



Agenda

**AMENDED
TRANSIT ADVISORY BOARD MEETING
TUESDAY, APRIL 26, 2016
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

CALL TO ORDER
ROLL CALL
APPROVAL OF AGENDA
APPROVAL OF MEETING MINUTES: MARCH 22, 2016

PUBLIC COMMENT

ACTION ITEMS:

1. NCRTD SERVICE PLAN FY 2017

DISCUSSION ITEMS:

1. STAFFING UPDATE – STAFF
2. TAB APPOINTMENTS -- STAFF
3. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
4. SHERIDAN DESIGN AND UPDATE – STAFF
5. BUS REPLACEMENT SCHEDULE- THOMAS MARTINEZ
6. BUDGET STATUS- THOMAS MARTINEZ
7. ACCESSIBLE CABS UPDATE- THOMAS MARTINEZ
8. NCRTD FEASIBLE STUDY- THOMAS MARTINEZ
9. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
10. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
11. FLEET AND FACILITIES MAINTENANCE -- THOMAS MARTINEZ

PUBLIC COMMENT

ADJOURN

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

Transit Advisory Board
Meeting Index
March 22, 2016

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Call to Order	Vice Chair Calvert called the meeting of the Transit Advisory Board to order at 5:05 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM.	1
Roll Call	A quorum was established with roll call.	1
Approval of the Agenda	<i>Ms. Estrada moved to approve the agenda as presented with a second from Ms. Bleck which passed by voice vote.</i>	1
Approval of Minutes: February 23, 2016	<i>Ms. Bleck moved to approve the minutes from February 23, 2016 as presented with a second from Ms. McGinnis which passed by voice vote</i>	1
Public Comment	Discussion Only	2
Discussion Items:		2
1. System Ridership-Fixed Route, Paratransit, and SF Pick Up		2
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10. NCRTD Board Meeting Discussion Regarding Letter of Intent		4
Public Comment	Discussion Only	5
Adjourn	<i>There being no further business to come before the Transit Advisory Board, Mr. Calvert moved to adjourn at 6:30 p.m. with a second from Ms. Bleck which passed by voice vote.</i>	5
Signature Page		5

Transit Advisory Board Meeting
Tuesday, February 23, 2016
5:00 p.m. to 7:00 p.m.
Santa Fe Trails Transit Facility

1. CALL TO ORDER

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

2. ROLL CALL

Present

Colin Messer, Chair
Aurore Bleck
Chris Calvert
Mary McGinnis
Rebecca Estrada
Paul Thompson
Garrett Robinson

Excused

Stan Cooper

Others Present

Lois Amador, City Transit Staff
Annette Granillo, City Transit Operations
Isaac Pino, City of Santa Fe Public Works Department
Vince Marquez, City Transit Fleet
Linda Vigil, Stenographer
Stephen Turner, Public

3. APPROVAL OF AGENDA

Mr. Pino brought to the attention of the board that the item on the agenda regarding the NCRTD letter of intent can only be discussed and no action taken on it due to the language on the agenda.

Ms. Estrada moved to approve the agenda as presented with a second from Ms. Bleck which passed by voice vote.

4. APPROVAL OF MINUTES: FEBRUARY 23, 2016

Ms. Bleck moved to approve the minutes from February 23, 2016 as presented with a second from Ms. McGinnis which passed by voice vote.

5. PUBLIC COMMENT

There were no members of the public present at this time.

6. DISCUSSION ITEMS

1. SYSTEM RIDERSHIP

Ms. Granillo presented the report (See Exhibit A) with the previous years as the board requested.

Ms. Granillo explained why Santa Fe Ride shows lower ridership. The last two operators just started performing routes last week, so they will need time to adjust and get acquainted with the routes. Ms. Granillo reported the Historical SF Pick Up route changes as there is events.

Ms. Granillo reported that one Arboc is wrapped and is in service. The other three will be wrapped soon.

Ms. Granillo apologized for not getting a staffing report out. However, she reported that there is one advertisement pending for a driver and several reclassifications pending. The fixed route filled the las vacancies and there are two lead workers waiting to be reclassified.

Ms. Granillo announced they will have three temporary positions open for special events, she will hold interviews on Thursday. There is a vacant supervisor position open currently it has been requested and will hopefully get an ad in the newspapers. The Division Director is also still vacant.

Ms. Granillo announced that she will also be leaving the Transit Division. She has accepted a job as the Director of RTD. Friday will be her last day. She will still be in contact with the TAB board, it was a pleasure to work with the board. The members congratulated her and thanked her.

Mr. Calvert asked about the M route. Ms. Granillo stated that is something to look at but there would have to be best to wait until the new schedule is done.

2. CUSTOMER COMMENT/COMPLAINT SYSTEM

Ms. Granillo reported (See Exhibit B) that they are very few pending. They have all been done timely.

3. OPERATIONS AND ROUTES

Ms. Granillo stated they will be looking at efficiencies and at the MPO study. Mr. Calvert believes that could increase new ridership.

4. FLEET AND FACILITIES MAINTENANCE

Chair Messer took over as Chair.

Mr. Marquez reported (See Exhibit C) there hasn't been any major break downs.

A discussion was held about the oil samples and how often they are done. Mr. Marquez stated they are done every 6,000 miles as well as the C and D services. It can be changed back to 3,000 miles if they request it. Chair Messer states that may be best due to the FTA requirements.

Chair Messer wants to be assured that all the records are in order for the triennial review. Chair Messer asked if there is software that tracks that information. Ms. Granillo stated there is however it not valid for FTA, there may be a change to the entire City Fleet system.

5. BUS REPLACEMENT SCHEDULE

Mr. Marquez stated it may be time to start looking into replacing buses, the date for the next procurement. (See Exhibit D) Ms. Granillo explained the way the resolution was amended, it will give the Division the ability to pay the loan. A portion will be for operating costs and some can go towards buying new Gilligs.

A discussion was held about the GRT rate, it is at 1.25. Ms. Granillo explained there is not a dedicated amount however the language in the resolution states that 80% is dedicated to transit.

Mr. Marquez suggested that perhaps when the new buses are ordered to change the windows so they are operable. Ms. Granillo stated those options are available.

A brief discussion was held about getting a Grants Administrator hired to work on these issues so that things are in order. Mr. Pino may have a solution for that hire.

6. STUDENT RIDERSHIP STATISTICS

Ms. Granillo presented the report as requested at the last meeting (See Exhibit E).

A discussion was held about the 31 day student pass. Ms. Estrada explained the SFCC and their work on surveying the students, faculty and staff about using the passes. The President of the College is open to feedback. Other schools and colleges add the pass as an activity fee.

Ms. Estrada explained the need for a way for students to get from the different campuses. Some students have their lab classes at SFCC and their other classes at the Higher Education Center.

Ms. Granillo stated the passes are ideal and can be done, however there has to be a commitment.

Ms. Estrada explained how the new trade school (Career Opportunities) will possibly have students at multiple campuses. Ms. Granillo stated if there is a good amount of students who need passes they could look at getting discounted passes.

