



Agenda

CITY CLERK'S OFFICE

DATE 2/16/16 TIME 10:00a

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TRANSIT ADVISORY BOARD MEETING

TUESDAY, FEBRUARY 23, 2016

5:00 PM – 7:00 PM

SANTA FE TRAILS FACILITY

2931 RUFINA STREET

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES: DECEMBER 1, 2015

PUBLIC COMMENT

PRESENTATION:

1. PRE-TEEN AND TEEN INDEPENDENT TRANSIT AND MOBILITY PLAN -- ERICK AUNE

ACTION ITEM:

1. APPROVAL OF SANTA FE PICK UP REBRANDING LOGO -- RYAN FERGUSON

DISCUSSION ITEMS:

1. SANTA FE TRAILS AND RIDE STAFFING STATUS -- STAFF
2. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
3. CUSTOMER COMMENT/COMPLAINT SYSTEM -- STAFF
4. FLEET AND FACILITIES MAINTENANCE -- THOMAS MARTINEZ
5. ADA SUBCOMMITTEE MEMBERSHIP -- AURORE BLECK
6. ACCESSIBLE CABS UPDATE -- STAFF
7. CNG STATION UPGRADE -- THOMAS MARTINEZ
8. TAB TERM OF OFFICE-- LOIS AMADOR
9. ADA PARATRANSIT IN LOS ALAMOS-- ANNETTE GRANILLO

PUBLIC COMMENT

ADJOURN

Persons with disabilities in need of accommodations, contact the City Clerk's office at 955-6520, five (5) working days prior to meeting date.

Transit Advisory Board
Meeting Index
February 23, 2016

Cover Page		0
Call to Order	Chair Messer called the meeting of the Transit Advisory Board to order at 5:08 p.m.	1
Roll Call	A quorum was established with roll call.	1
Approval of the Agenda	<i>Mr. Calvert moved to approve the agenda as presented with a second from Mr. Cooper which passed by voice vote.</i>	1
Approval of Minutes: December 1, 2015	<i>Mr. Calvert moved to approve the minutes of December 1, 2015 as presented with a second by Ms. Wolf which passed by voice vote.</i>	1
Public Comment	Discussion Only	2
Presentation: 1. Pre-Teen and Teen Independent Transit and Mobility Plan- Erik Aune	Discussion Only	2
Action Item: 1. Approval of Santa Fe Pick Up Rebranding Logo-Ryan Ferguson	Mr. Calvert moved to approve the rebranding with the changes discussed above, with a second by Mr. Thompson which passed by voice vote.	2
Discussion Items: 1. Santa Fe Trails and Ride Staffing Status 2. System Ridership-Fixed Route, Paratransit, and SF Pick Up 3. Customer Comment/Complaint System 4. Fleet and Facilities Maintenance 5. ADA Subcommittee Membership 6. Accessible Cabs Update 7. CNG Station Upgrade 8. TAB Term of Office 9. ADA Paratransit in Los Alamos	Discussion Only	3 4 4 4 4 4 4 5 5
Public Comment	Discussion Only	5
Adjourn	There being no further business to come before the Transit Advisory Board, Ms. McGinnis moved to adjourn at 6:56 p.m. with a second from Mr. Cooper which passed by voice vote.	5
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Transit Advisory Board Meeting
Tuesday, February 23, 2016
5:00 p.m. to 7:00 p.m.
Santa Fe Trails Transit Facility

1. CALL TO ORDER

Chair Messer called the meeting of the Transit Advisory Board to order at 5:08 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established with roll call.

2. ROLL CALL

Present

Colin Messer, Chair
Stan Cooper
Chris Calvert
Aurore Bleck
Bridget Wolf
Mary McGinnis
Paul Thompson

Excused

Rebecca Estrada
Garrett Robinson

Others Present

Thomas Martinez, City Transit Fleet and Facilities Manager
Lois Amador, City Transit Staff
Annette Granillo, City Transit Operations
Thomas Rivera, Chainbreakers
Erick Aune, City MPO
Ryan Ferguson
Linda Vigil, Stenographer

3. APPROVAL OF AGENDA

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

4. APPROVAL OF MINUTES: DECEMBER 1, 2015

Mr. Calvert moved to approve the minutes of December 1, 2015 as presented with a second by Ms. Wolf which passed by voice vote.

5. PUBLIC COMMENT

Mr. Thomas Rivera of Chainbreakers was in attendance to hear about the issues with the buses and the update with the leadership in the division.

6. PRESENTATIONS:

1. Pre-Teen and Teen Independent Transit and Mobility Plan- Erik Aune

Mr. Aune of the Santa Fe Metropolitan Planning Organization (SFMPO) updated the board on the projects being worked on (See Exhibit A). One project is the tracking and monitoring of how teens and pre-teens move around the city. The mobility plan is still a draft proposal.

Mr. Aune explained the funding component and the options also given by the Federal Government. Within the next six months the data collected will be able to tell how the teens are getting around the City. There are funds that will be matched that will help fund this.

A brief discussion was held about the youth and how it is tracked on the bus by the drivers. Ms. Granillo will get the numbers and inform the board what those numbers are.

Mr. Calvert stated social media is a good way to get information from the youth or to inform the youth about services. Chair Messer stated near the schools the buses are very active.

Ms. Granillo passed out data on the number of apps downloaded and activity. (See Exhibit A-1). A brief discussion was held about the age in which the youth is allowed to use the buses. Ms. Granillo stated the youngest is 5 years old unsupervised. Mr. Thompson briefly discussed his experience riding the bus while growing up. The new social media era should definitely be in that plan.

Ms. Wolf encouraged Mr. Aune to look into having students help gather the data. Mr. Aune stated there will be GIS and mapping involved and the students would enjoy that, they will discuss a way to involve the students without disrupting their studies.

Mr. Calvert mentioned the area near the community college area as some students are dually enrolled.

Mr. Aune stated they will ask for more funding to get this project done.

The Board thanked Mr. Aune for his time.

7. ACTION ITEM:

1. Approval of Santa Fe Pick Up Rebranding Logo-Ryan Ferguson

Mr. Ferguson introduced himself and presented the new logo for the Santa Fe Pick up wrap (See Exhibit B). This can still be adjusted it is not final as of yet. Once it is finalized the adjustments will be made for the newer model vehicles.

The back of the wrap will show the logos for the City and the Tourism division. A discussion was held about the phone number and where the calls go. Ms. Granillo stated they are routed to a live person at the call

center. Mr. Thompson asked if a simple number can be assigned and also routed there to make it easier for tourists.

A discussion was held about advertising the app and or website, it was decided that would be placed on the design. A discussion was held about the colors and the contrast to make the information stand out.

Mr. Calvert moved to approve the rebranding with the changes discussed above, with a second by Mr. Thompson which passed by voice vote.

Ms. Granillo mentioned the new vehicles will be here on Thursday and this will need to get done as soon as possible. The wrap will be placed on the new vehicles while the old vehicles get work done. Once the work is done, all of the Santa Fe Pick Up vehicles will have it.

The Board thanked Mr. Ferguson for his time and work.

8. DISCUSSION ITEMS:

1. Santa Fe Trail and Ride Staffing Status-Staff

Ms. Granillo asked Mr. Isaac Pino the Director of Public Works and Community Services to attend the meeting to address any questions or concerns with the Transit Division. Mr. Bulthuis will still be available until March 11, 2016.

Mr. Pino introduced himself to the Board and stated there is no change in the work, the only change is that Transportation will become part of the Public Works Department. It was this way many years ago. The position of Director will need to be filled. It will be filled hopefully by the beginning of the new fiscal year.

Mr. Pino reported that the new Airport Manager will start on Monday. A brief discussion was held about how those managing more than one division is saving the City money.

Chair Messer offered any help or services to Mr. Pino if he needs information on any of the projects. Mr. Pino updated the board on the issue of the Southside Bus Station. The City Manager feels he can find some money to finish the outside of the project. However, the inside will take more time. Ms. Bleck discussed the need for the restrooms, as there aren't any available nearby. Mr. Pino stated it is a lack of funding.

A brief discussion was held about hiring freezes. Mr. Pino stated they are looking into how many positions have been lost within several departments.

Chair Messer discussed the meeting with the Mayor and a few Board members they urged him to continue that particular project since that side of town is growing. The Board is very concerned with this project.

