



# Agenda

CITY CLERK'S OFFICE

DATE 5/12/16 TIME 10:16a

SERVED BY Lois Amador

RECEIVED BY [Signature]

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, MAY 24, 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: APRIL 26, 2016

PUBLIC COMMENT

ACTION ITEM:

1. A RESOLUTION AMENDING TABLE 80 OF THE CITY OF SANTA FE *IMPACT FEE CAPITAL IMPROVEMENTS PLAN 2020* REGARDING PLANNED MAJOR ROAD IMPROVEMENTS AND ADDING "SOUTHSIDE TRANSIT CENTER LOOP" AS AN ELIGIBLE PROJECT TO RECEIVE "ROAD" IMPACT FEES.

DISCUSSION ITEMS:

1. NCRTD FEASIBILITY RFP FY 2017
2. STAFFING UPDATE – STAFF
3. TAB APPOINTMENTS -- STAFF
4. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
5. SHERIDAN DESIGN AND UPDATE – STAFF
6. BUS REPLACEMENT SCHEDULE- THOMAS MARTINEZ
7. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
8. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
9. 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  
April 26, 2016

Title	Description	Page
Cover Page		0
Call to Order	Chair Collin Messer called the meeting of the Transit Advisory Board to order at 5:03 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>Mr. Calvert moved to approve the agenda as presented with a second from Mr. Cooper which passed by voice vote.</i>	1
Approval of March 22, 2016	<i>CORRECTIONS: Page 2 Item 6 System Ridership Paragraph 4: las last Page 3 Item 5 Bus Replacement Schedule Paragraph 2: GRT at 4.25 change to .25, 80% change to 79% Mr. Calvert moved to approve the minutes from March 22, 2016 as amended with a second from Ms. Bleck which passed by voice vote.</i>	1
Public Comment		2
Action Items: NCRD Service Plan FY2017	<i>Mr. Calvert moved to approve the amount be paid to the NCRD per the Resolution presented with a second from Mr. Cooper which passed by voice vote.</i>	2
Discussion Items:		2
1. Staffing Update-Staff	<i>Discussion Only</i>	2
2. TAB Appointments-Staff		2
3. Southside Transit Center Update-Staff	<i>Mr. Calvert moved to forward all letters of intent to the Mayor's Office with the notation that the student was late, with a second from Mr. Cooper which passed by voice vote.</i>	3
4. Sheridan Design and Update-Staff		3
5. Bus Replacement Schedule-Thomas Martinez	<i>Discussion Only</i>	3
6. Budget Status-Thomas Martinez		3
7. Accessible Cabs Update-Thomas Martinez		3
8. NCRD Feasible Study-Thomas Martinez		4
9. System Ridership-Fixed Route, Paratransit, and SF Pick Up		4
10. Customer Comment/Complaint System-Staff		4
11. Fleet and Facilities Maintenance-Thomas Martinez		4
Public Comment	<i>Discussion Only</i>	4
Adjourn	<i>There being no further business to come before the Transit Advisory Board, Ms. Estrada moved to adjourn at 6:10 p.m. with a second from Ms. Bleck which passed by voice vote.</i>	4
Signature Page		4

Transit Advisory Board Meeting  
Tuesday, April 26, 2016  
5:00 p.m. to 7:00 p.m.  
Santa Fe Trails Transit Facility

**1. CALL TO ORDER**

Chair Collin Messer called the meeting of the Transit Advisory Board to order at 5:03 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  
Mary McGinnis  
Stan Cooper  
Chris Calvert  
Rebecca Estrada  
Garrett Robinson

**Excused**

Paul Thompson

**Others Present**

Lois Amador, City Transit Staff  
Thomas Martinez, City Transit Interim Director of Operations  
Coby Livingstone  
Dave McQuarie  
Isaac Pino, City of Santa Fe Public Works Department Director  
Keith Wilson, MPO  
Linda Vigil, Stenographer

**3 APPROVAL OF AGENDA**

***Mr. Calvert moved to approve the agenda as presented with a second from Mr. Cooper which passed by voice vote.***

**4. APPROVAL OF MINUTES: MARCH 22, 2016**

***Chair Messer made the following corrections:***

***Page 2 Item 6 System Ridership Paragraph 4: las last***

***Page 3 Item 5 Bus Replacement Schedule Paragraph 2: GRT at 1.25 change to .25, 80% change to 79%***

***Mr. Calvert moved to approve the minutes from March 22, 2016 as amended with a second from Ms. Bleck which passed by voice vote.***

## 5. PUBLIC COMMENT

Ms. Livingstone currently sits on the Mayors Committee on Disability she has submitted her resume for consideration to fill the vacancy on the Board.

Mr. McQuarie was present to ask about the Sheridan Bus Center issues with ADA compliance. He has not seen the final plans but would like to be assured there is adequate room to become compliant.

Chair Messer stated that item is on the agenda and will be addressed.

Mr. McQuarie also asked about the possible merger with NCRDT and if they do in fact take over will they address the ADA issues.