7. ACCESSIBLE CABS UPDATE

Ms. Granillo was unable to call Capital City Cabs to get an update. This item will be placed on the next agenda for an update.

8. ON-TIME PERFORMANCE TRACKING SANTA FE TRAILS

Chair Messer stated the routes have been doing well. Ms. Granillo stated the construction on Cerrillos Rd. will continue for 6-8 months. The steel shelters on Lujan Street and in front of the Smiths will be coming down. However, they will be replaced with Concrete shelters and there will be nice cut ins and outs on the road for the stops.

Ms. Granillo stated the SF Ride employees will do better once they learn their routes.

Ms. Granillo reported that the gallery owners on Canyon Rd. have discovered the app and use it. There were reports of drivers parked close by for long periods of time. Ms. Granillo stated this app makes them accountable. Mr. Thompson asked what the disciplinary action would be. Ms. Granillo is depends, the discipline is progressive due to the AFSCME Union.

9. BUDGET STATUS

A discussion was held about the Budget meeting with the City Manager and Finance Director. Mr. Pino stated there were no cuts, they are looking in the General funds savings so the enterprise funds will be safe.

Chair Messer asked about staffing and if it will be affected. Mr. Pino stated it looks to stay steady.

Ms. Granillo stated there will be no raises, the temporary positions will still be available. Mr. Marquez reported that there is still one service worker to be hired and one mechanic position closed so the interviews should be soon.

A discussion was held about retention. Ms. Granillo stated, the nature of the entry level positions is that those people are able to move to other departments.

A brief discussion was held about the Grants Administrator position and possible hiring an outside agency to manage the Division. Mr. Pino knows of a staff person who has knowledge in transportation operations, he will give them the chance to work on it.

10. NCRTD BOARD MEETING DISCUSSION REGARDING LETTER OF INTENT

Per Mr. Pino's suggestion, the Board can discuss the matter only. The Board reviewed the enclosed resolution (See Exhibit F).

Mr. Calvert suggested the portion of the resolution that mentions the use of the GRT be specified to explain the amount should be used for transit purposes.

Ms. Granillo explained the Board meeting of NCRTD voted to survey to discover the efficiency of transit. Mr. Pino explained that the item has not come to the committees and council as of yet.

It was decided to discuss the matter first. Mr. Pino stated the union was present at the meeting. Mr. Calvert discussed the GRT and when that will end. Chair Messer stated there is an older resolution that may be useful. Mr. Pino will meet with Councilor Villareal and bring her up to speed.

Mr. Pino stated there are very passionate advocates of the bus system and it may affect the bus system. Chair Messer offered help from the Board.

Ms. Granillo explained what information the study will gather. It will be to assess debt and assets and what is required by FTA and DOT and RTD to be able to transfer items.

Mr. Pino stated Taos has gone over, however they had very few employees. Ms. Granillo stated the Transit division has 126 employees and NCRTD has 49. Therefore NCRTD would grow significantly.

Mr. Pino stated the item has to pass through the Public Works Committee, then the Finance Committee and ultimately to the Council.

Ms. Granillo explained that once it has passed, it would need to follow the state procurement process and an RFP would need to be done.

Chair Messer asked Mr. Pino for an update on the Southside Transit Center. Mr. Pino stated the CIP funds may be able to get the outside of the center complete by December.

Ms. Bleck expressed her concerns for the inside of the Center and to have available restrooms for the drivers and the public.

A discussion was held about other sites that were considered for the Center, this site was the most obtainable. Ms. Granillo discussed the issues with the Santa Fe Place Mall and the condition the buses leave the road in. The mall is considering having the drop off and loading area on the outside area of the mall.

Chair Messer discussed the possibility of the dealerships buying the small patch of land in front of their dealerships, perhaps that can help with the cost of the inside of the center.

Mr. Pino suggested that the Board attend the other committee meetings and regular City Council meetings.

Mr. Calvert asked for an update on the Sheridan Center. Ms. Granillo stated the construction will start at the end of September due to Zozobra. Ms. Granillo has the rendering of the center now that it will move to Alameda.

7. PUBLIC COMMENT

Mr. Stephen Turner wanted to clarify the ages on the student ridership chart. A brief discussion was held to explain to him.

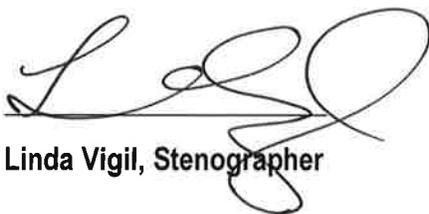
Mr. Turner is interested in joining the Board. He just moved from New Jersey to New Mexico. He is a ship broker by trade but it very interested. His resume and letter of intent is in the Mayor's Office.

8. ADJOURN

There being no further business to come before the Transit Advisory Board, Mr. Calvert moved to adjourn at 6:30 p.m. with a second from Ms. Bleck which passed by voice vote.

SIGNATURES

Collin Messer, Chair



Linda Vigil, Stenographer

DISCUSSION ITEM

- 1 . SANTA FE TRAILS, SANTA FE RIDE, AND SANTA FE PICK UP STAFFING STATUS-- STAFF

vacancies as of 4/13/16

259- Transit Div Director	
1287-S Director of Operations and Maintenance	Thomas Interim Dir of Ops and Maint/ and Fleet and Facilities Section
1808- Operations Manager for FR and Para	
1294 Equipment Svc Worker	
2090- Equipment Svc Worker- pending hire of Gutierrez	
1295 Heavy Equipment Mechanic	
1968 Paratransit Operator	to be reclassified
1967 Paratransit Operator	to be advertised
1899 Paratransit Operator	to be advertised
1435 Transit Operator	to be reclassified
1699 Transit Operator	to be reclassified
1694 Transit Operator TEMP	advertised only 1 to be hired
195- Transit Operator TEMP-pending hire of Strachan	
1699 Transit Operator TEMP	advertised
2271 Transit Shuttle Operator	to be advertised
123 positions in Transit	

ACTION ITEM

1. NCRTD SERVICE PLAN FY17

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

2 **RESOLUTION NO. 2016 -**

3 **INTRODUCED BY:**

4 Councilor Joseph M. Maestas

5
6
7
8
9
10 **A RESOLUTION**

11 **ENDORING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT’S FY2017**
12 **BUDGET PROPOSAL, APPROVING THE FY 2017 CITY OF SANTA FE REGIONAL**
13 **TRANSIT PLAN AND DIRECTING STAFF TO SUBMIT THE CITY OF SANTA FE**
14 **REGIONAL TRANSIT PLAN FOR FY 2017 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 FY2017 budget proposal to keep the
15 aforementioned regional services, operated by the City, funded and running through FY2017; 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 FY 2017 total of \$993,300.00; and

18 **WHEREAS**, the City of Santa Fe agreed to pay up to \$25,000 to the NCRTD for the second
19 year of the pilot Mountain Trail 255 Route, which will be deducted from the reimbursement to Santa
20 Fe Trails on the first quarterly reimbursement request by the City.

