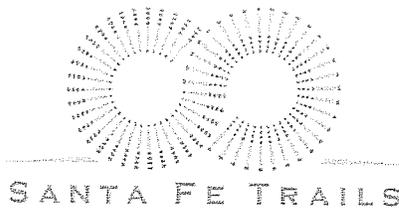
22



23 KELLEY A. BRENNAN, CITY ATTORNEY

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25 M/Legislation/Resolutions 2015/2015-31 Free Bus Fares - Vets

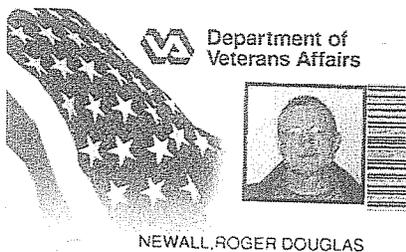


Process for Resolution 2015-31 which authorizes the Transit Division to establish a no-cost Transit Program that would serve the transportation needs of Santa Fe's Veterans

On April 8, 2015, Resolution 2015-31 was passed, approved and adopted. This resolution directs Transit to establish a no-cost Transit program for Santa Fe's Veterans. In order to establish this program, Transit is researching a process in which to provide this service. Below is the recommended process:

Santa Fe Trail's staff will ask for proof of Veteran status by requesting either an official Department of Veterans Affairs I.D. card or an official U.S. Department of Veterans Affairs I.D. card. Samples of both cards provided below. Proof of City of Santa Fe residency will also be required with a City of Santa Fe driver's license or proof of utility bill. The first card will be issued for free with replacement cards costing \$5.00 per card.

A Santa Fe Trails Veterans Transit card with picture I.D. will be issued at the Santa Fe Trails Administrative Office located at 2931 Rufina. This I.D. will not have an expiration date. To travel fare-free, the Veteran presents the Transit card to the driver who will count the drive under the Veteran category.



Department of Veterans Affairs identification card



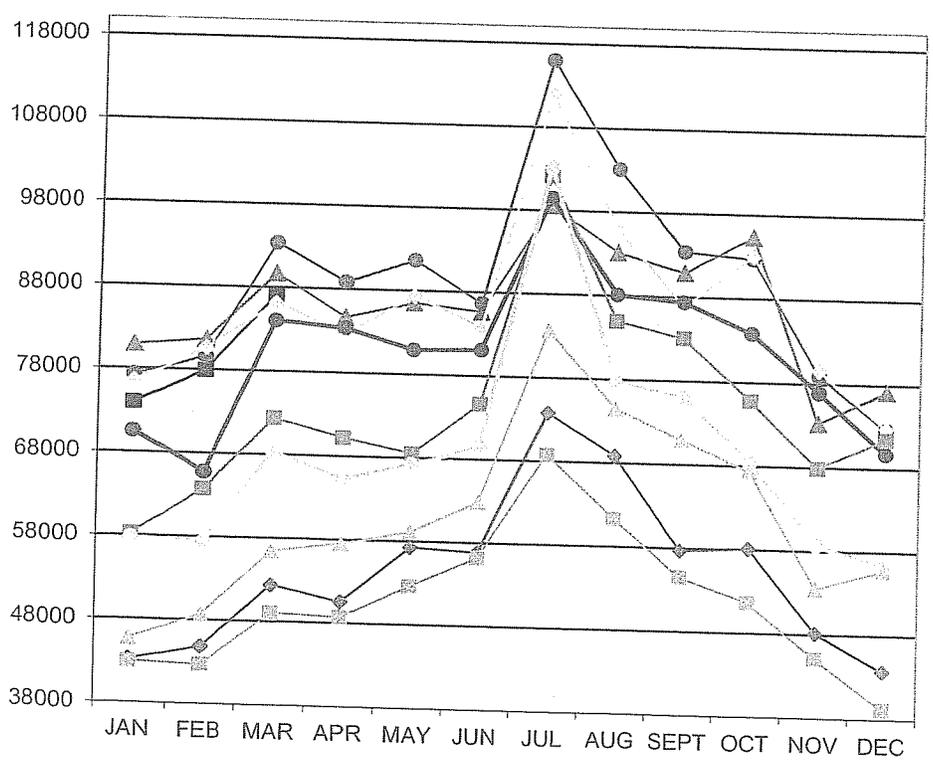
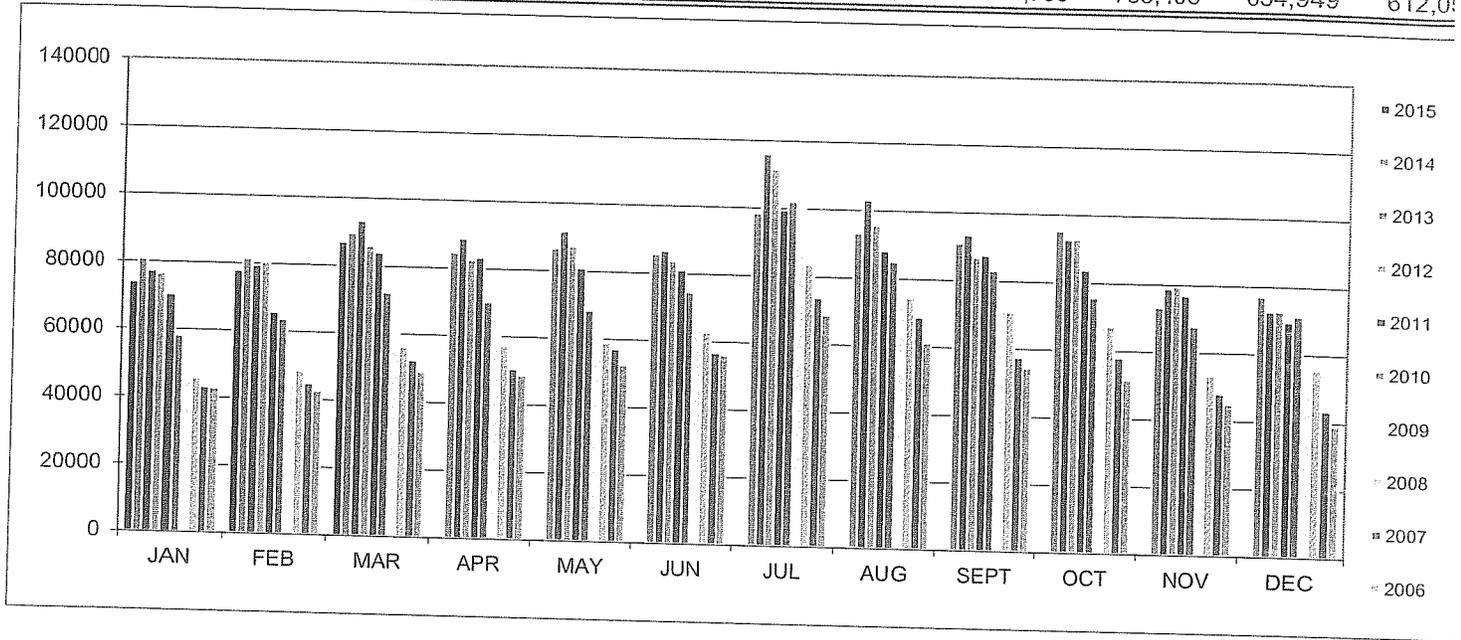
U.S. Department of Veterans Affairs identification card

