



# Agenda

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**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, MARCH 22, 2011  
5:00 PM – 7:00 PM  
SANTA FE TRAILS FACILITY  
2931 RUFINA STREET**

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES: FEBRUARY 16, 2011  
FEBRUARY 22, 2011

PUBLIC COMMENT

ACTION ITEMS:

1. RECOMMENDATION FROM TRANSIT ADVISORY BOARD MEMBERS TO CITY COUNCILORS PERTAINING TO A RESOLUTION PENDING CITY COUNCIL CONSIDERATION TO REPEAL RESOLUTION 2001-35 ESTABLISHING THE TRANSIT ADVISORY BOARD FOR THE PURPOSE OF ELIMINATING THE TRANSIT ADVISORY BOARD.

DISCUSSION ITEMS:

1. OPERATIONS UPDATE: FIXED ROUTE AND SANTA FE RIDE
2. SANTA FE RIDE: CUSTOMER SERVICE IMPROVEMENT PLAN STATUS REPORT
3. UPDATE ON PUBLIC TIMETABLE DESIGN: SUBCOMMITTEE REPORT
4. SANTA FE RIDE PROGRAM: CUSTOMER SATISFACTION SURVEY UPDATE
5. BUS WASH UPGRADE REPORT: HYDRAULIC BRUSH INSTALLATION
6. FLEET AND FACILITY SECURITY SYSTEMS: INSTALLATION UPDATE
7. REPORT ON REGIONAL TRANSIT: UPDATE ON NCRTD FINANCE COMMITTEE RECOMMENDATIONS

PUBLIC COMMENT

ADJOURN

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**TRANSIT ADVISORY BOARD  
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March 22, 2011**

<b>Agenda Items</b>	<b>Action</b>	<b>Page No.</b>
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Roll Call	A quorum was declared by roll call, 2 excused absences.	2
Approval of Agenda	<b>ADD: Discussion Items: 1A. Retreat, Move 1 to 1B</b>  <i>Ms. Maslar moved to approve the agenda as amended, second by Ms. Bleck, motion carried by unanimous voice vote.</i>	
Approval of Minutes: February 16 and February 22, 2011	February 16, 2011 Minutes: Corrections Under Roll Call: Mr. Aurore Bleck was Excused  Page 7: 2 <sup>nd</sup> paragraph, 2 <sup>nd</sup> sentence: <del>use</del> should read: <b>use to</b> Page 7, 6 <sup>th</sup> paragraph, Jane Littlefield Bent, Fiesta Street  <i>Ms. Maslar moved to approve the minutes of February 16, 2011 as corrected, second by Ms. Bleck, motion carried by unanimous voice vote.</i>  Minutes of February 22, 2011 - Corrections Page 4: 3 <sup>rd</sup> line: after 50% insert Santa Fe Ride, last sentence of same paragraph, insert the word on time, and delete the word at.  <i>Ms. Bleck moved to approve the minutes of February 22, 2011 as corrected, second by Ms. Maslar, motion carried by unanimous voice vote.</i>	
Action Items Recommendation From Transit Advisory Board Members to City Councilors pertaining to A Resolution pending City Council consideration to repeal Resolution 2001-35 establishing the transit advisory board for the purpose of eliminating the transit advisory board.	Councilor Calvert moved that the TAB vote against this resolution for the reasons stated in the resolution, second by Ms. Maslar, motion carried by unanimous voice vote.	2-3
Discussion Items A. Retreat B. Operations Update: Fixed Route and Santa Fe Ride C. Santa Fe Ride: Customer Service Improvement Plan Status Reports D. Update on Public Timetable design: Subcommittee report E. Santa Fe Ride program: Customer Satisfaction Survey Update F. Bus Wash Upgrade Report: Hydraulic Brush Installation G. Fleet and Facility Security systems: Installation Update H. Report on Regional Transit: Update on NCRTD Finance Committee Recommendations	Informational: No formal action taken	3-7

<b>Public Comment</b> Tom Guerra, Representative from Chainbreaker  Mary, Audience	Informational, No Action taken	7
<b>Adjournment</b>	There being no further business to come before the Board, the meeting was adjourned at 7:00 pm	7
<b>Signature Page</b>		8
<u>ACTION ITEMS:</u> 1. Recommendation From Transit Advisory Board Members to City Councilors pertaining to A Resolution pending City Council consideration to repeal Resolution 2001-35 establishing the transit advisory board for the purpose of eliminating the transit advisory board.		
<u>DISCUSSION ITEMS:</u> 1. Operations Update: Fixed Route and Santa Fe Ride 2. Santa Fe Ride: Customer Service Improvement Plan Status Report 3. Update on Public Timetable Design: Subcommittee Report 4. Santa Fe Ride Program: Customer Satisfaction Survey Update 5. Bus Wash Upgrade Report: Hydraulic Brush Installation 6. Fleet and Facility Security Systems: Installation Update 7. Report on Regional Transit: Update on NCRTD Finance Committee Recommendations		
<b>Adjourn and Signature Page</b>	The Chair called for adjournment at 7:15 pm	

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, MARCH 22, 2011  
5:00 PM – 7:00 PM  
SANTA FE TRAILS FACILITY  
2931 RUFINA STREET**

**ROLL CALL**

A quorum was declared by verbal roll call.

