



# Agenda

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SERVELL BY Jon Bulthuis

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## TRANSIT ADVISORY BOARD MEETING

TUESDAY, AUGUST 28, 2012

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: JUNE 26, 2012 AND JULY 24, 2012

### PUBLIC COMMENT:

PROPOSED CHANGE TO SANTA FE RIDE SUBSCRIPTION TRIP RESERVATION POLICY

### ACTION ITEMS:

1. APPROVAL OF REVISED SANTA FE RIDE SUBSCRIPTION TRIP RESERVATION POLICY
2. ENDORSEMENT OF PROPOSED CITY COUNCIL RESOLUTION: EXTENDING "FREE FARES" TO ALL TRANSIT SERVICES PERFORMED BY SANTA FE TRAILS AND FUNDED BY THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT (NCRTD) THROUGH THE REGIONAL TRANSIT TAX

### DISCUSSION ITEMS:

1. REPORT ON SYSTEM RIDERSHIP: SANTA FE TRAILS AND SANTA FE RIDE
2. PROMOTION AND EDUCATION EFFORTS WITH SANTA FE PUBLIC SCHOOLS
3. OVERVIEW OF NEW FEDERAL SURFACE TRANSPORTATION ACT – MAP21
4. CLEAN ENERGY'S PLANNED UPGRADE: CNG COMPRESSION STATION
5. PARTICIPATION IN "RE:MIKE" EVENT: SEPTEMBER 21<sup>ST</sup>-23<sup>RD</sup>
6. PLANNING FOR SANTA FE TRAILS 20<sup>TH</sup> ANNIVERSARY CELEBRATION

### 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.*

**Index Summary of Minutes  
Transit Advisory Board  
August 28, 2012**

<b><u>INDEX</u></b>	<b><u>ACTION TAKEN</u></b>	<b><u>PAGE(S)</u></b>
Cover Page		1
Call to Order	Call to Order by Chair, Colin Messer at 5:00 pm	2
Roll Call	A quorum was not existent and noted by verbal roll call.	2
Review and Approval of Agenda	<i>No action due to lack of quorum.</i>	2
Approval June 26, 2012 and July 24, 2012 Minutes	No action due to lack of quorum.	2
Public Comment on Proposed Change to Santa Fe Ride Subscription Trip Reservation Policy	Public Input (staff provided comments on feedback received)	2-4
Action Items To be placed on October regular meeting Agenda.	No action due to lack of quorum. Discussion noted in minutes.	4-7
Discussion Items	No action due to lack of quorum. Discussion noted in minutes.	7-8
Public Comment	Mary McGinnis, noted in minutes.	8
Adjournment	<i>The Chair called for adjournment at 7:00 pm</i>	8
Signature Page		8

**TRANSIT ADVISORY BOARD MEETING  
AUGUST 28, 2012**

**MINUTES**

**5:00 PM -**

- I. Roll Call** - The meeting was called to order by the Chair, at 5:00 pm at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, New Mexico.

No quorum based on roll call. The meeting was opened up for purpose of hearing public comments.

**Present:**

Colin Messer  
Garrett Robinson

**Excused:**

Aurore Bleck  
Cindy Montoya  
Councilor Chris Calvert  
Don Bell, not present  
Susan Maslar  
John Whitbeck

**Staff Present:**

Jon Bulthuis  
Annette Granillo

**Others Present:**

Anna Serrano for Fran Lucero, Stenographer  
David McQuarie, Audience, ADA Advocate  
Mary McGinnis, Audience  
Mr. Cruz Garcia, Customer

- II. Agenda**

**No action taken.**

- III. Approval of Meeting Minutes: June 26, 2012 and July 24, 2012**

**No action taken.**

- IV. PUBLIC COMMENT:**

**Proposed Change to Santa Fe Ride Subscription Trip Reservation Policy**

Annette Granillo conveyed the written comments from Jane Harvey, submitted through the civic plus website for the city that she would recommend that we install a voice mail for cancellations. She believes that will cut down on the no

shows.

The Chair asked if staff was looking in to this possibility through the city code system. Ms. Granillo said that they received a similar request on the first meeting at the main library from member Susan Maslar and a request was put in to meet with the city IT Department to see what options are available. Once those options are received, Ms. Granillo will provide them to the TAB sub-committee.