Mr. Pino stated the RFP team meet to review the submittals for the feasible study. The final report should be complete by December. Chair Messer asked if NMDOT will review the plan, Mr. Pino stated that was not a requirement.

## 6. ACTION ITEMS:

NCRTD Service Plan FY 2017

Mr. Martinez discussed the amount of \$25,000.00 will be directed to the NCRTD for the shared services connected to the RailRunner, special events and the ski basin run. (See Exhibit A) Chair Messer stated it passed the Public Works Committee, will go on to Finance and ultimately City Council.

***Mr. Calvert moved to approve the amount be paid to the NCRTD per the Resolution presented with a second from Mr. Cooper which passed by voice vote.***

## 7. DISCUSSION ITEMS

### 1. STAFFING UPDATE-STAFF

Mr. Martinez is the interim Director of Operations. Mr. Wilson was introduced he will be serving as the Grants Administrator for the Department. (See Exhibit B)

Mr. Martinez reported that Ms. Granillo left things in good order. Some data needs to be adjusted for the NTD Report. Ms. Romero will assist on the report as well.

Chair Messer asked for a report on the shop. Mr. Martinez stated things are on track and record keeping is still being done despite the company that serviced the program used before has gone out of business. Mr. Martinez used a similar spreadsheet to track mileage and oil changes. It is acceptable by NTD.

Mr. Martinez reported that there are vacancies in Paratransit (3 vacancies), Fixed Route (2 vacancies), and SF Pick Up (2 vacancies).

### 2. TAB APPOINTMENTS-STAFF

A discussion was held about the process of TAB appointments. (See Exhibit C) There is one vacancy on the Board and there are three letters of intent. One was submitted late from a student at the SF Community College, however it was turned in late. The re-appointments are currently with the Mayor and should be placed on a City Council agenda soon. Mr. Pino suggested that the Board pick the candidates that best suited to serve the Board, then forwards them on to the Mayor's office as he is very hand on with committee and board appointments.

A discussion was held about possibly extending the Public Notice to attract more interested parties.

***Mr. Calvert moved to forward all letters of intent to the Mayor's Office with the notation that the student was late, with a second from Mr. Cooper which passed by voice vote.***

Ms. Estrada mentioned the student interested is not the typical student age. (18-24 years old)

### **3. SOUTHSIDE TRANSIT CENTER UPDATE-STAFF**

Mr. Pino reported the impact fee committee met and \$1.144 million from the traffic impact fees was asked for to complete projects. If granted this amount would help with the exterior and moving the transit center from the Santa Fe Place Mall. Mr. Martinez stated that costs will have to be cut in order to make the projected \$1.3 million to complete.

The request will be heard before the Public Works Committee on May 9<sup>th</sup>, City Finance on May 16<sup>th</sup>, and finally City Council at May 25<sup>th</sup>.

Mr. Martinez stated the idea of having portable restrooms be placed at the site. Mr. McQuarie suggested the Board do not accept any plans until they know the center is ADA Compliant. Chair Messer explained that the Board has only seen preliminary drawings.

### **4. SHERDIAN DESIGN AND UPDATE-STAFF**

Chair Messer stated he was hoping to show the renderings. Mr. Martinez has one that is 95% complete and will bring to the next meeting.

Mr. Martinez reported there are some minor issues with a fire hydrant involving federal money.

Mr. Martinez stated there are bi-weekly meetings on this project, any member of the Board is welcome to attend. He will send out an invite.

### **5. BUS REPLACEMENT SCHEDULE-THOMAS MARTINEZ**

Mr. Martinez discussed the Bus Replacement Schedule. (See Exhibit D). Currently the bus replacement for 3 units is on schedule.

### **6. BUDGET STATUS-THOMAS MARTINEZ**

Mr. Pino briefly discussed the Budget hearings currently taking place this week. (See Exhibit E) There is a new process so it has been taking longer than previous years. Mr. Pino stated Transit is toward the end of the list on the agenda, it is an enterprise fund so there is some budget to work with.

### **7. ACCESSIBLE CABS UPDATE-THOMAS MARTINEZ**

Ms. Bleck spoke to the owner of Capital City Cabs who told her they do have a unit available for service. Mr. Martinez stated he would allow Transit staff to train their drivers.

Ms. Bleck reported she contacted a City Councilor about the Bus Stop at the Indian Hospital. Because it is a NMHDOT project, it always gets pushed back.

Mr. Wilson discussed this project, he is part of the MPO and needed to follow up on this particular project. NMDOT stated they are finalizing the plans for this.

Chair Messer asked about the funding, will it be state or federally funded? The plans will have to be final before they decide.

Mr. McQuarie was curious about the plans that NMDOT had from 1997 for this project.

#### **8. NCRTD FEASIBLE STUDY-THOMAS MARTINEZ**

This item was discussed earlier.

#### **9. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT, AND SF PICKUP**

Chair Messer reviewed the reports and stated there is a large drop in ridership. (See Exhibit F) A discussion was held about gas and oil prices and the affect it has had on transit.

A brief discussion was held about the on time performance of SF Pick Up. Mr. Martinez stated there are 200-269 trips made daily between 16 vehicles.

