



Agenda

**TRANSIT ADVISORY BOARD MEETING
TUESDAY, APRIL 24, 2018
5:00 PM – 7:00 PM
SANTA FE TRAILS FACILITY
2931 RUFINA STREET**

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES: MARCH 27, 2018

PUBLIC COMMENT

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. REVIEW AND APPROVAL OF PROPOSED BUS SCHEDULE AND ROUTE CHANGES - STAFF
2. FTA GRANT AWARD FOR SOUTHSIDE TRANSIT CENTER - STAFF
3. BUDGET DEVELOPMENT - STAFF
4. ROUTEMATCH UPDATE - STAFF
5. CNG FACILITY UPDATE - STAFF
6. SOUTHSIDE TRANSIT CENTER UPDATE - STAFF
7. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE – STAFF
8. BUS PROCUREMENT UPDATE - STAFF
9. BIKE TO WORK - DUMP THE PUMP EVENTS - STAFF
10. STAFFING UPDATE - STAFF
11. SYSTEM RIDERSHIP: FIXED ROUTE, PARATRANSIT, AND SF PICK-UP - STAFF
12. CUSTOMER COMMENT/COMPLAINT SYSTEM - STAFF
13. OPERATIONS AND MAINTENANCE - STAFF

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.

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Roll Call	A quorum was established at 5:05 p.m.	1
Approval of the Agenda	Ms. Bleck moved to approve the agenda as amended with a second from Mr. Cooper which passed by voice vote.	1
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Transit Advisory Board Meeting

Tuesday, March 27, 2018

5:00 p.m. to 7:00 p.m.

Santa Fe Trails Transit Facility
2931 Rufina Street Santa Fe, NM

1. CALL TO ORDER

Colin Messer, Chair called the meeting of the Transit Advisory Board to order at 5:01 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established at 5:05 p.m.

2. ROLL CALL

Present

Colin Messer, Chair
Aurore Bleck
Stan Cooper
Mary McGinnis
Rebecca Estrada
Paul Thompson
Alexandra Mazares

Excused

Chris Calvert

Others Present

Keith Wilson, City Transit
Tomas Martinez, City Transit Operations
Tomas Rivera, Chainbreakers
Tom Johnson
Flora Montoya, City Transit
John Carrera
John DiRuggerio
Lois Amador, City Transit Staff
Linda Vigil, Stenographer

3: APPROVAL OF AGENDA

Ms. Bleck would like to switch the order under items for discussion (Items 1 and 2). Mr. Wilson mentioned that Item 3 is no longer going to be pursued it has been pulled by the Sponsor.

MOTION: Ms. Bleck moved to approve the agenda as amended with a second from Mr. Cooper which passed by voice vote.

4. APPROVAL OF MINUTES FROM December 5, 2017

MOTION: Ms. Estrada moved to approve the minutes as presented with a second from Mr. Cooper which passed by voice vote.

5. PUBLIC COMMENT

Mr. Johnson wanted to hear an update on the Google maps.

Mr. Wilson explained they have decided not to use TransLoc after all. They were unable to use their services. They are re-engaging Routematch. In the next two months they may have it updated.

Chair Messer explained the Resolution has been pulled but there are people here who would like to discuss or ask questions about it, he will allow it.

Tomas Rivera, Chainbreaker Collective discussed that his organization is very interested with the discussion of the Resolution. During the voting season the voter guide had a question about Transit, there were some good answers. There was outreach done and they knocked on residents doors. There is a big push for more transit service, it is starting to grow.

Mr. Rivera wants to work with the board and the department on this issue. He will reach out.

Mr. Wilson explained the history of the Resolution. Former Councilor Maestas was the originator of the Resolution, and Councilor Ives was the co-sponsors. Now Councilor Ives is the main sponsor. Mr. Wilson states the biggest issue is that if the fixed route is going to be fare free the paratransit also has to be fare free.

They have committed to looking into it with the next budget and will include the initial evaluation and other feasibility study. Councilor Ives was fine with that.

Mr. Wilson states the evaluation could be positive. They may find that it works, even though Transit is an enterprise funded department.

Mr. Rivera states the Resolution would really increase ridership. They can look for other funding sources, he is excited they are having this conversation.

Mr. Wilson discussed the days and events when they currently use the fare free system. Mr. Wilson the study will be high level and will look into everything.

Mr. DiRuggerio discussed the SJM 3 that passed. He was asked to look at the memorial passed involving autonomous vehicles that will soon be coming to the state. He would like to continue the dialogue on this issue.

Mr. Fabio Carrera discussed his work with trails in the years past, they worked on the google feeds for the trails. In Italy the students produced an app for transit. It is called DAAB.IT, it can be run and shows the trip. They would like to volunteer their work and try out the feeds. There are two students with him this evening.

6. ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. SANTA FE RIDE PERFORMANCE

Ms. Bleck discussed the concern with the late pick up times. She asked if there is money for more personnel to correct it.

Mr. Wilson stated they looked at shift bids to better meet the demands. Ms. Montoya states the new shift started two weeks ago.

Mr. Wilson stated in the budget there is room for 2 temporary paratransit drivers, and they had never been able to fill them. They were never denying the trips, they still made the federal requirements. The issue was they had customers calling for one 9 a.m. ride and they could not meet it, the ridership has significantly increased. The customers complaining felt like they weren't getting the service they needed.

Ms. Montoya stated they figured out the appointment times and with the computer they can get the time within 15 minutes of the appointment time.

Ms. Bleck hopes the customers will notice the changes. Mr. Martinez stated it is a major change they will adjust, the positions should help to a point, and they are getting more clients.

2. REVIEW AND RELEASE FOR PUBLIC COMMENT ON PROPOSED NEW BUS SCHEDULE CHANGES

Mr. Wilson discussed the issues that brought this up. (See Exhibit A) The buses were often running hot and people were not getting picked up at stops.

The new schedule will only have one run downtown, and at the Santa Fe Place. They wanted to bring the schedule in line with the reality of what times the buses really run.

There is a four minute change at the most. The other proposed change is to change route 22, it goes off a detour by HSD which costs time. They looked at tallies to establish a pattern and to see the ridership, there aren't many. One of the two ideas is to remove HSD from it and add it to Route 26 to the outlet malls. They want to change 26 when the hospital opens. They can also pick up the Veterans Clinic when construction is complete.

Mr. Wilson states the 26 route will start later in the day. They would like concurrence and then tie it into the next meeting for more discussion. They can get it out in the public soon to let riders know about the changes. They are working with the SF Place mall to set up a table and notify riders about the proposed changes. Then at the April meeting they can bring it back for public comment. Unless there is something major they overlooked, it can implement it by summer.

Ms. Bleck suggested on route 22 add Monday-Friday, and label Sunday on one that is missing.

MOTION: Mr. Thompson moved to allow the department to continue the changes to the routes with a second from Ms. McGinnis which passed by voice vote.

Mr. Cooper asked about how many new riders the new hospital will create? Mr. Wilson doesn't know yet. He used to be in the MPO and when they met with the development team, they stated they were onboard with the infrastructure they have contacted him a few times to discuss the services they need. The rail runner was discussed when they begin recruitment of employees.

Mr. Cooper suggested the stop on 599 since it is close to the hospital. Mr. Wilson states route 22 is not geared for that. The Park and Ride may be able to accommodate them. Hospitals don't normally work regular business hours so it may not work out.

Ms. Bleck asked about other clinics that are planned nearby. Mr. Wilson states they may be on schedule and the Chamisa road should be open by then.

Chair Messer asked about the driver switch outs at the Chevron. Mr. Martinez states they have moved it, there were complaints about traffic jams.

3. A RESOLUTION DIRECTING THE CITY MANAGER TO IDENTIFY A POSSIBLE FUNDING SOURCE FOR A FEASIBILITY PLAN TO DETERMINE IF PROVIDING FREE PUBLIC TRANSPORTATION THROUGHOUT THE CITY TO TOURISTS AND RESIDENTS WILL HELP ACHIEVE THE CITY'S GOAL OF BEING CARBON NEUTRAL BY 2040; AND THE FISCAL IMPACT OF DOING SO

Since the item was pulled this will not be discussed. It can be brought back to another meeting.

4. ROUTEMATCH UPDATE

Mr. Wilson explained the contract was to be approved and because there was not a TAB meeting last month, the Council approved the contract. They added intense training to make sure they are using to its full capability. There will be one week of training for the fixed route and one week dedicated to the paratransit. They are optimistic it will work how they need it to. There will be alerts for riders. (See Exhibit B)

This feature is called Routeshout. The fee for it is rolled into the annual fee. It should link the fare boxes to GPS. They will need to install docking stations, however they can be done and it will be less work for the drivers.

5. BUS PROCUREMENT UPDATE

Mr. Wilson explained they have set aside \$900,000 for two new buses. After researching, they believe the Gillig bus is a good product. They will be 30 feet long and will have features they need. These buses are 14 year buses. There is an amount that will be needed to cover the balance. Mr. Wilson believes there are cash balances to cover that gap.