**PRESENT:**

Colin Messer, Chair  
Councilor Chris Calvert  
Carol Raymond  
Aurore Bleck  
John Whitbeck  
Beverly Post  
Susan Maslar

**ABSENT/Excused:**

Don Bell  
Keith Toler

**STAFF PRESENT:**

Mike Kelly

**OTHERS PRESENT:**

Sandy Dawson for Fran Lucero, Stenographer  
Dave McQuarie  
Tanya Wells

**APPROVAL OF AGENDA**

**ADD: Discussion Items: 1A. Retreat, Move 1 to 1B**

*Ms. Maslar moved to approve the agenda as amended, second by Ms. Bleck, motion carried by unanimous voice vote.*

**APPROVAL OF MEETING MINUTES:      February 16, 2011 and February 22, 2011**

February 16, 2011 Minutes: Corrections  
Under Roll Call: Mr. Aurore Bleck was Excused

Page 7: 2<sup>nd</sup> paragraph, 2<sup>nd</sup> sentence: use should read: **use to**  
Page 7, 6<sup>th</sup> paragraph, Jane Littlefield Bent, Fiesta Street

***Ms. Maslar moved to approve the minutes of February 16, 2011 as corrected, second by Ms. Bleck, motion carried by unanimous voice vote.***

Minutes of February 22, 2011 - Corrections

Page 4: 3<sup>rd</sup> line: after 50% insert Santa Fe Ride, last sentence of same paragraph, insert the word on time, and delete the word at.

***Ms. Bleck moved to approve the minutes of February 22, 2011 as corrected, second by Ms. Maslar, motion carried by unanimous voice vote.***

#### PUBLIC COMMENT

No Comments

#### ACTION ITEMS:

1. Recommendation From Transit Advisory Board Members to City Councilors pertaining to A Resolution pending City Council consideration to repeal Resolution 2001-35 establishing the transit advisory board for the purpose of eliminating the transit advisory board.

The Chair informed the committee that Councilor Romero had submitted a resolution to dissolve the Transit Advisory Board. The action item will be the recommendation of the board to staff for conveyance to the Mayor and City Council.

Councilor Calvert stated that the discussion and question is if there is redundancy; is there another board that could do this same thing. This board specifically has been looking out for Santa Fe Trails, Santa Fe Ride and the city transit system and there is no other group that he knows of doing the oversight nor is there any other group listening to the public. There is no other group that does outreach to the public regarding city transit. Councilor Calvert said that he did not feel a great deal of time should be spent on this resolution other than to say that the Board disagrees and does not support this resolution. He indicated this is strictly an opinion.

The Chair reported that they met with the Mayor last week and the Mayor appreciated the comments and the public role that the Transit Advisory Board holds in the community. There may be a concern that the Board crosses over into county politics because of our concern and interest in the transit participation from the county.

Councilor Calvert stated that our role legitimately was to look after the finances of Santa Fe Trails and Santa Fe Ride and wondering what affect that might have at the regional level that would have on the services we provide. It is obvious that Councilor Romero disagrees.

The Chair said that Councilor Romero did state that she was concerned over some actions that she has had to explain the role of the NCRTD and that have required legal time and personal time.

Mr. Whitbeck commented that Councilor Calvert's point is well taken which is that this particular resolution is not redundant.

The Chair informed the board that he has invited Councilor Romero to attend this meeting and she declined on two different occasions.

Ms. Bleck asked if the board members should be in communication with the Mayor and Council regarding this concern.

The Chair stated that he wrote letters individually to each Councilor. (A copy of this letter will be provided to the members for information).

Ms. Maslar stated that she feels that this board is valuable to the city and she would support a communication to the Mayor and the Council.

Councilor Calvert stated that it would be valuable to express to the Mayor and Council that the Transit Board is a valuable resource and does not support the resolution. It would be important to list the functions that the board provides, enumerate them and put them on the record.

The Chair offered two ways to communicate; a) working on the wording tonight or b) creating the wording and circulating it amongst the board members for concurrence.

Mr. Kelly said if this document is prepared with the bullets or additional Whereas; if it could be sent to him as soon as possible, he will assure that it is processed administratively in an expeditious manner.