A discussion was held about the elimination of the M Route and the ways they would have to make a route change. Perhaps in the study they can look at that for efficiency.

#### **10. CUSTOMER COMMENT/COMPLAINT SYSTEM-STAFF**

Mr. Martinez discussed his priority to close out the open complaints. (See Exhibit G) Mr. Martinez states he will call the customers if he sees a major issue in the complaint. A brief discussion was held about times and buses on schedule.

#### **11. FLEET AND FACILITES MAINTENANCE-THOMAS MARTINEZ**

Mr. Martinez discussed most of his report earlier. (See Exhibit H)

Mr. Martinez reported a property owner on Agua Fria has a permit to build a wall. That stop will have to be removed.

#### **9. PUBIC COMMENT**

There were no Public Comments.

#### **8. ADJOURN**

***There being no further business to come before the Transit Advisory Board, Ms. Estrada moved to adjourn at 6:10 p.m. with a second from Ms. Bleck which passed by voice vote.***

#### **SIGNATURES**

---

Collin Messer, Chair



---

Linda Vigil, Stenographer

## ACTION ITEM

1. A RESOLUTION AMENDING TABLE 80 OF THE CITY OF SANTA FE *IMPACT FEE CAPITAL IMPROVEMENTS PLAN 2020* REGARDING PLANNED MAJOR ROAD IMPROVEMENTS AND ADDING “SOUTHSIDE TRANSIT CENTER LOOP” AS AN ELIGIBLE PROJECT TO RECEIVE “ROAD” IMPACT FEES.

# City of Santa Fe, New Mexico

## LEGISLATIVE SUMMARY

### Resolution No. 2016-\_\_\_\_ Southside Transit Center Loop CIP

---

**SPONSOR(S):** Councilor Rivera

**SUMMARY:** The proposed resolution amends Table 80 of the Impact Fee Capital Improvements Plan 2020 to include the Southside Transit Center Loop as an eligible project to receive impact fee funding.

**PREPARED BY:** Jesse Guillen, Legislative Liaison

**FISCAL IMPACT:** Yes

**DATE:** May 12, 2016

**ATTACHMENTS:** Resolution  
Table 80  
FIR

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

**CITY OF SANTA FE, NEW MEXICO**

**RESOLUTION NO. 2016-\_\_**

**INTRODUCED BY:**

Councilor Christopher M. Rivera

**A RESOLUTION**

**AMENDING TABLE 80 OF THE CITY OF SANTA FE *IMPACT FEE CAPITAL IMPROVEMENTS PLAN 2020* REGARDING PLANNED MAJOR ROAD IMPROVEMENTS AND ADDING "SOUTHSIDE TRANSIT CENTER LOOP" AS AN ELIGIBLE PROJECT TO RECEIVE "ROAD" IMPACT FEES.**

**WHEREAS**, on August 27, 2014, the Governing Body approved Resolution No. 2014-71 adopting the *Impact Fee Capital Improvements Plan 2020* for the city of Santa Fe; and

**WHEREAS**, Section 14-12.1 SFCC 1987 Definitions, "Capital Improvement" in accordance with the New Mexico Development Fees Act (5-8-1 NMSA) allows the use of impact fees to acquire capital improvements including essential equipment costing \$10,000 or more and having a life expectancy of ten years or more; and

**WHEREAS**, Table 80 (page 77) of the capital improvements plan included "Planned Major Road Improvements, 2014-2020", specifying roads to be improved and eligible to receive impact fee funds; and

**WHEREAS**, due to the identified need for additional capital improvements in order to

1 create the Southside Transit Center Loop along Camino Entrada as a bus terminus and  
2 turnaround, addition of the project to the *Impact Fee Capital Improvements Plan 2020* will insure  
3 construction; and

4 **WHEREAS**, the city of Santa Fe deems these improvements necessary to assist in  
5 enhancing road capacity;

6 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**  
7 **CITY OF SANTA FE** that Table 80, page 77, "Planned Major Road Improvements 2014-2020"  
8 of the *Impact Fee Capital Improvements Plan 2020* is amended to include the following under  
9 "Project Name", "Location" and "Cost Estimate":

<u>Project Name</u>	<u>Location</u>	<u>Cost Estimate</u>
Southside Transit Center Loop	Camino Entrada	\$1,144,585.45

13 PASSED, APPROVED, and ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2016.

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 2016/Southside Transit Center Loop CIP*