The Chair asked if the sub-committee has had any meetings in the last 2 months. No. The Chair asked if there was a need for them to come back together between now and October. Ms. Granillo said they wanted to push this action forward and get this passed before they went back to the survey and the draft action plan that they are working on. This is an action from that action plan to complete. They will continue with more meetings to see what the next item they want to start addressing.

The Chair was out of state the last meeting and asked what kinds of questions and comments were expressed in response to the mailing.

Ms. Granillo said that in the first two public hearings, the mailings did not go out for notification and they received little participation. They did hand out post cards to those who were actually riding Santa Fe Ride and through the website but not more than that. We did believe that a 3<sup>rd</sup> public meeting was necessary and we scheduled this particular one. We did do the mail out and it reached everyone in time, we sent out several copies of the draft and received several questions regarding it but no public comments. We did get people who liked the incentive program.

Under the first meeting that was held at the Public Library we did receive 3 people in the audience; David McQuarie and Mary McGinnis. Those comments were more directed towards operations of Santa Fe Ride then it was the actual item on the agenda. She did not have any comments on that. David McQuarie did have a comment at the first meeting and his only comment was to say that the draft was very well done but he also thought that under the procedure portion there should be definitions and he did read off the four definitions that he thought should be included. In the new request for approval, those definitions have been added. Mary McGinnis did not have any comment other than questions. The main questions she had is if someone gets suspended off the service for subscription trips can they still make reservations in on-demand. The answer to that is yes. In working with this with Susan we have acknowledged that \_\_\_\_\_ cab is not ADA accessible and it does not have vehicles. Even though they would be suspended from subscription trips it would not stop them from using the reservation trips and the on demand.

Chair: Ok, that is good. Are there any other comments or questions?

Ms. Granillo: That has been it.

Jon Bulthuis: I just have one that came in and I believe I mentioned it at the last meeting, concern that Catherine Lee made about the fact that weather provided through a draft mailing for the public community or public offerings that we made that described issues. As a result of her concern we scheduled the meeting tonight. *(Noted for the record)*

Ms. Granillo informed the Chair and committee member that they mailed out 1,697 post cards advising of the public comments collection tonight. Out of those 1,697 – 107 were returned for incorrect address or no longer there and we did receive a lot of communication that people received the post card.

The Chair asked was the same number sent out for this third meeting. Ms. Granillo restated that the first two did not go out at all. The Chair asked if it was in the paper or on the city website. Ms. Granillo confirmed that it was on the website on the front page. They did an excellent job of being able to put all three drafts as well as the memo submitted to TAB for review and consideration. It explained the whole program and what we were looking for as well as the actual policy and the procedure. People did find it friendly but mostly all our people use the call center. There was no one present at the second meeting.

For the record, we did receive a letter tonight from David McQuarie regarding **(Exhibit A)** - 8/21/12 letter from David McQuarie, ADA Advocate re: Santa Fe Trails Deficiencies. He recommended that tie downs be put on the rear of the loading device.

Ms. Garcia introduced Mr. Cruz Garcia, Customer – he is Spanish Speaking. He is here to find out information about the changes. Ms. Granillo will do a 1:1 with him and let him know what the changes are going to be and how to use that.

- V. **ACTON ITEMS** – the Chair reiterated that we could not take action. Staff requested that these items be placed on the next regular meeting agenda. Having a quorum in September will be problematic, next meeting will be in October, 2012.

1. **Approval of revised Santa Fe Ride subscription trip reservation policy.**
2. **Endorsement of proposed city council resolution: Extending “free fares” to all Transit services performed by Santa Fe Trails and funded by the North Central Regional Transit District (NCRTD) through the regional transit tax.**

Councilor Calvert had asked to further discussion at tonight’s meeting and to address any questions that the board might have about special services that we provide and our what our fare policy are for those. It was recommended that we bring this to a subsequent meeting

Chair: Which routes will this entail?

Jon Bulthuis: It would primarily be the long standing market days, Indian market, Spanish market and the specials.

The riders for connectivity coming off the Railrunner already get a free transfer.

Chair: How does it work, what is more profitable for us?