21 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE CITY OF**
22 **SANTA FE** that the Governing Body hereby endorses the proposed FY2016 NCRTD budget that
23 continues to fund regional transit services, and will fund up to \$25,000 as identified above, that the
24 City of Santa Fe currently provides on behalf of the NCRTD, and that the aforementioned routes
25 compose and are approved as the City of Santa Fe Regional Transit Plan for FY2017, and upon

1 approval by the NCRTD Board of Directors, is incorporated in the NCRTD service plan.

2 PASSED, APPROVED, and ADOPTED this ____ day of _____, 2016.

3
4
5 _____
6 JAVIER GONZALES, MAYOR

7 ATTEST:

8
9 _____
10 YOLANDA Y. VIGIL, CITY CLERK

11
12 APPROVED AS TO FORM:

13
14 _____
15 KELLEY BRENNAN, CITY ATTORNEY

DISCUSSION ITEM

2 . TAB APPOINTMENTS

AMADOR, LOIS O.

From: Steve Turner <steve@margoship.com>
Sent: Friday, March 18, 2016 4:42 PM
To: AMADOR, LOIS O.
Cc: Steve Turner
Subject: Santa Fe Transit Advisory Board
Attachments: Steve Turner Resume.docx

Dear Ms. Amador,

Having moved to Santa Fe from Summit New Jersey just months ago with my wife Desiree I'm anxious to participate in our community.

I have been a ship broker for 38 years. The logistics involved in ship brokering is intense.

I would appreciate the Board's consideration of my name for the open position on the Board.

Fondly yours,
Steve Turner

Office: 505 303 3344 | Mobile: 917 873 0619 | Skype: MargoShipLLC | www.margoship.com
Margo Ship LLC, 209 Ambrosio St. Santa Fe, NM 87501

March 2016

Resume

Steven P. Turner

209 Ambrosio St.

Santa Fe, NM 87501

T. 917 873 0619

steve@margoship.com

Born in New York City/ 1953. Married, 2 children, 2 grandchildren. Resident of Santa Fe New Mexico since October 2015.

Employment History

2013 to present. Margo Ship LLC, Santa Fe

President. Dry cargo ship brokers. Negotiate charter parties between ship owners and charterers. Representing ship owners in Colombia and the Netherlands.

1995 to 2013 Stewart Alexander & Company Inc., New York

Broker. Dry cargo ship broker.

1993 to 1995 EKKO Chartering Inc. New York

Broker. Dry cargo ship broker.

1985 to 1994 "K Line International (USA) Inc., New York

Broker and Corporate Secretary. Ship operator.

1978 to 1985 Simpson Spence & Young LLC, New York

Broker Trainee.

Board Participation History

1985 – 1987 Port Authority Trans-Hudson (PATH) Patron Advisory Committee, New Jersey.
Monthly meetings between PATH executives and patrons to discuss ways to improve PATH service.

1999 – 2002 Miramar Ski Club, New York, Construction Chair
350 Members. Owned 52 bed ski lodge in Waitsfield Vt.

2000 – 2003 320 West 92nd Street Co-Op New York. Member at Large
34 Unit Co-op. Member at Large. Construction.

2011 – 2015 Summit Parmley Co-Op. Vice President
54 Unit Co-op. Construction chair.

Education

IONA College, New Rochelle, NY BS Marketing 1976

Volunteer

1978 – 1980 Boy Scouts of America. Troop 3, Larchmont, NY Scout Master

1985 – 1995 Goddard Riverside Community Center, NY. Book sale drive coordinator.

AMADOR, LOIS O.

From: Coby Livingstone <coby.livingstone@gmail.com>
Sent: Wednesday, March 16, 2016 2:26 PM
To: AMADOR, LOIS O.
Subject: Transit Authority Board Vacancy
Attachments: Resume_2-2016.doc

Dear Mr. Amador,

I have attached my resume for consideration to fill the vacancy on the Transit Authority Board of Santa Fe, New Mexico. I understand it is a two year commitment.

Currently I serve on the New Mexico Commission for the Blind State Rehabilitation Council, the board of the Community Outreach Program for the Deaf/Blind of New Mexico and the Mayor's Committee on Disability in Santa Fe.

I am a frequent rider of the Santa Fe Ride Paratransit System and feel it is the best paratransit system I have ever experienced. The drivers are courteous to each other as well as to the patrons. This kind of atmosphere leads to a superb "ridership culture" that I very much appreciate. I would be honored to be a member of an enthusiastic group of citizens with a common goal to improve the existing transit system in Santa Fe.

Very sincerely,
Ms. Coby Livingstone, Ma, OT/L, CVRT
505 259 3672

"Finding Solutions Together"

Coby Livingstone
303 East Buena Vista Street#5
Santa Fe, NM 87505
visionlossrehab@gmail.com
505.259.3672

SUMMARY

Dedicated professional interested in a dynamic opportunity to engage in meaningful activity with an enthusiastic and knowledgeable group of professionals and advocates for those with disabilities and unobserved abilities. Eager to join with professionals who are developing a quality of life and safe independent lifestyle for more and more people in New Mexico. I seek to empower the older adult with a variety of challenges to grow old in their most comfortable and familiar environment wherever possible.

RECENT WORK HISTORY

- 4/1/2014 to Present Private practice, Low Vision Rehabilitation in NM; independent contractor for ATP Services in the NM Developmentally Disabled Waiver program. Certified Peer Support Specialist, Behavioral Health Services
- 3/01/2012 to 6/2013 Private Practice, Low Vision Solutions of Oklahoma, LLC; low Vision rehabilitation for the older adult; contracts with OK Department of Rehabilitation, F.O.C.I.S. Counseling Center; Focus on Function Rehab; Dr. S. Dahr, MD; Dr. T. Pitt, OD.; adjunct instructor at Brown Mackie College and Langston University; Medicare, Medicaid and Tricare provider
- 1/08-11/11 Occupational therapist, vision rehabilitation therapist, job placement specialist, education coordinator at New View Oklahoma (NVO). Community based and center based programming. Responsible for assessment and IADL intervention for adults with vision impairment; work place assessments; development of new programs; case management; developed the Adaptive Diabetes Education Program in partnership with Ediba Diabetes Center with a grant from NEI; duties included frequent presentations to colleges, business and the general public.
- 6/10-7/2010 Adjunct Instructor, Vision Rehabilitation Counseling, Langston University, Oklahoma City campus, Oklahoma City, OK. Vision Rehabilitation Methods Class; clinical provider
- 8/07-1/08 Intern, Vision Rehabilitation Therapy, Southwest Blind Rehabilitation Center Veterans Medical Center, Tucson, AZ. Adult vision in-patient rehabilitation.
- 6/06-8/2007 Occupational Therapist, OASIS Outpatient Rehabilitation, Phoenix AZ. Family education, evaluations and treatment of adults, children with a variety of neurological and cognitive disorders.
- 6/03-6/2006 Volunteer, Arizona Center for Visually Impaired, Phoenix, AZ.
- 1/00-4/01 Occupational Therapist, St. Luke's Medical Center, Phoenix Arizona Evaluation and treatment of acute, sub acute care patients, in the Skilled Nursing Facility and the Generations Geropsychiatric Unit. Served as a

Substitute therapist on the general, behavioral health and rehabilitation units.