Mr. Thompson asked how long they have had the newest buses they last purchased. Mr. Martinez states the newest Gilligs were purchased in 2008 and 2011. Mr. Martinez explained the only downside to the 30 foot buses are that they get full easily when run on the Cerrillos Road route at peak times.

Mr. Cooper asked if they will have them in by the end of the FY. Mr. Wilson states as long as the contracts get through the legal departments, there is a 12 month lag time but it is in this year's budget.

Chair Messer asked if they have already placed the order. Mr. Wilson explained within the next two days they hope to get the contract back from legal so they can get them through the committees.

Chair Messer asked what other cities agreements are close to it. Mr. Wilson discussed the Kansas City language. Legal has a question about it.

6. BUS STOP SIGNAGE CONCEPT REVIEW

Mr. Wilson showed the concept on the signage. (See Exhibit C) The sign panels are installed were part of phase 1. They want all stops to be improved and look similar.

Mr. Wilson explained his idea for the new sign that will have room for stickers showing stops and will include service routes on NRCTD and Park and Ride, the stickers can be removed easily.

Mr. Wilson also explained how they would like to scale it down and so that all information fits.

Mr. Thompson pointed out the apps description. Mr. Wilson states they will simplify it.

Mr. Cooper needed to step out but handed out a flyer from NMTA. (See Exhibit D)

7. BUS SHELTER ADA UPGRADES REVIEW

Mr. Wilson discussed the options displayed on the monpad. There is one option with a bench and a canopy, however there are not any options for a wheelchair. The new panels would be enclosed for the wheelchair they would have protection from the elements. Any changes have to be brought up to the artists. He will also meet with the ADA coordinator to discuss fixing the other shelters.

Mr. Thompson asked about the costs and if the panels are made in New Mexico. Mr. Wilson explained they are made here in New Mexico and the cost is roughly \$1,200 per panel.

8. BUDGET DEVELOPMENT

Mr. Wilson handed out a chart with the budget information. (See Exhibit E) The department had a preliminary meeting today to discuss with the Mayor and the Finance Department.

Mr. Wilson believes the Mayor is on board with all of the information they gave him about the Transit department. Mr. Wilson explained the chart and the expenditures and revenue. At this time it seems there will be a savings in personnel which will be going into cash balances. However, there are some big projects coming up.

The current staff have been working overtime to fill those. He was able to get the City Manager to understand that so the temporary positions will be made full time.

Mr. Wilson discussed the additional need for a heavy mechanic wasn't needed after all. They would like to use it for a service worker to help at the bus stops.

Mr. Wilson discussed the services of other departments, it is an assessment that is funded by the general fund a chunk of it is IT services.

Mr. Wilson discussed the planning tool they would like to purchase that would allow for creating the run cut. It will show what shifts will need to be done in systems. The training and travel are has been identified.

Mr. Wilson states the Mayor is on board with their service plan.

9. DBE GOALS REVIEW

Mr. Wilson explained the DBE Goals Review (See Exhibit F). They have submitted their goals. They are up a little, a percentage has to go to towards the DBE fund.

Chair Messer asked if that is for every federal contract. Mr. Wilson explained yes. They have a contract now and they will get another.

10. CNG FACILITY UPGRADE

Mr. Wilson explained they have signed off on the plans that are 60% complete. They should have the 90% plans soon. They are on schedule to switch over and have a ribbon cutting ceremony in October. There are some permits needed from CID.

Chair Messer asked about more storage. Mr. Wilson states the RFP mentions all NEW equipment.

Mr. Wilson explained there will be a mobile station while they work on it. Chair Messer asked about the public access. Mr. Wilson stated he will discuss with the company before so that they give sufficient public notice if they will shut it down.

11. SOUTHSIDE TRANSIT CENTER UPDATE

Mr. Wilson explained they are reviewing the 100% plans now. They are working through the ADA issues, there is a new project manager from facilities. If things go smoothly they can start construction in the fall.

Ms. Bleck discussed the pathway across the way, she is sure wheelchair or scooter cannot get on the sidewalks across on Cerrillos Rd. Mr. Wilson states that would be NMDOT's duty. However he will look into it.

12. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE

Mr. Wilson explains he has been meeting with the Historical office and they will need to consult with the tribes and explore more.

Mr. Wilson would like to try to arrange the searching along with the project so that the work does not have to be redone. He is working with SHPO and will just need concurrence from all parties. He hopes to have it cleared out by fall to get the bids and start construction next year.

13. STAFFING UPDATE

Mr. Martinez explained there are two new drivers hired on. They both hold a CDL so they should test and be on the road within a few weeks.

Chair Messer asked what the retention on drivers is. Mr. Martinez stated there are two drivers retiring soon. Paratransit has one new driver and they have re advertised two other positions.

Mr. Wilson stated the salary comp and class study should be coming soon.

14. SYSTEM RIDERSHIP: FIXED ROUTE, PARATRANSIT, AND SANTA FE PICK UP

Chair Messer states the ridership data shows it is up and down. (See Exhibit G) Mr. Martinez states there are many factors nationally and worldwide that are contributing to that.

A brief discussion was held about the demand in paratransit. Mr. Martinez explained it is the age factor in the City.

A brief discussion was held about NM Black Taxi, it is similar to a car service working with the Airports.

A discussion was held about the on time performance. By adding the new drivers they are able to identify the demands and to see where the resources are needed.

Mr. Martinez states Routematch should help with that.

Ms. Estrada briefly discussed the traffic concerns near the Santa Fe Art and Design.

15. CUSTOMER COMMENT/COMPLAINT SYSTEM

(See Exhibit H)

16. OPERATIONS AND MAINTENANCE

Mr. Martinez stated there was one defect to a motor and that 2146 is at Galles Chevrolet getting repaired. (See Exhibit I)

Mr. Martinez stated curbs at stops are being painted. They would like to get a work flow plan to help keep up with the bus stops and the work they need.

Chair Messer asked if there were stops being removed. Mr. Wilson states there may be one near the IAIA Campus but he hasn't decided on it.

7. PUBLIC COMMENT

There was not any public comment.

8. ADJOURN

MOTION: Ms. Mazares moved to adjourn with a second from Ms. Bleck, the Transit Advisory Board the meeting was adjourned at 7:07 p.m.

SIGNATURES

Colin Messer, Chair



Linda Vigil, Stenographer



ACTION ITEM

- 1. REVIEW AND APPROVAL OF PROPOSED BUS
SCHEDULE AND ROUTE CHANGES-STAFF**

City of Santa Fe, New Mexico

memo

DATE: April 17, 2018

TO: Transit Advisory Board

FROM: Keith Wilson, Transit Division Director of Administration and Grants
Thomas Martinez, Transit Division Director of Operations and Maintenance

ITEM:

Item 1: Review and Approval of Proposed Bus Schedule and Route Changes

BACKGROUND:

At the March 27 Transit Advisory Board (TAB) meeting staff presented proposed modifications to the schedule of Route 2 and the route and schedule of the Route 22 and 26. At that meeting TAB approved releasing the proposed changes for a period of public review and comment. The public review process began on April 4 and concludes at the TAB meeting on April 24.

Public Review Process:

To promote the public review process ads were placed in the Santa Fe New Mexican (04/04 and 04/08) and Santa Fe Reporter (04/04 and 04/11). Rider Alerts were placed on every bus and notices posted at stops at Downtown, Santa Fe Place Mall, Outlet Mall, Human Services Department, AIAI and Santa Fe Community College. A push notification was placed on the Phone App. A press release was distributed through the City's Public Information Officer and the NCRTD, NMDOT Park and Ride, Rail Runner, New Mexico Transit Administration and Chainbreaker Collective all received notifications. Finally, detailed information on all of the proposed modifications were placed on the Transit Website (https://www.santafenm.gov/schedule_and_route_modifications).

A Public Information Meeting (open house format) was held at the Santa Fe Place Mall Food Court on April 12 from 3:00PM to 6:00PM. A total of 22 people interacted with staff during the event. Those who participated were a mixture of mall staff and individuals who were walking by. There were 3 or 4 who had specifically come for the meeting. No negative comments were received on the proposed modifications, and those who had an opinion were supportive of the changes.

As of the writing of this memo I have not received any comments on the proposed modifications. I have received 3 emails as a result of my email address being posted in the newspaper ads. Those emails did not have comments on the proposed changes, but on various other aspects of our transit service.

ACTION REQUESTED:

Request Approval of the proposed modifications to the schedule of Route 2 and the route and schedule of the Route 22 and 26.

These modifications have no fiscal impact.

If approved, we are still tentatively looking at implementing the changes on June 4. The exact date will be set once we have clarification on when the new schedules can be printed and distributed and when the new bus stops at the Veterans Center and Presbyterian Hospital can be made operational.

Attachments:

March 20 TAB Memo outlining proposed Modifications.