Jon Bulthuis: On a case by case basis, it depends. We don't get as much generally speaking getting fare revenue as we would by charging for our operating costs because we don't break even. The Folk Art market is different because that one with the level of riders would exceed with what could be tacked on to the entry fee. The Chair asked if that would be fare box. Mr. Bulthuis said it would be added to the fare box account. Chair: How many trips did we get this year? Mr. Bulthuis said they are still figuring that out but it was upwards of 20,000 trips in one weekend. We reiterated we did not collect a fare for Folk Art. This came out at the county and they felt it was not fair. It is important that we be fair across the board. What was recommended through the RTD staff was that since we are not charging for some services that are supported by the RTD revenues just carry that across for all the services that you provide. That is why this was drafted like it was and it doesn't have to be that way; it could be that we decide to charge a fare and you would not be able to seek reimbursement from the RTD given their policy.

The Chair asked if this was worded correctly; aren't we funded by some fixed services that we are collecting revenue on?

Mr. Bulthuis: We are, but we only provide data and bill according to ridership on those routes. We have a flat fee for the services that we provide, but in terms of our fare collection we are not charging fares for anyone that rides.

Chair: Are we getting reimbursed for those transfers?

Mr. Bulthuis: No, we are not. We are paying for the service from the RTD grant but we are not receiving and fare revenues for the purposes that the RTD required.

Chair: Yes and no, we have a larger Railrunner ticket than the RTD ticket.

Mr. Bulthuis: RTD buses have to be a monthly pass because they don't do any splitting for daily trips.

Mr. Bulthuis asked that the Chair and the committee give him the information

data wise so he could have that information at the next meeting.

Mr. Robinson asked that John compile the numbers from all the specials; that is what they would like to review. He would also like to hear what the alternative marketing is. It is one thing for the money to be there but if we don't have the money, can we get credit somewhere else?

Mr. Bulthuis said that he has done a lot of research and has numbers to present to the Board which includes the part that we bill the RTD. He also has historical ridership numbers for review.

Chair: How does it look right now, budgets have already been approved for this year; are we double dipping, did we collect fares for Pancake and Spanish market and Indian market?

Mr. Bulthuis: We did. "I don't have any direction to do otherwise." Other than the RTD saying and the County Commissioners saying we don't think this is adding up and this board saying we want to look at this more closely, we need to figure that out.

Chair: Have we billed NCRTD for the debt service?

Mr. Bulthuis: We have not, but we will, and they have requested that this item not be dropped. They are ok with the fact that we are discussing this. They are not saying they are not going to pay us frankly because they say that the folks they contract with have to provide that service fare free. Therefore it does not deem any official action that does that. It is coming from staff and some representatives on that floor but not the floor as a whole.

Chair: Will this be an agenda item on their next meeting?

Mr. Bulthuis: I think it is going to come up, I don't know if it will be at the next meeting. I have been in communication with their director and did let him know we were going to discuss it at tonight's meeting. They are keeping it high but it is not the number one thing on their plate. They also think it is not going to go away.

Chair: Do you think they are going to ask for the money back?

Mr. Bulthuis: No, I don't think so; I think we are going to be ok.

Chair: What is the billing cycle?

Mr. Bulthuis: We bill quarterly, at the end of next month (September) will be the first quarter of this FY and that includes all the special cycles.

Chair: That will be five events plus six farolitos in the following quarter. It is six specials a year.

Mr. Bulthuis: As discussed last month, I do get requests from the City Manager's office or the Mayor's office – for example: Music on the Hill, Wine and Chile, other things like that. We don't charge fares for Music on the Hill, for Wine and Chile we do send an invoice to that group and they do reimburse for our direct costs. There again, it would be really nice if we did it one way for everybody so we don't provide conflicting information.

Chair: We should handle those separately, the sub-specials.

Mr. Bulthuis: Those are not reimbursed by the RTD. This resolution only refers to the RTD stuff, but there are other things. Some of them cost up to \$40,000 a year others may be \$2,000.

Chair: Jon, another number that would be useful for us to see; what would be the fare threshold that would take us above our operations receipts. We charge \$3 a trip, would that be more beneficial to our system then going for operations. I know you have explained those operation receipts; I hope they are accurate time and timely basis. Jon said they have a handle on that. We do not do it week-to-week or month-to-month but we do it at least once a year. The Chair said we need to figure out the point for each event.