## DISCUSSION ITEM

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

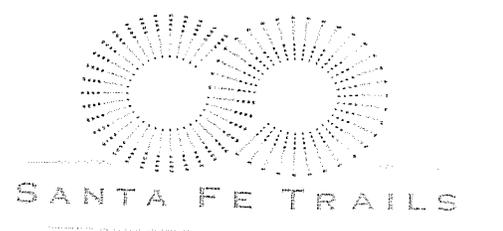
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JAN	73968	80920	77325	76524	70567	58231	57743	45673	43248	42916
FEB	77909	81623	79532	80576	65767	63709	57250	48643	44848	42636
MAR	87077	89698	93372	86131	84068	72363	68273	56377	52355	48980
APR		84634	88859	82570	83316	70188	65127	57484	50537	48675
MAY		86534	91646	87379	80866	68477	67152	59057	57224	52539
JUN		85635	86644	83723	81039	74612	69397	62831	56814	56116
JUL		98558	115995	111709	99502	102129	103136	83616	73736	68739
AUG		93129	103104	95798	88084	84947	77610	74466	68789	61262
SEPT		90873	93405	86828	87375	83055	75945	70910	57613	54443
OCT		95332	92708	93009	83769	75757	68367	67353	58024	51565
NOV		73155	78832	79513	76846	67860	58636	53416	48092	45051
DEC		77090	72602	72735	69665	71421	56097	55670	43669	39137

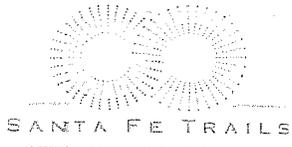
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FED FISCAL YEAR

OCT	92708
NOV	78832
DEC	72602
JAN	80920
FEB	81623
MAR	89698
APR	84634
MAY	86534
JUN	85635
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AUG	93129
SEPT	90873
<b>Total</b>	<b>1035746</b>

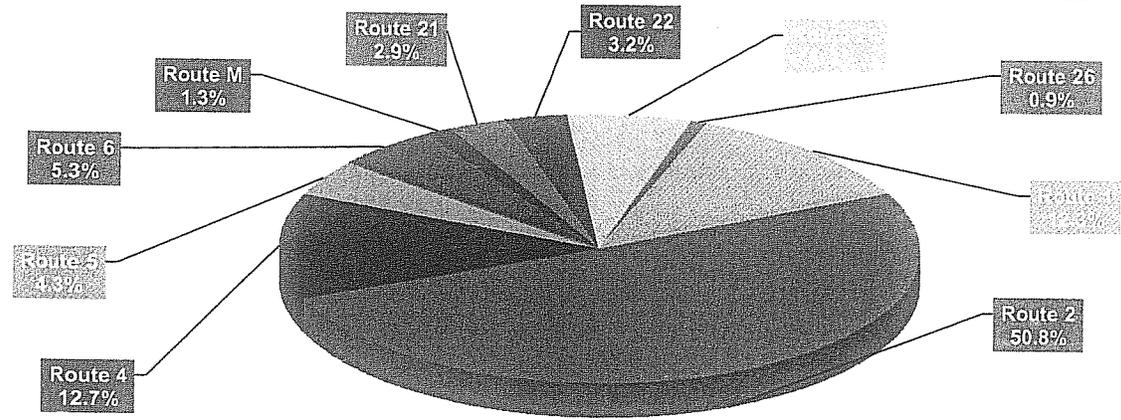




RIDERSHIP BY ROUTE

FEBRUARY 2015

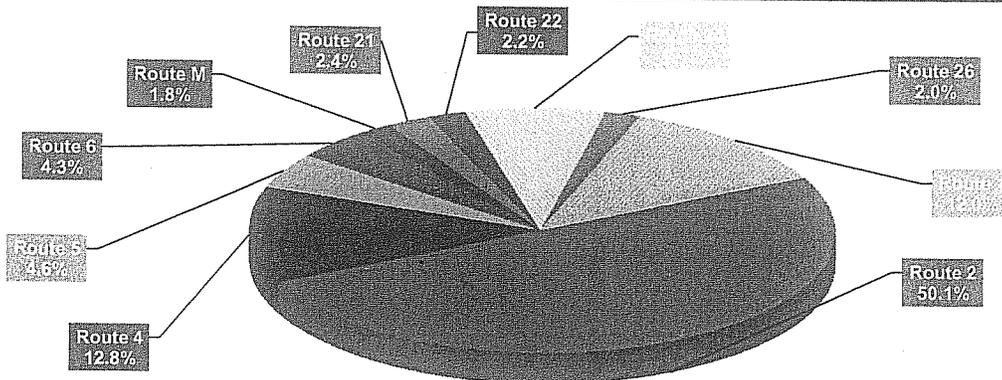
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01-Feb-15	SU	79	623	89	13	13	29	0	0	60	7	913
02-Feb-15	MO	353	1318	339	140	151	44	153	113	162	0	2773
03-Feb-15	TU	383	1650	606	0	0	0	243	132	215	0	3229
04-Feb-15	WE	401	1444	367	0	0	0	155	120	220	0	2707
05-Feb-15	TH	650	2165	367	401	545	117	107	115	523	118	5108
06-Feb-15	FR	220	3534	700	300	275	54	85	303	16	0	5487
07-Feb-15	SA	347	949	136	103	103	24	0	106	98	11	1877
08-Feb-15	SU	161	491	195	0	0	13	0	0	71	31	962
09-Feb-15	MO	222	1414	494	109	156	31	114	148	249	31	2968
10-Feb-15	TU	245	2062	535	131	275	52	134	139	222	27	3822
11-Feb-15	WE	685	1820	423	109	135	59	128	107	128	9	3603
12-Feb-15	TH	568	1349	419	108	147	6	118	0	244	9	2968
13-Feb-15	FR	157	1279	388	79	79	11	122	0	108	0	2223
14-Feb-15	SA	417	919	179	139	158	42	0	211	84	0	2149
15-Feb-15	SU	153	972	130	0	0	36	0	0	59	18	1368
16-Feb-15	MO	170	985	315	219	181	74	0	82	47	0	2073
17-Feb-15	TU	489	1106	367	148	182	46	135	0	450	114	3037
18-Feb-15	WE	362	2547	357	194	162	45	204	185	362	26	4444
19-Feb-15	TH	349	869	303	185	126	45	0	130	114	22	2143
20-Feb-15	FR	390	1006	453	157	137	42	220	0	268	37	2710
21-Feb-15	SA	72	1399	199	47	71	38	0	157	110	0	2093
22-Feb-15	SU	355	190	0	0	0	0	0	0	0	0	545
23-Feb-15	MO	0	567	0	0	0	0	0	0	0	0	567
24-Feb-15	TU	850	1439	792	216	251	103	278	222	449	96	4696
25-Feb-15	WE	300	2781	609	219	620	49	46	82	276	56	5038
26-Feb-15	TH	499	1524	697	150	154	28	1	94	151	14	3312
27-Feb-15	FR	402	2117	301	119	143	36	48	43	130	45	3384
28-Feb-15	SA	296	1029	123	84	69	16	0	0	90	3	1710
		0	0	0	0	0	0	0	0	0	0	0
DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22		Route 26	TOTAL
<b>Totals</b>		9575	39548	9883	3370	4133	1040	2291	2489	4906	674	77909
<b>Average</b>		330	1364	341	116	143	36	79	86	169	23	2687
<b>Ratio</b>		12.29	50.76	12.69	4.33	5.30	1.33	2.94	3.19	6.30	0.87	100.00