City of Santa Fe, New Mexico

memo

DATE: March 20, 2018

TO: Transit Advisory Board

FROM: Thomas Martinez, Transit Division Director of Operations and Maintenance
Keith Wilson, Transit Division Director of Administration and Grants

ITEM:

Item 1: Review and Release for Public Comment on Proposed Bus Schedule and Route Changes

BACKGROUND:

The following changes are proposed to the schedule of Route 2 and the route and schedule of the Route 22 and 26. None of the proposed changes has a fiscal impact.

Route 2:

Route 2 runs between the Downtown Transit Center and Santa Fe Place Mall along the Cerrillos Road corridor. Issues with the Route 2 schedule came to light when we had to close the Outbound Bus Stop on St. Francis Drive in front of the Chevron Gas Station due to it being on private property. The current schedule allows too much time between the Downtown Transit Center and the timepoint at the bus stop on St Francis Drive at Cordova Road. Drivers were utilizing the stop at the Chevron Gas Station to bring them back onto schedule, sometimes for several minutes. Having buses run consistently ahead of schedule ("hot") is not desirable. Following a review of the whole schedule some other issues with the schedule including insufficient time in the middle of the runs between Siler and Osage were identified.

The proposed changes to the Route 2 schedule are described below and are shown by the greyed out cells in the attached proposed schedule. None of these changes affects the connections with the Rail Runner Trains at South Capital Station.

Weekday Schedule Changes:

The departure times from the Downtown Transit Center and Santa Fe Place with a few exceptions, remain unchanged.

Outbound: The timepoint at Santa Fe Depot is 1 minute earlier than the current schedule. Departure times along the rest of the run are around between 4 and 5 minutes earlier than the current schedule. Arrival at Santa Fe Place is between 4 and 6 minutes earlier than the current schedule.

Inbound: With a few exceptions, the times at the Siler and Osage timepoints remain unchanged. With a few exceptions, the times at Cordova Road and Santa Fe Depot are 1 minute later than the current schedule. Arrival at Downtown Transit Center is with a few exceptions 3 minutes earlier than the current schedule.

Saturday Schedule Changes:

The departure times from the Downtown Transit Center and Santa Fe Place with a few exceptions, remain unchanged.

Outbound: The timepoint at Santa Fe Depot is 1 minute earlier than the current schedule. Departure times at Cordova Road are between 4 and 5 minutes earlier than the current schedule. Along the rest of the run and arrival at Santa Fe Place with a few exceptions, times are between 1 and 2 minutes earlier than the current schedule.

Inbound: With a few exceptions, the times at the Siler timepoint is 5 minutes later and at Osage remain unchanged. With a few exceptions, the times at Cordova Road and Santa Fe Depot are 1 minute later than the current schedule. Arrival at Downtown Transit Center is with a few exceptions 2 minutes earlier than the current schedule.

Sunday Schedule Changes:

The departure times from the Downtown Transit Center and Santa Fe Place with a few exceptions, remain unchanged.

Outbound: The timepoint at Santa Fe Depot is 1 minute earlier than the current schedule. Departure times at Cordova Road are between 4 and 5 minutes earlier than the current schedule. Along the rest of the run and arrival at Santa Fe Place with a few exceptions, times are between 1 and 2 minutes earlier than the current schedule.

Inbound: With a few exceptions, the times at the Siler timepoint is 5 minutes later and at Osage remain unchanged. With a few exceptions, the times at Cordova Road and Santa Fe Depot are 1 minute later than the current schedule. Arrival at Downtown Transit Center is with a few exceptions 2 minutes earlier than the current schedule.

Route 22:

The Route 22 runs between Santa Fe Place Mall and Santa Fe Community College via the Human Services Department (HSD), NM599 Rail Runner Station (when there are trains) and the Institute of American Indian Arts (IAIA). It runs Weekdays only, with the first bus departing Santa Fe Place Mall at 7:09AM and runs on a 60 minute headway most of the day. Due to the diversion of Route 22 to and from HSD located along the Frontage Road west of Cerrillos Road it is always running behind schedule on the outbound run.

We recorded boardings and alightings at this stop for a week. It showed the vast majority of passengers were taking the Outbound bus to HSD and returning on the Inbound. There was an average of 4 passengers per day boarding the Outbound bus at HSD, but none alighted at the NM599 Station.

We are proposing to remove the HSD Stop from the Route 22. The change would have no impact on the current stop times along the rest of the route in the schedule. Under this proposal, the Route 26 would service this stop.

The only proposed change to the Route 22 schedule is the removal of the HSD timepoint shown in the attached proposed schedule.

Route 26:

The Route 26 runs between Santa Fe Place Mall and the Fashion Outlet Mall along Cerrillos Road with a diversion by Walmart. It runs 7 days per week, with the first bus departing Santa Fe Place Mall weekdays at 8:05AM and runs on a 70-minute headway.

We are proposing that the Route 26 begin servicing the Human Services Department (HSD) Stop currently served by the Route 22. The vast majority of passengers are boarding the inbound bus to the Santa Fe Place Mall and alighting from the outbound bus from the Santa Fe Place Mall. With this change HSD would be serviced by the Outbound Route 26 only, and every 70-minutes 7-days per week instead of every 60 minutes on Weekdays currently.

Additionally, with the pending opening of the Presbyterian Santa Fe Medical Center and completion of the Crossing at Chamiso roadway connection between Beckner Road and Cerrillos Road we are proposing a rerouting of the Inbound route. Instead of the inbound bus making a left turn onto Beckner Road from the Outlet Mall driveway and returning to Cerrillos Road, the bus would make a right turn onto Beckner Road (we would add a stop at the VA Clinic) and a left onto Crossing at Chamiso (we would add a stop at Presbyterian Hospital), before rejoining the original route at Cerrillos Road.

This proposed change would have no impact on the Departure Times of the Outbound service at the Santa Fe Place Mall and the Inbound service at the Fashion Outlet Mall. The HSD stop can be accommodated within this schedule primarily by reducing the lay over at the Fashion Outlet Mall.

The proposed changes to the Route 26 schedule are shown by the greyed out cells in the attached proposed schedule. The proposed route changes to the Route 22 and Route 26 are shown on the attached proposed system map.

Human Services Department (HSD) Changes:

As outlined above we are proposing to remove the HSD Stop from the Route 22 and add it to the Route 26. The following summarizes the pros and cons with this proposed change.

Pros

- Would provide 7-day a week service to the neighborhoods and any businesses open on the weekends in the area of HSD.
- Would provide Inbound weekday bus service approximately an hour later in the evening (6:46PM vs 5:48PM)

Cons

- The first Outbound weekday bus service would be one hour later (8:16AM vs 7:16AM)
- A limited number (around 4 per day) of passengers traveling outbound on Route 22 would no longer be able to do so. Connections of the Route 26 and Route 22 at Cerrillos Road and Walmart and at Santa Fe Place Mall are not well aligned, however connections to and from the Community College via the Route 21 are within 5-minutes between arrivals and departures.

Proposed Process for the Schedule Changes:

Since none of these proposed changes have a fiscal impact, based on past practices Council approval will not be sought. However, a public outreach and input process will be conducted as follows:

March 27 – Presentation to the Transit Advisory Board (TAB) of proposed changes and request for approval to release for Public Review.

March 29 – Advertise Public Review Period with a Press Release through the City's PIO, an advertisement in the Santa Fe New Mexican, push notifications through our Phone App, Rider Alerts on all buses and Website, signage at impacted stops (HSD).

April 12 – Tentative date for a Public Input Meeting (location TBD)

April 24 – Presentation to TAB on Public Input Received and opportunity for Public to provide input at the meeting. TAB makes a recommendation on the proposed changes.

June 4 – Tentative date for approved schedule changes to Start.

ACTION REQUESTED:

Request Approval to Release to proposed schedule and route changes for Public Review from March 29th through April 23rd, 2018.