***Councilor Calvert moved that the TAB vote against this resolution for the reasons stated in the resolution, second by Ms. Maslar, motion carried by unanimous voice vote.***

Discussion: There was a concern expressed about A-J being quoted in the Resolution. It is important to state that the TAB does not duplicate the work of any other board. The financial impact review will continue to be reviewed by the TAB.

## **DISCUSSION ITEMS:**

### **1. Retreat**

The retreat is suggested to be either a weekend meeting (Saturday) or after a regular scheduled meeting. The board members felt that trying to hold a retreat after a scheduled meeting would be difficult. It was suggested conducting the retreat on the regular scheduled date of the meeting but start it at 4:00 pm.

The Chair announced that the Retreat will be held on the regular meeting date, April 26<sup>th</sup> and start the session at 4:00 pm – 6:00/7:00 pm.

2. Operations Update: Fixed Route and Santa Fe Ride

Mr. Kelly provided the board with the On-Time Performance reports for February. The performance has dropped 1% from January 2011. It could be attributed to the reservations called at night and are actual calls for the next day. Sometimes there are 30-75 unscheduled rides that need to be worked in. Mr. Kelly said they are still waiting for the update route mix software that will be put in to the new server. There are a few test runs that need to be done with sample data and once this is updated, the trip batching will improve. Hopefully this process will be completed within 60-days. There are parameters that can be set and will provide very accurate information.

Santa Fe Trails Analysis shows an increase in ridership by about 2,000 riders from last year. January was a better month as they were up by 4,800 riders probably due to the weather. Monthly Farebox Analysis end of February 2011 is total revenue - \$22,277.07, -0.31% variance/total deposit. The concern about fuel cost was also discussed.

The Chair said that he was able to ride in the proposed bus that they expect to have in operation by the end of the month. The buses were extremely comfortable and the fuel features and performance are very impressive. 2 of the 4 buses should be here in Santa Fe by the end of the month. There were three major bus company vendors that bid and the selected vendor was able to meet the price for a great product.

The Chair directed a question to Mr. Kelly regarding the 21. Mr. Kelly said that they are still sharing time with the 22; they are picking up the early morning riders. The 22 pulls in, we try to hold one bus to have room for the Rail Runner passengers and trying to get the Route 21 passengers to wait for the 21 bus, they are only about 1 minute apart. When it was real cold they were getting on the 22 and it was crowded when they would get to 599.

Mr. Kelly was asked to follow up on an inquiry regarding a van drive and a term used, emergency break.

3. Santa Fe Ride: Customer Service Improvement Plan Status Report

(Exhibit A – Memo dated 1/19/11 from Jon Bulhuis to Mayor's Committee on Disability re: Santa Fe Rides Customer Services Improvement Plan 2010- Status Update) – this document was distributed a month back and has not been reviewed. Mr. Kelly said that this memo highlights the responses requested on the Customer Services Improvement Plan that responded to the facilitation process requested by Squeaky Wheels. Mr. Kelly read verbatim from the memo and touched on each bullet outlined from the responses.

Councilor Calvert said in summation #3 (Increase and Maintain “on-time” performance to standard of 93-95% of the time), #5 (Utilize effective complaint resolution process) and #7 (conduct customer satisfaction survey), will need work and follow up. #3 is

continued work towards reaching our goal and on-going, #5 requires finding out the status and #7 is work in progress.

It was asked if there was any type of comment card in Santa Fe Ride. Mr. Kelly said he did not believe that there was. The importance of having some type of comment card for passengers to provide their feedback is important. The survey is one method of providing feedback but a comment card is important.

It was also stated that a report of what the complaints are and how many is important for the board members to review. This should be provided in a regular basis.

Mr. Kelly gave a status on the reprint of the schedules. Since the last meeting they printed the Rail Runner insert and used the same schedules for the day schedules as they stay pretty solid. Our printing cost has been kept to a minimum until we do any schedule or rate changes. We will have to wait for several budgetary decisions before we do any reprinting.

Santa Fe Ride training has been mapped out for the year. Annette plans to provide customer service/call center training and the training will be an enhanced training. Mr. Kelly said that in one of the past meetings the board was informed that Annette had accepted a position at city hall. This position did not come to fruition and Annette will remain as a valuable resource with Santa Fe Trails.

4. Update on Public Timetable Design: Subcommittee Report

It was reported that on a test run it took about 9 minutes to complete the survey on the phone.

5. Santa Fe Ride Program: Customer Satisfaction Survey Update

The Chair asked that the Customer Service Improvement Plan be a part of the Retreat package. A sub-committee on disability was established to review and implement independent oversight function of customer services. The timetable will also be discussed at the retreat.

6. It was requested that the board members receive the enabling resolution and the by-laws prior to the retreat so they can be discussed. Mr. Kelly will follow up on this item.