Chair Messer asked for an update on the Sheridan project. Mr. Pino stated there has been no update, just the concern of the design by a neighboring business.

Ms. Granillo prepared a list for Mr. Pino with the different projects that are being worked on.

The Board thanked Mr. Pino for his time.

Ms. Granillo updated the board on the current vacancies in all departments (See Exhibit C) and will provide a report as requested by Ms. Bleck at the next meeting.

Mr. Martinez mentioned the vacancies with Fleet and Maintenance as well.

2. System Ridership-Fixed Route, Paratransit, and SF Pick Up

Ms. Granillo presented the ridership numbers for the routes (See Exhibit D). Mr. Calvert asked that the reports be presented with a YTD tally.

Ms. Granillo explained the numbers for SF Pick Up are low because the holiday season was at that time.

3. Customer Comment/Complaint System-Staff

Ms. Granillo discussed the Customer Complaints (See Exhibit E), as promised they are all closed. At regular staff meetings Ms. Granillo urges staff to work on them and close them out.

4. Fleet and Facilities Maintenance-Thomas Martinez

Mr. Martinez presented his report on fleet and facilities maintenance (See Exhibit F). There was one engine issue, it was inconclusive. Mr. Martinez was able to negotiate with Cummins and get a 60/40 split.

Mr. Martinez reported a few accidents with the weather. A discussion was held about the issue with a bus and the brake system. Chair Messer expressed his concern with that issue and the policies in place.

Mr. Martinez discussed the oil samples and the cost it includes. There has been no issues as of yet.

A brief discussion was held about the new procurements for replacements. Ms. Granillo stated that is on the list for Mr. Pino. She is going to locate the resolution that was written so that Mr. Pino can review it.

5. ADA Subcommittee Membership-Aurore Bleck

Ms. McGinnis stated there are some vacancies on the committee. There are some interested parties that sit on the Mayors Committee on Disability. Ms. Granillo stated they need to meet criteria for the appeal process.

A discussion was held about the process of getting on a subcommittee. It was decided that those interested will submit a letter of interest and attend one of the TAB meetings to meet the Board.

6. Accessible Cabs Update-Staff

A discussion was held about the status of the vehicle and who owns it at this time. Mr. Bulthuis was working on it previously. Ms. Granillo will make sure that is on the list for Mr. Pino to discuss with Mr. Bulthuis.

7. CNG Station Update-Thomas Martinez

Chair Messer stated there was no response to the RFP that was put out, it could have been due to the holidays. An amended RFP will be put out soon and there is sure to be responses.

8. TAB Term of Office- Lois Amador

Ms. Amador presented information to the board about their terms (See Exhibit G). The Board will need to submit a letter of intent to stay on the Board with the exception of Ms. Estrada who was the most recent member.

Attached is a form letter that can be sent to the Mayor's Office. A discussion was held about just submitting one letter on behalf of the board to the Mayor. Ms. Amador will check into and inform the members by email.

9. ADA Paratransit in Los Alamos-Annette Granillo

Ms. Granillo discussed the process to approve passes here and accept on the other systems will depend on eligibility. She will work with those who run the other services.

Mr. Cooper updated the Board on the work done at the 2016 Legislature by the State Board for New Mexico Transit Association. There was a House Bill that was introduced that would allow money from the Road Fund to be used for transit projects. They will continue to work on it for the next session.

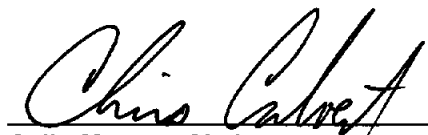
9. PUBLIC COMMENT

There was no public comment.

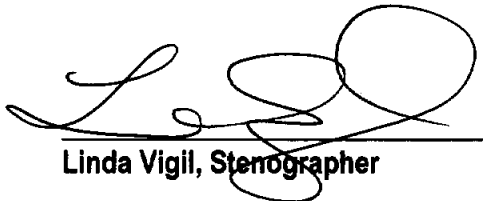
10. ADJOURN

There being no further business to come before the Transit Advisory Board, Ms. McGinnis moved to adjourn at 6:56 p.m. with a second from Mr. Cooper which passed by voice vote.

SIGNATURES



Colin Messer, Chair



Linda Vigil, Stenographer

Santa Fe Trails Statistics as Feb 10, 2016

Summary: Santa Fe Trails continues to grow in user base and user activity since it was released in Aug 19, 2014 for iOS and Oct 2014 on Android. The Live Tracking feature has had over 33,139 uses in the last 12 months by iOS devices, 16x its install base which means people are using it for live tracking.

Note: analytics are opt-in only, so there are users who for privacy issues don't allow analytic tracking, so activity usage is higher than reported.