RELEVANT QUALIFICATIONS

- Michigan Rehab f/t Blind, occupational therapist 1979-1981; Skilled presenter r/t professional topics. Clinical instructor at Western Michigan University, Kalamazoo, MI. Former director of Community Center, Three Rivers, MI. Possess extensive experience with adults and children who demonstrate cognitive, emotional and physical limitations due to trauma and illness. Skilled in current methods for OT in neurocognitive and orthopedic practice. Skilled in vocational and workplace assessments, design rehabilitation programs for job readiness, career exploration, job search and placement skills. Understand normal human development and educational intervention process for those who are learning disabled. Approach problem solving creatively. Exhibit leadership skills, and effectively communicate essential points clearly. Eager to collaborate with immediate team members as well as the general community at large.

EDUCATION

- Master of Arts, Vision Rehabilitation Therapy, Western Michigan University
- Bachelor of Science, Occupational Therapy, Western Michigan University
- Education Certificate, Elementary Education, K-8, Eastern Michigan University; Magna Cum Laude graduate
- Post-graduate: Speech Therapy, Counseling, Education, Parenting Concepts, Employment Counseling, Substance Abuse, Gerontology, Adjustment to Blindness, Assistive Technology for People w/ Disabilities, Diabetes Self-Management Education, Low Vision Therapy for Older Adults, Part B Medicare Policies (2012), certified in OK for ZoomText instruction, certified in OK for Behavioral Health Rehabilitation Specialist.
- Certificate in Gerontology, 6-2014, UNM Continuing Education
- Braille Instructor

LICENSES & CERTIFICATES

- National Certification in Vision Rehabilitation Therapy, #5515, 12/18
- NM OT License; 10/16; #3146
- National Registration, NBCOT: AA 136457 expired 2016
- Medicare/Medicaid Provider (New Mexico, Oklahoma, Arizona)
- Teaching Certification in Michigan; expired 7/98
- Behavioral Health Specialist, (CPSW) expired 2016

INTERESTS & ACTIVITIES

- State Rehabilitation Council for NM Commission for the Blind, member Executive Board, 2015-present
- Friends Library for the Blind Board, current member
- Task Force f/t NM Community Outreach Program for Deafblind, current member
- NM Occupational Therapy Association, current member, Nominating Committee
- Association of Education Rehabilitation Professionals (AER) current member

Coby Livingstone

- **Class presentation to UNM/OT methods class on Vision Rehab, fall 2014**
- **Speaker, Disability Day at NM Roundhouse, February, 2016**
- **Association of Vision Rehabilitation Therapists, current member, speaker National Conference, 2012**
- **AER Task Force for Medicare and Licensure**
- **Alliance for Public Transportation, Oklahoma City**
- **iTN America Advisory Council to iTN Central Oklahoma**

DISCUSSION ITEM

5 . BUS REPLACEMENT SCHEDULE

Fixed Route Bus Replacement Schedule

09/12/2013

																Purchases(Retirements)															
Bus Yr	Bus Type	Existing	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17	FY17/18	FY18/19	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25	End Qty															
2001	Bluebird	R	10	0	-10											0															
2002	Bluebird	R	7		-7											0															
2008	Eld EZRider II	R	6					-3	-3							0															
2009	Eld Passport	R	4				-4									0															
2011	Eld EZRider II	R	6										-3	-3		0															
2012	Gillig	R	2												-2	0															
2014	Gillig	N			5											5															
2015	Bus	N				7										7															
2016	Bus	N					3									3															
2017	Bus	N						3								3															
2018	Bus	N							3							3															
2019	Bus	N								2						2															
2020	Bus	N									2					2															
2021	Bus	N										2				2															
2022	Bus	N											2			2															
2023	Bus	N												1		1															
2024	Bus	N													1	1															
Annual Change			35	0	-5	0	-1	3	0	-1	2	2	-1	-2	-1	31															
Total Buses in Fleet			35	35	30	30	29	32	32	31	33	35	34	32	31																
Peak Pullout			23	23	23	23	23	23	23	23	23	23	23	23	23	0															
Spare Ratio			52%	52%	30%	30%	26%	39%	39%	35%	43%	52%	48%	39%	35%																

Contingency Fleet

Bus Yr	Bus Type	Existing	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17	FY17/18	FY18/19	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25	End Qty
2002	Bluebird	R				3			-3							0
2008	Eld EZRider II							3	3			-3	-3			0
2011	Eld EZRider II												3	3	-2	4
2012	Gillig														2	2
Annual Change			0	0	0	3	0	0	0	3	0	-3	0	3	0	6
Total Buses in Cont. Fleet		0	0	0	0	3	3	3	3	6	6	3	3	6	6	

DISCUSSION ITEM

6 . BUDGET STATUS

Budget Calendar 2015

JANUARY

SUN	MON	TUES	WED	THUR	FRI	SAT
		1	8	15	22	29
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Personnel allocations sent to Depts.

FEBRUARY

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Finance Committee Kick-Off Session

Budget Prep Training

MARCH

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Final Budget Forms sent to Finance

Finance Dept. review, analysis & formulation of budget requests

Finance Dept. review, analysis & formulation of budget requests

Finance Dept. review, analysis & formulation of budget requests

Finance Dept. review, analysis & formulation of budget requests

CM's review of Dept requests & formulation of recommended budget

CM's review of Dept requests & formulation of recommended budget

CM's review of Dept requests & formulation of recommended budget

Preparation of material for Finance Committee's review of CM's Recommended Budget

APRIL

SUN	MON	TUES	WED	THUR	FRI	SAT
5	6	7	8	9	10	11
12	13	14	15	16	17	18

Preparation of material for Finance Committee's review of CM's Recommended Budget

Preparation of material for Finance Committee's review of CM's Recommended Budget

Budget Calendar 2015

APRIL						
SUN	MON	TUES	WED	THUR	FRI	SAT
12	13	14	15	16	17	18
Preparation of material for Finance Committee review of CM's Recommended Budget						
19	20	21	22	23	24	25
Preparation of material for Finance Committee review of CM's Recommended Budget						
26	27	28	29	30	1	2
Finance Committee's review & deliberation of CM's recommendations & Dept. Presentations						

MAY						
SUN	MON	TUES	WED	THUR	FRI	SAT
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
City Council first reading of Finance Committee's proposed budget						
24	25	26	27	28	29	30
City Council Meeting for adoption of FY 2015-16 Operating Budget						
31	1	2	3	4	5	6
Submit FY 2015-16 Budget to NM Department of Finance & Administration						

