



Agenda

DATE 10/20/15 TIME 3:38p

SERVED BY Lois Amador

RECEIVED BY [Signature]

**AMENDED**

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, OCTOBER 27, 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: AUGUST 25, 2015

PUBLIC COMMENT

ACTION ITEM:

1. RESOLUTION APPROVING FREE FIXED-ROUTE FARES FOR ALL NEW MEXICO VETERANS
2. 2016 TAB SCHEDULE
3. 2016 HOLIDAY/SPECIAL SERVICE SCHEDULE

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. E-CIGARETTES ON PUBLIC VEHICLES- AURORE BLECK
5. SHERIDAN AND SOUTHSIDE CENTER UPDATE
6. UPDATE ON ACCESSIBLE CABS
7. CNG STATION 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.*

Transit Advisory Board  
Meeting Index  
August 25, 2015

Cover Page		0
Call to Order		1
Roll Call		1
Approval of the Agenda	<i>Mr. Calvert moved to approve the Agenda, with a second by Mr. Cooper which passed with voice vote.</i>	1
Approval of the Minutes	<del>The American Cancer Society</del> has made the recommendation that e-cigarettes not be used anywhere where smoking is not allowed. <i>The American Society of Oncology Clinicians</i>	1
	<i>Mr. Calvert moved to approve the Minutes of July 28, 2015 as amended, with a second by Ms. Bleck which passed by voice vote.</i>	1
Public Comment		1
Action Items: 1. CNG Fuel Facility Upgrades, CIP Project #657 A, 95% 2. A Resolution Amending Rule 16A of the City of Santa Fe Personnel Rules and Regulations Regarding Drug & Alcohol Testing Policies for Transit Division Employees who perform safety sensitive functions 3. Five Year Capital Improvement Program	<i>Mr. Calvert moved to approve the expenditure report for the CNG Project, with a second from Ms. Estrada which was approved by voice vote.</i>	2
	<b><i>Mr. Calvert moved to approve the Resolution, with a second from Mr. Cooper which passed by voice vote.</i></b>	2
	<i>Mr. Calvert moved to approve the ICIP Plan, with a second from Ms. Estrada which passed by voice vote.</i>	3
Discussion Items: 1. Report on System Ridership-Fixed Route, Paratransit, and SF Pick Up 2. Report on Customer Comments/Complaint System 3. Report on Fleet and Facilities Maintenance 4. SFPS Truancy Issues and Transit Division Policies 5. Quality of Life GRT Fund Review and Transit Division Allocation 6. Review of Veteran's Fare Policy	For informational/discussion purposes only	3
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Public Comment		
Adjourn		4
Signature Page		4

Transit Advisory Board Meeting  
Tuesday, August 25, 2015  
5:00 p.m.-7:20 p.m.  
Santa Fe Trails Transit Facility

**1. Call to Order**

Colin Messer, Chair called the meeting of the Transit Advisory Board to order at 5:02 p.m. 2931 Rufina Street, Santa Fe, NM, a quorum was established.

**2. Roll Call**

**Present**

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

**Not Present**

Garrett Robinson  
Paul Thompson

**Others Present**

John Bulthuis, City Liaison  
Linda Vigil, Stenographer  
Debbie Rouse  
Lois Amador, City Transit Department  
Thomas Martinez, Transit Director

**3. Approval of Agenda**

*Mr. Calvert moved to approve the Agenda, with a second by Mr. Cooper which passed with voice vote.*

**4. Approval of Minutes of July 28, 2015**

*Mr. Calvert moved to approve the Minutes of July 28, 2015 as amended, with a second by Ms. Bleck which passed by voice vote.*

**5. Public Comment**

Eric Aune from MPO updated the Board on the Metropolitan Plan, it has been passed and over the next several months it will be implemented. An intern from UNM will be working to update all the routes and pickups. Santa Fe Bike Share will hopefully be next to be approved.

Virginia Asman expressed her concerns with regards to the handling of complaints she has made. Ms. Asman was left at a bus stop, has to cross to the other side of busy streets, several buses leave the hospital area at the same time and passengers are left waiting an hour or longer for the next available bus, more buses in the evenings and weekends, also there needs to be a northern route. When Ms. Asman made her complaints known she was never given the opportunity to speak with a Supervisor or given a follow up call.

Mr. Bulthuis addressed the issues with Ms. Asman and explained how the complaint system works. He will look into why she wasn't given a call back or follow up.

Ms. Nohemy Bojorquez-Flores read aloud a letter addressed to the Board (*see Exhibit A*) regarding concerns with the Public Schools and the truancy matter from her organization Chainbreakers. The matter will be discussed in more detail further into the meeting. The Board thanked Ms. Bojorquez-Flores for her letter.

## **6. Action Items**

### **a. CNG Fuel Facility Upgrades CIP Project #657A, 95% (Mary McDonald)**

Mr. Bulthuis explained the request to Construction Budget memo (*See Exhibit B*) to review the plan and proposals from Environmental Services, and Solid Waste which heads to City Council. Mr. Bulthuis explained the breakdown of shared cost between departments.

Mr. Calvert asked about the covering or canopy and the effects of elements if the station is out above ground. Mr. Bulthuis states it should not as the Engineers have described it. A brief discussion was held about the electrical passage for the shelter.

A discussion was held about the lines needed to run effectively. Mr. Martinez believes they can use 2" lines for the next ten years or so with adequate pressure.

Mr. Cooper asked how old the equipment is, Mr. Messer stated over 20 years. A discussion was held about the main gas lines and the pressures. One compression at a time. Asking the Council for money but will also meet with the Gas Co. of NM to propose shared partnership.

*Mr. Calvert moved to approve the expenditure report for the CNG Project, with a second from Ms. Estrada which was approved by voice vote.*

### **b. A resolution amending rule 16A of the City of Santa Fe Personnel Rules and Regulation regarding drug and alcohol testing policies for Transit Division Employees who perform safety sensitive function. (Councilor Lindell, Debbie Rouse)**

Ms. Rouse explained the changes made to the current Personnel Rules (*See Exhibit C*). Ms. Rouse reviewed the changes to take place related to the refusal of testing. A discussion was held about the times and charges for after hour testing.

***Mr. Calvert moved to approve the Resolution, with a second from Mr. Cooper which passed by voice vote.***

The Board Thanked Debbie for her work.

### **c. Five Year Capital Improvement Plan**

Mr. Bulthuis presented the ICIP Plan, (See Exhibit D) which is a list of items which needs funding from either the City or the State. There are several projects on the table such as the Southside Transit Station and the Downtown Transit Station. The City Council will vote in the Top Five items depending on necessity.

The new Finance Director has requested in a detail, a report with all information and weighs other requests for some items in Capital Outlay that will be approved by legislators in the next Legislative Session.

*Mr. Calvert moved to approve the ICIP Plan, with a second from Ms. Estrada which passed by voice vote.*

## **7. Discussion Items**

### **a. Report on System Ridership-Fixed Route, Paratransit, and SF Pick-up**

Ms. Amador presented the new Santa Fe Pick Up report format (See Exhibit E). The Board decided to keep the format, but remove the Unit Number.

A discussion was held regarding the route to Museum Hill area.

### **b. Report on customer comment/complaint system**

The board reviewed the Complaint Report (See Exhibit F) and discussed the options of sending compliments. Mr. Gurule at Constituent Services requested that the public send their compliments to the city e-mail address: ([constituentservices@ci.santa-fe.nm.us](mailto:constituentservices@ci.santa-fe.nm.us)) which will appear as a notepad attachment on an email. A discussion was held about the system currently in place for texting updates on bus routes. There are 180 bus stops and there is an assigned number to text to get a live update as to where the bus is in route to the pickup station.

A discussion was held about the possibility of designating a phone number to text compliments and complaints to. Customer Service Representatives are trained to take specific information from the callers, so this matter will have to be discussed further.