RIDERSHIP BY ROUTE

MARCH 2015

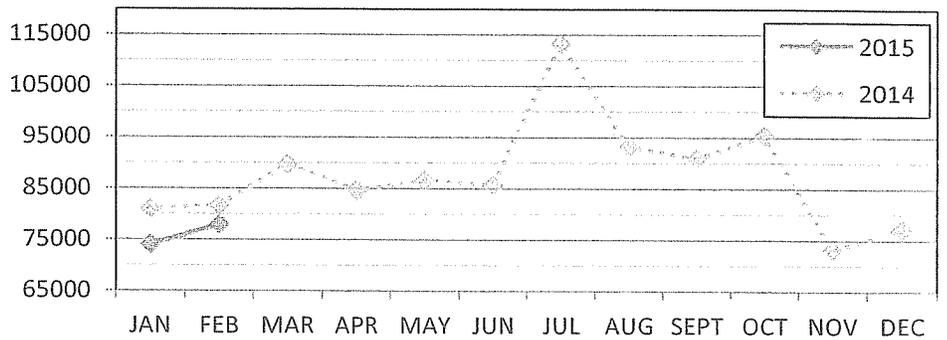
DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 26	TOTAL	
01-Mar-15	SU	159	715	83	0	0	14	141	0	190	18	1320
02-Mar-15	MO	353	1109	398	121	178	54	103	127	226	24	2693
03-Mar-15	TU	489	2031	734	149	144	47	129	113	241	34	4111
04-Mar-15	WE	379	1474	363	167	224	43	111	106	221	16	3104
05-Mar-15	TH	558	1548	540	174	62	75	136	118	222	23	3456
06-Mar-15	FR	454	1175	600	191	128	41	72	0	241	38	2940
07-Mar-15	SA	180	926	137	80	83	32	0	91	111	22	1662
08-Mar-15	SU	158	1097	176	31	35	32	0	0	126	9	1664
09-Mar-15	MO	284	1901	402	151	140	52	109	94	247	16	3396
10-Mar-15	TU	641	1754	446	158	133	56	105	111	214	7	3625
11-Mar-15	WE	316	1581	351	185	204	78	141	103	282	18	3259
12-Mar-15	TH	513	1832	709	186	144	43	102	111	187	1	3828
13-Mar-15	FR	237	1124	196	178	172	40	58	0	377	48	2430
14-Mar-15	SA	250	1717	335	81	53	35	0	0	188	965	3624
15-Mar-15	SU	108	841	156	24	12	43	0	0	70	13	1267
16-Mar-15	MO	556	1672	367	0	0	0	13	98	128	0	2834
17-Mar-15	TU	315	1715	449	217	273	72	17	37	362	83	3540
18-Mar-15	WE	213	1183	528	269	234	79	13	44	455	19	3037
19-Mar-15	TH	0	1010	104	0	0	0	0	72	4	0	1190
20-Mar-15	FR	851	2121	411	263	201	108	57	54	356	77	4499
21-Mar-15	SA	150	910	223	124	84	77	0	0	148	25	1741
22-Mar-15	SU	160	685	211	0	0	33	0	0	87	21	1197
23-Mar-15	MO	401	1464	380	190	197	44	89	103	284	17	3169
24-Mar-15	TU	290	928	405	24	14	1	126	132	153	0	2073
25-Mar-15	WE	355	1608	215	321	288	67	135	15	368	46	3418
26-Mar-15	TH	374	1099	730	171	86	17	123	0	133	0	2733
27-Mar-15	FR	463	1153	414	174	191	87	41	212	233	24	2992
28-Mar-15	SA	143	830	121	72	84	63	0	0	0	0	1313
29-Mar-15	SU	128	1002	325	0	0	27	0	0	87	12	1581
30-Mar-15	MO	592	2460	227	148	165	74	98	1	464	112	4341
31-Mar-15	TU	399	2979	391	189	253	115	144	214	309	47	5040
DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 26	TOTAL	
<b>Totals</b>		10469	43644	11127	4038	3782	1549	2063	1956	6714	1735	87077
<b>Average</b>		338	1408	359	130	122	50	67	63	217	56	2809
<b>Ratio</b>		12.02	50.12	12.78	4.64	4.34	1.78	2.37	2.25	7.71	1.99	100.00