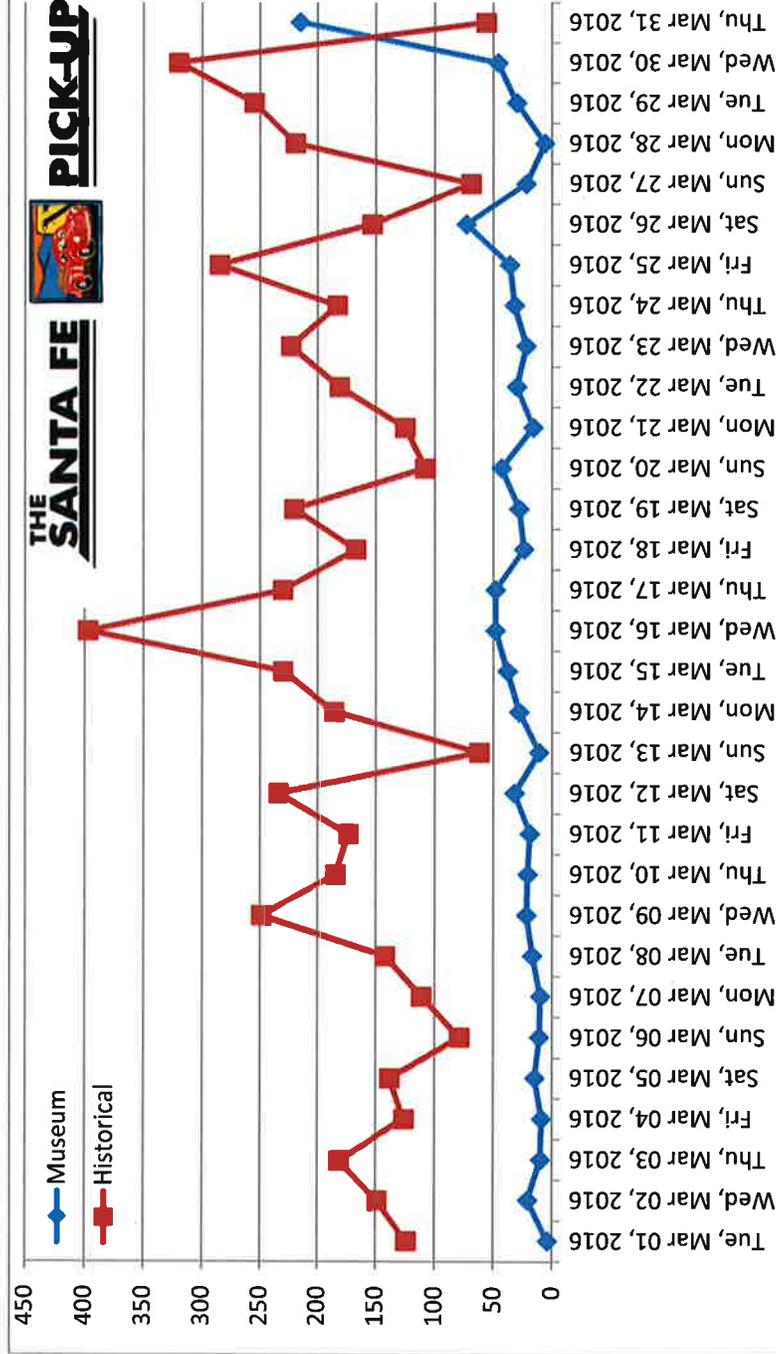
JUNE						
SUN	MON	TUES	WED	THUR	FRI	SAT
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
4	6	7	8	9	10	11

DISCUSSION ITEM

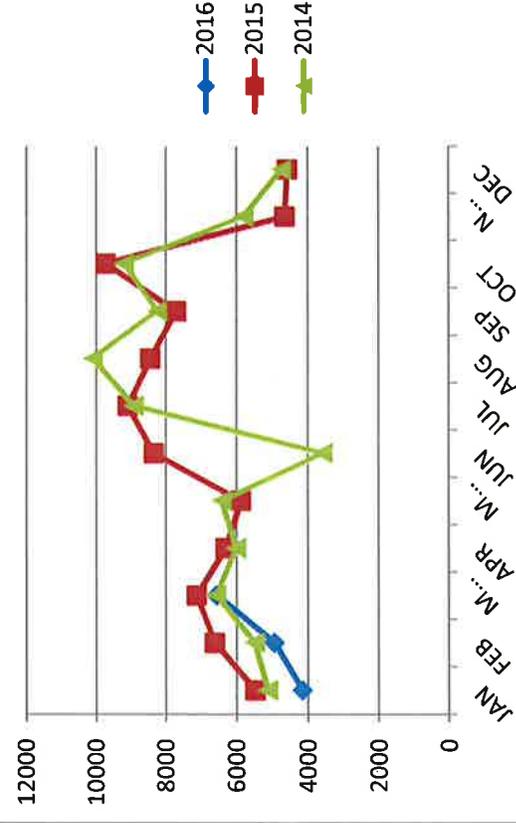
9. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS,
SANTA FE RIDE, AND SANTA FE PICK-UP

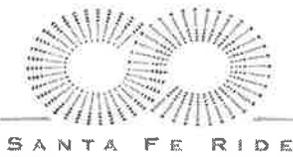
Museum
Historical

Tue, Mar 01, 2016	4	124
Wed, Mar 02, 2016	21	149
Thu, Mar 03, 2016	10	182
Fri, Mar 04, 2016	9	126
Sat, Mar 05, 2016	15	138
Sun, Mar 06, 2016	11	79
Mon, Mar 07, 2016	10	111
Tue, Mar 08, 2016	17	142
Wed, Mar 09, 2016	22	249
Thu, Mar 10, 2016	21	185
Fri, Mar 11, 2016	19	174
Sat, Mar 12, 2016	32	234
Sun, Mar 13, 2016	11	62
Mon, Mar 14, 2016	28	186
Tue, Mar 15, 2016	38	230
Wed, Mar 16, 2016	48	397
Thu, Mar 17, 2016	48	230
Fri, Mar 18, 2016	24	167
Sat, Mar 19, 2016	28	220
Sun, Mar 20, 2016	43	108
Mon, Mar 21, 2016	16	125
Tue, Mar 22, 2016	30	181
Wed, Mar 23, 2016	22	223
Thu, Mar 24, 2016	32	183
Fri, Mar 25, 2016	36	285
Sat, Mar 26, 2016	73	153
Sun, Mar 27, 2016	22	69
Mon, Mar 28, 2016	6	219
Tue, Mar 29, 2016	30	255
Wed, Mar 30, 2016	46	320
Thu, Mar 31, 2016	215	56
	987	5562



	2016	2015	2014
JAN	4149	5464	5120
FEB	4941	6606	5493
MAR	6549	7120	6570
APR		6298	6009
MAY		5873	6420
JUN		8339	3573
JUL		9083	8908
AUG		8431	10094
SEP		7701	8236
OCT		9718	9187
NOV		4644	5795
DEC		4573	4746