Downloads

iOS: 1660

Android: 369

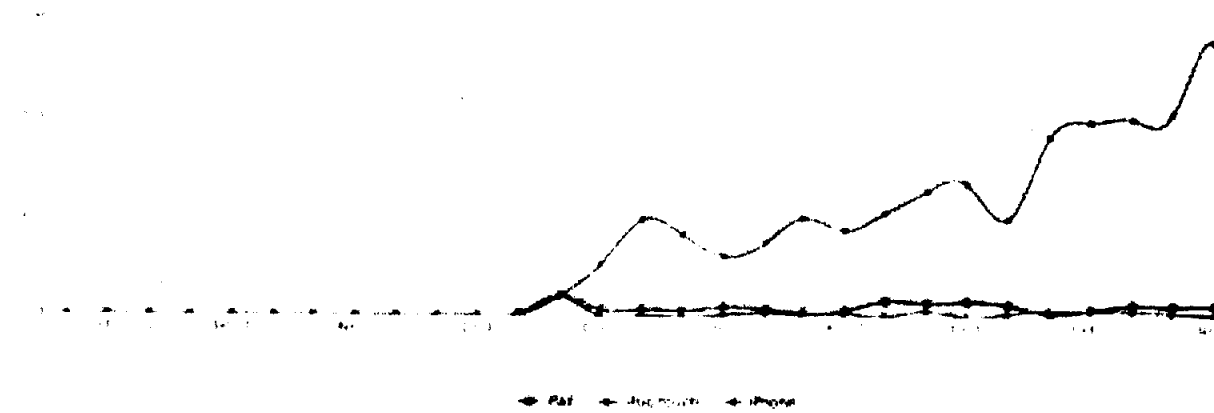
iOS Session Activity



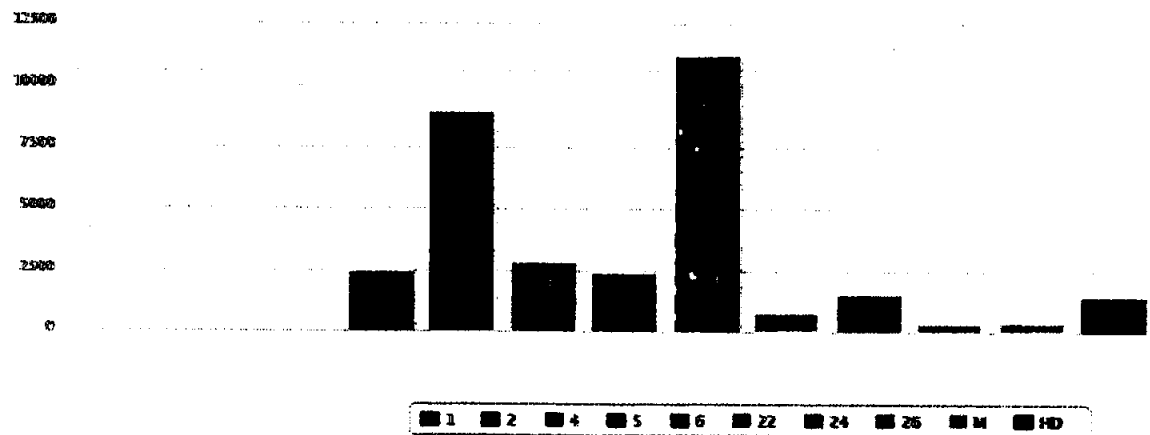
User Locations around Santa Fe



IOS Session Activity by Device



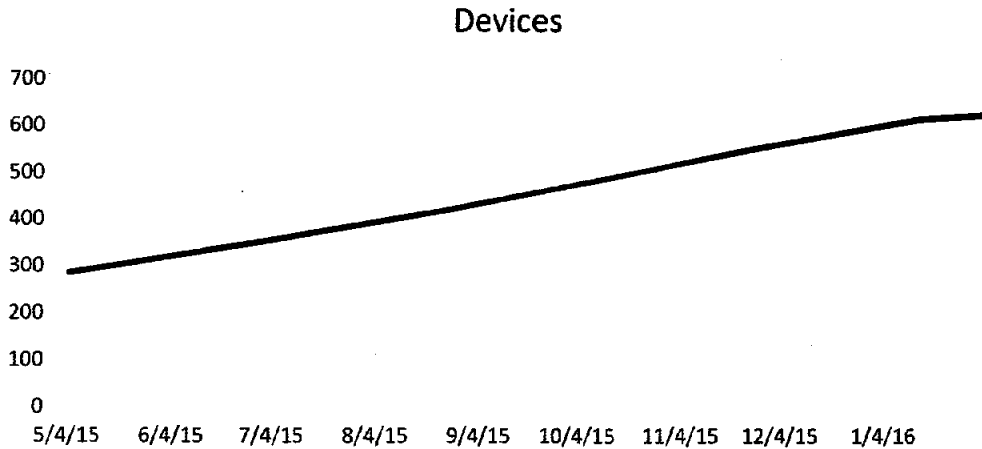
IOS Live Tracking Activity by Bus Route: 33,139 total



IOS Download by Territory



Push Notices: iOS



Android Installs by Device

STATISTICS Total installs by device for Oct 4, 2014 - Feb 8, 2016 Export as CSV

Show: last month 3m 6m 1y all

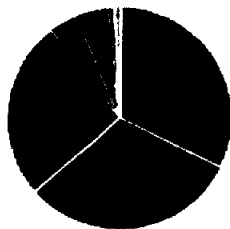
The total number of unique users who have ever installed this app on one or more of their devices. Learn more



Current Installs by Android Versions

CURRENT INSTALLS BY DEVICE ON FEB 8, 2016

YOUR APP



☒	Android 4.4	74	32.31%
☒	Android 5.1	71	31.00%
☒	Android 5.0	60	26.20%
☐	Android 4.3	9	3.93%
☐	Android 4.1	8	3.49%
☐	Android 6.0	3	1.31%
☐	Android 4.0.3 - 4.0.4	2	0.87%
☐	Android 4.2	2	0.87%

ACTION ITEM

- 1. APPROVAL OF SANTA FE PICK UP REBRANDING LOGO--
RYAN FERGUSON**



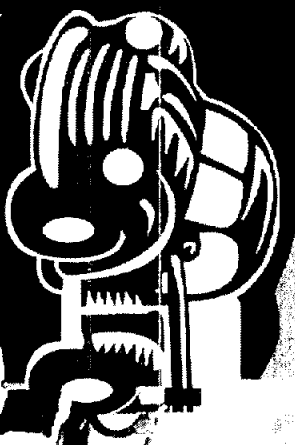
Safe

TOURISM
SANTA FE

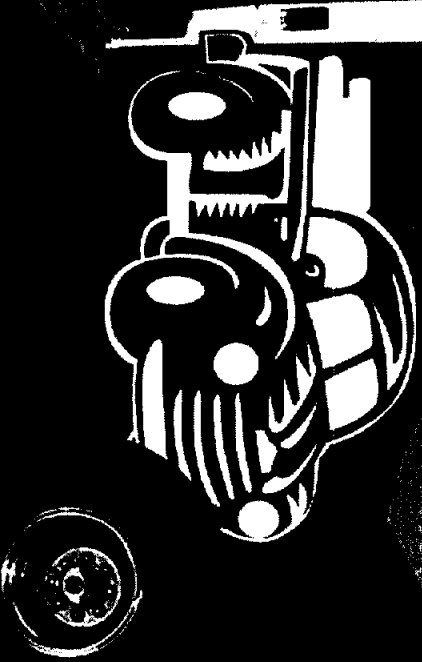
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... HILL • CANYON ROAD

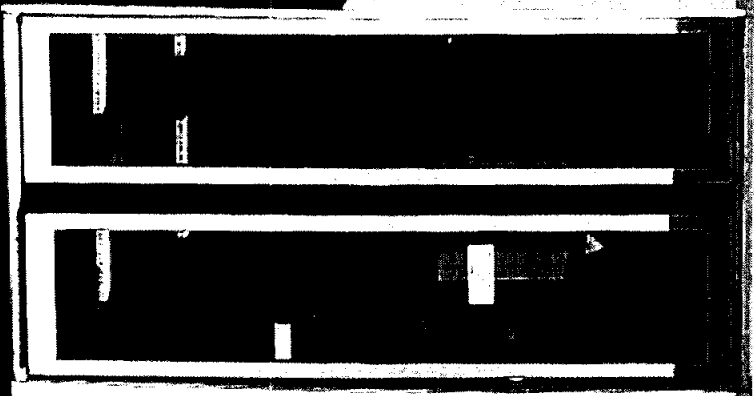


MUSEUM HILL • CANYON ROAD



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Santa Fe



53983

TOUR
SANTA

DISCUSSION ITEM

1 . SANTA FE TRAILS AND SANTA FE RIDE STAFFING STATUS-- STAFF



	Paratransit				
	02/15/2016				
Seniority	Operator Name	Pos. #	Hire Date	Yrs service	Seniority Date
1	Andrew (JP) Valencia	1971	06/25/2007	2.20	06/25/07
2	Maria Ordonez Sena	1901	06/23/2008	1.20	06/23/08
3	Pete Rios	1896	06/27/2009	1 month	07/20/09
4	Peter Ortega	1898	07/27/2009	2 weeks	07/27/09
5	Remy Padilla	1966	12/27/2010		12/27/10
6	Jeffrey Hurtado	1970	02/04/2013		02/04/13
7	Curtis Horvath	2167	03/25/2013		temp 3/25/13
8	Michael Baca	1257	02/17/2014		08/30/2014
9	Jesus Rodriguez	1900	11/25/2014		11/25/2014
10	Sandra Gonzales	1897	10/14/2014		06/23/15
11	Norman R. Camp	1903	07/20/2015		07/20/2015
12	Amber Hazard-Enloe	1967	11/02/2015		11/02/2015
13	Patrick Drake	1262	11/02/2015		11/02/2015
14	Angelica Hatchel	1899	12/28/2015		12/28/15
15	Pending Charlotte Sandoval	1969	02/22/2016		
16	Pending Lawrence Ortiz Jr.	1902	02/22/2016		
	CSR's				
1	Barbara Segura	1895	06/23/2006	3yrs4months	06/23/06
3	Anthony Anderson	1285	08/23/2008	1.10	08/23/08
2	Antonio Garcia	1966	09/29/2008	1 yr & 1 month	09/29/08
8	Randall K. Montoya	1887	01/14/2011		10/25/2014 CSR
	Supervisor/Dispatchers				
2	Satwant Khalsa	1893	06/17/2006	3yrs5months	
1	Flora Marquez	1973	08/22/2007	2 yrs2months	
3	Geraldine Salazar	1972	07/03/2006	3.10	
4	Joe (Manny) Saiz	1894	11/05/2008		09/27/14
	Manager				
	Annette Granillo	1808			
	Total Employees				
	Santa Fe Pickup				
CDL	Javier Alarcon- Super	2275	07/07/2014		
	Tyson E. Anderle	2269	07/07/2014		
	David Thomas Lujan	2271	07/07/2014		
	Phillip A Martinez	2268	07/07/2014		
	Samuel F. Montoya	2266	07/07/2014		
	Robert E. Quintana	2270	07/07/2014		
CDL 11/8/15	Albert A. Valdez		08/24/2015		08/24/15