Santa Fe Trails																	
Route 2 - Cerrillos Road - Weekday																	
LV	7	6	5	4	3	2	ARV	1	LV	1	2	3	4	5	6	ARV	7
Downtown Transit Center		Santa Fe Depot	Saint Francis / Cordova	South Capital Station	Cerrillos & Osage	Cerrillos & Siler	Santa Fe Place		Santa Fe Place		Cerrillos & Siler	Cerrillos & Osage	South Capital Station	Saint Francis / Cordova	Santa Fe Depot	Downtown Transit Center	
				REFER TO RAIL RUNNER INSERT					530a	542a	546a		REFER TO RAIL RUNNER INSERT	551a	556a	559a	
									612a	624a	628a			633a	638a	641a	
									624a	636a	640a			645a	650a	653a	
									639a	651a	655a			700a	705a	708a	
									654a	706a	710a			715a	720a	723a	
628a	631a	636a				641a	645a	657a	709a	721a	725a			730a	735a	738a	
650a	653a	658a				703a	707a	719a	729a	741a	745a			750a	755a	758a	
712a	715a	720a				725a	729a	741a	750a	802a	806a			811a	816a	819a	
									805a	817a	821a			826a	831a	834a	
730a	733a	738a				743a	747a	759a	820a	832a	836a			841a	846a	849a	
742a	745a	750a				755a	759a	811a	835a	847a	851a			856a	901a	904a	
757a	800a	805a				810a	814a	826a	850a	902a	906a			911a	916a	919a	
812a	815a	820a				825a	829a	941a	905a	917a	921a			926a	931a	934a	
827a	830a	835a				840a	844a	856a	920a	932a	936a			941a	946a	949a	
842a	845a	850a				855a	859a	911a	935a	947a	951a			956a	1001a	1004a	
857a	900a	905a				910a	914a	926a									
912a	915a	920a				925a	929a	941a	948a	1000a	1004a			1009a	1014a	1017a	
927a	930a	935a				940a	944a	956a	1003a	1015a	1019a			1024a	1029a	1032a	
942a	945a	950a				955a	959a	1011a	1018a	1030a	1034a			1039a	1044a	1047a	
957a	1000a	1005a				1010a	1014a	1026a	1033a	1045a	1049a			1054a	1059a	1102a	
1012a	1015a	1020a				1025a	1029a	1041a	1048a	1100a	1104a			1109a	1114a	1117a	
1027a	1030a	1035a				1040a	1044a	1056a	1103a	1115a	1119a			1124a	1129a	1132a	
1042a	1045a	1050a				1055a	1059a	1111a	1118a	1130a	1134a			1139a	1144a	1147a	
1057a	1100a	1105a				1110a	1114a	1126a	1133a	1145a	1149a			1154a	1159a	1202p	
1112a	1115a	1120a				1125a	1129a	1141a	1148a	1200p	1204p			1209p	1214p	1217p	
1127a	1130a	1135a				1140a	1144a	1156a	1203p	1215p	1219p			1224p	1229p	1232p	
1142a	1145a	1150a				1155a	1159a	1211p	1218p	1230p	1234p			1239p	1244p	1247p	
1157a	1200p	1205p				1210p	1214p	1226p	1233p	1245p	1249p			1254p	1259p	102p	
1212p	1215p	1220p				1225p	1229p	1241p	1248p	100p	104p			109p	114p	117p	
1227p	1230p	1235p				1240p	1244p	1256p	103p	115p	119p			124p	129p	132p	
1242p	1245p	1250p				1255p	1259a	111p	118p	130p	134p			139p	144p	147p	
1257p	100p	105p				110p	114p	126p	133p	145p	149p			154p	159p	202p	
112p	115p	120p				125p	129p	141p	148p	200p	204p			209p	214p	217p	
127p	130p	135p				140p	144p	156p	203p	215p	219p			224p	229p	232p	
142p	145p	150p				155p	159p	211p	218p	230p	234p			239p	244p	247p	
157p	200p	205p				210p	214p	226p	233p	245p	249p			254p	259p	302p	
212p	215p	220p				225p	229p	241p	248p	300p	304p			309p	314p	317p	
227p	230p	235p				240p	244p	256p	303p	315p	319p			324p	329p	332p	
242p	245p	250p				255p	259p	311p	318p	330p	334p			339p	344p	347p	
257p	300p	305p				310p	314p	326p	333p	345p	349p			354p	359p	402p	
								348p	400p	404p		409p	414p	417p			
312p	315p	320p			325p	329p	341p	403p	415p	419p		424p	429p	432p			
327p	330p	335p			340p	344p	356p	418p	430p	434p		439p	444p	447p			
342p	345p	350p			355p	359p	411p	433p	445p	449p		454p	459p	502p			
357p	400p	405p			410p	414p	426p	448p	500p	504p		509p	514p	517p			
412p	415p	420p			425p	429p	441p	503p	515p	519p		524p	529p	532p			
427p	430p	435p			440p	444p	456p	518p	530p	534p		539p	544p	547p			
442p	445p	450p			455p	459p	511p	533p	545p	549p		554p	559p	602p			
457p	500p	505p			510p	514p	526p										
512p	515p	520p			525p	529p	541p	603p	615p	619p		624p	629p	632p			
527p	530p	535p			540p	544p	556p										
557p	600p	605p			610p	614p	626p	635p	647p	651p		656p	701p	704p			
611p	614p	619p			624p	628p	640p										
625p	628p	633p			638p	642p	654p	714p	726p	730p		735p	740p	743p			
655p	658p	703p			708p	712p	724p	744p	756p	800p		805p	810p	813p			
725p	728p	733p			738p	742p	754p	814p	826p	830p		835p	840p	843p			
755p	758p	803p			808p	812p	824p	844p	856p	900p		905p	810p	913p			
825p	828p	833p			838p	842p	854p	914p	926p	930p		935p	940p	943p			
855p	858p	903p			908p	912p	924p	944p	956p	1000p		1005p	1010p	1013p			
925p	928p	933p			938p	942p	954p										

REFER TO RAIL RUNNER INSERT

REFER TO RAIL RUNNER INSERT

Santa Fe Trails													
Route 2 - Cerrillos Road - Saturday													
LV 7	6	5	4	3	2	ARV 1	LV 1	2	3	4	5	6	ARV 7
Downtown Transit Center	Santa Fe Depot	Saint Francis / Cordova	South Capital Station	Cerrillos & Osage	Cerrillos & Siler	Santa Fe Place	Santa Fe Place	Cerrillos & Siler	Cerrillos & Osage	South Capital Station	Saint Francis / Cordova	Santa Fe Depot	Downtown Transit Center
			REFER TO RAIL RUNNER INSERT				815a	827a	831a	REFER TO RAIL RUNNER INSERT	836a	841a	844a
							845a	857a	901a		906a	911a	914a
830a	833a	838a		843a	847a	859a	915a	927a	931a		936a	941a	944a
855a	858a	903a		908a	912a	924a	945a	957a	1001a		1006a	1011a	1014a
925a	928a	933a		938a	942a	954a	1015a	1027a	1031a		1036a	1041a	1044a
955a	958a	1003a		1008a	1012a	1024a	1045a	1057a	1101a		1106a	1111a	1114a
1025a	1028a	1033a		1038a	1042a	1054a	1115a	1127a	1131a		1136a	1141a	1144a
1055a	1058a	1103a		1108a	1112a	1124a	1145a	1157a	1201p		1206p	1211a	1214p
1125a	1128a	1133a		1138a	1142a	1154a	1215p	1227p	1231p		1236p	1241p	1244p
1155a	1158a	1203p		1208p	1212p	1224p	1245p	1257p	101p		106p	111p	114p
1225p	1228p	1233p		1238p	1242p	1254p	115p	127p	131p		136p	141p	144p
1255p	1258p	103p		108p	112p	124p	145p	157p	201p		206p	211p	214p
125p	128p	133p		138p	142p	154p	215p	227p	231p		236p	241p	244p
155p	158p	203p		208p	212p	224p	245p	257p	301p		306p	311p	314p
225p	228p	233p		238p	242p	254p	315p	327p	331p		336p	341p	344p
255p	258p	303p		303p	312p	324p	345p	357p	401p		406p	411p	414p
325p	328p	333p		338p	342p	354p	415p	427p	431p		436p	441p	444p
355p	358p	403p		408p	412p	424p	445p	457p	501p		506p	511p	514p
425p	428p	433p		438p	442p	454p	515p	527p	531p		536p	541p	544p
455p	458p	503p		508p	512p	524p	545p	557p	601p		606p	611p	614p
525p	528p	533p		538p	542p	554p	615p	627p	631p		636p	641p	644p
555p	558p	603p		608p	612p	624p							
625p	628p	633p		638p	642p	654p	715p	727p	731p		736p	741p	744p
655p	658p	703p		708p	712p	724p							
745p	748p	753p		758p	802p	814p							