March 1, 2016

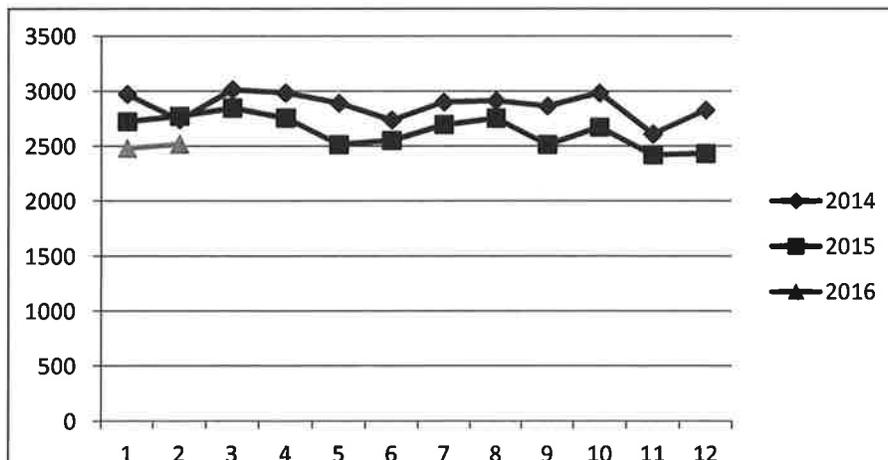
On-Time Performance

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

Santa Fe Ride Ridership

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

Annual Total 33834 35373 34420 31643



DISCUSSION ITEM

10. 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
15658	04/09/2016	04/09/2016	Telephone	Transit buses	M. Williams	SFPU	Compliment for good service	In progress		
15636	04/07/2016	04/07/2016	Telephone	Transit buses	A. Pety	2	Poor customer service	In progress		
15609	04/06/2016	04/06/2016	Telephone	Transit buses	G. O'Hara	2	Rude driver	Operator was coached on customer service skills	04/06/2016	Closed
15555	04/04/2016	04/04/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Rider was not at a stop - protocol was followed	04/06/2016	Closed
15527	04/02/2016	04/02/2016	Telephone	Transit buses	D. Roybal	SFPU	Rude driver	In progress		
15526	04/01/2016	04/01/2016	Telephone	Transit buses	A. Pety	1	Careless driving	In progress		
15375	03/28/2016	03/25/2016	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	In progress		
15358	03/24/2016	03/24/2016	Telephone	Transit buses	M. Williams	2	Bus was running late	In progress		
15315	03/23/2016	03/23/2016	Telephone	Transit buses	M. Williams	4	Unsafe driving	In progress		
15284	03/21/2016	03/21/2016	Telephone	Transit buses	J. Alarcon	2	Rude driver	In progress		
15172	03/15/2016	03/15/2016	Telephone	Transit buses	G. O'Hara	4	Driver dispensed incorrect information	In progress		
15014	03/07/2016	03/07/2016	Telephone	Transit buses	G. O'Hara	1	Careless driving	Video does not confirm complaint	03/08/2016	Closed
14954	03/04/2016	03/04/2016	Telephone	Transit buses	A. Pety	2	Driver missed stop request	In progress		
14950	03/04/2016	03/04/2016	Telephone	Transit buses	A. Pety	2	Driver was texting while driving	In progress		
14949	03/04/2016	03/04/2016	Telephone	Transit buses	M. Williams	22	Bus ran a red light	In progress		
14847	03/01/2016	03/01/2016	Telephone	Transit buses	A. Pety	2	Rider(s) missed at stop	In progress		
14829	03/01/2016	03/01/2016	Telephone	Transit buses	M. Williams	2	Wheelchair improperly secured	In progress		
14814	02/29/2016	02/29/2016	Telephone	SFPU	M. Williams	N/A	Careless driving	In progress		
14787	02/26/2016	02/26/2016	Telephone	SFPU	J. Alarcon	N/A	Unsafe driving - rude driver	In progress		
14763	02/25/2016	02/25/2016	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Operator coached on shelter awareness	03/05/2016	Closed
14714	02/23/2016	02/23/2016	Telephone	Transit buses	A. Pety	6	Bus was running hot	In progress		
14697	02/22/2016	02/22/2016	Telephone	Transit buses	A. Pety	5	Bus was running hot	In progress		
14676	02/22/2016	02/22/2016	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop - bus running hot	Unable to verify complaint	03/03/2016	Closed
14648	02/19/2016	N/A	Telephone	Transit buses	G. O'Hara	1	GPS tracking is inconsistent	Supervisor spoke with submitter to agree on a further course of action	03/03/2016	Closed
14644	02/19/2016	02/17/2016	Telephone	Transit buses	A. Pety	5	Unsafe driving	In progress		
14631	02/18/2016	02/18/2016	Telephone	Transit buses	M. Williams	N/A	Compliments to several drivers	Comments were passed on to appropriate operators	02/25/2016	Closed
14585	02/17/2016	02/16/2016	Telephone	Transit buses	D. Roybal	M	Rider(s) missed at stop	In progress		
14573	02/16/2016	09/??/2014	E-mail	SFPU	G. O'Hara	N/A	Rider(s) missed at stop	Annette mentioned this issue in a monthly Safety meeting and contacted submitter with info	03/02/2016	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
14335	02/16/2016	02/16/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	In progress		
14489	02/11/2016	02/11/2016	Telephone	SFPU	T. Martinez	N/A	Vans are dirty, especially inside	In progress		
14451	02/10/2016	02/10/2016	Telephone	Transit buses	A. Petry	5	Driver pulled away before rider was seated	Video shows operator acted in a professional manner with rider who was not ready to board	02/11/2016	Closed
14439	02/09/2016	01/27/2016	Telephone	Transit buses	J. Alarcon	2	Poor customer service	This will be mentioned at monthly training	02/11/2016	Closed
14437	02/09/2016	02/09/2016	E-mail	Transit buses	A. Granillo	N/A	Information request	Information was provided	02/09/2016	Closed
14436	02/09/2016	02/09/2016	Telephone	Transit buses	A. Petry	2	Poor customer service	Operator followed policy to the letter	02/11/2016	Closed
14404	02/08/2016	02/08/2016	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Operator coached on maintaining a professional demeanor at all times	02/10/2016	Closed
14393	02/05/2016	02/05/2016	Telephone	Transit buses	G. O'Hara	5	Rider(s) missed at stop	Operator coached on maintaining a calm focus	02/10/2016	Closed
14388	02/05/2016	02/05/2016	E-mail	Transit buses	A. Petry	4	Careless driving	Operator coached on safe operation	02/11/2016	Closed
14383	02/05/2016	02/03/2016	Telephone	Transit buses	A. Petry	2	Driver was rude	In progress		
14371	02/03/2016	02/03/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to determine operator	02/04/2016	Closed
14370	02/03/2016	02/03/2016	E-mail	Transit buses	J. Alarcon	2	Erratic driving	Unable to verify complaint	02/11/2016	Closed
14355	02/03/2016	02/02/2016	Telephone	Transit buses	D. Roybal	4	Hit and run	Video shows incident did not take place	02/17/2016	Closed
14329	02/01/2016	02/01/2016	Telephone	Transit buses	J. Alarcon	2	Driver was rude	Operator coached on customer service skills	02/11/2016	Closed
14323	02/01/2016	01/30/2016	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Operator had called in a 10-99 - not at stop	02/14/2016	Closed
14298	01/29/2016	01/29/2016	Telephone	Transit buses	J. Alarcon	6	Bus was running late	Operator coached on schedule adherence	02/11/2016	Closed
14290	01/28/2016	01/28/2016	Telephone	Transit buses	J. Alarcon	22	Rider(s) missed at stop	Message left for submitter with resolution	02/11/2016	Closed