### **c. Report on Fleet and Facilities Maintenance**

Mr. Martinez reported the repainting at the Transit Building (see Exhibit G) is happening one room at a time, and is going well. The prairie dogs will be removed at the end of September the damage to the grounds are getting worse. There is an area near the homeless shelter which is becoming a problem. It has to be maintained daily to clean the trash and keep it looking nice.

Mr. Martinez stated twelve buses were just sold at auction, he will get the finance report to see what was paid. A report on the maintenance of the vehicles and units was given, there are only two vehicles currently being worked on. Mr. Messer asked what the possibility was to assist other departments with repairs. Mr. Martinez tries to help other departments by allowing them use the lift for minor repairs.

### **d. SFPS Truancy issues and transit division policies**

Mr. Bulthuis addressed the recent article in the Santa Fe New Mexican (See Exhibit H). A brief discussion was held about the article and the implication given about the buses and the students leaving school.

Ms. Estrada discussed the importance of the bus system for the students that utilize the dual enrollment and twilight programs. Ms. Wolfe expressed her concern regarding the issue of Civil Rights violations. It was

decided to keep the dialogue open with the Santa Fe Public Schools, there was a mention of a pass that identifies students. The cameras that have been installed should be a deterrent for bad behavior, there was a problem where Santa Fe Police was called in and that has not happened again.

Chainbreakers advocates have had previous discussions, and agree the open dialogue with the Santa Fe Public School Board should continue until this matter is resolved.

**e. Quality of life GRT Fund review and transit division allocation**

Mr. Bulthuis reviewed the memo from the new Finance Director (See Exhibit I). As indicated, Mr. Bulthuis was asked by a Councilor to review the language in the ordinance. After a discussion, it was decided that Mr. Bulthuis will meet with Councilor Maestas to assure the ordinance serves its purpose and clarify the state of good repair language is clear. Mr. Bulthuis created the chart to show the decrease in federal funding, it can be used to show the Council.

A discussion was held with regards to there being no Federal funding since they no longer purchase buses from the fleet. Mr. Martinez explained the process of ordering new buses it is a long process and each bus is a custom order it could take up to 2 years to build one bus.

**f. Review of Veteran's Fare Policy**

A brief discussion was held about the different forms of identification will be required for Veterans that are Santa Fe City Residents only. There may be a pass assigned after the proof of residency has been established. Mr. Calvert recommend this so that are in the system and use the buses as they are intended to get to the care they need.

It was decided for the sake of time, to table this matter until the next meeting for further discussion.

**8. Public Comment**

There was no further Public Comment.

**9. Adjourn**

There being no further business, the Transit Advisory Board adjourned at 7:20 p.m.

**Signature Page:**

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**Colin Messer, Chair**



**Linda Vigil, Stenographer**

## **ACTION ITEM**

- 1. RESOLUTION APPROVING FREE FIXED-ROUTE FARES FOR ALL NEW MEXICO VETERANS**

# City of Santa Fe, New Mexico

## LEGISLATIVE SUMMARY

### Resolution No. 2015-\_\_\_\_ New Mexico Veterans Bus Fares

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**SPONSOR(S):** Mayor Gonzales and Councilor Ives

**SUMMARY:** The proposed resolution amends Resolution 2015-31 to include all New Mexico veterans in the No-cost Transit Program developed by the Transit Department.

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

**FISCAL IMPACT:** No

**DATE:** September 29, 2015

**ATTACHMENTS:** Resolution  
FIR

1 CITY OF SANTA FE, NEW MEXICO

2 RESOLUTION NO. 2015-\_\_

3 INTRODUCED BY:

4  
5 Mayor Javier Gonzales

6 Councilor Peter Ives  
7  
8  
9

10 A RESOLUTION

11 AMENDING RESOLUTION 2015-31 TO INCLUDE ALL NEW MEXICO VETERANS IN  
12 THE NO-COST TRANSIT PROGRAM DEVELOPED BY THE TRANSIT DEPARTMENT.  
13

14 WHEREAS, on April 8, 2015 the Governing Body passed Resolution 2015-31 that authorized  
15 the Transit Department to develop and implement a no-cost transit program for Santa Fe veterans; and

16 WHEREAS, it is the desire of the Governing Body to include all New Mexico veterans in the  
17 no-cost transportation program established by Resolution 2015-31 in the City of Santa Fe; and

18 WHEREAS, the City of Santa Fe recognizes and appreciates the service of brave men and  
19 women in our community who have served our great country; and

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

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

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

1           **WHEREAS**, there is a need to make the Santa Fe Trails Transit System (“Transit System”)  
2 more accessible for veterans; and

3           **WHEREAS**, year round no-cost bus passes would benefit the needs of veterans in our state  
4 and local community; and

5           **WHEREAS**, the Governing Body has shown support for veterans in our community through the  
6 adoption of various pieces of legislation; and

7           **WHEREAS**, there is a need to continue to assist veterans in Santa Fe, therefore, the  
8 Governing Body desires to establish a no cost transit program that would include addressing the needs  
9 of veterans in an effort to recognize the contributions veterans have made.

10           **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**  
11 **CITY OF SANTA FE** that Resolution 2015-31 is hereby amended to authorize the Transit Division  
12 to include all New Mexico veterans in its no-cost transit program.

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

14  
15 \_\_\_\_\_  
16 JAVIER M. GONZALES, MAYOR

17 ATTEST:

18  
19 \_\_\_\_\_  
20 YOLANDA Y. VIGIL, CITY CLERK

21 APPROVED AS TO FORM:

22   
23 \_\_\_\_\_  
24 KELLEY A. BRENNAN, CITY ATTORNEY

25 *M/Legislation/Resolutions 2015/NM Vets Bus Fares*

### City of Santa Fe Fiscal Impact Report (FIR)

This Fiscal Impact Report (FIR) shall be completed for each proposed bill or resolution as to its direct impact upon the City's operating budget and is intended for use by any of the standing committees of and the Governing Body of the City of Santa Fe. Bills or resolutions with no fiscal impact still require a completed FIR. Bills or resolutions with a fiscal impact must be reviewed by the Finance Committee. Bills or resolutions without a fiscal impact generally do not require review by the Finance Committee unless the subject of the bill or resolution is financial in nature.

**Section A. General Information**

(Check) Bill: \_\_\_\_\_ Resolution: X  
(A single FIR may be used for related bills and/or resolutions)

Short Title(s): **A RESOLUTION AUTHORIZING THE TRANSIT DIVISION TO ESTABLISH A NO-COST TRANSIT PROGRAM THAT WOULD SERVE THE NEEDS OF SANTA FE'S VETERANS.**

Sponsor(s): Mayor Gonzales and Councilor Ives

Reviewing Department(s): Transportation

Person Completing FIR: Jon Bulthuis Date: 2/26/15 Phone: 955-2006

Reviewed by City Attorney: *Kelly A. Brennan* Date: 9/30/15  
(Signature)

Reviewed by Finance Director: *[Signature]* Date: 9-30-2015  
(Signature)

**Section B. Summary**

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

Provide a no-cost transit program for veterans that includes all New Mexico veterans.