Fixed Route						
02/15/2016	Position #	Seniority	Operator Name	City Seniority Date	Hire Date Transf	Years of service
	1270	1	Nielsen, Harvey	11/18/1995	11/18/1995	20
	1273	2	Hall, John	02/12/1996	02/12/1996	19
	1268	3	Urban, Ted	10/07/1996	10/07/1996	19
	1282	4	Ortiz, Tony	08/01/1997	09/01/1997	18
	1438	5	Salazar, Michael	07/01/1999	07/01/1999	18
	1277	6	Alvarez, Joe	11/30/1999	11/30/1999	15
	1278	7	Vigil, Marie	01/08/2000	01/08/2000	15
	1280	8	Lucero, Andrew	06/28/2000	01/08/2001	15
	1278	9	Delton, Adrian	12/04/2001	04/12/2002	13
	1253	10	Velarde, Pete	04/12/2002	12/05/2002	13
	1784	11	Gorman, Joseph	12/05/2002	12/05/2002	13
	1276	12	Valdez, Orlando	01/28/2003	05/21/2003	13
	1251	13	Kennedy, David	12/17/2003	12/17/2003	12
	1871	14	Esquivel, Robert	06/02/2006	06/02/2006	8
	1868	15	Seng, Chris	07/05/2006	07/05/2006	8
	1255	16	Duran, James	11/28/2006	11/28/2006	8
	1436	17	Montoya, Edward	10/23/2006	10/23/2006	8
	1782	18	Rodriguez, Robert	06/30/2007	05/22/2007	8
	1783	19	Lujan, Jonathan	05/17/2008	03/10/2008	7
	1258	20	Briggs, John	08/23/2008	04/08/2008	7
	1249	21	Felnd, Michael	09/08/2008	07/28/2008	7
	2086	22	Serrano, Marcos	10/04/2008	09/08/2008	7
	1286	23	Burro, Francisco	05/13/2009	05/04/2009	6
	1267	24	Chavez, Hugo	06/13/2009	11/24/2009	6
	1276	25	Armijo, Robert	07/11/2009	05/26/2009	6
	2077	26	Romero, Richard	08/08/2009	07/28/2009	6
	1872	27	Yriguez, Tony	07/26/2008	12/03/2007	7
	1688	28	Daniel Solano	08/20/2011	07/07/2010	4
	1254	29	Kenneth Hawkins	09/01/2012	Temp-05/21/12	2
	1261	30	Patricia Barclay	05/21/2013	10/10/2012	2
	1440	31	Muniz, Joe	01/19/2013	11/13/2012	2
	1436	32	Alvino Gurule	06/08/2013	05/28/2013	2
	1437	33	P Van Kranenburgh	06/18/2013	05/28/2013	2
	1686	34	Phillip Tucker	08/03/2013	08/10/2013	2
	1283	35	Sandra L. Lopez	10/12/2013	Temp 08/26/13	2
	1252	36	Francisco Cruz	10/12/2013	temp 3/25/13	2
	1271	37	Kirk Collins	11/04/2013	11/04/2013	2
	2076	38	Joseph Sandoval	09/13/2014	07/21/2014	1
	1781	39	Amanda Romero	01/08/2015	10/15/2014	1
	1289	40	Ann Watson	03/16/2016	03/15/2015	under 1 year
	1433	41	Brian Holchuijs	03/24/2015	03/24/2015	under 1 year
	1280	42	Geno Gallegos	06/19/2015	06/19/2015	under 1 year
	1284	43	Antonio Marquez	08/04/2015	08/04/2015	under 1 year
	1432	44	Matthew Clokey	08/04/2015	08/04/2015	under 1 year
Baca Saavedra	2075	45	Albert Irazoqui	08/31/2015	08/31/2015	under 1 year
Sandra Garcia	1434	46	Anthony Bowles	09/16/2015	09/16/2015	under 1 year
Susan	1256	47	Leslie Gene Owen	09/30/2015	09/30/2015	under 1 year
Saul Certe	1265	48	Gustavo Gonzalez	11/02/2015	11/02/2015	under 1 year
Pineda	1281	49	Eric Wagner	12/14/2015	12/14/2015	under 1 year
Valenzuela	1258	50	Ray Montoya	12/14/2015	12/14/2015	under 1 year
Timari, Richard	1435	51	Reclass - Lead TO			
Ramsey, James	1899	52	Reclass - Lead TO			
Joe Lujan	1272	53	VACANT			
Admin Sec(1280)	2283		Vikki Montgomery	08/31/2015	08/31/2015	
			TEMPORARY OPERATOR			
	1897	Temp 1- Ed Fowler				
	1896	Temp 2- Geno Gallegos	VACANT		04/20/2015	
	1894	Temp 3	VACANT			
		Dispatcher	Portillo, Lorenzo			
	1284		Padilla, Casey			
		Seniority	Operator Name	Hire Date		Years of service
Temp Super 4,12	1247	Supervisor	Patry, Andrea	11/15/2004	11/15/2004	11 TOTAL YEARS
	1245	Supervisor	Menzell Williams			
Temp Supervisor 4/12	1780	Supervisor	Gregory O'Hara	12/12/2011	12/12/2011	4 TOTAL YEARS
	1274	Supervisor	Roybel, Daniel	07/05/2014	11/05/2012	3 TOTAL YEARS
David Mees	1244	Supervisor	Vacant			
			Escamilla, Anthony	01/11/1994	01/11/1994	19
52420	1248	Transit/Training Administrator	Duran Victoria	06/28/2007		
		Supervisor	Gonzales, Margaret	03/08/1997		
		Manager of Fixed Route	Vacant			
		Director	Bullhuis, Jon R.			
		Mar-13		Total CDL Trained since 12/07 to 12/13	Total CDL 52	
		under 1 yr.	4 (8.33%)	86%	Current: 17	
		1-4 yrs	13 (27.08%)	resigned 35%	9	
		5-10 yrs	13 (27.08%)	Fixed cdl 30		
		10-14 yrs	10 (20.83%)	Maintenance 18		
		over 15 yrs	8 (16.66%)	Other Depts 4	Average 8.5 per year	
		Total operators	48	Total 52 12/31/13		

Job Title		Position #	Hire Date	Years of Svc	Transfer date
Fleet & Facility Manager	Tomas Martinez	1289	10/27/2014		
Mechanic Supervisor	Vincent Marquez	1288	09/11/2000	15.00	
Heavy Equip. Mechanic	Marty Paul	1293	06/12/2006	9.00	
Heavy Equip. Mechanic	Roland Montano	1296	09/17/2014	1.00	
Heavy Equip. Mechanic	Vacant	1295			
Heavy Equip. Mechanic	Jonathan P. Bailon	1297	02/13/2016		
Sign Technician	David Varela Sr.	1290	11/09/1992	23.00	
Transit Specialist	Casey Padilla	1284	02/10/1996	19.00	
Service Worker	Gabriel Chacon	1292	10/11/1993	22.00	
Service Worker	David Varela Jr.	1441	04/09/2009	6.00	
Service Worker Jonathan	Vacant	2090	07/22/2013	3.00	
Service Worker	Steven Varela	1442	09/15/2014	1.00	
Service Worker	Richard Narvais	2078	09/15/2014	1.00	
Service Worker (Ryan)	Mikael Ortega	1291			
Service Worker (chris)	Vacant	1294			
Custodian	Andrew Encinas	1538			
Electronic Repair Tech	Jonathon Cordova	1423	03/24/2015	8 months	
Temporary Custodian	Steve Sena		12/01/14	1 year	

DISCUSSION ITEM

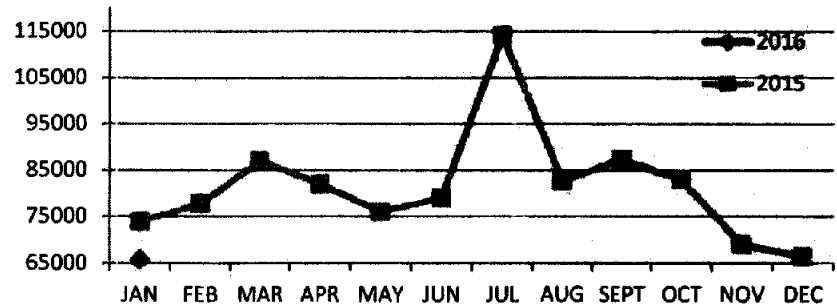
2. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS, SANTA FE RIDE, AND SANTA FE PICK-UP