7. Bus Wash Upgrade Report: Hydraulic Brush Installation

It was reported that the quote has been received. There is an added expense for the electrician, so follow up for processing is being done by Jon and Jim. The PO will be issued to move forward once they can work out the question and cost of the electrician. The Chair asked for confirmation that the recycle water problems are corrected. Mr. Kelly said yes they have been corrected.



8. Fleet and Facility Security Systems: Installation Update  
The fleet and facility security system has been installed. All the mobile units got their cameras done in November/December. They are up and running; there are cameras in the parking lot and in the back of the building for monitoring. Everything seems to be working quite well. Mr. Kelly said that the PO has been processed for this work and cost has already been allocated. Staff has been trained to monitor the cameras and what they need to do should they detect a problem.
9. Report on Regional Transit: Update on NCRTD Finance Committee Recommendations (Exhibit B – Public Comment: SF Council finance regarding Resolution abolishing the Transit Advisory Board 3/21/11)

Ms. Maslar reported that she had attended both meetings, one on 3/4/11 of the NCRTD Finance Committee and the full board meeting. Ms. Maslar said that they had heard that the term budget consolidation meant how they were going to get enough money next time. Ms. Maslar said that for those of them that were listening on and watching it was clear that they wanted to abolish the 86/14 agreement. Ms. Maslar said that they could not get any written information as to what they were passing through committee. Ms. Maslar asked the board if she could have this information and that information was not release as they consider it a draft and yet they passed it at committee. They said that the Attorney General's opinion on wanting the public document was not valid because it was a draft, that it was in process and yet it was presented to the full board meeting on March 4<sup>th</sup>. The first thing the Board Chair did was to move public comments to the end of the meeting. Commissioner Anaya said that he felt that was inappropriate. The Board finally agreed after discussion back and forth that they would have Public Comments at the beginning of the meeting.

Mr. Whitbeck stated that as far as public comment, he raised the issue regarding the unconditional finding.

The Chair stated that there were documents referred to at the meeting regarding the unconditional finding and cost allocations on the agenda and he had asked if those documents would be available to the public. There was also an attachment which contained the recommendations to the RPA and they were just put on the record as questions, no response was given.

Carol Raymond said that the third question was from her and on the agenda that day. The budget consolidation and cost allocation was agreed upon which we knew was a form of basically turning over the 86/14 agreement with Santa Fe County. Ms. Raymond said that she asked, "frankly we would like to know what it is you are voting on today?" She said that they have been completely unsuccessful and they have asked for supporting documents and have been told they can't have them because their drafts and yet they were ready to vote on them. They shared this concern with them especially if they were voting on budget consolidation because this means that they were voting on GRT before it even goes to the Public. She stated to them, "are you going to inform the public that you are about to change this agreement and are you going to inform the governing body

that you are about to change this agreement.” Then they proceeded with the agenda and that item came up and several people said several times, “what is it we are voting for?” They were told they were voting on cost allocation.

John Whitbeck said that in directing specific questions at the RPA meeting that Councilor Romero Romero said that they had already voted on budget consolidation. Councilor Romero is on the RPA committee. Mr. Whitbeck said that those who attend the March 4, 2011 meeting as part of their board were careful. They asked several times before and after that vote, “are we voting for consolidation or are we voting for cost allocation?” Councilor Romero clearly responded, “this is not about budget consolidation it is on cost allocation. Then at the RPA meeting the same person who questioned it the first time which was Commissioner Anaya said that we did not vote for budget consolidation we voted for cost allocation.

It was conveyed that Commissioner Anaya had said, “the only interest I have with this board is to provide service to the southern Santa Fe Counties.

Carol Raymond stated that the service plan being put forward by the NCRTD was the service plan they were going to use the money for after they got it. The GRT shows that 50% of the money raised in Santa Fe County was spent, outside of Santa Fe County.

#### PUBLIC COMMENT

Tom Guerrera from Chainbreaker presented to the TAB and expressed his thanks to Councilor Calvert. Chainbreaker has been around for about 6 years focusing on transportation. Mr. Guerrera stated that when his association started to hear about the cut in services they were very concerned. Chainbreaker has been working on this concern. Thank you for allowing them to speak to the TAB tonight. He shared a survey that is being distributed to learn about the public’s view on the proposed service cuts and fare increases. (Exhibit C – Chainbreaker Inquiry form) Chainbreaker has about 400 members.

Mary presented from the audience. She stated that she felt the public appreciated that the TAB had conducted the public hearing regarding any proposed changes.

It was also noted that the On Demand comment Mary had brought forth in the past resulted in giving on demand trips regular price for emergencies. That was an idea brought forth at the public meeting and is being given consideration vs. increasing the price.

#### ADJOURN

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

**Transit Advisory Board**

**Signature Page:**

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Colin Messer

A handwritten signature in cursive script, appearing to read "Fran Lucero", written over a horizontal line.

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Fran Lucero, Stenographer