**Section C. Fiscal Impact**

**Note:** Financial information on this FIR does not directly translate into a City of Santa Fe budget increase. For a budget increase, the following are required:

- a. The item must be on the agenda at the Finance Committee and City Council as a "Request for Approval of a City of Santa Fe Budget Increase" with a definitive funding source (could be same item and same time as bill/resolution)
- b. Detailed budget information must be attached as to fund, business units, and line item, amounts, and explanations (similar to annual requests for budget)
- c. Detailed personnel forms must be attached as to range, salary, and benefit allocation and signed by Human Resource Department for each new position(s) requested (prorated for period to be employed by fiscal year)\*

**1. Projected Expenditures:**

- a. Indicate Fiscal Year(s) affected – usually current fiscal year and following fiscal year (i.e., FY 03/04 and FY 04/05)
- b. Indicate: "A" if current budget and level of staffing will absorb the costs  
"N" if new, additional, or increased budget or staffing will be required
- c. Indicate: "R" – if recurring annual costs  
"NR" if one-time, non-recurring costs, such as start-up, contract or equipment costs
- d. Attach additional projection schedules if two years does not adequately project revenue and cost patterns
- e. Costs may be netted or shown as an offset if some cost savings are projected (explain in Section 3 Narrative)

\_\_\_\_\_ Check here if no fiscal impact

Column #:	1	2	3	4	5	6	7	8
	Expenditure Classification	FY _____	"A" Costs Absorbed or "N" New Budget Required	"R" Costs Recurring or "NR" Non-recurring	FY _____	"A" Costs Absorbed or "N" New Budget Required	"R" Costs - Recurring or "NR" Non-recurring	Fund Affected

Personnel*	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Fringe**	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Capital Outlay	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Land/ Building	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Professional Services	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
All Other Operating Costs	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Total:	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____

\* Any indication that additional staffing would be required must be reviewed and approved in advance by the City Manager by attached memo before release of FIR to committees. \*\*For fringe benefits contact the Finance Dept.

**2. Revenue Sources:**

- a. To indicate new revenues and/or
- b. Required for costs for which new expenditure budget is proposed above in item 1.

Column #:	1	2	3	4	5	6
	Type of Revenue	FY _____	"R" Costs Recurring or "NR" Non-recurring	FY _____	"R" Costs - Recurring or "NR" Non-recurring	Fund Affected

_____	\$ _____	_____	\$ _____	_____	_____	_____
_____	\$ _____	_____	\$ _____	_____	_____	_____
_____	\$ _____	_____	\$ _____	_____	_____	_____
Total:	\$ _____	_____	\$ _____	_____	_____	_____

**3. Expenditure/Revenue Narrative:**

Explain revenue source(s). Include revenue calculations, grant(s) available, anticipated date of receipt of revenues/grants, etc. Explain expenditures, grant match(s), justify personnel increase(s), detail capital and operating uses, etc. (Attach supplemental page, if necessary.)

**Currently, Santa Fe Trails does not track veteran ridership which makes it difficult to project how much of a revenue loss the City would suffer. There will be a fiscal impact, however, due to the fact that we do not track veteran ridership. At this point, we cannot provide a number for the fiscal impact.**

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**Section D.      General Narrative**

**1. Conflicts:** Does this proposed bill/resolution duplicate/conflict with/companion to/relate to any City code, approved ordinance or resolution, other adopted policies or proposed legislation? Include details of city adopted laws/ordinance/resolutions and dates. Summarize the relationships, conflicts or overlaps.

**No**

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

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

**None**

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**3. Technical Issues:**

Are there incorrect citations of law, drafting errors or other problems? Are there any amendments that should be considered? Are there any other alternatives which should be considered? If so, describe.

**None staff is aware of**

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**4. Community Impact:**

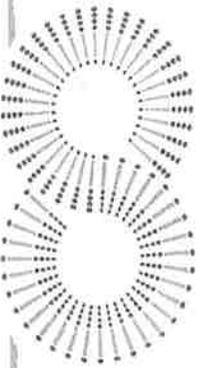
Briefly describe the major positive or negative effects the Bill/Resolution might have on the community including, but not limited to, businesses, neighborhoods, families, children and youth, social service providers and other institutions such as schools, churches, etc.

**The resolution will have a positive effect on the community as the City of Santa Fe pays homage to the brave, local men and women who have protected our great country.**

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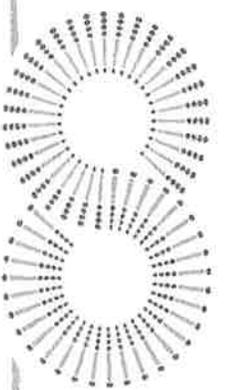
## ACTION ITEM

### 2. 2016 TAB SCHEDULE



SANTA FE TRAILS

**RIDER  
ALERT!**



SANTA FE RIDE

## 2016 TRANSIT ADVISORY BOARD SCHEDULE

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

February 23	March 22	April 26	May 24	June 28
July 26	August 23	September 27	October 25	December 6

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

NOVEMBER/DECEMBER MEETING ON DECEMBER 6 AT 2931 RUFINA STREET. ALL MEETINGS WILL BEGIN AT 5:00 P.M. AND

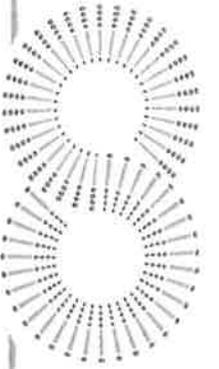
GENERALLY END AT OR BEFORE 7:00 P.M. SHUTTLE SERVICE TO THE MEETING FROM THE CLOSEST BUS STOP (CERRILLOS RD.

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

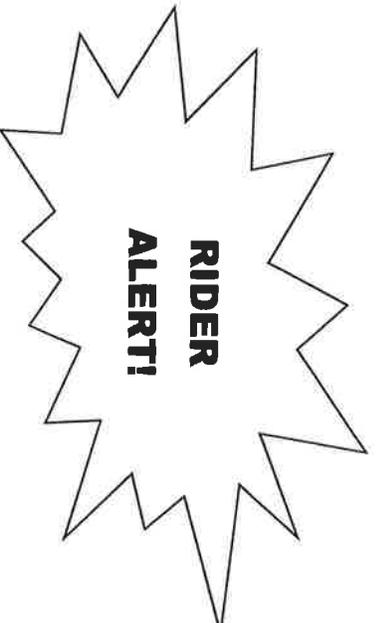
All members of the public are invited. For more information on the meetings, or becoming a board member, please call 505-955-2001

## ACTION ITEM

### 3. 2016 HOLIDAY/SPECIAL SERVICE SCHEDULE



SANTA FE TRAILS



**RIDER  
ALERT!**



SANTA FE RIDE

## 2016 HOLIDAY/SPECIAL SERVICE SCHEDULE

<b>NEW YEAR'S DAY</b>	<b>FRIDAY</b>	<b>JANUARY 1, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
Martin Luther King Day	Monday	January 18, 2016	Saturday Service	8:00 am – 8:00 pm
Presidents Day	Monday	February 15, 2016	Weekday Service	6:00 am – 10:00 pm
<b>MEMORIAL DAY</b>	<b>MONDAY</b>	<b>MAY 30, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
<b>INDEPENDENCE DAY</b>	<b>MONDAY</b>	<b>JULY 4, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
<b>LABOR DAY</b>	<b>MONDAY</b>	<b>SEPTEMBER 5, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
Fiesta Friday	Friday	September 9, 2016	Weekday Service	6:00 am – 10:00 pm
Columbus Day	Monday	October 10, 2016	Saturday Service	8:00 am – 8:00 pm
Veterans Day	Friday	November 11, 2016	Saturday Service	8:00 am – 8:00 pm
<b>THANKSGIVING DAY</b>	<b>THURSDAY</b>	<b>NOVEMBER 24, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
Thanksgiving Friday	Friday	November 25, 2016	Saturday Service	8:00 am – 8:00 pm
Christmas Eve Day	Saturday	December 24, 2016	Saturday Service	8:00 am – 8:00 pm
<b>CHRISTMAS DAY</b>	<b>SUNDAY</b>	<b>DECEMBER 25, 2016</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
Christmas Day Observed	Monday	December 26, 2016	Saturday Service	8:00 am – 8:00 pm
New Year's Eve Day	Saturday	December 31, 2016	Saturday Service	8:00 am – 8:00 pm
<b>NEW YEAR'S DAY</b>	<b>SUNDAY</b>	<b>JANUARY 1, 2017</b>	<b>NO SERVICE</b>	<b>NO SERVICE</b>
New Year's Day Observed	Monday	January 2, 2016	Saturday Service	8:00 am – 8:00 pm