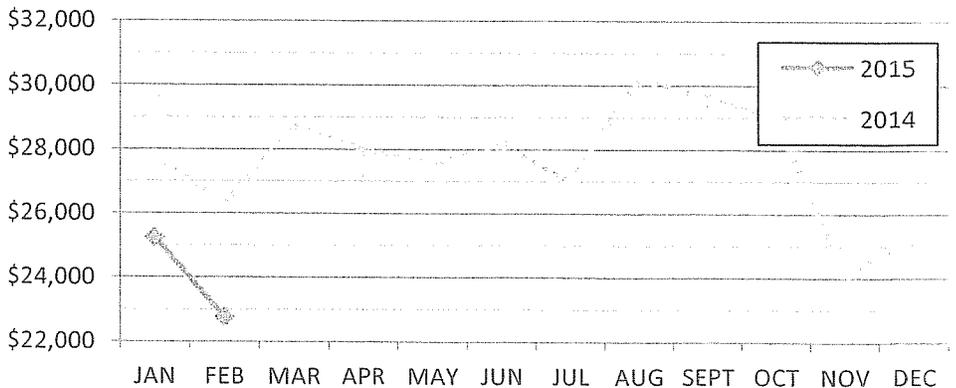
FEBRUARY 2014 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 26	GRAND	
01-Feb-14	SA	79	623	89	13	13	29	0	0	60	7	913
02-Mar-14	SU	353	1318	339	140	151	44	153	113	162	0	2773
03-Mar-14	MO	383	1650	606	0	0	0	243	132	215	0	3229
04-Mar-14	TU	401	1444	367	0	0	0	155	120	220	0	2707
05-Mar-14	WE	650	2165	367	401	545	117	107	115	523	118	5108
06-Mar-14	TH	220	3534	700	300	275	54	85	303	16	0	5487
07-Mar-14	FR	347	949	136	103	103	24	0	106	98	11	1877
08-Mar-14	SA	161	491	195	0	0	13	0	0	71	31	962
09-Mar-14	SU	222	1414	494	109	156	31	114	148	249	31	2968
10-Mar-14	MO	245	2062	535	131	275	52	134	139	222	27	3822
11-Mar-14	TU	685	1820	423	109	135	59	128	107	128	9	3603
12-Mar-14	WE	568	1349	419	108	147	6	118	0	244	9	2968
13-Mar-14	TH	157	1279	388	79	79	11	122	0	108	0	2223
14-Mar-14	FR	417	919	179	139	158	42	0	211	84	0	2149
15-Mar-14	SA	153	972	130	0	0	36	0	0	59	18	1368
16-Mar-14	SU	170	985	315	219	181	74	0	82	47	0	2073
17-Mar-14	MO	489	1106	367	148	182	46	135	0	450	114	3037
18-Mar-14	TU	362	2547	357	194	162	45	204	185	362	26	4444
19-Mar-14	WE	349	869	303	185	126	45	0	130	114	22	2143
20-Mar-14	TH	390	1006	453	157	137	42	220	0	268	37	2710
21-Mar-14	FR	72	1399	199	47	71	38	0	157	110	0	2093
22-Mar-14	SA	355	190	0	0	0	0	0	0	0	0	545
23-Mar-14	SU	0	567	0	0	0	0	0	0	0	0	567
24-Mar-14	MO	850	1439	792	216	251	103	278	222	449	96	4696
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26-Mar-14	WE	499	1524	697	150	154	28	1	94	151	14	3312
27-Mar-14	TH	402	2117	301	119	143	36	48	43	130	45	3384
28-Mar-14	FR	296	1029	123	84	69	16	0	0	90	3	1710
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		0	0	0	0	0	0	0	0	0	0	0
		0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>		<b>9575</b>	<b>39548</b>	<b>9883</b>	<b>3370</b>	<b>4133</b>	<b>1040</b>	<b>2291</b>	<b>2489</b>	<b>4906</b>	<b>674</b>	<b>77909</b>

MONTH	2014	2015
JAN	73968	80920
FEB	77909	81623
MAR		89698
APR		84634
MAY		86534
JUN		85635
JUL		113237
AUG		93129
SEPT		90873
OCT		95332
NOV		73155
DEC		77090
	<b>151877</b>	<b>1051860</b>



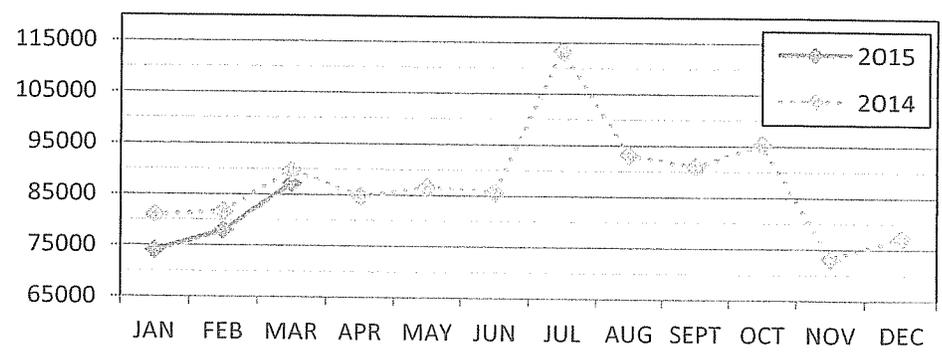
MONTH	2014	2015
JAN	\$25,242	\$27,761
FEB	\$22,755	\$26,297
MAR		\$28,700
APR		\$27,984
MAY		\$27,536
JUN		\$28,145
JUL		\$27,009
AUG		\$30,219
SEPT		\$29,611
OCT		\$29,013
NOV		\$24,130
DEC		\$25,128
	<b>\$47,997</b>	<b>\$331,533</b>