Mr. Bulthuis said that Folk Art market is easier to gather the data but the other markets are not as easy as they may not be attending those events exclusively. There are some we can do cleanly and others we can't.

## **VI. DISCUSSION ITEMS**

### **1. Report on System Ridership: Santa Fe Trails and Santa Fe Ride (information included in packet)**

Q: Are we capturing all these specials, riders, they aren't on routes do we use those numbers? Mr. Bulthuis said that they do use those numbers. The Chair wanted to know where they are reflected in the report. Mr. Bulthuis directed him to the July numbers for example, month-by-month, you can see a big bump on ridership during June and July that occurred almost every year due to Folk Art Market. It was recommended that a column be inserted to reflect Specials. Jon said that would be worked on. Ridership continues to grow and staff is anxiously awaiting the "million rider". There is a concern on capacity and a need to buy bigger buses and a need for more drivers. The Chair asked if we should consider 35-40' buses on the next procurement. Jon said that right now we have enough equipment. Mr. Robinson said that in South America they have the double decker buses. The Chair asked if they even make the double deckers' in the US. Jon said that we have to buy American made buses we cannot buy foreign. It was noted that bus drivers do not want



Route 2. Senior drivers do not bid for the #2. Drivers are still an issue but it is getting better compared to a few years ago. Retention is better but salary is still a concern. The good news is that the benefit package for these drives is a plus. The city has to stay competitive in the market as far as pay. Salary comparisons and market studies are not tracked as far as the city goes. Mr. Bulthuis said that there is no progression as far as salaries; they received a 2% bump by union policy. The Chair asked who had requested the last comparative analysis and if staff could do their own salary comparison within the industry? ***This item will be placed on the next meeting agenda for discussion – Wage Comparison.***

**2. Promotion and Education Efforts with Santa Fe Public Schools**

**3. Overview of New Federal Surface Transportation Act – Map21**

(See handout on Federal Funding) -- This shows different funding allocations. Same program ideas going forward and it makes managing grants a little easier. The Chair asked if there was any money allocated for Sheridan. Mr. Bulthuis said that Sheridan will be brought back through the bond process.

**4. Clean Energy’s Planned Upgrade: CNG compression station.  
This item to be on Agenda for October meeting.**

**5. Participation in “Re: Mike” Event – September 21-23, 2012**

This is an economic development project by Rob & Charlies – the event is to talk about what St. Michael’s could look like; they are requesting bus service. Their hours and schedules do not add up. The Chair said it looks like they want a weekend run with a weekday schedule. Jon said yes, that is what they are proposing. Art shelter folks as well as the route box folks will be present.

**6. Planning for Santa Fe Trails 20<sup>th</sup> Anniversary Celebration – November**

Mr. Bulthuis said they are coordinating with the City Council meeting and possibly holding the event at the Convention Center. Jon asked that a small planning committee be convened; Colin Messer will assist with planning and Garrett Robinson will participate on this committee as well.

**VII. PUBLIC COMMENT**

**Mary:** Complimented Santa Fe Ride staff as they go beyond. She mentioned that the Chavez Center was closed and she was able to change her ride for today. She was thankful to Annette for calling her and letting her know there was no quorum; she wanted to attend the meeting regardless of the lack of quorum. Mary stated that she is disappointed on the post card response. She commented on the current handbook on cancellations – 2 hr. advance; sometimes riders do not know, so 24 hour advance would be hard. The Chair asked Jon about policy changes. Jon commented that 24 hours would be great. It is not changing the minimum at this time.

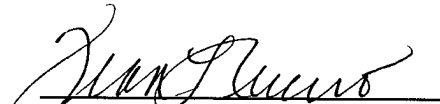
**VIII. ADJOURN**

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

**Signature Page:**

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**Colin Messer, Chair**



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**Fran Lucero, Stenographer**

Date: August 21, 2012

To: Mr Colin Messer, Chair  
Transit Advisory Board

From: Dave McQuarie, ADA Advocate



RE: Santa Fe Trails deficiencies

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As previously brought up to the Board, the deficiencies of not automatically announcing bus stops and improper securement has not improved. These are a system failure and not an individual driver failure. Both our required FTA regulations.