FOR MORE INFORMATION, CALL 505-955-2001

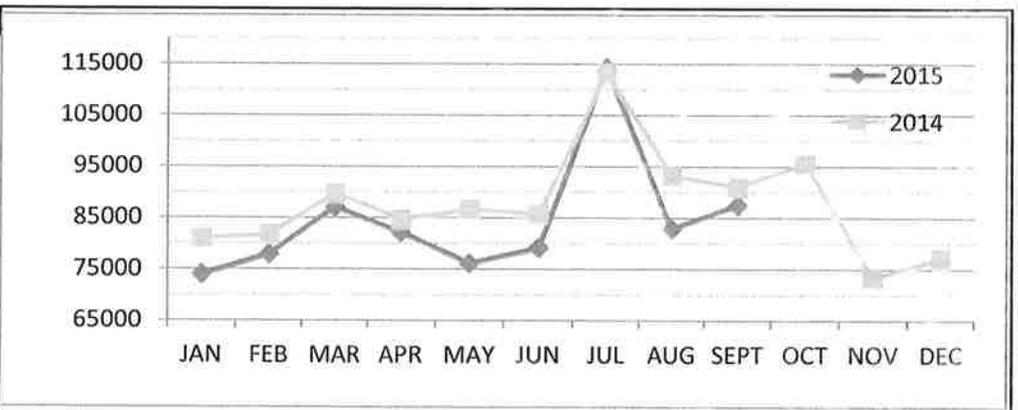
## DISCUSSION ITEM

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

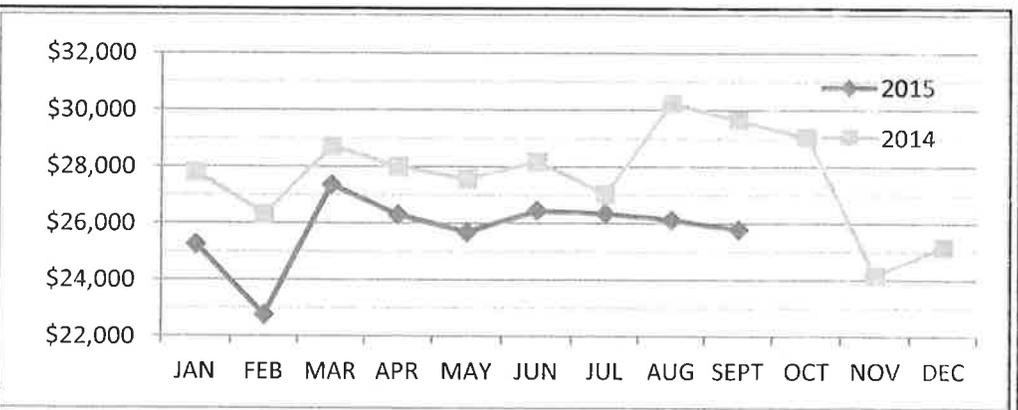
SEPTEMBER 2015 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Sep-15	TU	777	1314	605	332	323	97	126	84	423	22	4103
02-Sep-15	WE	148	1889	305	71	55	20	3	0	138	4	2633
03-Sep-15	TH	889	1430	541	319	258	123	66	123	239	19	4007
04-Sep-15	FR	1835	1780	1589	242	93	30	256	204	601	20	6650
05-Sep-15	SA	280	1079	199	44	19	21	0	0	140	2	1784
06-Sep-15	SU	194	703	169	28	29	31	0	0	59	23	1236
07-Sep-15	MO	0	0	0	0	0	0	0	0	0	0	0
08-Sep-15	TU	182	1427	524	136	115	49	104	126	148	0	2811
09-Sep-15	WE	714	2200	526	246	171	103	126	0	363	22	4471
10-Sep-15	TH	210	2305	349	153	86	67	101	250	137	0	3658
11-Sep-15	FR	448	1351	344	195	227	26	43	0	198	15	2847
12-Sep-15	SA	409	1146	576	53	31	53	25	83	157	5	2538
13-Sep-15	SU	26	134	14	0	0	0	0	0	0	0	174
14-Sep-15	MO	569	1760	580	232	115	42	67	134	375	27	3901
15-Sep-15	TU	485	2059	327	105	160	79	122	112	358	23	3830
16-Sep-15	WE	419	1152	484	190	154	106	118	134	287	21	3065
17-Sep-15	TH	379	1653	612	137	89	41	129	60	276	13	3389
18-Sep-15	FR	389	2198	336	127	192	106	92	87	204	16	3747
19-Sep-15	SA	62	913	70	13	17	7	0	0	0	0	1082
20-Sep-15	SU	140	707	125	61	56	35	0	0	162	15	1301
21-Sep-15	MO	614	2068	771	138	151	42	128	213	550	10	4685
22-Sep-15	TU	531	1368	142	142	89	42	123	108	244	19	2808
23-Sep-15	WE	486	1111	348	160	138	58	129	133	230	4	2797
24-Sep-15	TH	446	1973	559	186	201	91	95	329	282	10	4172
25-Sep-15	FR	526	1741	392	211	205	42	25	100	133	0	3375
26-Sep-15	SA	297	1012	250	104	67	56	0	0	226	3	2015
27-Sep-15	SU	155	716	174	0	0	0	0	0	64	18	1127
28-Sep-15	MO	510	1567	405	171	159	123	86	0	208	12	3241
29-Sep-15	TU	455	1534	427	128	136	59	190	0	273	6	3208
30-Sep-15	WE	341	883	629	123	103	35	116	361	160	0	2751
31-Aug-15	MO	134	1279	432	38	38	41	0	131	6	0	2099
<b>Totals</b>		13050	42452	12804	4085	3477	1625	2270	2772	6641	329	<b>89505</b>

Ridership	2015	2014
JAN	73968	80920
FEB	77909	81623
MAR	87077	89698
APR	82176	84634
MAY	76139	86534
JUN	79142	85635
JUL	114212	113237
AUG	82801	93129
SEPT	87406	90873
OCT		95332
NOV		73155
DEC		77090
	<b>760830</b>	<b>1051860</b>



Revenue	2015	2014
JAN	\$25,242	\$27,761
FEB	\$22,755	\$26,297
MAR	\$27,350	\$28,700
APR	\$26,293	\$27,984
MAY	\$25,682	\$27,536
JUN	\$26,437	\$28,145
JUL	\$26,337	\$27,009
AUG	\$26,114	\$30,219
SEPT	\$25,768	\$29,611
OCT		\$29,013
NOV		\$24,130
DEC		\$25,128
	<b>\$231,978</b>	<b>\$331,533</b>