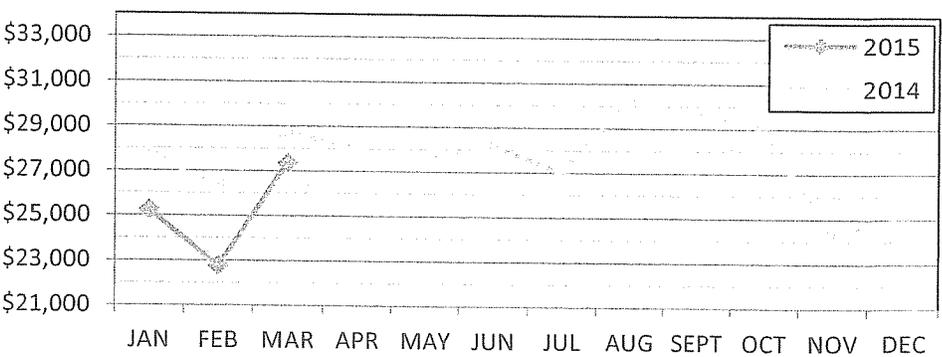
MARCH 2015 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 26	TOTAL	
01-Mar-15	SU	159	715	83	0	0	14	141	0	190	18	1320
02-Mar-15	MO	353	1109	398	121	178	54	103	127	226	24	2693
03-Mar-15	TU	489	2031	734	149	144	47	129	113	241	34	4111
04-Mar-15	WE	379	1474	363	167	224	43	111	106	221	16	3104
05-Mar-15	TH	558	1548	540	174	62	75	136	118	222	23	3456
06-Mar-15	FR	454	1175	600	191	128	41	72	0	241	38	2940
07-Mar-15	SA	180	926	137	80	83	32	0	91	111	22	1662
08-Mar-15	SU	158	1097	176	31	35	32	0	0	126	9	1664
09-Mar-15	MO	284	1901	402	151	140	52	109	94	247	16	3396
10-Mar-15	TU	641	1754	446	158	133	56	105	111	214	7	3625
11-Mar-15	WE	316	1581	351	185	204	78	141	103	282	18	3259
12-Mar-15	TH	513	1832	709	186	144	43	102	111	187	1	3828
13-Mar-15	FR	237	1124	196	178	172	40	58	0	377	48	2430
14-Mar-15	SA	250	1717	335	81	53	35	0	0	188	965	3624
15-Mar-15	SU	108	841	156	24	12	43	0	0	70	13	1267
16-Mar-15	MO	556	1672	367	0	0	0	13	98	128	0	2834
17-Mar-15	TU	315	1715	449	217	273	72	17	37	362	83	3540
18-Mar-15	WE	213	1183	528	269	234	79	13	44	455	19	3037
19-Mar-15	TH	0	1010	104	0	0	0	0	72	4	0	1190
20-Mar-15	FR	851	2121	411	263	201	108	57	54	356	77	4499
21-Mar-15	SA	150	910	223	124	84	77	0	0	148	25	1741
22-Mar-15	SU	160	685	211	0	0	33	0	0	87	21	1197
23-Mar-15	MO	401	1464	380	190	197	44	89	103	284	17	3169
24-Mar-15	TU	290	928	405	24	14	1	126	132	153	0	2073
25-Mar-15	WE	355	1608	215	321	288	67	135	15	368	46	3418
26-Mar-15	TH	374	1099	730	171	86	17	123	0	133	0	2733
27-Mar-15	FR	463	1153	414	174	191	87	41	212	233	24	2992
28-Mar-15	SA	143	830	121	72	84	63	0	0	0	0	1313
29-Mar-15	SU	128	1002	325	0	0	27	0	0	87	12	1581
30-Mar-15	MO	592	2460	227	148	165	74	98	1	464	112	4341
31-Mar-15	TU	399	2979	391	189	253	115	144	214	309	47	5040
<b>Totals</b>		10469	43644	11127	4038	3782	1549	2063	1956	6714	1735	87077

Ridership	2015	2014
JAN	73968	80920
FEB	77909	81623
MAR	87077	89698
APR		84634
MAY		86534
JUN		85635
JUL		113237
AUG		93129
SEPT		90873
OCT		95332
NOV		73155
DEC		77090
	238954	1051860



Revenue	2015	2014
JAN	\$25,242	\$27,761
FEB	\$22,755	\$26,297
MAR	\$27,350	\$28,700
APR		\$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
	\$75,348	\$331,533





Monthly Farebox Analysis  
February 2015

DATE	DAY	FAREBOX REPORT	REVENUE DEPOSIT	VARIANCE	RUN BAL	RIDERSHIP	AVE FARE DEP/RIDER	PEM DEPOSITS
01-Feb-15	SU	\$325.45	\$327.33	1.88	1.88	913	\$0.36	\$0.00
02-Feb-15	MO	\$791.17	\$781.17	-10.00	-8.12	2773	\$0.28	\$191.50
03-Feb-15	TU	\$146.15	\$143.00	-3.15	-11.27	3229	\$0.04	\$230.00
04-Feb-15	WE	\$717.37	\$718.43	1.06	-10.21	2707	\$0.27	\$0.00
05-Feb-15	TH	\$1,392.11	\$1,407.07	14.96	4.75	5108	\$0.28	\$0.00
06-Feb-15	FR	\$896.53	\$896.53	0.00	4.75	5487	\$0.16	\$10.00
07-Feb-15	SA	\$681.47	\$681.47	0.00	4.75	1877	\$0.36	\$0.00
08-Feb-15	SU	\$349.44	\$431.87	82.43	87.18	962	\$0.45	\$0.00
09-Feb-15	MO	\$862.93	\$859.84	-3.09	84.09	2968	\$0.29	\$492.00
10-Feb-15	TU	\$1,075.89	\$1,077.00	1.11	85.20	3822	\$0.28	\$10.00
11-Feb-15	WE	\$1,118.43	\$1,115.14	-3.29	81.91	3603	\$0.31	\$300.00
12-Feb-15	TH	\$738.53	\$735.56	-2.97	78.94	2968	\$0.25	\$0.00
13-Feb-15	FR	\$615.52	\$615.52	0.00	78.94	2223	\$0.28	\$50.00
14-Feb-15	SA	\$689.60	\$689.60	0.00	78.94	2149	\$0.32	\$0.00
15-Feb-15	SU	\$519.08	\$520.08	1.00	79.94	1368	\$0.38	\$0.00
16-Feb-15	MO	\$755.95	\$756.06	0.11	80.05	2073	\$0.36	\$0.00
17-Feb-15	TU	\$795.48	\$794.68	-0.80	79.25	3037	\$0.26	\$375.00
18-Feb-15	WE	\$1,123.64	\$1,120.25	-3.39	75.86	4444	\$0.25	\$0.00
19-Feb-15	TH	\$559.57	\$562.97	3.40	79.26	2143	\$0.26	\$310.00
20-Feb-15	FR	\$703.93	\$703.93	0.00	79.26	2710	\$0.26	\$60.00
21-Feb-15	SA	\$529.67	\$529.67	0.00	79.26	2093	\$0.25	\$0.00
22-Feb-15	SU	\$243.00	\$176.10	-66.90	12.36	545	\$0.32	\$0.00
23-Feb-15	MO	\$163.05	\$163.05	0.00	12.36	567	\$0.29	\$0.00
24-Feb-15	TU	\$1,028.37	\$997.46	-30.91	-18.55	4696	\$0.21	\$0.00
25-Feb-15	WE	\$1,291.55	\$1,422.41	130.86	112.31	5038	\$0.28	\$44.20
26-Feb-15	TH	\$1,028.54	\$1,033.35	4.81	117.12	3312	\$0.31	\$10.00
27-Feb-15	FR	\$862.53	\$862.53	0.00	117.12	3384	\$0.25	\$15.00
28-Feb-15	SA	\$535.68	\$535.68	0.00	117.12	1710	\$0.31	\$0.00
		<b>\$20,540.63</b>	<b>\$20,657.75</b>	<b>117.12</b>		<b>77909</b>		\$2,097.70
			\$2,097.70					PEM Pass Sales
			\$0.00					Other
<b>TOTAL REVENUE</b>			<b>\$22,755.45</b>					0.06% Variance/Total Deposit