It has been observed on routes 1, 2, 4, 6, and M by me and other riders (and other routes) that as a rule upcoming stops are never announced. Also I and others have observed that our mobility devices are improperly secured. Hint-- It is more important to secure the rear of a device than the front because as a rule busses cannot do "wheelies" but they often have to slam on the brakes to miss idiot drivers.

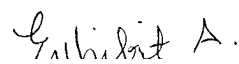
Case in point - a transportation/trainer for the Governors' Commission recently told me that when he was talking with a new driver about the securement the driver remarked that now he knew what that box of straps might be used for.

Feel free to contact me at 471-5785 as I do not have e-mail.

Thank You

cc:

Anthony Alarid, GCD



NTD Form: Service Non-Rail (S-10) Model: DR  
Service DO - Santa Fe Rides

For Time Period: 7/1/2012 to 7/31/2012

Printed: 8/9/2012 11:23 am



RouteMatch  
Software™

**Maximum Service Vehicles**

01 Vehicles operated in annual maximun service (VOMS)

12

02 Vehicles available for annual maximun service

43

**Periods of Service**

03 Time service begins

6:00:00AM

7:56:16AM

8:15:00AM

04 Time service ends

9:39:29PM

8:05:37PM

6:30:00PM

**Service Supplied**

06 Vehicles in operation

10

4

4

11 Total actual vehicle miles

926

370

360

22746

12 Total actual vehicle revenue miles (VRM)

831

336

322

20410

12a Deadhead miles

95

33

37

2336

14 Total actual vehicle hours

93.12

42.93

31.25

2,283.53

15 Total actual vehicle revenue hours

83.22

37.32

27.67

2,035.22

15a Deadhead hours

9.90

5.61

3.58

248.32

16 Charter service hours

17 School bus hours

**Service Consumed**

18 Unlinked passenger trips (UPT)

141

59

62

3523

19 Americans with Disabilities Act of 1990 (ADA) unlinked passeneger trips (UPT)

0

19a Sponsored Service

0

20 Passenger miles traveled (PMT)

13311

199

241

281556

**Service Operated (Days)**

21 Days schedule operated

21

4

5

30

22 Days not operated due to strikes

23 Days not operated due to officially declared emergencies

# Operating Statistics - Santa Fe Rides

For Time Period: 7/1/2012 To 7/31/2012

Printed: 8/9/2012 11:15 am



	Operating Days	One Way Trips	Attendant	Guest	No Show	Total Passengers	Cancels	New Customer	Revenue
	Service Hours	Revenue Hours	Non Revenue Hours	Service Miles	Revenue Miles	Non Revenue Miles	Passengers/ Service Hour	Service Miles/ Service Hour	Passengers/ Service Mile
07/01/2012 - 07/31/2012	30	2,750	730	43	162	3523	419	10	\$ 0.00
	2,283.53	2,035.22	248.32	22,746	20,410	2,336	1.54	9.96	0.15
July 2012	30	2,750	730	43	162	3523	419	10	\$ 0.00
	2,283.53	2,035.22	248.32	22,746	20,410	2,336	1.54	9.96	0.15
June 2012	30	2,714	771	36	158	3521	485	13	\$ 0.00
	2,336.08	2,025.15	310.93	89,729	21,979	67,750	1.51	38.41	0.04

Section: Title: Rider	Policy: No Shows and Cancellations Subscription Trips	Issued: Revised:
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POLICY: Santa Fe Ride paratransit riders who exhibit a pattern or practice of canceling or “no-showing” subscription trips 50% or more within a 30 day period, may lose their subscription privileges for a designated time period of their standing subscription trips.

#### IMPLEMENTING PROCEDURES:

##### 1. Definitions

1.1. A pattern or practice involves regular or repeated actions, not isolated, accidental or singular incidents. If a rider cancels or “no-show” 50% or more of their subscription trips in any 30 day period they shall be subject to a required meeting, notice of possible cancellation, and when warranted, notice of cancellation of the privilege of subscription trip request for a specified period of time.

1.2. A “Rider No Show” is defined as:

1.2.1. Rider does not cancel a scheduled trip and is unavailable at the agreed upon pick up window, location, and all of the following occur:

1.2.1.1. The vehicle is at the pick up location within the 15 minute before/after on time window.

1.2.1.2. The vehicle waits 5 minutes for the rider. (Note that the five minute wait cannot begin before the scheduled pick time.)