# THE SANTA FE

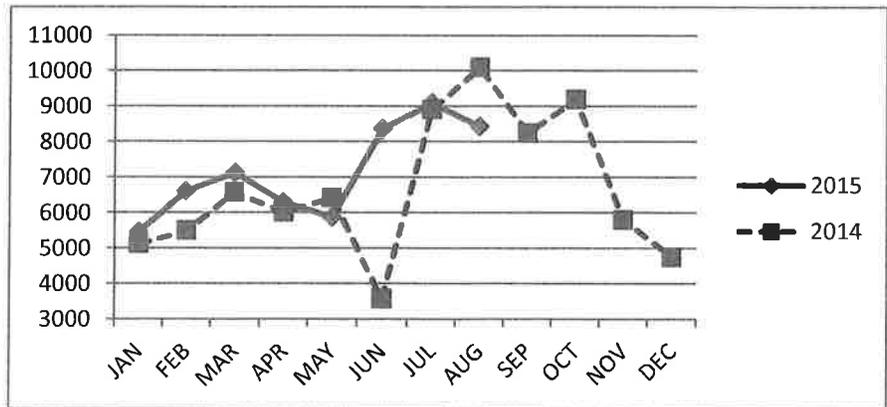


# PICK-UP

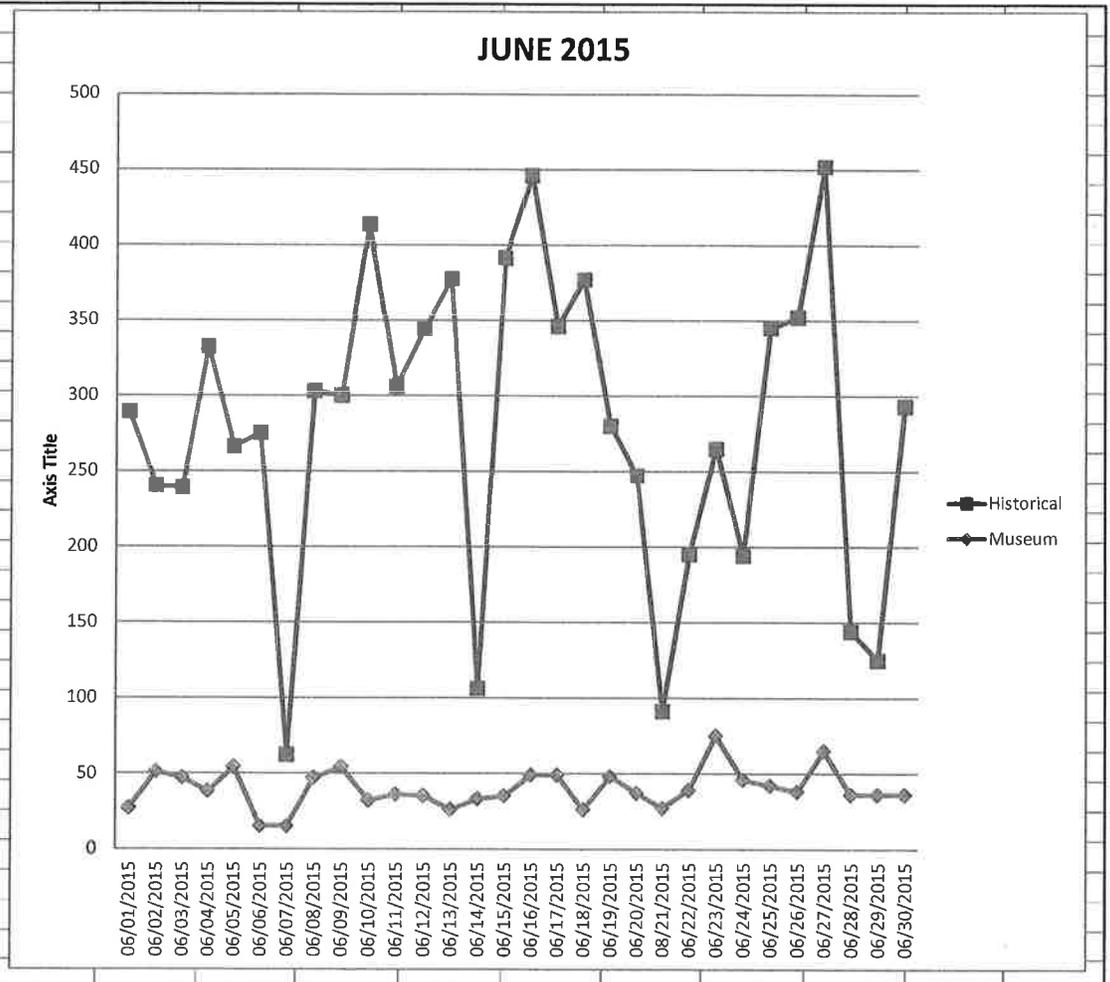
Aug-2015

Shuttle #		#53983	#53984	#53985	#2145	#2154	Total Daily	Notes
01-Aug-15	W	54	62		44		160	
02-Aug-15	T	21	12		6		39	
03-Aug-15	F	126	26		124		276	
04-Aug-15	S	187	38		97		322	
05-Aug-15	S	183	59		136		378	
06-Aug-15	M	186	34		130		350	
07-Aug-15	T	178	76		187		441	
08-Aug-15	W	139	70		162		371	
09-Aug-15	T	51	45		62		158	
10-Aug-15	F		140	37	158		335	
11-Aug-15	S	26	45	171	151		393	
12-Aug-15	S	163	45		123		331	
13-Aug-15	M	144		38	122		304	
14-Aug-15	T	129		62	102		293	
15-Aug-15	W	181		34	98		313	
16-Aug-15	T	31		37	40		108	
17-Aug-15	F	88		18	80		186	
18-Aug-15	S	127		43	109		279	
19-Aug-15	S	131		46	87		264	
20-Aug-15	M	197		51	136		384	
21-Aug-15	T	122		91	65		278	
22-Aug-15	W	165	25		280		470	
23-Aug-15	T		27	19	8		54	
24-Aug-15	F		27	88	81		196	
25-Aug-15	S	184		31	114		329	
26-Aug-15	S	154	3	61		121	339	
27-Aug-15	M	101		35	62		198	
28-Aug-15	T	78	59	128			265	
29-Aug-15	W	162	32		81		275	
30-Aug-15	T	40	30		68		138	
31-Aug-15	F	88	15		101		204	
<b>TOTALS</b>		<b>3436</b>	<b>870</b>	<b>990</b>	<b>3014</b>	<b>121</b>	<b>8431</b>	

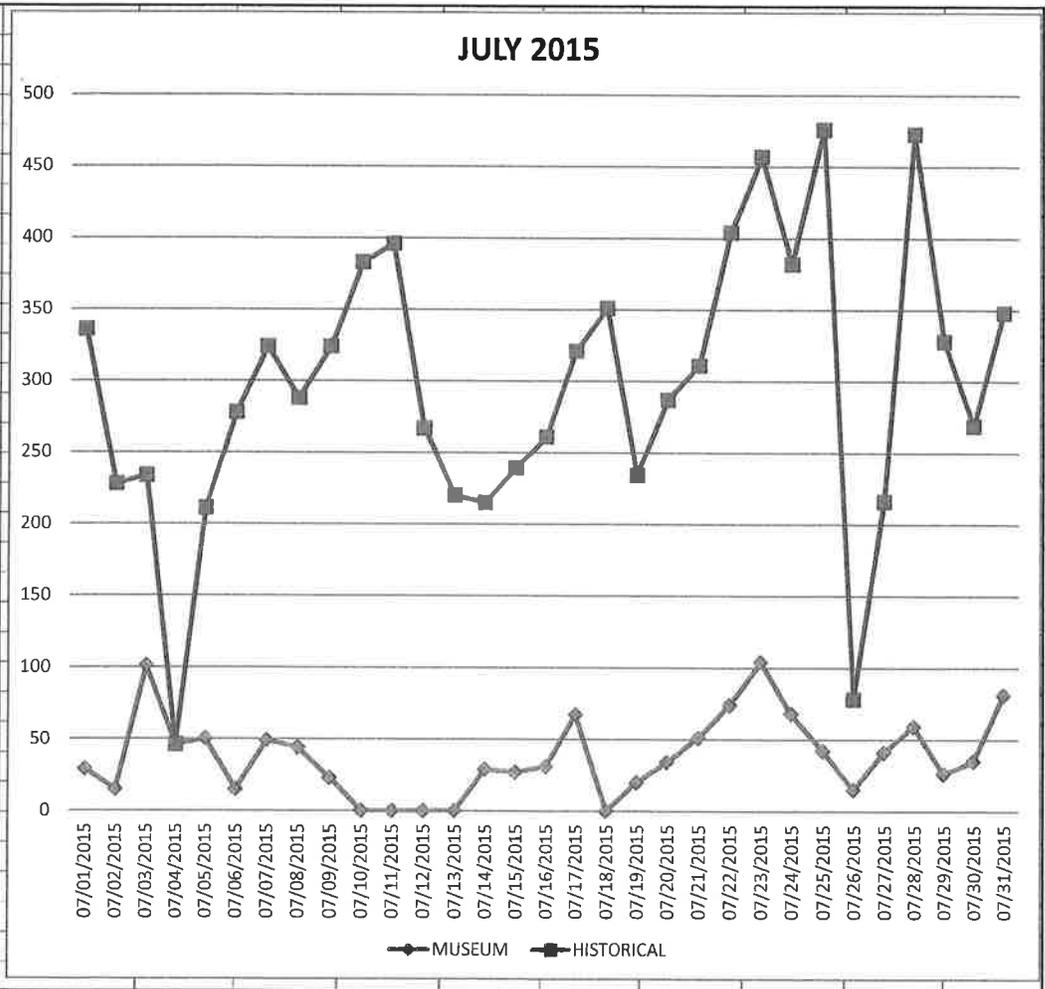
	2015	2014
JAN	5464	5120
FEB	6606	5493
MAR	7120	6570
APR	6298	6009
MAY	5873	6420
JUN	8339	3573
JUL	9083	8908
AUG	8431	10094
SEP		8236
OCT		9187
NOV		5795
DEC		4746