## APPENDIX G: CAPITAL FACILITY PLANS

**Table 80. Planned Major Road Improvements, 2014-2020**

Project Name	Location	Cost Estimate
Cerrillos Rd, Phase IIC	Camino Carlos Rey to St. Michaels Dr.	\$10,300,000
Calle P'o Ae Pi	Airport Road to Rufina St.	\$500,000
Bike Lanes/Sidewalks	Reconstruction / Expansion	\$4,000,000
Rufina St.	Harrison Rd. to Camino Carlos Rey	\$600,000
West Alameda St.	La Joya Road to Siler Road	\$3,000,000
Zia Station Infrastructure	Zia Road Rail Station	\$300,000
Total, Road Improvements		\$18,600,000
Agua Fria / South Meadows		\$1,000,000
Agua Fria / Cottonwood		\$1,000,000
Airport Road / Ca P'o Ae Pi		\$350,000
Airport Road / Jemez		\$100,000
Cerrillos / Sandoval / Manhattan		\$1,000,000
Galisteo / St. Michaels		\$350,000
Galisteo / Rodeo		\$350,000
Galisteo / San Mateo		\$350,000
Paseo de Peralta / Marcy		\$360,000
Rufina / Ca P'o Ae Pi		\$350,000
Rufina / Lopez		\$500,000
Sandoval / Montezuma		\$500,000
Total, Intersection/Signalization Improvements		\$6,200,000
Total, All Road Projects		\$24,800,000

Source: Planned improvements and costs from City of Santa Fe Long Range Planning Division, November 5, 2013 and April 1, 2014.

**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 AMENDING TABLE 80 (PAGE 77) OF THE CITY OF SANTA FE IMPACT FEE CAPITAL IMPROVEMENTS PLAN 2020 REGARDING PLANNED MAJOR ROAD IMPROVEMENTS AND ADDING "SOUTHSIDE TRANSIT CENTER LOOP" AS AN ELIGIBLE PROJECT TO RECEIVE "ROAD" IMPACT FEES.

Sponsor(s): Councilor Chris Rivera

Reviewing Department(s): Public Works

Persons Completing FIR: LeAnn Valdez Date: 5-10-16 Phone: 955-5938

Reviewed by City Attorney: *Kelly A. Brennan* Date: 5/11/16  
(Signature)

Reviewed by Finance Director: *[Signature]* Date: 5-11-2016  
(Signature)

**Section B. Summary**

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

This resolution amends the City of Santa Fe Impact Fee capital Improvements Plan 2020 to include the Southside Transit Center Loop. Approval of this resolution would enable the project to be eligible for impact fee funds for construction.

**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)

Finance Director: *[Signature]*

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

Column #:	1	2	3	4	5	6	7	8
	Expenditure Classification	FY <u>16/17</u>	"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	<u>\$1,393,309.49</u>	_____	_____	\$ _____	_____	_____	_____	_____
Land/ Building	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Professional Services	<u>\$127,658.20</u>	_____	_____	\$ _____	_____	_____	_____	_____
All Other Operating Costs	\$ _____	_____	_____	\$ _____	_____	_____	_____	_____
Total:	<u>\$1,520,967.69</u>	_____	_____	\$ _____	_____	_____	_____	_____

\* 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.)

FTA Grant # NM04-0009 in the amount of \$735,000.00 with an FA match of 80% and a local match of 20%. To date, funds have been used for design and fabrication of the shelters and design of the Southside transit center.

**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.

None identified.

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

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

None identified.

**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 identified.

**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.

Southside Transit Center will accommodate transit service on the Southside of the City of Santa Fe with replacing the Santa Fe Place.