1.2.1.3. The driver contacts his or her dispatcher when a driver asserts that the rider is not available.

1.2.1.4. The dispatcher checks the GPS reading to determine the location of the driver at the time of the call.

1.2.1.5. The dispatcher calls the rider, if a phone number is available, before determining the rider is unavailable for the ride.

1.2.1.6. If the rider is unavailable the dispatcher then releases the vehicle.

1.2.2. Rider cancels a subscription.

2. A trip will not be considered part of a pattern or practice of “Rider No Shows” if the reason the rider was unavailable or unable to notify Santa Fe Ride in a timely manner, was due to circumstances beyond the rider’s control as discussed in 49 C.F.R. 37.125(h)(1). However, the responsibility to inform Santa Fe Ride Program of those reasons shall be upon the rider.

3. Riders who have a pattern or practice of 50% or more “no-shows” or cancellations of a subscription trip in any 30 day period are subject to having their subscription trip privileges suspended as follows:

3.1. The first time a rider exceeds the 50% threshold, the Santa Fe Ride Program shall contact the customer and schedule a meeting in-person or by phone to discuss the importance of using the trips reserved and shall be followed up by a summary letter

3.2. The second time a rider exceeds the 50% threshold the Santa Fe Ride program shall mail the rider a letter of notice that subscription privileges are jeopardy.

- 3.3. The third time the rider exceeds the 50% threshold the Santa Fe Ride program shall mail the rider a notice of suspension of subscription privileges to commence 14 days after the date of the letter for a period of 7 days.
4. Riders will have the right and opportunity to informally protest the assessment of any alleged Rider No Shows within 14 days of receipt of notice as set forth below. This right of protest is in addition to and not in lieu of a rider's right to contest, and thereafter, appeal any suspension of subscription privilege or other sanction sought to be imposed as a result of "rider no-show". In order to facilitate this right of protest:
  - 4.1. Riders shall be notified by mail, in an appropriate format, when it is alleged that a "no-show" or cancellation has occurred. The letter shall:
    - 4.1.1. Inform the rider of the date, time, and location of the no-show or cancellation trips
    - 4.1.2. Provide an opportunity for the rider to respond within 14 day timeframe.
    - 4.1.3. Provide an opportunity for the rider to protest the assessment of the "rider no-show" set forth in the notice which have not been previously protested by the rider. Such a protest may include one or more of the following: (i) challenge to the factual accuracy of the basis for the proposed assessment; (ii) provide an explanation as to the reason for the "rider no-show" or cancellation was beyond the control of the rider.
    - 4.1.4. Explain the potential of loss of service for an over accumulation of "rider no-shows"
    - 4.1.5. Explain the process that will result from this appeal
    - 4.1.6. Explain the impact to the paratransit system and other riders when a rider does not take their scheduled trips
5. If a cancellation of subscription privileges shall be imposed under the provisions of this policy, before such a cancellation is imposed, the following shall occur:
  - 5.1. The rider shall be notified in writing of the following: (i) the intention to cancel privilege or other sanction; (ii) the specific basis for the proposed cancellation or other sanction; (iii) the nature and extent of the proposed cancellation or other sanction; (iv) the rider's right to contest the cancellation of privilege within fourteen (14) days of the date of the notice.
  - 5.2 An appeal may be submitted by a rider and shall include written information, as the rider believes relevant and shall state whether the rider desires the opportunity to be heard orally to present further information and arguments.
  - 5.3 A rider shall be notified, in writing the results of the appeal including the following: (i) the results of the appeal and the reasons therefore; (ii) the rider's right of appeal and the method by which that right may be invoked; (iii) that any appeal to be valid must be filed no later than fourteen (14) days of the date of the notice; (iv) that if a timely appeal is filed, the imposition of the cancellation of privilege or other sanction shall be stayed during its pendency.