	Museum	Historical
06/01/2015	27	262
06/02/2015	51	189
06/03/2015	47	192
06/04/2015	38	294
06/05/2015	54	212
06/06/2015	15	260
06/07/2015	15	47
06/08/2015	47	256
06/09/2015	54	246
06/10/2015	32	381
06/11/2015	36	270
06/12/2015	35	309
06/13/2015	26	351
06/14/2015	33	73
06/15/2015	35	356
06/16/2015	49	397
06/17/2015	49	297
06/18/2015	26	351
06/19/2015	48	232
06/20/2015	37	210
08/21/2015	27	64
06/22/2015	39	156
06/23/2015	75	190
06/24/2015	46	148
06/25/2015	42	303
06/26/2015	38	314
06/27/2015	65	387
06/28/2015	36	108
06/29/2015	36	89
06/30/2015	36	257



	MUSEUM	HISTORICAL
07/01/2015	29	307
07/02/2015	15	213
07/03/2015	101	133
07/04/2015	46	0
07/05/2015	50	161
07/06/2015	15	263
07/07/2015	49	275
07/08/2015	44	244
07/09/2015	23	301
07/10/2015	0	383
07/11/2015	0	396
07/12/2015	0	267
07/13/2015	0	220
07/14/2015	29	186
07/15/2015	27	212
07/16/2015	31	230
07/17/2015	67	254
07/18/2015	0	351
07/19/2015	20	214
07/20/2015	34	253
07/21/2015	51	260
07/22/2015	74	330
07/23/2015	104	353
07/24/2015	68	314
07/25/2015	42	434
07/26/2015	15	63
07/27/2015	41	175
07/28/2015	59	414
07/29/2015	26	302
07/30/2015	35	234
07/31/2015	81	267