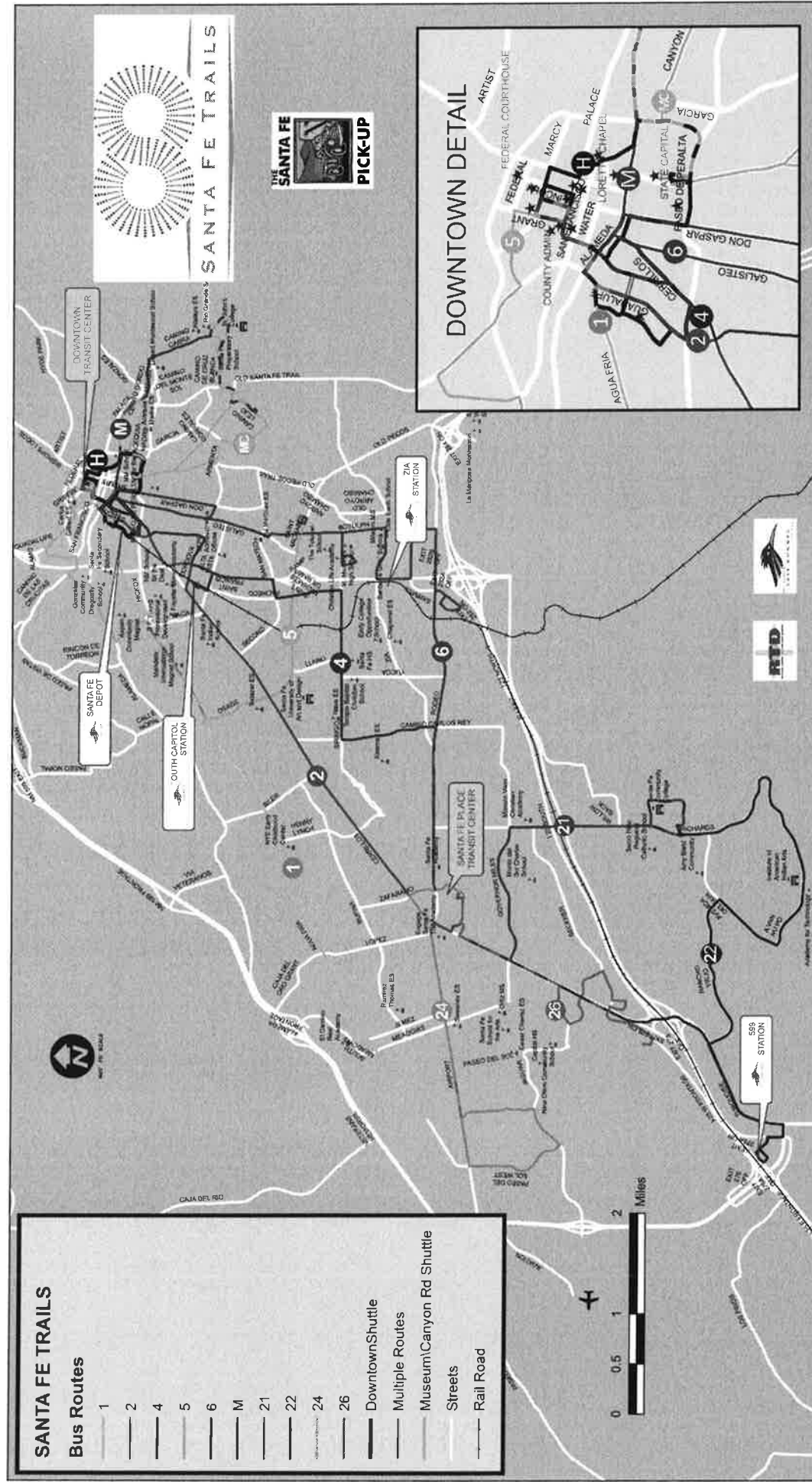
Santa Fe Trails													
Route 2 - Cerrillos Road - Sunday													
LV 7	6	5	4	3	2	ARV 1	LV 1	2	3	4	5	6	ARV 7
Downtown Transit Center	Santa Fe Depot	Saint Francis / Cordova	South Capital Station	Cerrillos & Osage	Cerrillos & Siler	Santa Fe Place	Santa Fe Place	Cerrillos & Siler	Cerrillos & Osage	South Capital Station	Saint Francis / Cordova	Santa Fe Depot	Downtown Transit Center
			REFER TO RAIL RUNNER INSERT				845a	857a	901a	REFER TO RAIL RUNNER INSERT	906a	911a	914a
825a	828a	833a		838a	842a	854a	915a	927a	931a		936a	941a	944a
							945a	957a	1001a		1006a	1011a	1014a
925a	928a	933a		938a	942a	954a	1015a	1027a	1031a		1036a	1041a	1044a
955a	958a	1003a		1008a	1012a	1024a	1045a	1057a	1101a		1106a	1111a	1114a
1025a	1028a	1033a		1038a	1042a	1054a	1115a	1127a	1131a		1136a	1141a	1144a
1055a	1058a	1103a		1108a	1112a	1124a	1145a	1157a	1201p		1206p	1211p	1214p
1125a	1128a	1133a		1138a	1142a	1154a	1215p	1227p	1231p		1236p	1241p	1244p
1155a	1158a	1203p		1208p	1212p	1224p	1245p	1257p	101p		106p	111p	114p
1225p	1228p	1233p		1238p	1242p	1254p	115p	127p	131p		136p	141p	144p
1255p	1258p	103p		108p	112p	124p	145p	157p	201p		206p	211p	214p
125p	128p	133p		138p	142p	154p	215p	227p	231p		236p	241p	244p
155p	158p	203p		208p	212p	224p	245p	257p	301p		306p	311p	314p
225p	228p	233p		238p	242p	254p	315p	327p	331p		336p	341p	344p
255p	258p	303p		308p	312p	324p	345p	357p	401p		406p	411p	414p
325p	328p	333p		338p	342p	354p	415p	427p	431p		436p	441p	444p
355p	358p	403p		408p	412p	424p	445p	457p	501p		506p	511p	514p
425p	428p	433p		438p	442p	454p	515p	527p	531p		536p	541p	544p
525p	528p	533p		538p	542p	554p	615p	627p	631p		636p	641p	644p

Santa Fe Trails											
Route 22 - RR 599 - SFCC											
LV 1	LV 2	LV 3	LV 4	LV 5	ARV 6	LV 6	LV 5	LV 4	LV 3	LV 2	ARV 1
Santa fe Place	Wal Mart on Cerrillos	NM 599 Rail Runner Station	Institute of Amer. Indian Art Campus	Rancho Viejo - Dalton Pass	SFCC Arrive	SFCC Depart	Rancho Viejo - Dalton Pass	Institute of Amer. Indian Art Campus	NM 599 Rail Runner Station	Wal Mart on Cerrillos	Santa fe Place
709a	714a	REFER TO RAIL RUNNER INSERT	734a	737a	741a	744a	748a	751a	REFER TO RAIL RUNNER INSERT	804a	809a
820a	825a		853a	856a	900a	901a	905a	908a		921a	925a
930a	935a		947a	950a	954a	957a	1001a	1004a		1017a	1022a
1030a	1035a		1047a	1050a	1054a	1057a	1101a	1104a		1117a	1122a
1130a	1135a		1147a	1150a	1154a	1157a	1201p	1204p		1217p	1222p
1230p	1235p		1247p	1250p	1254p	1257p	101p	104p		117p	122p
130p	135p		147p	150p	154p	157p	201p	204p		217p	222p
230p	235p		247p	250p	254p	257p	301p	304p		317p	322p
332p	337p		349p	352p	356p	402p	406p	409p		433p	438p
444p	449p		501p	504p	508p	514p	518p	521p		552p	557p
600p	605p		617p	620p	624p						

Santa Fe Trails								
Route 26 - Outlet Mall - Weekday								
LV 1	LV 2	LV 3	LV 4	ARV 5	LV 5	LV 3	LV 2	ARV 1
Santa fe Place	Cerrillos /Christos	Wal-Mart	HSD - Human Services	Outlet Mall	Outlet Mall	Wal-Mart	Cerrillos /Christos	Santa fe Place
805a	808a	812a	816a	820a	822a	826a	829a	835a
915a	918a	922a	926a	930a	932a	936a	939a	945a
1025a	1028a	1032a	1036a	1040a	1042a	1046a	1049a	1055a
1135a	1138a	1142a	1146a	1150a	1152a	1156a	1159a	1205p
1245p	1248p	1252p	1256p	100p	102p	106p	109p	115p
155p	158p	202p	206p	210p	212p	216p	219p	225p
305p	308p	312p	316p	320p	322p	326p	329p	335p
415p	418p	422p	426p	430p	432p	436p	439p	445p
525p	528p	532p	536p	540p	542p	546p	549p	555p
635p	638p	642p	646p	650p	652p	656p	659p	705p

Santa Fe Trails								
Route 26 - Outlet Mall - Saturday								
LV 1	LV 2	LV 3	LV 4	ARV 5	LV 5	LV 3	LV 2	ARV 1
Santa fe Place	Cerrillos /Christos	Wal-Mart	HSD - Human Services	Outlet Mall	Outlet Mall	Wal-Mart	Cerrillos /Christos	Santa fe Place
838a	841a	845a	849a	853a	855a	859a	902a	908a
948a	951a	955a	959a	1003a	1005a	1009a	1012p	1018a
1058a	1101a	1105a	1109a	1113a	1115a	1119a	1122a	1128a
1208p	1211p	1215p	1219p	1223p	1225p	1229p	1232p	1238p
118p	121p	125p	129p	133p	135p	139p	142p	148p
228p	231p	235p	239p	243p	245p	249p	252p	258p
338p	341p	345p	349p	353p	355p	359p	402p	408p
448p	451p	455p	459p	503p	505p	509p	512p	518p
558p	601p	605p	609p	613p	615p	609p	622p	628p

Santa Fe Trails								
Route 26 - Outlet Mall								
LV 1	LV 2	LV 3	LV 4	ARV 5	LV 5	LV 3	LV 2	ARV 1
Santa fe Place	Cerrillos /Christos	Wal-Mart	HSD - Human Services	Outlet Mall	Outlet Mall	Wal-Mart	Cerrillos /Christos	Santa fe Place
838a	841a	845a	849a	853a	855a	859a	902a	908a
948a	951a	955a	959a	1003a	1005a	1009a	1012p	1018a
1058a	1101a	1105a	1109a	1113a	1115a	1119a	1122a	1128a
1208p	1211p	1215p	1219p	1223p	1225p	1229p	1232p	1238p
118p	121p	125p	129p	133p	135p	139p	142p	148p
228p	231p	235p	239p	243p	245p	249p	252p	258p
338p	341p	345p	349p	353p	355p	359p	402p	408p
448p	451p	455p	459p	503p	505p	509p	512p	518p



DISCUSSION ITEMS

9. BIKE TO WORK- DUMP THE PUMP EVENTS



For Bike to work, SF Trails is providing 2 radio ads and 2 bus wraps and ad in Round the Roundhouse in May edition. We will have info on our website directing to the facebook page for Bike to work week.