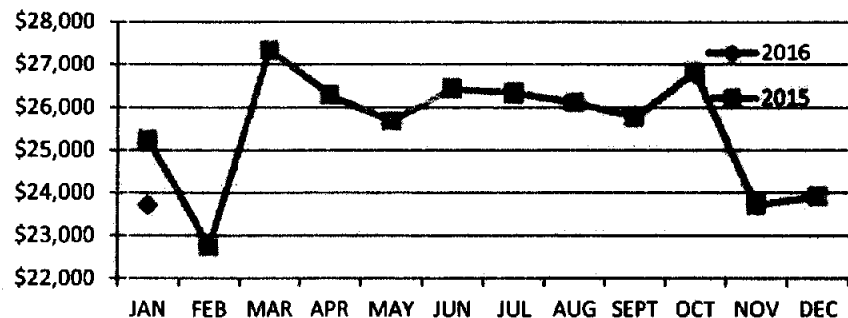
JANUARY 2016 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route 7	Route 8	Route 9	Route 10	Route 11	Route 12	Route 13	Route 14	Route 15	Route 16	Route 17	Route 18	Route 19	Route 20	Route 21	Route 22	Route 23	Route 24	Route 25	Route 26	TOTAL
01-Jan-16	FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02-Jan-16	WE	66	1074	249	84	72	22	0	0	0	0	0	0	93	28	1688											
03-Jan-16	SU	236	334	115	0	0	21	0	0	0	0	0	60	10	776												
04-Jan-16	MO	204	2152	315	103	90	10	41	83	123	0	0	3121														
05-Jan-16	TU	536	1437	483	184	124	74	28	15	230	66	3177															
06-Jan-16	WE	347	1196	194	127	116	61	30	0	95	0	2166															
07-Jan-16	TH	305	1662	418	185	162	32	19	0	74	0	2857															
08-Jan-16	FR	260	1491	321	128	89	9	22	0	124	1	2445															
09-Jan-16	SA	110	704	171	59	70	18	0	0	83	32	1247															
10-Jan-16	SU	65	589	140	0	0	25	0	0	76	12	907															
11-Jan-16	MO	277	854	331	89	91	34	33	282	136	88	2215															
12-Jan-16	TU	344	1360	233	218	175	34	49	0	268	38	2719															
13-Jan-16	WE	112	1371	132	54	72	37	36	149	192	24	2179															
14-Jan-16	TH	198	1845	695	97	47	13	36	0	126	0	3057															
15-Jan-16	FR	743	1050	212	212	136	36	61	0	179	8	2637															
16-Jan-16	SA	173	1124	259	69	48	5	0	0	84	28	1790															
17-Jan-16	SU	64	511	59	19	22	19	0	0	68	12	774															
18-Jan-16	MO	135	774	261	108	81	35	0	0	92	14	1500															
19-Jan-16	TU	432	1427	376	263	184	87	54	255	257	22	3357															
20-Jan-16	WE	363	1297	399	231	135	60	55	124	336	34	3034															
21-Jan-16	TH	291	1024	358	209	159	66	48	0	227	14	2396															
22-Jan-16	FR	245	1042	287	167	138	31	74	0	158	37	2179															
23-Jan-16	SA	200	807	159	62	60	32	0	0	11	14	1345															
24-Jan-16	SU	97	851	144	0	0	9	0	0	0	0	1101															
25-Jan-16	MO	376	1564	419	184	154	39	85	328	286	27	3482															
26-Jan-16	TU	322	1108	330	63	93	21	112	101	194	44	2388															
27-Jan-16	WE	329	1404	515	250	150	34	118	125	185	20	3130															
28-Jan-16	TH	202	1508	393	244	142	39	66	126	272	25	3017															
29-Jan-16	FR	542	1230	469	140	106	43	34	0	209	13	2786															
30-Jan-16	SA	123	1090	138	74	79	24	0	0	90	28	1646															
31-Jan-16	SU	82	466	120	0	0	17	0	0	52	13	750															
Totals		7779	34346	8695	3623	2795	987	1001	1588	4380	652	66846															

Ridership	2016	2015
JAN	65846	73968
FEB		77909
MAR		87077
APR		82176
MAY		76139
JUN		79142
JUL		114212
AUG		82801
SEPT		87406
OCT		83052
NOV		69230
DEC		66491
	65846	979603



Revenue	2016	2015
JAN	\$23,721	\$25,242
FEB		\$22,755
MAR		\$27,350
APR		\$26,293
MAY		\$25,682
JUN		\$26,437
JUL		\$26,337
AUG		\$26,114
SEPT		\$25,768
OCT		\$26,809
NOV		\$23,724
DEC		\$23,915
	\$23,721	\$306,425





January 1, 2016

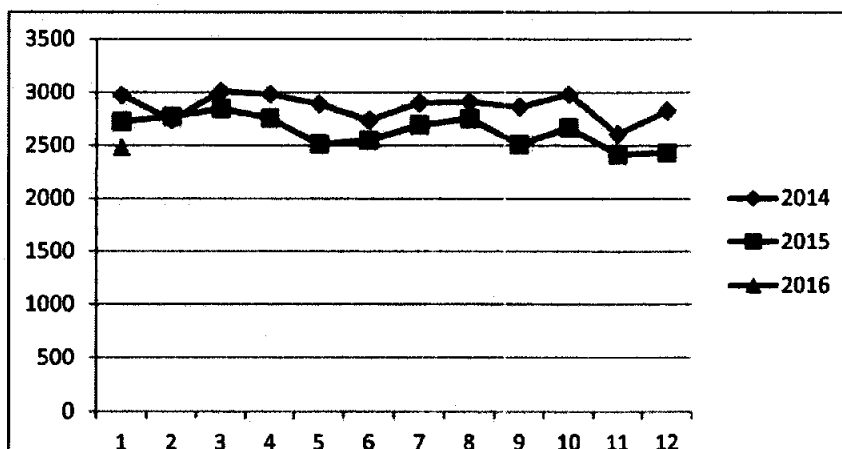
On-Time Performance

2012	On Time %	2013	On Time %	2014	On Time %	2015	On Time %	2016	On Time %
Jan-12	90.16	Jan-13	91.10	Jan-14	90.69	Jan-15	92.27	Jan-16	91.23
Feb-12	92.70	Feb-13	90.00	Feb-14	90.54	Feb-15	91.70	Feb-16	
Mar-12	94.26	Mar-13	90.71	Mar-14	89.91	Mar-15	91.58	Mar-16	
Apr-12	92.92	Apr-13	92.51	Apr-14	91.08	Apr-15	92.13	Apr-16	
May-12	94.47	May-13	93.00	May-14	91.93	May-15	92.64	May-16	
Jun-12	91.94	Jun-13	93.00	Jun-14	91.48	Jun-15	91.23	Jun-16	
Jul-12	90.02	Jul-13	91.64	Jul-14	91.50	Jul-15	91.20	Jul-16	
Aug-12	91.09	Aug-13	91.54	Aug-14	90.61	Aug-15	90.23	Aug-16	
Sep-12	89.84	Sep-13	89.47	Sep-14	79.13	Sep-15	91.84	Sep-16	
Oct-12	92.83	Oct-13	91.08	Oct-14	91.14	Oct-15	91.32	Oct-16	
Nov-12	92.87	Nov-13	91.19	Nov-14	91.38	Nov-15	92.19	Nov-16	
Dec-12	90.74	Dec-13	89.81	Dec-14	91.09	Dec-15	91.64	Dec-16	