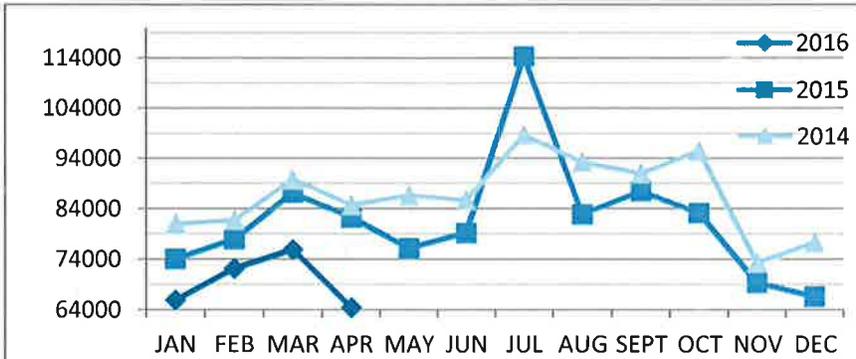
## DISCUSSION ITEMS

7. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS AND  
AND SANTA FE RIDE

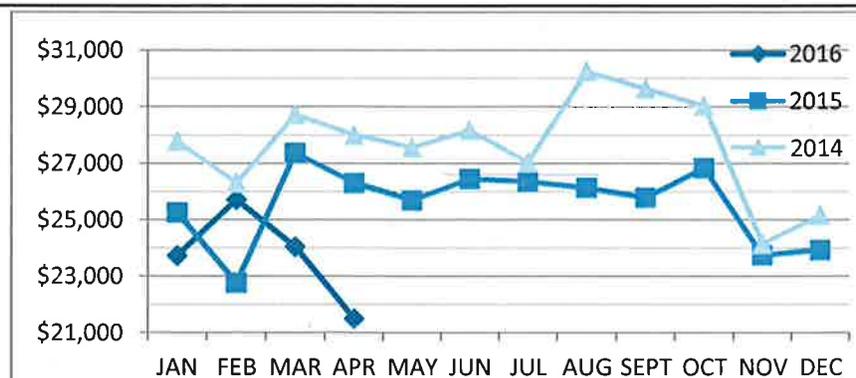
APRIL 2016 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Apr-16	FR	295	2262	472	147	138	33	47	50	230	26	3700
02-Apr-16	SA	186	979	137	79	59	25	0	0	101	23	1589
03-Apr-16	SU	99	676	81	0	0	23	0	0	55	16	950
04-Apr-16	MO	401	1289	392	187	102	49	74	76	246	11	2827
05-Apr-16	TU	188	1735	411	182	95	49	30	74	249	19	3032
06-Apr-16	WE	183	1542	312	173	96	28	0	87	101	22	2544
07-Apr-16	TH	552	1172	553	277	102	114	21	72	153	16	3032
08-Apr-16	FR	328	1523	242	44	32	1	145	0	231	12	2558
09-Apr-16	SA	450	860	168	165	143	53	0	52	73	10	1974
10-Apr-16	SU	99	452	133	0	0	6	0	0	55	3	748
11-Apr-16	MO	271	1524	376	166	166	25	78	89	215	16	2926
12-Apr-16	TU	469	1189	358	191	140	24	129	21	368	15	2904
13-Apr-16	WE	397	1824	446	174	162	29	95	137	230	15	3509
14-Apr-16	TH	402	976	343	170	143	75	75	82	200	22	2488
15-Apr-16	FR	436	959	702	158	110	33	5	60	140	30	2633
16-Apr-16	SA	112	558	123	63	74	35	0	0	19	0	984
17-Apr-16	SU	66	294	52	0	0	8	0	0	100	18	538
18-Apr-16	MO	398	2324	478	151	127	48	78	73	202	4	3883
19-Apr-16	TU	417	1134	271	243	122	51	81	0	94	0	2413
20-Apr-16	WE	355	1817	550	188	104	70	99	153	467	27	3830
21-Apr-16	TH	347	1268	411	265	163	72	80	65	237	15	2923
22-Apr-16	FR	248	1377	373	207	125	50	49	52	171	16	2668
23-Apr-16	SA	252	578	152	60	57	18	0	0	18	0	1135
24-Apr-16	SU	92	1187	137	0	0	14	0	0	66	17	1513
25-Apr-16	MO	377	935	264	100	130	31	5	0	204	23	2069
26-Apr-16	TU	356	1523	236	374	188	107	114	9	226	11	3144
27-Apr-16	WE	22	1225	378	0	0	0	0	210	15	0	1850
28-Apr-16	TH	0	0	0	0	0	0	0	0	0	0	0
29-Apr-16	FR	0	0	0	0	0	0	0	0	0	0	0
30-Apr-16	SA	0	0	0	0	0	0	0	0	0	0	0
<b>Totals</b>		7798	33182	8551	3764	2578	1071	1205	1362	4466	387	<b>64364</b>

Ridership	2016	2015	2014
JAN	65846	73968	80920
FEB	72094	77909	81623
MAR	75825	87077	89698
APR	64364	82176	84634
MAY		76139	86534
JUN		79142	85635
JUL		114212	98558
AUG		82801	93129
SEPT		87406	90873
OCT		83052	95332
NOV		69230	73155
DEC		66491	77090
	<b>278129</b>	<b>979603</b>	<b>1037181</b>



Revenue	2016	2015	2014
JAN	\$23,721	\$25,242	\$27,761
FEB	\$25,696	\$22,755	\$26,297
MAR	\$24,037	\$27,350	\$28,700
APR	\$21,482	\$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		\$26,809	\$29,013
NOV		\$23,724	\$24,130
DEC		\$23,915	\$25,128
	<b>\$94,936</b>	<b>\$306,425</b>	<b>\$331,534</b>





May 1, 2016

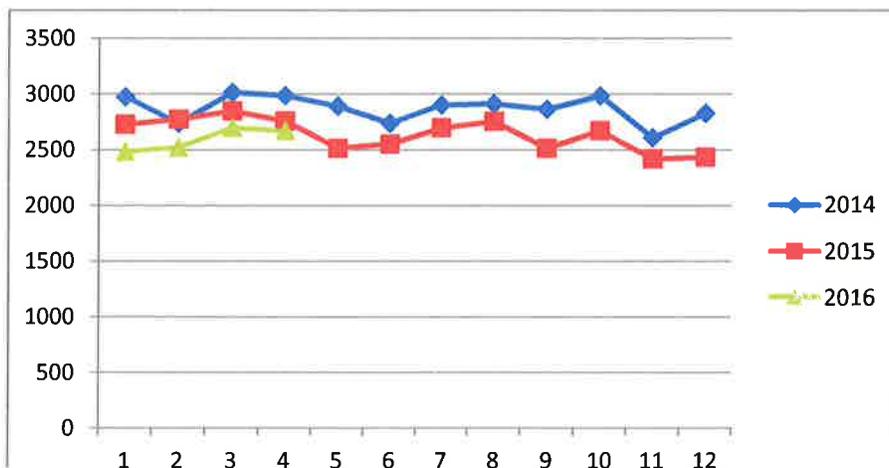
**On-Time Performance**

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	90.70
Apr-12	92.92	Apr-13	92.51	Apr-14	91.08	Apr-15	92.13	Apr-16	89.47
May-12	94.47	May-13	93.00	May-14	91.93	May-15	92.64	May-16	
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	