The Railrunner is providing a static ad on the train and ad space at the bike lockers at S. Capitol and 599.

SF Trails and RTD will park a bus/vehicle on Friday May, 18 from 3 to 7 at the cul-de-sac on Flagman Way near Shoefly St. Other Transit agencies may set up as well.

Attached: calendar of events and flyer

2018 BIKE TO EVERYWHERE WEEK EVENT CALENDAR TO DATE: (Note Bike to School Day is May 9th)

Saturday May 12 th	Sunday May 13 th	Monday May 14 th	Tuesday May 15 th	Wednesday May 16 th	Thursday May 17 th	Friday May 18 th	Saturday May 19 th	Sunday May 20 th
<u>CommUnity Day @ Plaza</u> <u>(Carlos/City)</u> El Dia de la Gente There is no charge to participate in this fun and free event on Saturday, May 12, 2018 from 10:00 a.m. until 3:00 pm at the Plaza	<u>Mother's Day</u> REI BIKE CLASS "Get Ready to Bike Your Commute" 1PM to 2:30PM		Bike-To-Cook ies The Bette rday 7AM to 5PM			Bike-To-Breakfast Burritos! Eco Motive (Pam Sawyer)	MTB Poker Ride (BTI)	<u>Santa Fe Century</u> New larger venue at the Santa Fe Community College - ample parking for all! Cowgirl BBQ and Canteen Brewing will be providing food and drink in our beer garden.
<u>Magical History Cruise (Tim Rogers)</u>	Bike Scavenger Hunt <u>Ruřina Street Tap Room/2nd Street Brewery (Mariah)</u>			Downtown to Back Road Glow Ride 7:30PM to 8:30PM	Bike-In Movie! Back Road Pizaa 1801 2 nd Street 8:45PM (Piper Kapin)	Annual County/City Convoy Challenge Meet at 4:30 at Grant Street	Tour De Brewer - Afternoon (Tim Fowler)	
				REI BIKE CLASS "Bike Maintenance - Hands on Fix-a-Flat" 6PM to 7:30PM		The Railyard Loop! Take to the Rail Trail & Acequia for a fun loop ride for kids & adults: 3pm to 7pm	Santa Fe Century Vintage Bike Celebration Santa Fe Community College 5-7pm <u>Classic Bicycles of New Mexico</u>	



The Railyard Loop

Kids and Adults Explore the Underpass from
Baca to Railyard Park and Back!

May 18, 3PM—7PM

Kids and adults enjoy a safe, fun, uninterrupted and entertaining bike ride back and forth from Railyard Park to Baca District. Enjoy food trucks, activities, art, music and beating the dreaded Goathead Piñata along the trails!

For more information: SantaFeBikeWeek.com



We are inviting all schools, Santa Feans, agencies and organizations who may want to participate in this event. Put up a table, bring a group, or plan an activity! Skateboards, scooters, roller skates and tennis shoes welcome.

Please e-mail ejane@santafnm.gov to set up a booth or arrange a fun activity. See you on the trails!

For Dump the Pump we have a committee of members from the following Transit agencies:

Rio Metro (train), NMTA, NMDOT Park and Ride and NCRTD.

We will meet at 5:30am on June 21, 2018 at South Capitol station and set up tables and hand out swag and informational material.

SF Trails will receive a donation of donuts and coffee from Krispy Kreme. We will also purchase coffee mugs with "Dump the Pump" logo. We will provide one radio ad and two bus wraps. We would like to place an ad in Round the Roundhouse in the June edition. I reached out to the SF Reporter and to Hutton radio for a live feed. I reached out to Chainbreaker to set up a table that morning. We will create rider alerts for this event and place in buses, mobile app and website. A press release will be sent out. A Resolution is underway to provide free fares on June 21 for this event.

Rio Metro will provide static ad on the train, provide 2 bike locker ad spaces and request Whoose Donuts donation. Rio Metro is working on the graphics for ad for bus wrap and flyer. Banner space on Rio Metro website.

NMTA will provide carbon calculators on website and write up about it in newswetter, emails and website.

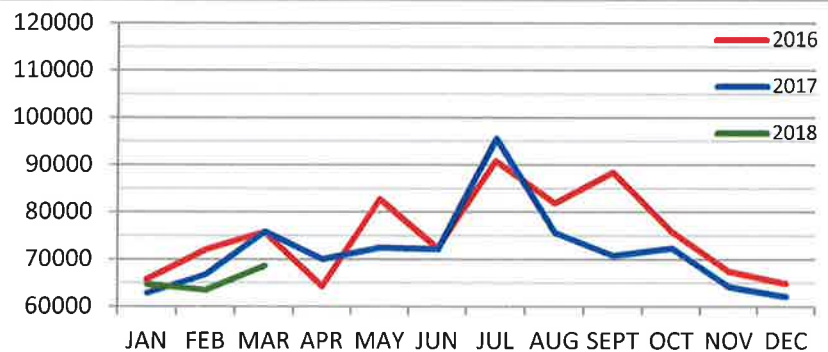
DISCUSSION ITEM AND POSSIBLE ACTION

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

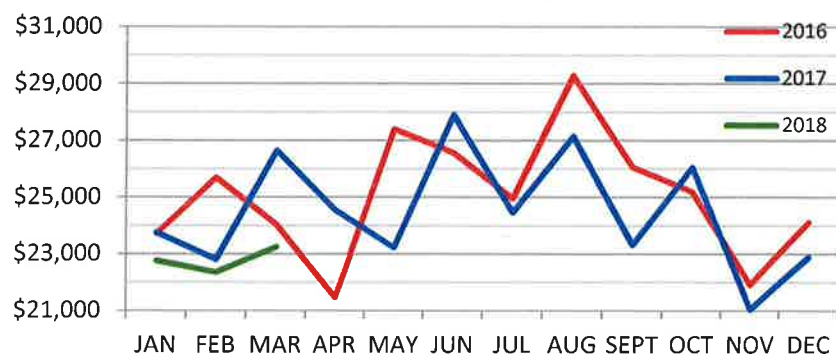
MARCH 2018 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
1-Mar-18	TH	301	1429	375	153	125	66	63	72	194	11	2789
2-Mar-18	FR	374	1369	408	153	165	32	31	46	170	12	2760
3-Mar-18	SA	144	864	144	80	66	28	0	0	72	17	1415
4-Mar-18	SU	72	580	120	0	0	21	0	0	41	19	853
5-Mar-18	MO	350	1342	343	127	139	32	70	119	201	7	2730
6-Mar-18	TU	277	1562	261	97	122	28	70	84	222	7	2730
7-Mar-18	WE	297	1409	286	161	152	37	51	83	162	16	2654
8-Mar-18	TH	295	1344	325	181	112	63	82	99	172	21	2694
9-Mar-18	FR	299	1478	325	116	143	84	24	58	158	16	2701
10-Mar-18	SA	118	882	152	39	77	19	0	0	114	28	1429
11-Mar-18	SU	84	596	105	0	0	7	0	0	33	24	849
12-Mar-18	MO	259	1445	335	122	136	78	43	90	204	12	2724
13-Mar-18	TU	351	1478	321	165	140	85	72	87	186	10	2895
14-Mar-18	WE	303	1503	329	159	151	66	65	96	187	6	2865
15-Mar-18	TH	327	1447	302	137	123	47	45	72	145	14	2659
16-Mar-18	FR	308	1443	320	123	153	63	15	45	197	9	2676
17-Mar-18	SA	177	835	124	69	83	15	0	0	102	4	1409
18-Mar-18	SU	83	536	73	0	0	17	0	0	17	16	742
19-Mar-18	MO	248	1399	273	71	150	19	6	58	174	12	2410
20-Mar-18	TU	247	1330	279	84	143	30	14	49	148	14	2338
21-Mar-18	WE	216	1506	308	93	139	30	10	48	151	4	2505
22-Mar-18	TH	254	1528	279	108	110	33	13	45	161	17	2548
23-Mar-18	FR	216	1427	252	125	101	32	9	52	157	25	2396
24-Mar-18	SA	106	956	189	56	63	15	0	0	93	21	1499
25-Mar-18	SU	119	624	110	0	0	10	0	0	31	28	922
26-Mar-18	MO	334	1412	317	154	154	41	56	96	181	17	2762
27-Mar-18	TU	263	1302	283	92	150	83	65	86	122	7	2453
28-Mar-18	WE	363	1469	311	119	162	88	71	88	124	12	2807
29-Mar-18	TH	286	1385	312	153	151	35	58	70	195	13	2658
30-Mar-18	FR	264	1411	262	104	110	25	6	37	160	7	2386
31-Mar-18	SA	172	924	112	61	50	21	0	0	90	5	1435
Totals		7507	38215	7935	3102	3370	1250	939	1580	4364	431	68693