Santa Fe Ride Ridership

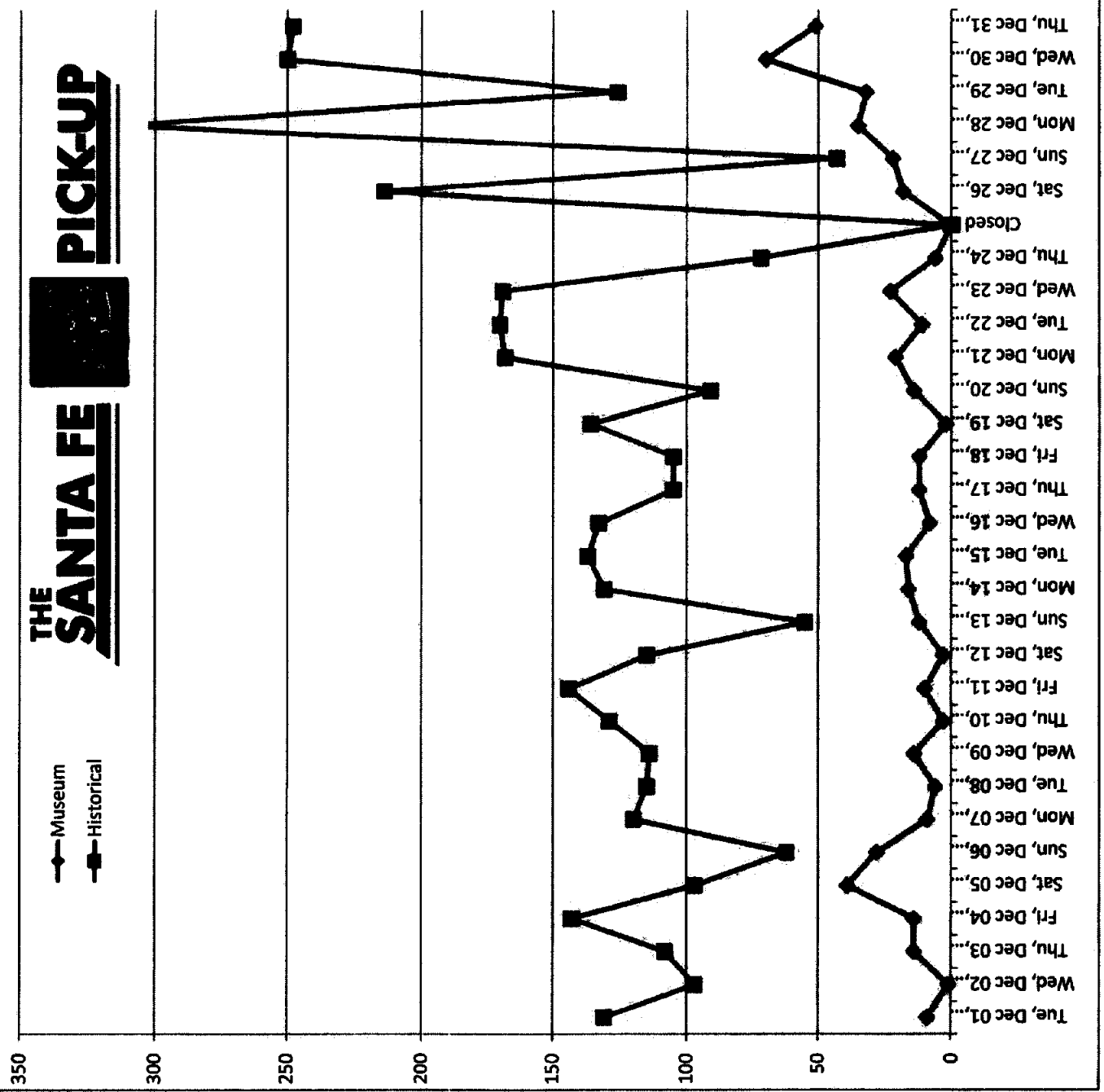
	2012	2013	2014	2015	2016
January	2827	2859	2971	2724	2480
February	2884	2750	2736	2771	
March	3116	2903	3013	2845	
April	3057	3132	2983	2756	
May	2850	2844	2890	2513	
June	2714	2812	2736	2552	
July	2750	3023	2900	2695	
August	2827	3223	2911	2753	
September	2662	3137	2861	2512	
October	2920	3229	2983	2672	
November	2748	2728	2609	2418	
December	2479	2733	2827	2432	

Annual Total 33834 35373 34420 31643

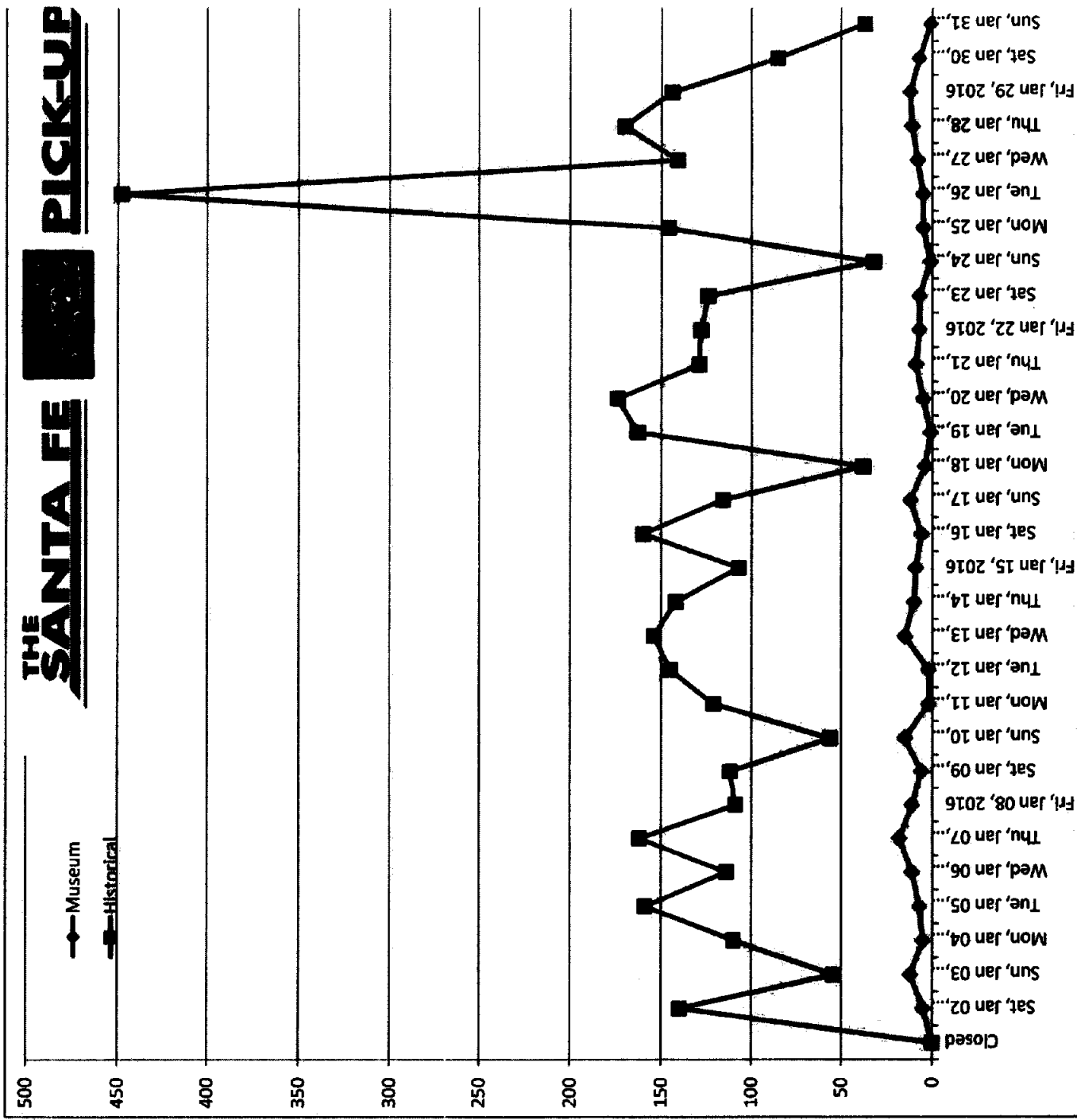


	Museum	Historical
Tue, Dec 01, 2015	9	131
Wed, Dec 02, 2015	1	97
Thu, Dec 03, 2015	14	108
Fri, Dec 04, 2015	14	143
Sat, Dec 05, 2015	39	97
Sun, Dec 06, 2015	28	62
Mon, Dec 07, 2015	9	120
Tue, Dec 08, 2015	6	115
Wed, Dec 09, 2015	14	114
Thu, Dec 10, 2015	3	129
Fri, Dec 11, 2015	10	144
Sat, Dec 12, 2015	3	115
Sun, Dec 13, 2015	12	55
Mon, Dec 14, 2015	16	131
Tue, Dec 15, 2015	17	137
Wed, Dec 16, 2015	8	133
Thu, Dec 17, 2015	12	105
Fri, Dec 18, 2015	12	105
Sat, Dec 19, 2015	2	136
Sun, Dec 20, 2015	14	91
Mon, Dec 21, 2015	21	168
Tue, Dec 22, 2015	11	170
Wed, Dec 23, 2015	23	169
Thu, Dec 24, 2015	6	72
Closed	0	0
Sat, Dec 26, 2015	18	214
Sun, Dec 27, 2015	22	43
Mon, Dec 28, 2015	35	313
Tue, Dec 29, 2015	32	126
Wed, Dec 30, 2015	70	250
Thu, Dec 31, 2015	51	248
	532	4041