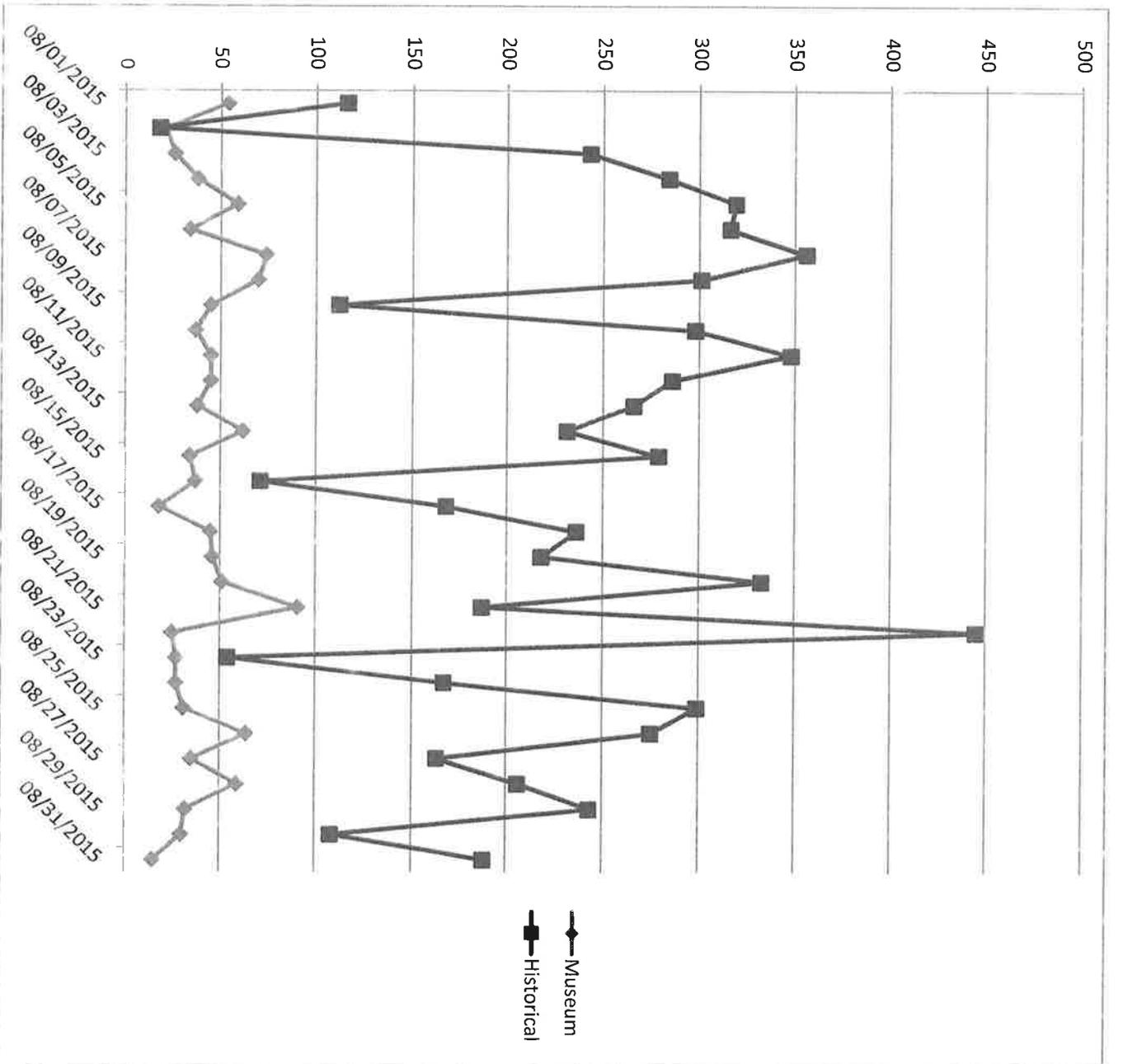


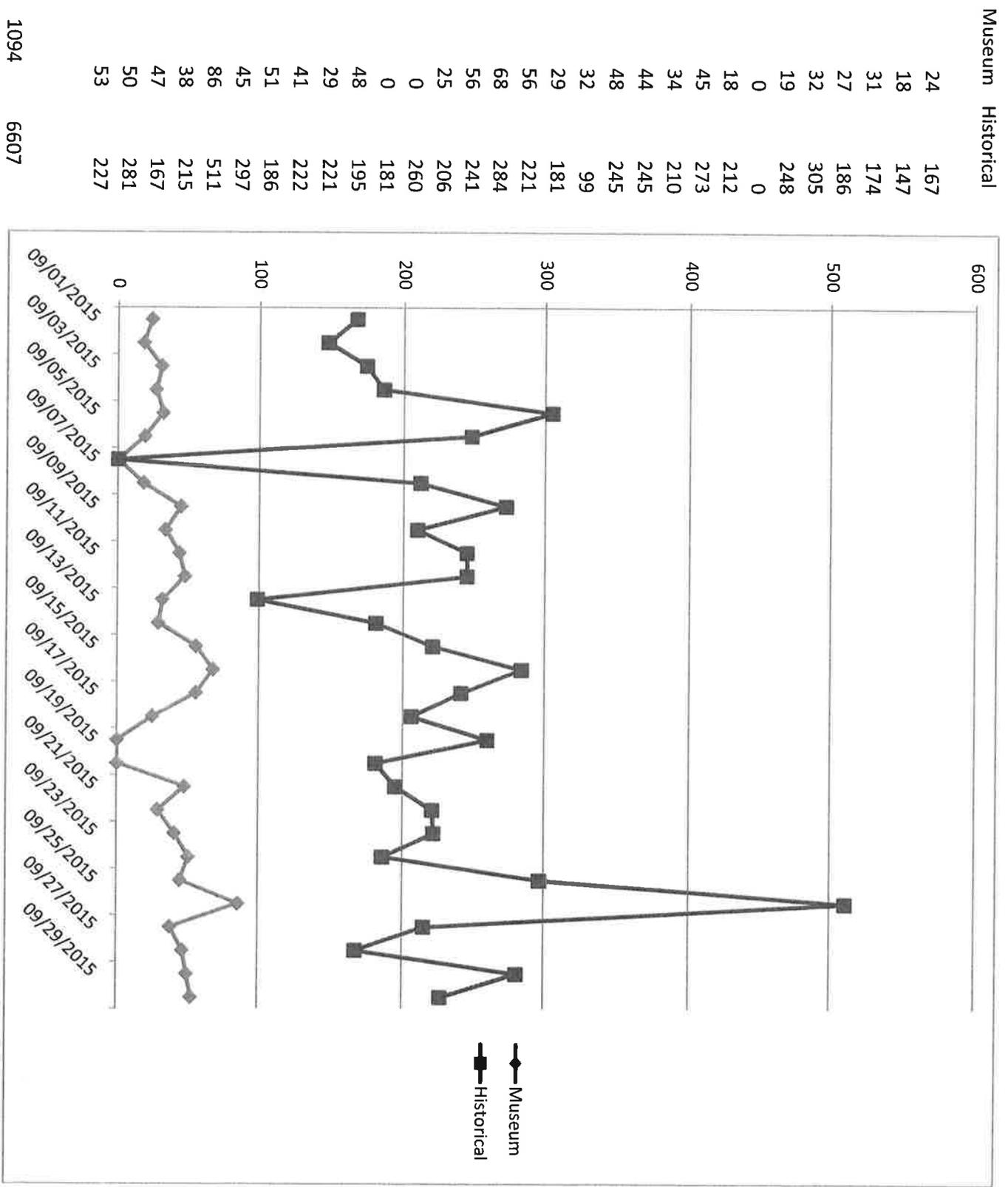
Museum Historical

08/01/2015	54	116
08/02/2015	21	18
08/03/2015	26	243
08/04/2015	38	284
08/05/2015	59	319
08/06/2015	34	316
08/07/2015	74	356
08/08/2015	70	301
08/09/2015	45	112
08/10/2015	37	298
08/11/2015	45	348
08/12/2015	45	286
08/13/2015	38	266
08/14/2015	62	231
08/15/2015	34	279
08/16/2015	37	71
08/17/2015	18	168
08/18/2015	45	236
08/19/2015	46	218
08/20/2015	51	333
08/21/2015	91	187
08/22/2015	25	445
08/23/2015	27	54
08/24/2015	27	167
08/25/2015	31	299
08/26/2015	64	275
08/27/2015	35	163
08/28/2015	59	206
08/29/2015	32	243
08/30/2015	30	108
08/31/2015	15	188