Ridership	2016	2017	2018
JAN	65846	62898	64774
FEB	72094	66874	63565
MAR	75825	75933	68693
APR	64364	70104	
MAY	82826	72595	
JUN	72432	72199	
JUL	90908	95660	
AUG	82005	75679	
SEPT	88542	70865	
OCT	76012	72459	
NOV	67540	64246	
DEC	64951	62178	
	903345	861690	197032



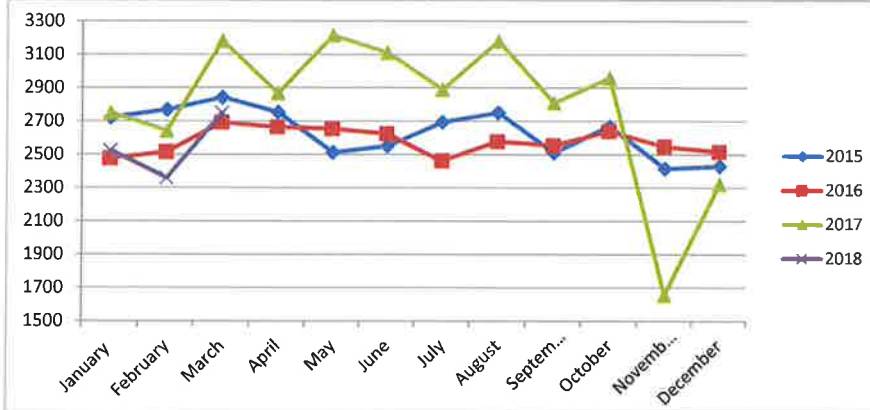
Revenue	2016	2017	2018
JAN	\$23,721	\$23,758	\$22,765
FEB	\$25,696	\$22,812	\$22,357
MAR	\$24,037	\$26,646	\$23,254
APR	\$21,482	\$24,560	
MAY	\$27,401	\$23,238	
JUN	\$26,574	\$27,909	
JUL	\$24,967	\$24,472	
AUG	\$29,299	\$27,156	
SEPT	\$26,068	\$23,331	
OCT	\$25,205	\$26,056	
NOV	\$21,922	\$21,043	
DEC	\$24,122	\$22,899	
	\$300,493	\$293,880	\$68,377



On-Time Performance

2015	On Time %	2016	On Time %	2017	On Time %	2018	On Time %
Jan-15	92.27	Jan-16	91.23	Jan-17	90.56	Jan-18	89.07
Feb-15	91.70	Feb-16	90.89	Feb-17	90.92	Feb-18	89.50
Mar-15	91.58	Mar-16	90.70	Mar-17	89.54	Mar-18	89.61
Apr-15	92.13	Apr-16	89.47	Apr-17	90.07	Apr-18	
May-15	92.64	May-16	88.89	May-17	89.40	May-18	
Jun-15	91.23	Jun-16	88.39	Jun-17	89.60	Jun-18	
Jul-15	91.20	Jul-16	90.38	Jul-17	90.59	Jul-18	
Aug-15	90.23	Aug-16	87.14	Aug-17	89.25	Aug-18	
Sep-15	91.84	Sep-16	89.17	Sep-17	88.16	Sep-18	
Oct-15	91.32	Oct-16	92.01	Oct-17	89.06	Oct-18	
Nov-15	92.19	Nov-16	88.55	Nov-17	88.96	Nov-18	
Dec-15	91.64	Dec-16	89.29	Dec-17	87.56	Dec-18	

Santa Fe Ride Trips



Actual Trips

	2015	2016	2017	2018
January	2724	2480	2753	2526
February	2771	2518	2644	2361
March	2845	2695	3185	2753
April	2756	2667	2869	
May	2513	2656	3216	
June	2552	2626	3114	
July	2695	2464	2892	
August	2753	2581	3182	
September	2512	2558	2812	
October	2672	2642	2961	
November	2418	2550	1658	
December	2432	2520	2325	

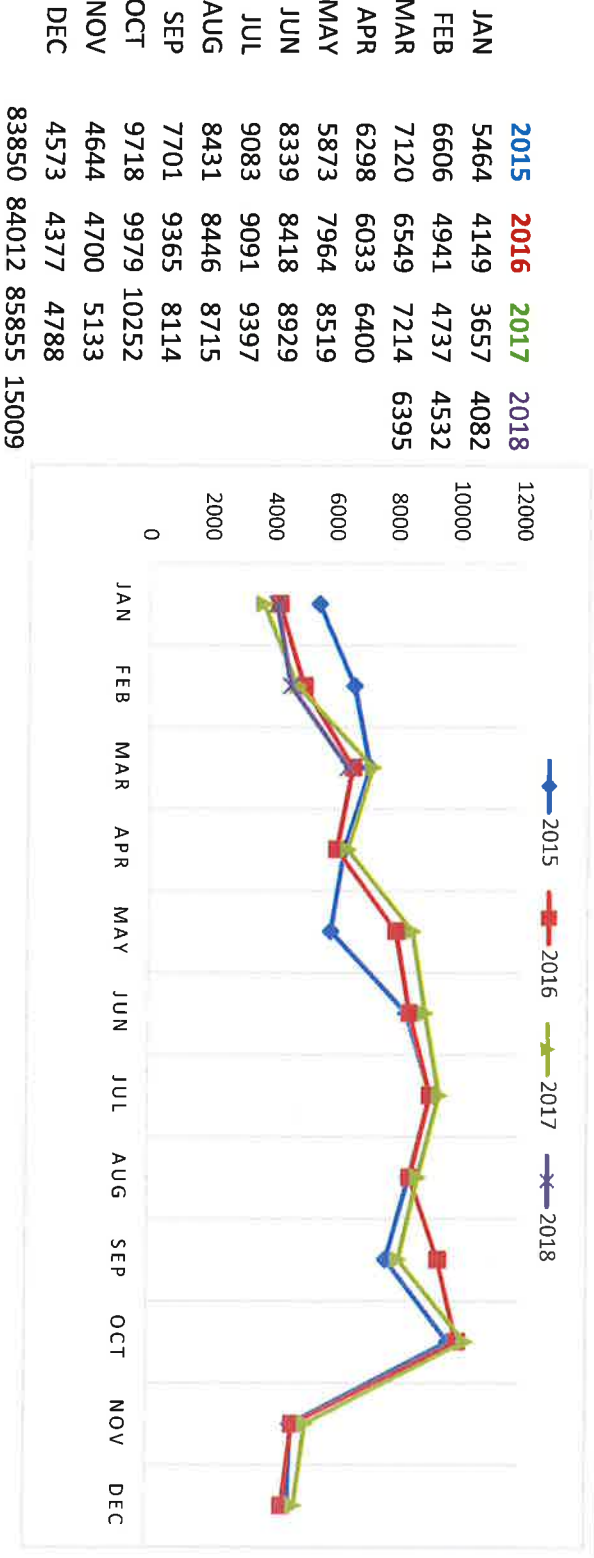
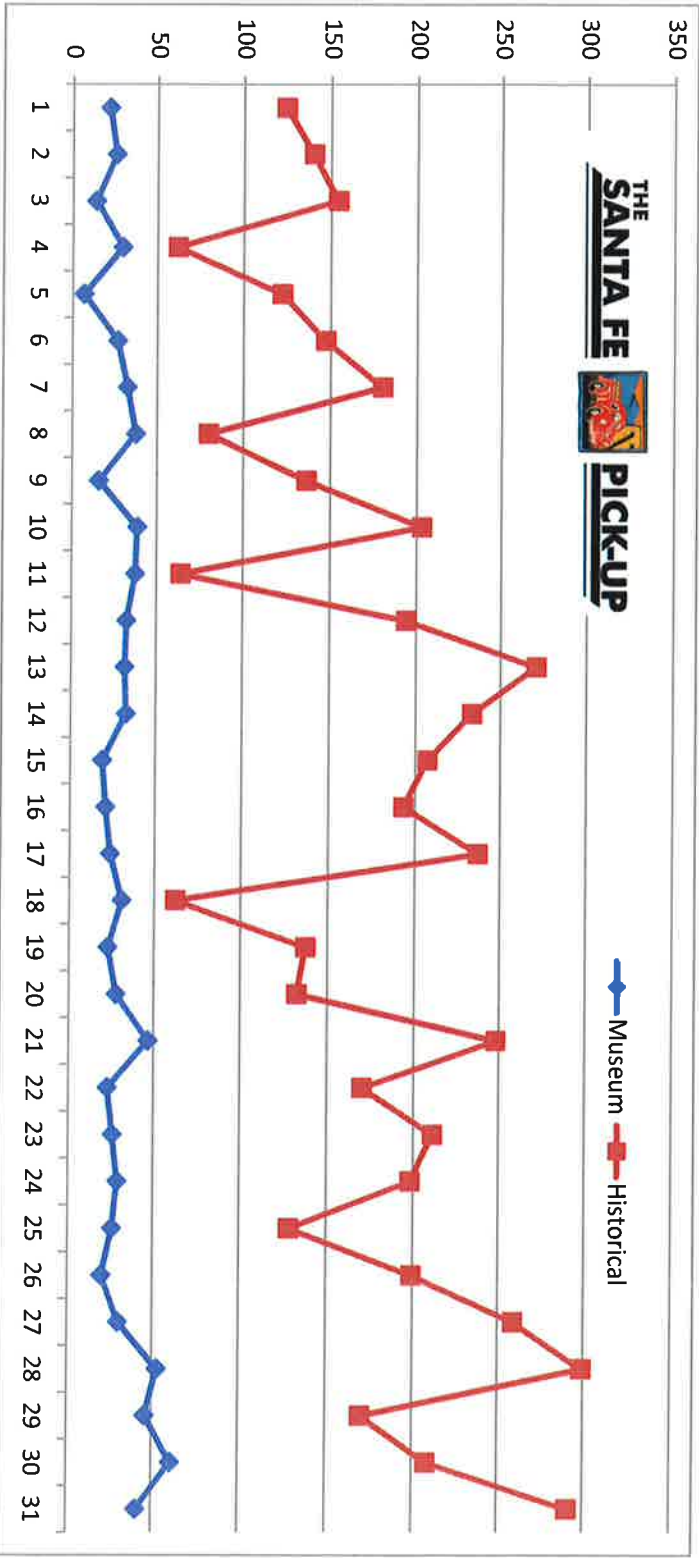
Annual Total 31643 30957 33611 7640