THE SANTA FE PICK-UP



THE SANTA FE PICK-UP



Museum
Historical

Closed

DISCUSSION ITEM

3. REPORT ON CUSTOMER/COMPLAINT SYSTEM



SANTA FE TRAILS

February 15, 2016



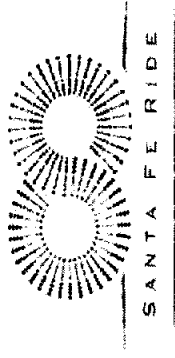
Comment/Complaint Report

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
14489	02/11/2016	02/11/2016	Telephone	SFPU	A. Granillo	N/A	Vans are dirty, especially inside	On hold pending assignment		
14451	02/10/2016	02/10/2016	Telephone	Transit buses	A. Petry	5	Driver pulled away before rider was seated	Video shows operator acted in a professional manner with rider who was not ready to board	02/11/2016	Closed
14439	02/09/2016	01/27/2016	Telephone	Transit buses	J. Alarcon	2	Poor customer service	This will be mentioned at monthly training	02/11/2016	Closed
14437	02/09/2016	02/09/2016	E-mail	Transit buses	A. Granillo	N/A	Information request	Information was provided	02/09/2016	Closed
14436	02/09/2016	02/09/2016	Telephone	Transit buses	A. Petry	2	Poor customer service	Operator followed policy to the letter	02/11/2016	Closed
14404	02/08/2016	02/08/2016	Telephone	Transit buses	G. O'Hara	2	Driver was rude	Operator coached on maintaining a professional demeanor at all times	02/10/2016	Closed
14393	02/05/2016	02/05/2016	Telephone	Transit buses	G. O'Hara	5	Rider(s) missed at stop	Operator coached on maintaining a calm focus	02/10/2016	Closed
14388	02/05/2016	02/05/2016	E-mail	Transit buses	A. Petry	4	Careless driving	Operator coached on safe operation	02/11/2016	Closed
14383	02/05/2016	02/03/2016	Telephone	Transit buses	A. Petry	2	Driver was rude	In progress		
14371	02/03/2016	02/03/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to determine operator	02/04/2016	Closed
14370	02/03/2016	02/03/2016	E-mail	Transit buses	J. Alarcon	2	Erratic driving	Unable to verify complaint	02/11/2016	Closed
14355	02/03/2016	02/02/2016	Telephone	Transit buses	D. Roybal	4	Hit and run	In progress		
14329	02/01/2016	02/01/2016	Telephone	Transit buses	J. Alarcon	2	Driver was rude	Operator coached on customer service skills	02/11/2016	Closed
14323	02/01/2016	01/30/2016	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Operator had called in a 10-99 - not at stop	02/14/2016	Closed
14298	01/29/2016	01/29/2016	Telephone	Transit buses	J. Alarcon	6	Bus was running late	Operator coached on schedule adherence	02/11/2016	Closed
14290	01/28/2016	01/28/2016	Telephone	Transit buses	J. Alarcon	22	Rider(s) missed at stop	Message left for submitter with resolution	02/11/2016	Closed
14240	01/26/2016	01/26/2016	Telephone	Transit buses	A. Petry	6	Compliment for professionalism	Compliment was passed on to operator	01/27/2016	Closed
14233	01/25/2016	01/25/2016	Telephone	Transit buses	A. Petry	1	Rider(s) missed at stop	In progress		
14209	01/22/2016	01/22/2016	Telephone	Transit buses	G. O'Hara	24	Bus was running late	AVL playback shows complaint to be unfounded	01/24/2016	Closed
14192	01/21/2016	01/21/2016	Telephone	Transit buses	G. O'Hara	2	Erratic driving	Video does not confirm complaint	02/04/2016	Closed
14180	01/21/2016	01/21/2016	Telephone	Transit buses	G. O'Hara	2	Complaint about drunks on the buses	Generic complaint - not actionable	01/24/2016	Closed
14120	01/16/2016	01/16/2016	Telephone	Transit buses	A. Petry	2	Driver was inattentive	Operator followed policy in an appropriate manner	02/12/2016	Closed
14118	01/16/2016	01/16/2016	Telephone	Transit buses	A. Petry	6	Rider(s) missed at stop	Operator apologized for mistake	02/10/2016	Closed
14083	01/14/2016	01/14/2016	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	Operator coached to avoid confusion at STC	01/27/2016	Closed
14024	01/11/2016	12/16/2015	Telephone	SFPU	D. Roybal	N/A	Driver was rude	In progress		
14011	01/11/2016	01/11/2016	Telephone	Transit buses	D. Roybal	2	Rider(s) missed at stop	Video does not confirm complaint	02/12/2016	Closed
14009	01/09/2016	01/09/2016	Telephone	Transit buses	G. O'Hara	24	Driver was rude	Unable to determine operator	01/10/2016	Closed
14008	01/09/2016	01/09/2016	Telephone	Transit buses	D. Roybal	2	Riders were arguing	This was an extension of #14007	03/18/2016	Closed
14007	01/09/2016	01/09/2016	Telephone	Transit buses	D. Roybal	2	Rider had panic attack	PD assisted with situation	01/18/2016	Closed
14001	01/08/2016	01/08/2016	Telephone	Transit buses	G. O'Hara	2	Bus did not yield right of way	Complaint was unfounded.	01/20/2016	Closed
13975	01/07/2016	01/07/2016	Telephone	Transit buses	M. Williams	2	Bus did not yield right of way	Operator coached on defensive driving skills	02/14/2016	Closed