Monthly Farebox Analysis  
**MARCH 2015**

DATE	DAY	FAREBOX REPORT	REVENUE DEPOSIT	VARIANCE	RIDERSHIP	AVE FARE DEP/RIDER	PEM DEPOSITS
01-Mar-15	SU	\$341.65	\$341.97	0.32	1320	\$0.26	\$0.00
02-Mar-15	MO	\$753.12	\$741.03	-12.09	2693	\$0.28	\$10.00
03-Mar-15	TU	\$1,063.86	\$1,046.11	-17.75	4111	\$0.25	\$935.00
04-Mar-15	WE	\$811.44	\$830.05	18.61	3104	\$0.27	\$0.00
05-Mar-15	TH	\$920.26	\$928.96	8.70	3456	\$0.27	\$290.00
06-Mar-15	FR	\$788.60	\$788.60	0.00	2940	\$0.27	\$0.00
07-Mar-15	SA	\$407.53	\$407.53	0.00	1662	\$0.00	\$0.00
08-Mar-15	SU	\$516.31	\$509.76	-6.55	1664	\$0.31	\$0.00
09-Mar-15	MO	\$926.73	\$922.93	-3.80	3396	\$0.27	\$30.00
10-Mar-15	TU	\$975.39	\$986.75	11.36	3625	\$0.27	\$0.00
11-Mar-15	WE	\$823.42	\$822.58	-0.84	3259	\$0.25	\$0.00
12-Mar-15	TH	\$1,228.13	\$1,226.17	-1.96	3828	\$0.32	\$310.00
13-Mar-15	FR	\$756.49	\$756.49	0.00	2430	\$0.31	\$10.00
14-Mar-15	SA	\$964.68	\$964.68	0.00	3624	\$0.27	\$0.00
15-Mar-15	SU	\$477.11	\$477.24	0.13	1267	\$0.38	\$0.00
16-Mar-15	MO	\$783.89	\$812.61	28.72	2834	\$0.29	\$0.00
17-Mar-15	TU	\$1,107.84	\$1,115.29	7.45	3540	\$0.32	\$0.00
18-Mar-15	WE	\$859.78	\$856.03	-3.75	3037	\$0.28	\$0.00
19-Mar-15	TH	\$331.87	\$331.82	-0.05	1190	\$0.28	\$0.00
20-Mar-15	FR	\$1,227.51	\$1,227.51	0.00	4499	\$0.27	\$66.00
21-Mar-15	SA	\$609.18	\$609.18	0.00	1741	\$0.35	\$0.00
22-Mar-15	SU	\$467.83	\$469.89	2.06	1197	\$0.39	\$0.00
23-Mar-15	MO	\$963.82	\$943.87	-19.95	3169	\$0.30	\$525.00
24-Mar-15	TU	\$564.34	\$605.20	40.86	2073	\$0.29	\$0.00
25-Mar-15	WE	\$978.64	\$974.70	-3.94	3418	\$0.29	\$20.00
26-Mar-15	TH	\$824.66	\$824.86	0.20	2733	\$0.30	\$10.00
27-Mar-15	FR	\$862.93	\$862.93	0.00	2992	\$0.29	\$56.30
28-Mar-15	SA	\$496.20	\$496.20	0.00	1313	\$0.38	\$0.00
29-Mar-15	SU	\$529.55	\$525.27	-4.28	1581	\$0.33	\$0.00
30-Mar-15	MO	\$1,282.19	\$1,280.39	-1.80	4341	\$0.29	\$0.00
31-Mar-15	TU	\$1,399.02	\$1,391.83	-7.19	5040	\$0.28	\$10.00
		<b>\$25,043.97</b>	<b>\$25,078.43</b>	<b>34.46</b>	<b>87077</b>		<b>\$2,272.30</b>
<b>TOTAL REVENUE</b>			<b>\$27,350.73</b>	0.01% Variance/Total Deposit			

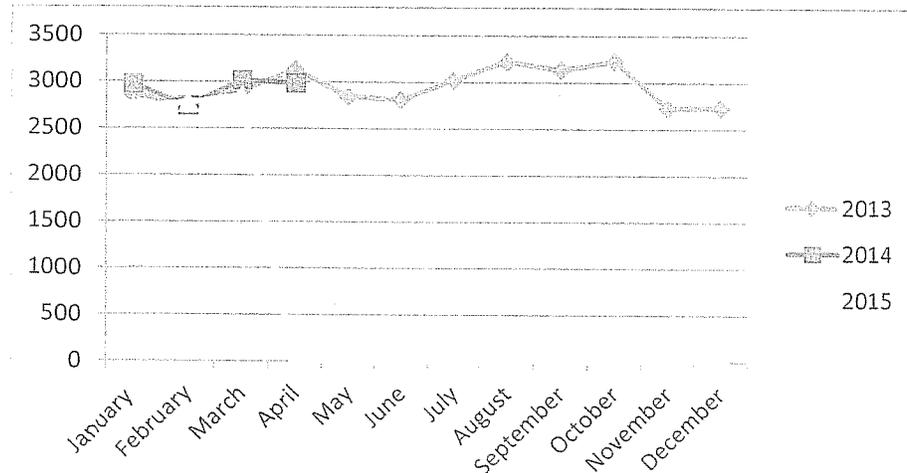
On-Time Performance

2011	On Time %	2012	On Time %	2013	On Time %	2014	On Time %	2015	On Time %
Jan-11	89.20	Jan-12	90.16	Jan-13	91.10	Jan-14	90.69	Jan-15	92.27
Feb-11	88.06	Feb-12	92.70	Feb-13	90.00	Feb-14	90.54	Feb-15	91.70
Mar-11	90.51	Mar-12	94.26	Mar-13	90.71	Mar-14	89.91	Mar-15	91.58
Apr-11	88.08	Apr-12	92.92	Apr-13	92.51	Apr-14	91.08	Apr-15	
May-11	88.63	May-12	94.47	May-13	93.00	May-14	91.93	May-15	
Jun-11	90.57	Jun-12	91.94	Jun-13	93.00	Jun-14	91.48	Jun-15	
Jul-11	90.61	Jul-12	90.02	Jul-13	91.64	Jul-14	91.50	Jul-15	
Aug-11	91.75	Aug-12	91.09	Aug-13	91.54	Aug-14	90.61	Aug-15	
Sep-11	92.74	Sep-12	89.84	Sep-13	89.47	Sep-14	79.13	Sep-15	
Oct-11	91.16	Oct-12	92.83	Oct-13	91.08	Oct-14	91.14	Oct-15	
Nov-11	92.16	Nov-12	92.87	Nov-13	91.19	Nov-14	91.38	Nov-15	
Dec-11	92.87	Dec-12	90.74	Dec-13	89.81	Dec-14		Dec-15	