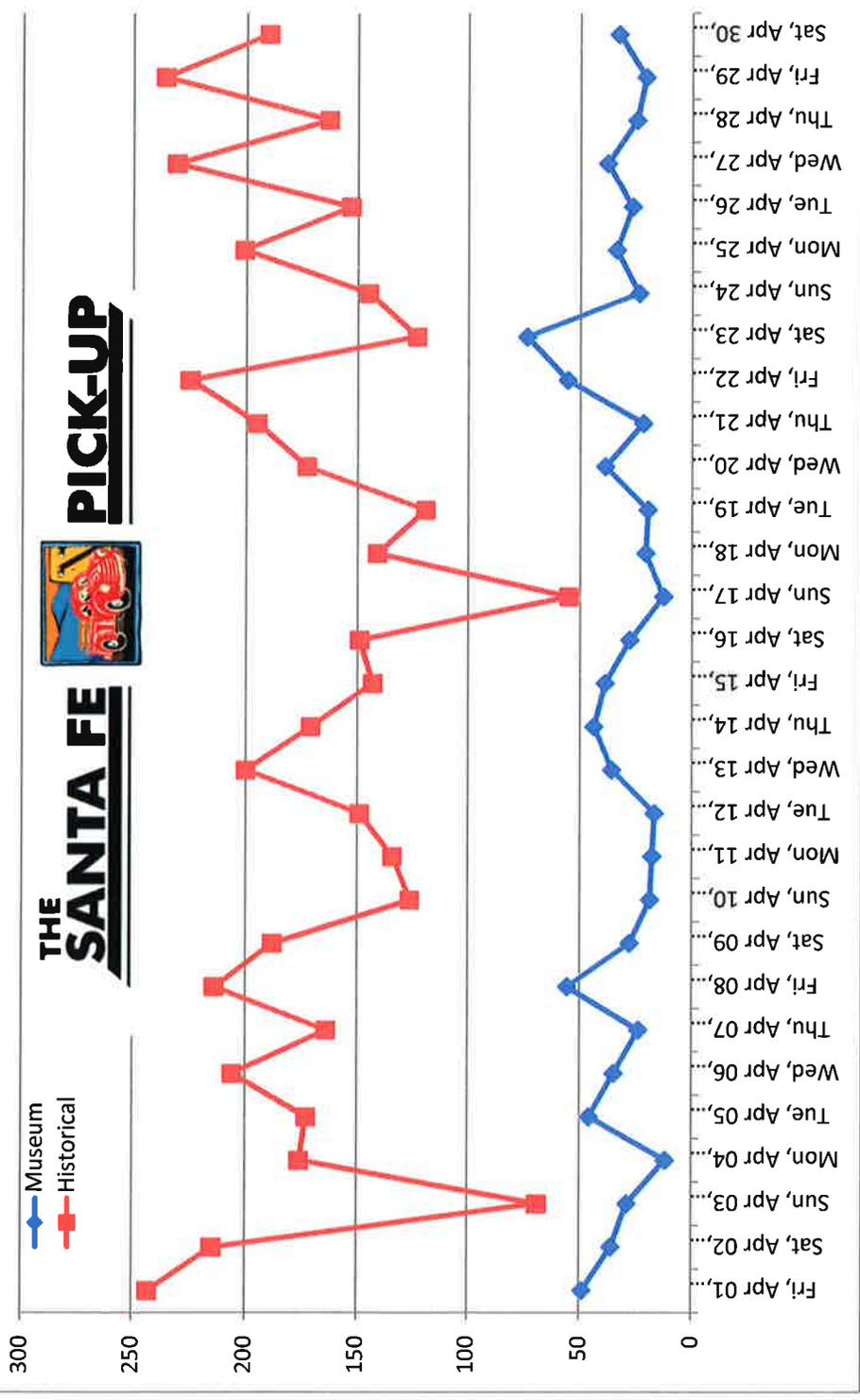
**Santa Fe Ride Ridership**

	2012	2013	2014	2015	2016
January	2827	2859	2971	2724	2480
February	2884	2750	2736	2771	2518
March	3116	2903	3013	2845	2695
April	3057	3132	2983	2756	2667
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