Passengers

	2016	2017	2018
January	3168	3335	3047
February	3215	3258	2900
March	3413	3879	3340
April	3396	3585	
May	3278	3932	
June	3180	3886	
July	2949	3559	
August	3162	3827	
September	3139	3480	
October	3284	3523	
November	3185	3142	
December	3119	2924	

38488 42330

Mar. 1	22	124
Mar. 2	26	140
Mar. 3	14	154
Mar. 4	30	62
Mar. 5	7	122
Mar. 6	27	147
Mar. 7	33	180
Mar. 8	38	80
Mar. 9	16	136
Mar. 10	39	203
Mar. 11	38	64
Mar. 12	33	194
Mar. 13	32	271
Mar. 14	33	233
Mar. 15	19	207
Mar. 16	21	193
Mar. 17	24	237
Mar. 18	31	62
Mar. 19	23	137
Mar. 20	28	132
Mar. 21	47	248
Mar. 22	23	170
Mar. 23	26	211
Mar. 24	29	198
Mar. 25	26	128
Mar. 26	20	199
Mar. 27	30	259
Mar. 28	53	299
Mar. 29	46	170
Mar. 30	61	208
Mar. 31	41	291
	936	5459



DISCUSSION ITEM AND POSSIBLE ACTION

12. REPORT ON CUSTOMER/COMPLAINT SYSTEM

SANTA FE TRAILS

April 16, 2018

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
29505	14-Apr-18	14-Apr-18	Telephone	Transit buses	G. O'Hara	4	Bus ran stop sign	Operator was distracted by a rider and stopped late - part way into intersection - coached on staying attentive	14-Apr-18	Closed
29495	13-Apr-18	12-Apr-18	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Video shows complaint is false	14-Apr-18	Closed
29464	11-Apr-18	11-Apr-18	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	Operator coached on customer service skills	15-Apr-18	Closed
29461	11-Apr-18	11-Apr-18	Telephone	Transit buses	G. O'Hara	1	Operator was rude	Operator acted according to policy	14-Apr-18	Closed
29455	11-Apr-18	11-Apr-18	Telephone	Transit buses	A. Petry	2	Bus ran red light	AVL shows complaint to be unfounded - operator was coached nonetheless	15-Apr-18	Closed
29442	10-Apr-18	10-Apr-18	Telephone	Transit buses	G. O'Hara	2	Rider given incorrect info by operator	Operator coached to refer questions to 955-2001	11-Apr-18	Closed
29397	6-Apr-18	5-Apr-18	Telephone	Transit buses	G. O'Hara	2	Purse left on bus	Rider had her purse when she got on the bus and when she got off the bus	6-Apr-18	Closed
29382	5-Apr-18	5-Apr-18	Telephone	Transit buses	A. Petry	2	Operator was rude	Video shows operator followed procedures	15-Apr-18	Closed
29377	4-Apr-18	4-Apr-18	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	Duplicate of #29375	5-Apr-18	Closed
29375	4-Apr-18	4-Apr-18	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	Operator coached on customer service skills	5-Apr-18	Closed
29351	3-Apr-18	3-Apr-18	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to determine operator	3-Apr-18	Closed
29313	31-Mar-18	31-Mar-18	Telephone	Transit buses	A. Petry	2	Careless driving	Unable to verify complaint	15-Apr-18	Closed
29304	30-Mar-18	30-Mar-18	Telephone	Transit buses	A. Petry	2	Compliment about a friendly driver	Compliment was passed on	3-Apr-18	Closed
29296	29-Mar-18	29-Mar-18	Telephone	Transit buses	G. O'Hara	2	Riders) missed at stop	Bus had already pulled away	3-Apr-18	Closed
29274	28-Mar-18	28-Mar-18	Telephone	Transit buses	J. Alarcon	4	Rider(s) missed at stop	Operator followed proper procedure	31-Mar-18	Closed
29065	10-Mar-18	6-Mar-18	Telephone	Transit buses	J. Saiz	24	Operator missed rider's stop	Operator coached on multitasking skills	26-Mar-18	Closed
28973	28-Feb-18	28-Feb-18	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Operator coached on maintaining a consistent level of attention	25-Mar-18	Closed
28964	27-Feb-18	27-Feb-18	Telephone	Transit buses	J. Saiz	4	Careless driving	Complaint was unfounded	26-Mar-18	Closed
28872	16-Feb-18	15-Feb-18	Telephone	Transit buses	J. Duran	2	Rider fell deboarding bus	Unable to verify complaint	14-Apr-18	Closed
28839	14-Feb-18	14-Feb-18	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	Complaint was unfounded	5-Apr-18	Closed
28714	5-Feb-18	5-Feb-18	Telephone	Transit buses	J. Duran	2	Bus was running hot	Unable to verify complaint	3-Apr-18	Closed
28713	5-Feb-18	5-Feb-18	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	Unable to verify complaint	3-Apr-18	Closed
28467	13-Jan-18	13-Jan-18	Telephone	Transit buses	J. Alarcon	5	Careless driving and rude driver	Unable to verify complaint	4-Apr-18	Closed
28347	2-Jan-18	2-Jan-18	E-mail	Transit buses	J. Alarcon	21	Careless driving	Operator followed proper procedure	4-Apr-18	Closed
28187	14-Dec-17	14-Dec-17	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	Operator coached on awareness in the dark	25-Mar-18	Closed
28155	11-Dec-17	11-Dec-17	Telephone	Transit buses	J. Alarcon	4	Operator was disrespectful	Progressive discipline enforced by supervisor	4-Apr-18	Closed

SANTA FE RIDE

April 16, 2018

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
29441	10-Apr-18	10-Apr-18	Telephone	Santa Fe Ride	C. Horvath	Operator was speeding	AVL and video shows complaint not valid	11-Apr-18	Closed
29433	10-Apr-18	10-Apr-18	Telephone	Santa Fe Ride	T. Martinez	Return trip scheduled incorrectly	This situation has been resolved	10-Apr-18	Closed

DISCUSSION ITEM AND POSSIBLE ACTION

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

FLEET AND FACILITIES MAINTENANCE REPORT
March-18

Preventive Maintenance Inspections Performed

Fixed Route Buses:	15
Paratransit Vehicles:	2
Pick-Up Vehicles:	1
Support Vehicles:	3

Major Repairs Completed

Date	Unit #	Model	Description	Comments
3/18/2018	807	Eldorado	Engine cylinder head	R&R Engine cylinder head
3/29/2018	812	Eldorado	Transmission	R&r Transmssion

Accidents

Date	Unit#	Model	Description	Comments
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Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
2/1/2018	2134	honda	accident damage	was repaired by munoz customs

Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
march	all	resealed all air conditioning units	

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
3/1/2018	all stops	inbound	thow trash clean stops	
march		inbound	pressure washed sheridan	
march		inbound	Pressure wash SFP	
March		inbound	Pressure Washed Cerrillos stops	
		inb/outb		
		inb/outbound		
		inb/outb		