Santa Fe Ride Ridership

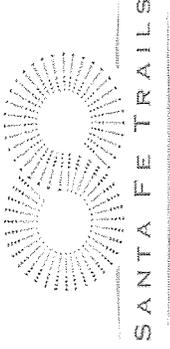
	2011	2012	2013	2014	2015
January	2784	2824	2859	2971	2723
February	2698	2884	2750	2736	2771
March	2993	2974	2903	3013	2848
April	2831	3071	3132	2983	
May	2754	2984	2844	2890	
June	2740	2874	2812	2736	
July	2575	2974	3023	2900	
August	3174	2974	3223	2911	
September	3147	2874	3137	2861	
October	3319	2984	3229	2983	
November	3031	2974	2728	2609	
December	2725	2974	2733		

Annual Total 34771 34771 33834 35373 8340



DISCUSSION ITEM

2. REPORT ON CUSTOMER/COMPLAINT SYSTEM

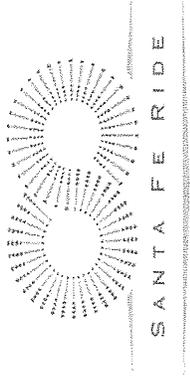


Comment/Complaint Report

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
8280	04/15/2015	04/15/2015	Telephone	Transit buses	D. Roybal	4	Bus was running hot	In Progress		
8210	04/10/2015	04/01/2015	E-mail	Transit buses	G. O'Hara	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	21	Driver was inattentive	Video does not verify concern	04/15/2015	Closed
8134	04/08/2015	04/08/2015	Telephone	Transit buses	A. Petry	21	Driver was rude and unprofessional	In Progress		
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	In Progress		
7987	04/01/2015	04/01/2015	Telephone	Transit buses	M. Williams	2	Erratic driving	In Progress		
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	In Progress		
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	In Progress		
7914	03/28/2015	03/28/2015	Telephone	Transit buses	G. O'Hara	4	Rider was upset with another rider	Unable to verify complaint	03/30/2015	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	03/25/2015	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	In Progress		
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	In Progress		
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

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
7325	02/27/2015	02/27/2015	Telephone	Transit buses	D. Maes	2	Compliments to driver on accident avoidance skills	In Progress		
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	In Progress		
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	In Progress		
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	In Progress		
7072	02/13/2015	02/13/2015	Telephone	Transit buses	D. Maes	6	Driver made inappropriate comment	In Progress		
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
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	In Progress		
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
6815	01/29/2015	01/29/2015	Telephone	Transit buses	A. Petry	4	Driver was rude	Driver followed policy	02/10/2015	Closed
6756	01/28/2015	01/28/2015	Telephone	Transit buses	G. O'Hara	2	Bus started a nother driver	Routine operation	02/02/2015	Closed
6750	01/27/2015	01/23/2015	Telephone	Transit buses	G. O'Hara	1+4	Rider(s) missed at stop	Miscommunication between operator and rider	02/02/2015	Closed
6709	01/23/2015	01/23/2015	Telephone	Transit buses	M. Williams	1	Rider(s) missed at stop	Unable to verify complaint	02/04/2015	Closed
6701	01/23/2015	01/23/2015	Telephone	Transit buses	D. Maes	2	Rider(s) missed at stop	Unable to verify complaint	01/26/2015	Closed
6700	01/23/2015	01/23/2015	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Unable to verify complaint	02/10/2015	Closed
6667	01/21/2015	01/21/2015	Telephone	Transit buses	D. Roybal	2+1	Rider felt uncomfortable with driver(s)	Supervisor coached driver on unprofessional conduct	02/10/2015	Closed
6615	01/15/2015	01/15/2015	Telephone	Transit buses	G. O'Hara	5	Rider(s) missed at stop	Coached new operator on customer service	01/18/2015	Closed
6604	01/15/2015	01/15/2015	Telephone	Transit buses	G. O'Hara	5	Rider(s) missed at stop	Driver followed policy - left 1 minute late	01/18/2015	Closed
6582	01/13/2015	01/13/2015	Telephone	Transit buses	G. O'Hara	6	Driver missed rider's stop	Unable to determine driver	01/14/2015	Closed
6562	01/13/2015	01/13/2015	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Supervisor coached driver on customer service	01/14/2015	Closed
6542	01/12/2015	01/12/2015	Telephone	Transit buses	D. Maes	22	Driver was rude	Supervisor called submitter and resolved	01/12/2015	Closed
6521	01/09/2015	01/08/2015	In person	Transit buses	G. O'Hara	2	Rider acted inappropriately	Not enough information to determine fault	01/12/2015	Closed
6477	01/07/2015	01/07/2015	Telephone	Transit buses	G. O'Hara	2	Rider denied youth fare (free)	Policy - rider did not have proof of age	01/12/2015	Closed
6447	01/06/2015	06/12/2014	E-mail	Transit buses	G. O'Hara	2	Rider(s) missed at stop	This is a followup on #2742 from 6/12/2014	01/12/2015	Closed
6443	01/06/2015	01/06/2015	E-mail	Transit buses	G. O'Hara	2	Compliments to driver for avoiding	Driver was given kudos by his Supervisor	01/13/2015	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
6429	01/05/2015	01/05/2015	Telephone	Transit buses	M. Williams	5	Bus went by stop early	RouteMatch data under review	01/23/2015	Closed
6417	01/02/2015	01/02/2015	Telephone	Transit buses	A. Petry	2	Compliments to driver for great driving	Driver was given kudos by his Supervisor	01/04/2015	Closed
6402	01/02/2015	01/02/2015	Telephone	Transit buses	A. Granillo	2	Schedule suggestion	Currently under review with consultants	01/12/2015	Closed
6358	12/30/2014	12/29/2014	Telephone	Transit buses	M. Williams	1	Driver was rude and drove carelessly	Unable to verify complaint	01/17/2015	Closed
6349	12/29/2014	12/28/2014	Telephone	Transit buses	M. Williams	4	Question about possible service animal	Supervisor coached driver(s) on service animals	01/15/2015	Closed
6327	12/26/2014	12/26/2014	Telephone	Transit buses	D. Maes	22	Rider treated unprofessionally	Supervisor coached driver on customer service	01/12/2015	Closed
6324	12/26/2014	12/26/2014	Telephone	Transit buses	M. Williams	22	Rider(s) missed at stop	Driver followed policy - left 5 minutes late	01/22/2015	Closed
6310	12/24/2014	12/23/2014	Telephone	Transit buses	D. Roybal	2	Rider treated unprofessionally	Supervisor coached driver on customer service	01/08/2015	Closed
6308	12/23/2014	02/23/2014	Telephone	Transit buses	D. Roybal	24	Driver refused transfer request	Report was unfounded	01/08/2015	Closed
6241	12/18/2014	12/18/2014	Telephone	Transit buses	D. Maes	6	Bus went by stop early	Supervisor coached driver on running hot	01/12/2015	Closed
6240	12/18/2014	12/17/2014	Telephone	Transit buses	M. Williams	2	Rider harassed - wanted driver to help	Policy explanation provided to submitter	12/19/2014	Closed
6202	12/16/2014	12/16/2014	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Supervisor coached driver	12/18/2014	Closed
6194	12/16/2014	12/16/2014	Telephone	Transit buses	M. Williams	1	Rider(s) missed at stop	Supervisor reviewed concern with driver	12/18/2014	Closed
6190	12/15/2014	12/15/2014	Telephone	Transit buses	M. Williams	1	Rider(s) missed at stop	Documented oral coaching	12/16/2014	Closed
6183	12/15/2014	12/15/2014	Telephone	Transit buses	G. O'Hara	1	Rider with a dog denied boarding	Dog was not properly restrained (was in a box)	12/16/2014	Closed
6158	12/14/2015	12/14/2015	Telephone	Transit buses	G. O'Hara	2	Rider picked up late	Equipment malfunction - unavoidable	02/02/2015	Closed
6156	12/12/2014	12/12/2014	Telephone	Transit buses	M. Williams	1	Rider(s) missed at stop	Supervisor coached driver on customer service	12/18/2014	Closed
6114	12/11/2014	12/11/2014	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Report was unfounded	12/22/2014	Closed
6041	12/08/2014	12/08/2014	Telephone	Transit buses	G. O'Hara	2	Duplicate of #6040	N/A	12/09/2014	Closed
6040	12/08/2014	12/08/2014	Telephone	Transit buses	G. O'Hara	2	Passenger ejected for chewing gum	Report was unfounded	12/09/2014	Closed
6039	12/08/2015	12/08/2015	Telephone	Transit buses	G. O'Hara	2	Duplicate of #6040 - entered incorrectly	N/A	02/02/2015	Closed
6036	12/08/2014	12/08/2014	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Supervisor reviewed concern with driver	12/15/2015	Closed
5997	12/04/2014	12/04/2014	Telephone	Transit buses	D. Maes	4	Driver regularly leaves STC early	Oral coaching regarding schedule adherence	01/12/2015	Closed
5971	12/03/2014	12/03/2014	Telephone	Transit buses	D. Maes	4	Driver passed school bus showing "STOP"	Oral coaching regarding traffic law adherence	01/12/2015	Closed
5071	10/03/2014	10/03/2014	Telephone	Transit buses	A. Granillo	2	Driver made inappropriate comment	Oral coaching regarding customer service	03/25/2015	Closed