# THE SANTA FE PICK-UP

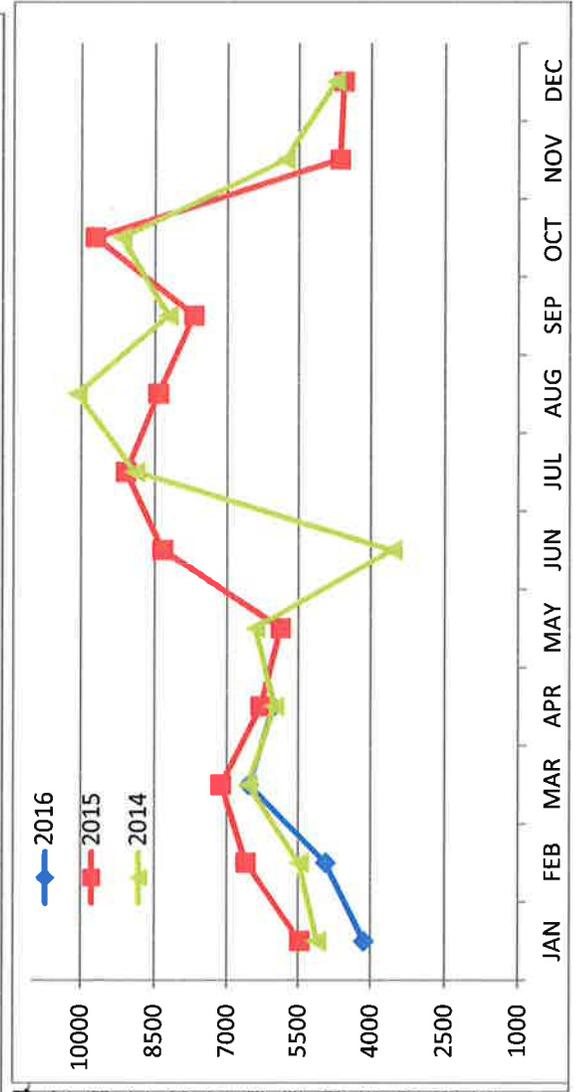


Historical

Museum

Fri, Apr 01, 2016	49	243
Sat, Apr 02, 2016	36	215
Sun, Apr 03, 2016	29	69
Mon, Apr 04, 2016	12	176
Tue, Apr 05, 2016	46	173
Wed, Apr 06, 2016	35	206
Thu, Apr 07, 2016	24	164
Fri, Apr 08, 2016	56	214
Sat, Apr 09, 2016	28	188
Sun, Apr 10, 2016	19	126
Mon, Apr 11, 2016	18	134
Tue, Apr 12, 2016	17	149
Wed, Apr 13, 2016	36	200
Thu, Apr 14, 2016	44	171
Fri, Apr 15, 2016	39	143
Sat, Apr 16, 2016	28	149
Sun, Apr 17, 2016	13	55
Mon, Apr 18, 2016	21	141
Tue, Apr 19, 2016	20	119
Wed, Apr 20, 2016	39	173
Thu, Apr 21, 2016	22	195
Fri, Apr 22, 2016	56	225
Sat, Apr 23, 2016	74	123
Sun, Apr 24, 2016	24	145
Mon, Apr 25, 2016	34	201
Tue, Apr 26, 2016	27	153
Wed, Apr 27, 2016	38	231
Thu, Apr 28, 2016	25	163
Fri, Apr 29, 2016	21	236
Sat, Apr 30, 2016	33	190

963 5070



2016	4149	5464	6606	7120	6298	5873	8339	9083	8431	7701	9718	4644	4573
2015	4941	6606	7120	6298	5873	8339	9083	8431	7701	9718	4644	5795	4573
2014	5120	5493	6570	6009	6420	3573	8908	10094	8236	9187	5795	4746	

## DISCUSSION ITEM

### 8. 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
16168	05/06/2016	05/06/2016	Telephone	Transit buses	M. Williams	2	Driver failed to stop to let rider off	In progress		
16092	05/03/2016	05/03/2016	Telephone	Transit buses	J. Alarcon	1	Driver was rude	In progress		
16073	05/02/2016	05/02/2016	Telephone	Transit buses	A. Petry	1	Bus was 2.5 minutes late	In progress		
16068	05/02/2016	05/02/2016	Telephone	Transit buses	G. O'Hara	24	Driver was rude	Unable to determine operator	05/05/2016	Closed
16064	05/02/2016	05/02/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	In progress		
16049	05/02/2016	05/02/2016	Telephone	Transit buses	M. Williams	2	Driver was rude	In progress		
16024	04/29/2016	04/29/2016	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Driver coached on stop awareness	04/30/2016	Closed
15988	04/27/2016	04/26/2016	Telephone	Transit buses	M. Williams	2	Bus ran a red light	Driver coached to anticipate stale lights	05/04/2016	Closed
15942	04/26/2016	04/26/2016	Telephone	Transit buses	A. Petry	4	Driver acted unprofessionally	In progress		
15938	04/26/2016	04/25/2016	Telephone	Transit buses	G. O'Hara	2	Rider denied free fare	Unable to determine operator	04/30/2016	Closed
15932	04/25/2016	04/25/2016	Telephone	Transit buses	A. Petry	2	Driver was not helpful	In progress		
15899	04/22/2016	04/22/2016	Telephone	Transit buses	A. Petry	2	Bus was running late	Unable to verify complaint	05/03/2016	Closed
15859	04/21/2016	04/21/2016	Telephone	Transit buses	A. Petry	4	Rider let off at incorrect stop	Legitimate misunderstanding	05/03/2016	Closed
15747	04/14/2016	04/14/2016	Telephone	Transit buses	G. O'Hara	M	Rider(s) missed at stop	Unable to verify complaint	04/14/2016	Closed
15717	04/12/2016	04/12/2016	Telephone	Transit buses	T. Martinez	N/A	Bus smells bad	In progress		
15692	04/11/2016	04/05/2016	Telephone	Transit buses	D. Roybal	N/A	Off duty incident by operator in uniform	Driver was coached on responsibilities	04/21/2016	Closed
15658	04/09/2016	04/09/2016	Telephone	SFPU	M. Williams	N/A	Compliment for good service	In progress		
15636	04/07/2016	04/07/2016	Telephone	Transit buses	A. Petry	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	Unable to verify complaint	04/21/2016	Closed
15526	04/01/2016	04/01/2016	Telephone	Transit buses	A. Petry	1	Careless driving	In progress		
15375	03/28/2016	03/25/2016	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	Operator coached on maintaining consistent level of focus	04/21/2016	Closed
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 indorrect information	Operator realized his error, radioed Dispatch, and filed an Incident Report	04/14/2016	Closed
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. Petry	2	Driver missed stop request	In progress		
14950	03/04/2016	03/04/2016	Telephone	Transit buses	A. Petry	2	Driver was texting while driving	In progress		

Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
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. Petry	2	Rider(s) missed at stop	Complaint was unfounded.	05/03/2016	Closed
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. Petry	6	Bus was running hot	Complaint was unfounded.	05/03/2016	Closed
14697	02/22/2016	02/22/2016	Telephone	Transit buses	A. Petry	5	Bus was running hot	GPS shows bus on time	05/03/2016	Closed
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. Petry	5	Unsafe driving	Driver apologized for incident	05/03/2016	Closed
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	Mistake at a shared stop (2 and M)	04/21/2016	Closed
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
14535	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	Unable to verify complaint	05/03/2016	Closed
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	AVL playback shows complaint to be unfounded	05/03/2016	Closed
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

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
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
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
13521	12/08/2015	12/08/2015	Telephone	Transit buses	M. Williams	4	Driver was rude	Unable to determine operator	02/14/2016	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
12906	11/02/2015	10/27/2015	Telephone	Transit buses	T. Martinez	N/A	Maintenance issue with bike racks	In progress		



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
16185	05/06/16	05/06/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude	In progress		
16091	05/03/16	05/03/16	Telephone	Santa Fe Ride	S. Khalsa	Pickup time incorrectly entered by CSR	In progress		
16029	04/29/16	04/26/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate comments from driver	In progress		
16012	04/28/16	04/28/16	Telephone	Santa Fe Ride	F. Montoya	Erratic driving	In progress		
15987	04/27/16	04/27/16	Telephone	Santa Fe Ride	J. Saiz	Trip not entered into system	In progress		
15958	04/26/16	04/26/16	Telephone	Santa Fe Ride	G. Salazar	Trip scheduled at wrong time	In progress		
15926	04/25/16	04/25/16	Telephone	Santa Fe Ride	J. Saiz	Trips not entered into system	In progress		
15836	04/20/16	04/13/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude and unhelpful	Call taker was in training and was unclear	04/20/2016	Closed
15774	04/15/16	04/15/16	Telephone	Santa Fe Ride	G. Salazar	Trips not entered into system	Supervisor apologized to client	04/27/2016	Closed
15720	04/12/16	04/12/16	Telephone	Santa Fe Ride	F. Montoya	Possible road rage incident	Unable to verify complaint	04/25/2016	Closed
15627	04/07/16	04/07/16	Telephone	Santa Fe Ride	S. Khalsa	Trip not entered into system	In progress		
15546	04/04/16	04/04/16	Telephone	Santa Fe Ride	T. Martinez	Trips not scheduled	In progress		
15159	03/15/16	03/15/16	Telephone	Santa Fe Ride	G. Salazar	Trips scheduled on wrong date	Client has since passed away	04/20/2016	Closed
15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	T. Martinez	Inappropriate vehicle assigned to trip	In progress		
14903	03/03/16	03/03/16	Telephone	Santa Fe Ride	S. Khalsa	Driver ran red light	Video shows driver obeyed all traffic signals	04/13/2016	Closed
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saiz	Customer request not followed	In progress		

## DISCUSSION ITEM

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

**FLEET AND FACILITIES MAINTENANCE REPORT**

**May-16**

**Preventive Maintenance Inspections Performed**

Fixed Route Buses: 12  
Paratransit Vehicles: 5  
Pick-Up Vehicles: 0

**Major Repairs Completed**

Date	Unit #	Model	Description	Comments
03/29/2016	811	Eldorado	ecm not communicating	Repaired harness

**Accidents**

no major accidents

**Other Major Mechanical Failures**

Date	Unit #	Model	Description	Comments
------	--------	-------	-------------	----------

**Facility Inspections/Repairs Completed**

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

**Bus Stop Repairs Completed**

Date	Bus Stop	Direction	Description	Comments
04/04/2016	wheel rite	north	instal stop	was on schedule but never installed