1315

7134





## DISCUSSION ITEM

### 2. REPORT ON CUSTOMER/COMPLAINT SYSTEM

SANTA FE TRAILS

October 19, 2015

Comment/Complaint Report



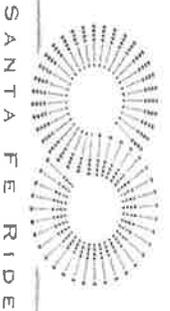
Control Number	Date of Reception	Date of Occurrence	How Concern Was Recd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
12496	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	In progress		
12492	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Erratic driving	In progress		
12472	10/07/2015	10/07/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	In progress		
12465	10/07/2015	10/07/2015	Telephone	Transit buses	G. O'Hara	N/A	Bus was running hot	Unable to verify complaint	10/11/2015	Closed
12443	10/07/2015	10/07/2015	Telephone	Maintenance	T. Martinez	N/A	Driver was speeding	Fleet Manager will handle this item	10/11/2015	Closed
12440	10/06/2015	10/06/2015	Telephone	Transit buses	D. Roybal	5	Mobility lift not working	In progress		
12408	10/05/2015	10/05/2015	Telephone	Transit buses	M. Williams	N/A	Driver was speeding	In progress		
12395	10/05/2015	10/05/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	In progress		
12381	10/03/2015	10/03/2015	Telephone	Transit buses	D. Maes	4	Rider(s) missed at stop	In progress		
12380	10/02/2015	10/02/2015	Telephone	Transit buses	D. Roybal	4	Rider(s) missed at stop	In progress		
12347	10/01/2015	10/01/2015	Telephone	Transit buses	G. O'Hara	1	Erratic driving	In progress		
12346	10/01/2015	10/01/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	In progress		
12344	10/01/2015	10/01/2015	Telephone	Transit buses	G. O'Hara	N/A	Erratic driving	Unable to determine operator	10/11/2015	Closed
12325	10/01/2015	10/01/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	In progress		
12258	09/29/2015	09/29/2015	Telephone	Transit buses	G. O'Hara	5	Bus was running hot	Supervisor spoke with driver	09/29/2015	Closed
12221	09/28/2015	09/28/2015	Telephone	Transit buses	D. Maes	22	Driver wearing headphones	In progress		
12212	09/26/2015	09/26/2015	Telephone	Transit buses	M. Williams	24	Rider(s) missed at stop	Bus had already pulled away	10/07/2015	Closed
12204	09/25/2015	09/25/2015	Telephone	Transit buses	D. Maes	22	Bus is always late	In progress		
12195	09/25/2015	09/25/2015	Telephone	Transit buses	A. Petry	4	Erratic driving	In progress		
12181	09/24/2015	09/14/2015	Telephone	Transit buses	A. Granillo	SFPU	Schedule misunderstanding	In progress		
12160	09/23/2015	09/23/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	In progress		
12158	09/23/2015	09/23/2015	Telephone	Transit buses	D. Maes	4	Driver does not enforce rules on bus	In progress		
12105	09/21/2015	09/21/2015	Telephone	Transit buses	M. Williams	4	Bus passed bicyclist too close	In progress		
12059	09/18/2015	09/18/2015	Telephone	Transit buses	M. Williams	2	Driver was rude	Unable to verify complaint	10/07/2015	Closed
12034	09/17/2015	09/17/2015	Telephone	Transit buses	G. O'Hara	2	Bus makes rider late for work	Unable to determine operator	09/21/2015	Closed
12021	09/17/2015	09/17/2015	Telephone	Transit buses	D. Maes	2	Unknown incident	Rider advised to contact CSR again if his problem continues	09/23/2015	Closed
11992	09/15/2015	09/15/2015	Telephone	Transit buses	A. Granillo	SFPU	Van was late and didn't go to train	On hold pending assignment		
11984	09/15/2015	09/15/2015	Telephone	Transit buses	D. Maes	2	Driver did not assist rider with a walker	In progress		
11972	09/15/2015	09/09/2015	Telephone	Transit buses	D. Maes	22	Driver was rude	In progress		
11924	09/13/2015	09/13/2015	Telephone	Transit buses	G. O'Hara	2	Rider would not remove child from stroller for transport or exit bus	PD were called to remove rider from bus	09/14/2015	Closed
11919	09/12/2015	09/12/2015	Telephone	Transit buses	G. O'Hara	24	Driver would not wait for a rider a block away from a stop	Operator followed policy	09/13/2015	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
11908	09/11/2015	09/11/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to determine operator	09/13/2015	Closed
11766	09/06/2015	09/06/2015	Telephone	Transit buses	M. Williams	2	Bus was running late	Resolved concurrently by supervisor	09/06/2015	Closed
11765	09/05/2015	09/05/2015	Telephone	Transit buses	G. O'Hara	1	Animal on bus issue	Unable to determine operator	09/06/2015	Closed
11764	09/05/2015	09/02/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Supervisor coached driver on customer service	09/06/2015	Closed
11705	09/02/2015	09/02/2015	E-mail	Transit buses	D. Maes	2	Driver cut off a bicyclist	In progress		
11676	09/01/2015	08/30/2015	E-mail	Transit buses	G. O'Hara	2	Rider not at stop was not picked up	Driver followed protocol	09/01/2015	Closed
11585	08/28/2015	08/28/2015	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Bus was not in service	09/23/2015	Closed
11581	08/27/2015	08/27/2015	Telephone	Transit buses	G. O'Hara	22	Bus was running hot	AVL Playback does not support complaint	08/31/2015	Closed
11542	08/27/2015	08/27/2015	Telephone	Transit buses	M. Williams	4	Rider(s) missed at stop	Unable to verify complaint	09/28/2015	Closed
11401	08/20/2015	08/20/2015	Telephone	SFPU	A. Granillo	N/A	Van was late	Confusion caused by meal break	08/21/2015	Closed
11398	08/20/2015	08/20/2015	Telephone	SFPU	A. Granillo	N/A	Conflict with pedestrian	Video shows pedestrian was not at stop and stepped in front of van	08/21/2015	Closed
11378	08/20/2015	08/20/2015	Telephone	Transit buses	D. Maes	2	Rider(s) missed at stop	In progress		
11347	08/20/2015	08/20/2015	Telephone	Transit buses	D. Maes	22	Bus was late	In progress		
11338	08/19/2015	08/19/2015	Telephone	SFPU	A. Granillo	N/A	Van was late	Unable to verify complaint	08/24/2015	Closed
11300	08/19/2015	08/19/2015	Telephone	Transit buses	D. Maes	22	Driver was wearing an ear bud	In progress		
11298	08/18/2015	08/18/2015	Telephone	Transit buses	M. Williams	4	Bus was running late	Driver coached on schedule adherence	09/28/2015	Closed
11274	08/18/2015	08/18/2015	Telephone	Transit buses	A. Petry	5	Bus was running late	Equipment changeout caused delay	08/27/2015	Closed
11079	08/14/2015	08/14/2015	Telephone	Transit buses	M. Williams	4	Compliment for customer service	Supervisor passed on compliment	09/28/2015	Closed
11061	08/12/2015	08/13/2015	Telephone	Transit buses	A. Petry	4	Rider upset with driver directive	Video does not verify complaint	08/28/2015	Closed
11027	08/12/2015	08/12/2015	Telephone	Transit buses	G. O'Hara	N/A	Speeding van	Unable to verify complaint	08/23/2015	Closed
11024	08/12/2015	08/11/2015	In person	Transit buses	D. Maes	2	Aggressive driving	In progress		
11010	08/12/2015	04/22/2015	E-mail	Transit buses	M. Williams	4	Buses never on time	Supervisor left message requesting call back	08/23/2015	Closed
10971	08/10/2015	08/10/2015	Telephone	Transit buses	M. Williams	4	Rider was bumped by another rider	Driver was coached on "Safety First"	08/23/2015	Closed
10920	08/06/2015	08/06/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	Supervisor coached driver on customer service	08/22/2015	Closed
10870	08/05/2015	08/05/2015	Telephone	Transit buses	A. Petry	2	Driver was flustered	Driver was coached on conflict resolution	08/13/2015	Closed
10845	08/04/2015	08/04/2015	Telephone	Transit buses	M. Williams	4	Compliment for customer service	Supervisor will pass along	08/23/2015	Closed
10841	08/04/2015	08/04/2015	Telephone	Transit buses	D. Roybal	2	Driver was rude	Supervisor coached driver on customer service	08/22/2015	Closed
10770	07/31/2015	07/31/2015	Telephone	Transit buses	D. Maes	2	Bus was late	In progress		
10764	07/31/2015	07/31/2015	Telephone	Transit buses	D. Maes	2	Rider was refused passage	In progress		

# SANTA FE RIDE

October 19, 2015

Comment/Complaint Report



Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Description of Incident	Action Taken	Response Date	Type of Response
12471	10/07/15	10/07/15	Telephone	Santa Fe Ride	F. Montoya	Trip cancelled in error	In progress		
12438	10/06/15	10/06/15	Telephone	Santa Fe Ride	A. Granillo	Client does not "like" SF Ride	On hold pending assignment		
12133	09/22/15	09/22/15	Telephone	Santa Fe Ride	A. Granillo	Call center supervisor was rude	In progress		
12126	09/22/15	09/22/15	Telephone	Santa Fe Ride	G. Salazar	Client wants a call from supervisor	Questions were answered	10/10/2015	Closed
12058	09/18/15	09/18/15	Telephone	Santa Fe Ride	J. Saiz	Service confusion	In progress		
11909	09/11/15	09/11/15	Telephone	Santa Fe Ride	F. Montoya	Trips not entered correctly by CSR	In progress		
11886	09/10/15	09/10/15	Telephone	Santa Fe Ride	S. Khalsa	Inappropriate music volume in van	Supervisor coached driver	10/09/2015	Closed
11830	09/09/15	09/08/15	Telephone	Santa Fe Ride	G. Salazar	Reservations entered on wrong date	In progress		
11829	09/09/15	09/08/15	Telephone	Santa Fe Ride	S. Khalsa	Reservations entered at wrong time	In progress		
11479	08/25/15	08/25/15	Telephone	Santa Fe Ride	S. Khalsa	Reservations entered on wrong date	In progress		
11470	08/25/15	08/25/15	Telephone	Santa Fe Ride	S. Khalsa	Van cut off another motorist	Unable to verify complaint	09/18/2015	Closed
11397	08/20/15	08/18/15	Telephone	Santa Fe Ride	S. Khalsa	Trips entered on wrong date	Corrected before it became an issue	08/24/2015	Closed
11145	08/17/15	08/17/15	Telephone	Santa Fe Ride	J. Saiz	Pickup time not as scheduled	In progress		
11030	08/12/15	08/11/15	Telephone	Santa Fe Ride	F. Montoya	Equipment issues	Repairs made by shop	08/21/2015	Closed

## DISCUSSION ITEM

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

**FLEET AND FACILITIES MAINTENANCE REPORT**  
**September, 2015**

**Preventive  
Maintenance  
Inspections  
Performed**

Fixed Route Buses:	10
Paratransit Vehicles:	5
Pick-Up Vehicles:	0

**Major Repairs  
Completed**

Date	Unit #	Model	Description	Comments
09/25/2015	806		replaced engine	

**Accidents**

Date	Unit #	Model	Description	Comments
09/08/2015	2119	Bluebird	Rail road crossing arms hit roof	minor damage

**Other Major  
Mechanical  
Failures**

Date	Unit #	Model	Description	Comments
none				

**Facility  
Inspections/Rep  
airs Completed**

Date	Facility	Description	Comments
03/01/2015	operations	start repaint on inside bldg.	completed 11 rooms

**Bus Stop Repairs  
Completed**

Date	Bus Stop	Direction	Description	Comments
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