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
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	On hold pending assignment		
7918	03/30/2015	03/29/2015	Telephone	Santa Fe Ride	S. Khalsa	Rider does not want certain vehicles	On hold pending assignment		
7916	03/29/2015	03/29/2015	Telephone	Santa Fe Ride	G. Salazar	Erratic driving	On hold pending assignment		
7714	03/18/2015	03/18/2015	Telephone	Santa Fe Ride	F. Montoya	Trips not scheduled	In Progress		
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. Martinezz	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
6529	01/09/2015	01/02/2015	Telephone	Santa Fe Ride	G. Salazar	Reservation(s) booked incorrectly	Supervisor spoke with submitter to clarify reservation process	01/15/2015	Closed
6518	01/09/2015	01/09/2015	Telephone	Santa Fe Ride	F. Montoya	Reservation no-showed in error	Submission was not valid	02/20/2015	Closed
6452	01/06/2015	01/06/2015	Telephone	Santa Fe Ride	S. Khalsa	Pickup was outside time window	Supervisor called to apologize	01/22/2015	Closed
6411	01/02/2015	01/02/2015	Telephone	Santa Fe Ride	G. O'Hara	Duplicate of #6410	N/A	01/04/2015	Closed
6410	01/02/2015	01/02/2015	Telephone	Santa Fe Ride	S. Khalsa	Driver littered	Submission was erroneous	01/21/2015	Closed
5883	11/25/2014	11/24/2014	Telephone	Santa Fe Ride	G. Salazar	Unsafe braking	Unit needed to brake hard to avoid a car - Incident Report filed at the time	12/23/2014	Closed
5737	11/13/2014	11/11/2014	Telephone	Santa Fe Ride	G. O'Hara	Duplicate of #5736	N/A	11/16/2014	Closed
5736	11/13/2014	11/11/2014	Telephone	Santa Fe Ride	S. Khalsa	Driver was late	Supervisor spoke with driver regarding customer service	11/19/2014	Closed
5610	11/06/2014	10/30/2014	Telephone	Santa Fe Ride	G. Salazar	CSR was unprofessional	Supervisor coached CSR regarding customer service	11/22/2014	Closed
5382	10/27/2014	10/27/2014	Telephone	Santa Fe Ride	J. Saiz	Driver was late	Supervisor spoke with driver concerning schedule adherence	03/23/2015	Closed

## DISCUSSION ITEM

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

FLEET AND FACILITIES MAINTENANCE REPORT				
February-15				
<b>Preventive Maintenance Inspections Performed</b>				
Fixed Route Buses:			17	
Paratransit Vehicles:			4	
Pick-Up Vehicles:			1	
<b>Major Repairs Completed</b>				
Date	Unit #	Model	Description	Comments
12-Feb	2139	ford	Replaced transmission	Was out of service 25 days while waiting for parts
<b>Accidents</b>				
02-Feb	1401	Gillig	Hit other vehicle with bike rack	Repaired
16-Feb	804	Eldorado	scraped a pole on property	Scheduled
17-Feb	2113	Bluebird	rv struck drivers mirror	Repaired
16-Feb	2182	Ford	hit and run from a car	Waiting for repair able to run
21-Feb	2133	Honda	run off road by truck	Waiting for Quote
24-Feb	2167	Honda	hit wall backing out of a driveway	parts on order able to run
<b>Other Major Mechanical Failures</b>				
Date	Unit #	Model	Description	Comments
16-Jan	2118	Bluebird	Engine failure	completed
<b>Facility Inspections/Repairs Completed</b>				
Date	Facility		Description	Comments
<b>Bus Stop Repairs Completed</b>				
Date	Bus Stop	Direction	Description	Comments