14240	01/26/2016	01/26/2016	Telephone	Transit buses	A. Petry	6	Compliment for professionalism	Compliment was passed on to operator	01/27/2016	Closed
14233	01/25/2016	01/25/2016	Telephone	Transit buses	A. Petry	1	Rider(s) missed at stop	In progress		
14209	01/22/2016	01/22/2016	Telephone	Transit buses	G. O'Hara	24	Bus was running late	AVL playback shows complaint to be unfounded	01/24/2016	Closed
14192	01/21/2016	01/21/2016	Telephone	Transit buses	G. O'Hara	2	Erratic driving	Video does not confirm complaint	02/04/2016	Closed
14180	01/21/2016	01/21/2016	Telephone	Transit buses	G. O'Hara	2	Complaint about drunks on the buses	Generic complaint - not actionable	01/24/2016	Closed
14120	01/16/2016	01/16/2016	Telephone	Transit buses	A. Petry	2	Driver was inattentive	Operator followed policy in an appropriate manner	02/12/2016	Closed
14118	01/16/2016	01/16/2016	Telephone	Transit buses	A. Petry	6	Rider(s) missed at stop	Operator apologized for mistake	02/10/2016	Closed
14083	01/14/2016	01/14/2016	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	Operator coached to avoid confusion at STC	01/27/2016	Closed
14024	01/11/2016	12/16/2015	Telephone	SFPU	D. Roybal	N/A	Driver was rude	Unable to verify complaint occurred	02/17/2016	Closed
14011	01/11/2016	01/11/2016	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Video does not confirm complaint	02/12/2016	Closed
14009	01/09/2016	01/09/2016	Telephone	Transit buses	G. O'Hara	24	Driver was rude	Unable to determine operator	01/10/2016	Closed
14008	01/09/2016	01/09/2016	Telephone	Transit buses	D. Roybal	2	Riders were arguing	This was an extension of #14007	01/18/2016	Closed
14007	01/09/2016	01/09/2016	Telephone	Transit buses	D. Roybal	2	Rider had panic attack	PD assisted with situation	01/18/2016	Closed
14001	01/08/2016	01/08/2016	Telephone	Transit buses	G. O'Hara	2	Bus did not yield right of way	Complaint was unfounded.	01/20/2016	Closed
13975	01/07/2016	01/07/2016	Telephone	Transit buses	M. Williams	2	Bus did not yield right of way	Operator coached on defensive driving skills	02/14/2016	Closed
13947	01/05/2016	01/05/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Video shows riders were not at stop	01/27/2016	Closed
13936	01/05/2016	01/05/2016	Telephone	Transit buses	D. Roybal	M	Careless driving	Operator coached on ice driving	01/18/2016	Closed
13806	12/23/2015	12/23/2015	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Video showed complaint to be false	01/28/2016	Closed
13773	12/22/2015	12/22/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Unable to confirm complaint	12/22/2015	Closed
13706	12/17/2015	12/15/2015	Telephone	SFPU	D. Roybal	N/A	Road rage incident	Video does not show incident took place	02/17/2016	Closed
13697	12/15/2015	12/15/2015	E-mail	Transit buses	M. Williams	21	Driver was rude	Closed by supervisor	01/11/2016	Closed
13671	12/16/2015	12/16/2015	Telephone	Transit buses	M. Williams	2	Driver was rude	Video does not verify complaint	12/21/2015	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
13652	12/15/2015	12/15/2015	Telephone	Transit buses	G. O'Hara	5	Bus was running late	Equipment and weather issues	12/16/2015	Closed
13647	12/15/2015	12/15/2015	Telephone	Transit buses	G. O'Hara	1	Bus was running late	Inclement weather - unavoidable situation	12/15/2015	Closed
13630	12/14/2015	12/14/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Operator coached on nighttime issues	12/14/2015	Closed
13589	12/11/2015	12/11/2015	Telephone	Transit buses	G. O'Hara	1	Road condition damaged bike on rack	Operator to verify complaint	12/12/2015	Closed
13587	12/11/2015	12/11/2015	Telephone	Transit buses	G. O'Hara	M	Bus was late	Tardiness was caused by PD - unavoidable	12/12/2015	Closed
13521	12/08/2015	12/08/2015	Telephone	Transit buses	M. Williams	4	Driver was rude	Unable to determine operator	02/14/2016	Closed
13501	12/07/2015	12/07/2015	Telephone	Transit buses	G. O'Hara	5	Driver was rude	Unable to determine operator	12/07/2015	Closed
13491	12/05/2015	12/04/2015	Telephone	Transit buses	A. Petry	2	Bus did not service stop	New operator was unfamiliar with route	01/27/2016	Closed
13474	12/04/2015	12/04/2015	Telephone	Transit buses	A. Granillo	1	Internal incident	Referred to Annette Granillo for resolution	12/07/2015	Closed
13464	12/03/2015	12/03/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Supervisor coached new operator on nighttime conditions	12/07/2015	Closed
13461	12/03/2015	11/30/2015	Telephone	Transit buses	G. O'Hara	1	Bus did not yield right of way	Unable to verify complaint	12/07/2015	Closed
13362	11/25/2015	11/25/2015	Telephone	SFPU	A. Granillo	N/A	Rider(s) missed at stop	Video showed complaint to be false	12/21/2015	Closed
13357	11/25/2015	11/25/2015	Telephone	Transit buses	G. O'Hara	6	Rider missed his stop	Unable to verify complaint	11/27/2015	Closed
13308	11/23/2015	11/23/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Supervisor coached operator on customer service	12/07/2015	Closed
13295	11/20/2015	11/20/2015	Telephone	Transit buses	M. Williams	21	Compliment for customer service	Supervisor passed along the compliment	11/23/2015	Closed
13266	11/19/2015	11/19/2015	Telephone	Transit buses	D. Roybal	2	Compliment for customer service	Supervisor passed on compliment	12/09/2015	Closed
13164	11/16/2015	11/13/2015	Telephone	Transit buses	G. O'Hara	N/A	Van driver was rude	Unable to determine operator	11/17/2015	Closed
13055	11/09/2015	11/09/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Log shows rider(s) not at stop	11/14/2015	Closed
12906	11/02/2015	10/27/2015	Telephone	Transit buses	T. Martinez	N/A	Maintenance issue with bike racks	In progress		
12904	11/02/2015	11/02/2015	Telephone	Transit buses	G. O'Hara	M	Bus was running hot	Dispatch log shows driver was 1 minute down	11/03/2015	Closed
12831	10/28/2015	10/28/2015	Telephone	Transit buses	D. Roybal	21	Rt. 21 is always late	Accident caused slowdown at this date and time	11/13/2015	Closed