Section	Policy:	Issued:
Title: No-Shows & Late Cancellations Subscription Trips – Standard Operations Revised:		

*POLICY: Santa Fe Ride Program PARATRANSIT drivers are to document riders who are no-shows or cancel when the vehicle arrives. Riders with excessive no-shows including excessive last minute cancellations will lose Santa Fe Ride PARATRANSIT subscription trip privileges for a designated time period.*

#### IMPLEMENTING PROCEDURES:

1. Riders with excessive no-shows including excessive last-minute cancellations lose Santa Fe Ride Program subscription trip privileges for a designated time period.
2. Santa Fe Ride program requires drivers to confirm no-shows with dispatch before marking the rider a no-show and proceeding on to the next stop.
3. A rider is considered a no-show when:
  - 3.1. The rider fails to board or show up at the scheduled pick-up location when the driver has waited 5 minutes during the Santa Fe Ride program "on-time" window for service, defined as 15 minutes before/after the scheduled pick-up time. For example, the rider has a 2:00PM scheduled pick-up. The driver may arrive anytime between 1:45PM and 2:15PM and be considered on-time; he or she then must wait 5 minutes for the rider.
  - 3.2. The rider cancels a trip when the driver arrives for the pick-up, or the rider cancels a trip 2 hours or less before the scheduled pick-up time of the trip. Santa Fe Ride Program requires at least 2 hours to schedule and dispatch a trip.
4. When a driver finds that a rider is possibly a no-show, as defined above, the driver is to contact the dispatcher.
5. Dispatch staff then determines whether the rider is actually a no-show.
  - 5.1. Dispatch should call the rider before marking the rider a no-show.
  - 5.2. The dispatcher will request a GPS reading in order to determine and record the location of the driver and the time of the call. If the vehicle does not have GPS, the driver should notate on his or her trip sheet a "landmark" (color of house, etc.) to establish that he or she was waiting at the correct location.
  - 5.3. After verification the dispatcher will determine whether the rider is to be considered a no-show and will issue further instructions to the driver.
6. If the rider has been confirmed as a no-show, the driver marks the rider a "no-show" on the trip sheet and MDC – "Ranger". To ensure proper documentation, the driver should record both the time of arrival at the scheduled pick-up location and the time of departure. Assuming the driver has arrived within the 15-minute before/after "on-time window," the driver should have waited at least five minutes for the rider to appear within the window.
7. If there are questions about the no-show, Call Center Supervisor or Operations Manager staff will discuss the incident with the driver and rider, as appropriate. If it is determined that the rider is fully responsible for the no-show, then the no-show is considered a "documented no-show" and is counted against the rider towards possible cancellation of subscription trip privileges.



Section: Title: Appeals of Rider Subscription Trip Privileges	Policy:	Issued: Revised:
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POLICY: Santa Fe Ride Program shall insure when a rider is subjected to the suspension of subscription trip privileges their rights are protected under due process through an appeals process.

IMPLEMENTING PROCEDURES:

1. Riders will be notified by certified mail of suspensions of subscription trip privileges for violating no show or cancellation of 50% or more of subscription trips policy.
  - 1.1. Criteria for being suspended are outlined in No Show and Cancellation of Subscription Policies.
2. The rider will have fourteen (14) calendar days to file a written request for an appeal of the cancellation of subscription privileges before the cancellation goes into affect.
3. The rider reserves the right to continue using the service during the appeals process.
4. An appeal will be heard not less than forty-five days from the date Santa Fe Ride program receives the appeal request.
  - 4.1. The forty-five days may be waived if both parties agree to an extension.
5. Appeals will be heard before a three-person panel.
  - 5.1. The panel will be made up of two members appointed by the City of Santa Fe Transit Advisory Board and the City of Santa Fe ADA Coordinator.
  - 5.2. Board members must be able to commit to serve at least one half day per month to hear appeals at the Santa Fe Trails Administrative office, 2931 Rufina Street, Santa Fe, NM.
6. Appellants have the right to be represented by the person(s) of their choice and to have witnesses appear on their behalf, if they choose. It shall not be mandatory nor necessary for appellants to have representation and/or witnesses.
7. Santa Fe Ride program has the right to present information and/or data, video, GPS reports, witnesses, and/or otherwise document the reason for suspension.
8. Santa Fe Ride program assumes no liability for expenses arising from the appeal process by the Appellant.
9. The panel's decision will be final and in writing.
10. The rider will be notified by certified mail within ten working days of the appeal hearing.