12796	10/26/2015	10/26/2015	Telephone	Transit buses	G. O'Hara	2	Erratic driving	Unable to identify operator	10/27/2015	Closed
12767	10/24/2015	10/24/2015	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	Operator coached to be more vigilant at stops	10/29/2015	Closed
12764	10/23/2015	10/23/2015	Telephone	Transit buses	A. Granillo	2	Rider on bus was drunk and unruly	Concern was exaggerated by submitter	02/10/2016	Closed
12758	10/23/2015	10/23/2015	Telephone	SFPU	A. Granillo	N/A	Driver was rude	Operator coached on customer service skills	02/05/2016	Closed
12647	10/19/2015	10/19/2015	Telephone	Transit buses	A. Petry	2	Rider lost money on bus	Unable to verify loss using video and radio logs	01/27/2016	Closed
12602	10/15/2015	10/15/2015	Telephone	Transit buses	A. Petry	6	Driver was rude	Appropriate action was taken by supervisor	01/22/2016	Closed
12601	10/15/2015	09/26/2015	Telephone	SFPU	A. Granillo	N/A	Driver was rude	Unable to verify complaint	12/21/2015	Closed
12533	10/13/2015	10/13/2015	Telephone	Transit buses	G. O'Hara	22	Bus was 3 minutes late	This is within allotted time frame	10/18/2015	Closed
12496	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Video does not confirm complaint	10/18/2015	Closed
12492	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Erratic driving	Operator coached on driving technique	10/19/2015	Closed
12472	10/07/2015	10/07/2015	Telephone	Transit buses	A. Petry	2	Service animal issue	Operator coached on service animal protocol	01/22/2016	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
15627	04/07/16	04/07/16	Telephone	Santa Fe Ride	F. Montoya	Trip not entered into system	On hold pending assignment		
15546	04/04/16	04/04/16	Telephone	Santa Fe Ride	F. Montoya	Trips not scheduled	In progress		
15159	03/15/16	03/15/16	Telephone	Santa Fe Ride	F. Montoya	Trips scheduled on wrong date	On hold pending assignment		
15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate vehicle assigned to trip	On hold pending assignment		
14903	03/03/16	03/03/16	Telephone	Santa Fe Ride	S. Khalsa	Driver ran red light	In progress		
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saiz	Customer request not followed	In progress		
14442	02/09/16	02/09/16	Telephone	Santa Fe Ride	G. Salazar	Pickup arrived too early	Supervisor apologized for error	02/12/2016	Closed
14338	02/02/16	01/21/16	E-mail	Santa Fe Ride	G. Salazar	Miscommunications with reservations	Explanation e-mailed to client	02/11/2016	Closed
14006	01/08/16	01/08/16	Telephone	Santa Fe Ride	A. Granillo	Weather related late pickup	Unavoidable due to conditions	02/05/2016	Closed
13941	01/05/16	01/05/16	Telephone	Santa Fe Ride	S. Khalsa	Complaint about driver	Unable to confirm complaint with client	02/10/2016	Closed
13825	12/28/15	12/28/15	Telephone	Santa Fe Ride	A. Granillo	Drivers are not providing door-to-door service	Driver coached on proper protocol	02/05/2016	Closed
13820	12/28/15	12/21/15	Telephone	Santa Fe Ride	G. Salazar	Hit and run involving a Ride vehicle	Unable to confirm complaint	02/03/2016	Closed
13715	12/17/15	12/17/15	Telephone	Santa Fe Ride	S. Khalsa	Possible injury on van	Client was provided with Risk contact info	12/30/2015	Closed
13669	12/16/15	12/16/15	Telephone	Santa Fe Ride	F. Montoya	Trip not entered correctly	Item was resolved to client's satisfaction	01/04/2016	Closed
13462	12/03/15	12/03/15	Telephone	Santa Fe Ride	G. Salazar	Trip not entered correctly	Supervisor apologized to the client	12/09/2015	Closed
13121	11/12/15	11/12/15	Telephone	Santa Fe Ride	J. Saiz	Client argued with another client	None - client just needed to vent	02/10/2016	Closed
12855	10/29/15	10/29/15	Telephone	Santa Fe Ride	S. Khalsa	Return trip was missed	Supervisor apologized for the inconvenience	11/19/2015	Closed
12830	10/28/15	10/28/15	Telephone	Santa Fe Ride	J. Saiz	Trip not entered correctly	CSR apologized to client for error	02/10/2016	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
15627	04/07/16	04/07/16	Telephone	Santa Fe Ride	F. Montoya	Trip not entered into system	On hold pending assignment		
15546	04/04/16	04/04/16	Telephone	Santa Fe Ride	F. Montoya	Trips not scheduled	In progress		
15159	03/15/16	03/15/16	Telephone	Santa Fe Ride	F. Montoya	Trips scheduled on wrong date	On hold pending assignment		
15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate vehicle assigned to trip	On hold pending assignment		
14903	03/03/16	03/03/16	Telephone	Santa Fe Ride	S. Khalsa	Driver ran red light	In progress		
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saiz	Customer request not followed	In progress		
14442	02/09/16	02/09/16	Telephone	Santa Fe Ride	G. Salazar	Pickup arrived too early	Supervisor apologized for error	02/12/2016	Closed
14338	02/02/16	01/21/16	E-mail	Santa Fe Ride	G. Salazar	Miscommunications with reservations	Explanation e-mailed to client	02/11/2016	Closed
14006	01/08/16	01/08/16	Telephone	Santa Fe Ride	A. Granillo	Weather related late pickup	Unavoidable due to conditions	02/05/2016	Closed
13941	01/05/16	01/05/16	Telephone	Santa Fe Ride	S. Khalsa	Complaint about driver	Unable to confirm complaint with client	02/10/2016	Closed
13825	12/28/15	12/28/15	Telephone	Santa Fe Ride	A. Granillo	Drivers are not providing door-to-door service	Driver coached on proper protocol	02/05/2016	Closed
13820	12/28/15	12/21/15	Telephone	Santa Fe Ride	G. Salazar	Hit and run involving a Ride vehicle	Unable to confirm complaint	02/03/2016	Closed
13715	12/17/15	12/17/15	Telephone	Santa Fe Ride	S. Khalsa	Possible injury on van	Client was provided with Risk contact info	12/30/2015	Closed
13669	12/16/15	12/16/15	Telephone	Santa Fe Ride	F. Montoya	Trip not entered correctly	Item was resolved with client's satisfaction	01/04/2016	Closed
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12830	10/28/15	10/28/15	Telephone	Santa Fe Ride	J. Saiz	Trip not entered correctly	CSR apologized to client for error	02/10/2016	Closed

DISCUSSION ITEM

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