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
13947	01/05/2016	01/05/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Video shows riders were not at stop	01/27/2016	Closed
13936	01/05/2016	01/05/2016	Telephone	Transit buses	D. Roybal	M	Careless driving	Operator coached on ice driving	01/18/2016	Closed
13806	12/23/2015	12/23/2015	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Video showed complaint to be false	01/28/2016	Closed
13773	12/22/2015	12/22/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Unable to confirm complaint	12/22/2015	Closed
13706	12/17/2015	12/15/2015	Telephone	SFPU	D. Roybal	N/A	Road rage incident	In progress		
13697	12/15/2015	12/15/2015	E-mail	Transit buses	M. Williams	21	Driver was rude	Closed by supervisor	01/11/2016	Closed
13671	12/16/2015	12/16/2015	Telephone	Transit buses	M. Williams	2	Driver was rude	Video does not verify complaint	12/21/2015	Closed
13652	12/15/2015	12/15/2015	Telephone	Transit buses	G. O'Hara	5	Bus was running late	Equipment and weather issues	12/16/2015	Closed
13647	12/15/2015	12/15/2015	Telephone	Transit buses	G. O'Hara	1	Bus was running late	Inclement weather - unavoidable situation	12/15/2015	Closed
13630	12/14/2015	12/14/2015	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Operator coached on nighttime issues	12/14/2015	Closed
13589	12/11/2015	12/11/2015	Telephone	Transit buses	G. O'Hara	1	Road condition damaged bike on rack	Unable to verify complaint	12/12/2015	Closed
13587	12/11/2015	12/11/2015	Telephone	Transit buses	G. O'Hara	M	Bus was late	Tardiness was caused by PD - unavoidable	12/12/2015	Closed
13521	12/08/2015	12/08/2015	Telephone	Transit buses	M. Williams	4	Driver was rude	Unable to determine operator	02/14/2016	Closed
13501	12/07/2015	12/07/2015	Telephone	Transit buses	G. O'Hara	5	Driver was rude	Unable to determine operator	12/07/2015	Closed
13491	12/05/2015	12/04/2015	Telephone	Transit buses	A. Petry	2	Bus did not service stop	New operator was unfamiliar with route	01/27/2016	Closed
13474	12/04/2015	12/04/2015	Telephone	Transit buses	A. Granillo	1	Internal incident	Referred to Annette Granillo for resolution	12/07/2015	Closed
13464	12/03/2015	12/03/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Supervisor coached new operator on nighttime conditions	12/07/2015	Closed
13461	12/03/2015	11/30/2015	Telephone	Transit buses	G. O'Hara	1	Bus did not yield right of way	Unable to verify complaint	12/07/2015	Closed
13362	11/25/2015	11/25/2015	Telephone	SFPU	A. Granillo	N/A	Rider(s) missed at stop	Video showed complaint to be false	12/21/2015	Closed
13357	11/25/2015	11/25/2015	Telephone	Transit buses	G. O'Hara	6	Rider missed his stop	Unable to verify complaint	11/27/2015	Closed
13308	11/23/2015	11/23/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Supervisor coached operator on customer service	12/07/2015	Closed
13295	11/20/2015	11/20/2015	Telephone	Transit buses	M. Williams	21	Compliment for customer service	Supervisor passed along the compliment	11/23/2015	Closed
13266	11/19/2015	11/19/2015	Telephone	Transit buses	D. Roybal	2	Compliment for customer service	Supervisor passed on compliment	12/09/2015	Closed
13164	11/16/2015	11/13/2015	Telephone	Transit buses	G. O'Hara	N/A	Van driver was rude	Unable to determine operator	11/17/2015	Closed
13055	11/09/2015	11/09/2015	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Log shows rider(s) not at stop	11/14/2015	Closed
12906	11/02/2015	10/27/2015	Telephone	Transit buses	A. Granillo	N/A	Maintenance issue with bike racks	In progress		
12904	11/02/2015	11/02/2015	Telephone	Transit buses	G. O'Hara	M	Bus was running hot	Dispatch log shows driver was 1 minute down	11/03/2015	Closed
12831	10/28/2015	10/28/2015	Telephone	Transit buses	D. Roybal	21	Rt. 21 is always late	Accident caused slowdown at this date and time	11/13/2015	Closed
12796	10/26/2015	10/26/2015	Telephone	Transit buses	G. O'Hara	2	Erratic driving	Unable to identify operator	10/27/2015	Closed
12767	10/24/2015	10/24/2015	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	Operator coached to be more vigilant at stops	10/29/2015	Closed
12764	10/23/2015	10/23/2015	Telephone	Transit buses	A. Granillo	2	Rider on bus was drunk and unruly	Concern was exaggerated by submitter	02/10/2016	Closed
12758	10/23/2015	10/23/2015	Telephone	SFPU	A. Granillo	N/A	Driver was rude	Operator coached on customer service skills	02/05/2016	Closed
12647	10/19/2015	10/19/2015	Telephone	Transit buses	A. Petry	2	Rider lost money on bus	Unable to verify loss using video and radio logs	01/27/2016	Closed
12602	10/15/2015	10/15/2015	Telephone	Transit buses	A. Petry	6	Driver was rude	Appropriate action was taken by supervisor	01/22/2016	Closed
12601	10/15/2015	09/26/2015	Telephone	SFPU	A. Granillo	N/A	Driver was rude	Unable to verify complaint	12/21/2015	Closed
12533	10/13/2015	10/13/2015	Telephone	Transit buses	G. O'Hara	22	Bus was 3 minutes late	This is within allotted time frame	10/18/2015	Closed
12496	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Rider(s) missed at stop	Video does not confirm complaint	10/18/2015	Closed
12492	10/09/2015	10/09/2015	Telephone	Transit buses	M. Williams	2	Erratic driving	Operator coached on driving technique	10/19/2015	Closed
12472	10/07/2015	10/07/2015	Telephone	Transit buses	A. Petry	2	Service animal issue	Operator coached on service animal protocol	01/22/2016	Closed

SANTA FE RIDE

February 15, 2016

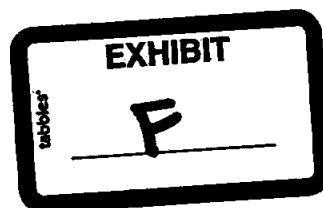


Comment/Complaint Report

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
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saliz	Customer request not followed	In progress		
14442	02/09/16	02/09/16	Telephone	Santa Fe Ride	G. Salazar	Pickup arrived too early	Supervisor apologized for error	02/12/2016	Closed
14338	02/02/16	01/21/16	E-mail	Santa Fe Ride	G. Salazar	Miscommunications with reservations	Explanation e-mailed to client	02/11/2016	Closed
14006	01/08/16	01/08/16	Telephone	Santa Fe Ride	A. Granillo	Weather related late pickup	Unavoidable due to conditions	02/05/2016	Closed
13941	01/05/16	01/05/16	Telephone	Santa Fe Ride	S. Khalsa	Complaint about driver	Unable to confirm complaint with client	02/10/2016	Closed
13825	12/28/15	12/28/15	Telephone	Santa Fe Ride	A. Granillo	Drivers are not providing door-to-door service	Driver coached on proper protocol	02/05/2016	Closed
13820	12/28/15	12/21/15	Telephone	Santa Fe Ride	G. Salazar	Hit and run involving a Ride vehicle	Unable to confirm complaint	02/03/2016	Closed
13715	12/17/15	12/17/15	Telephone	Santa Fe Ride	S. Khalsa	Possible injury on van	Client was provided with Risk contact info	12/30/2015	Closed
13669	12/16/15	12/16/15	Telephone	Santa Fe Ride	F. Montoya	Trip not entered correctly	Item was resolved to client's satisfaction	01/04/2016	Closed
13462	12/03/15	12/03/15	Telephone	Santa Fe Ride	G. Salazar	Trip not entered correctly	Supervisor apologized to the client	12/09/2015	Closed
13121	11/12/15	11/12/15	Telephone	Santa Fe Ride	J. Saliz	Client argued with another client	None - client just needed to vent	02/10/2016	Closed
12855	10/29/15	10/29/15	Telephone	Santa Fe Ride	S. Khalsa	Return trip was missed	Supervisor apologized for the inconvenience	11/19/2015	Closed
12830	10/28/15	10/28/15	Telephone	Santa Fe Ride	J. Saliz	Trip not entered correctly	CSR apologized to client for error	02/10/2016	Closed
12701	10/21/15	10/21/15	Telephone	Santa Fe Ride	J. Saliz	Driver arrived past time window	Scheduling conflict - client made it on time	11/04/2015	Closed
12659	10/19/15	10/19/15	Telephone	Santa Fe Ride	G. Salazar	Trip not entered correctly	Misunderstanding between rider and CSR	10/29/2015	Closed
12635	10/16/15	10/16/15	Telephone	Santa Fe Ride	G. Salazar	CSR entered wrong reservation time	Supervisor coached CSR on accuracy	10/29/2015	Closed
12471	10/07/15	10/07/15	Telephone	Santa Fe Ride	J. Saliz	Trip cancelled in error	Client cancelled and forgot	11/04/2015	Closed
12438	10/06/15	10/06/15	Telephone	Santa Fe Ride	F. Montoya	Client does not "like" SF Ride	She has changed her mind - she "likes" it now	10/28/2015	Closed
12133	09/22/15	09/22/15	Telephone	Santa Fe Ride	A. Granillo	Call center supervisor was rude	Supervisor was coached on call management	12/09/2015	Closed
12126	09/22/15	09/22/15	Telephone	Santa Fe Ride	G. Salazar	Client wants a call from supervisor	Questions were answered	10/10/2015	Closed
12058	09/18/15	09/18/15	Telephone	Santa Fe Ride	J. Saliz	Service confusion	Submitter did not want to file a complaint in the first place - case closed	11/29/2015	Closed
11909	09/11/15	09/11/15	Telephone	Santa Fe Ride	F. Montoya	Trips not entered correctly by CSR	Supervisor apologized for the inconvenience	10/28/2015	Closed
11886	09/10/15	09/10/15	Telephone	Santa Fe Ride	S. Khalsa	Inappropriate music volume in van	Supervisor coached driver	10/09/2015	Closed
11830	09/09/15	09/08/15	Telephone	Santa Fe Ride	G. Salazar	Reservations entered on wrong date	CSR given documented oral coaching	10/23/2015	Closed
11829	09/09/15	09/08/15	Telephone	Santa Fe Ride	S. Khalsa	Reservations entered at wrong time	Submitter did not remember the incident	10/27/2015	Closed
11479	08/25/15	08/25/15	Telephone	Santa Fe Ride	S. Khalsa	Reservations entered on wrong date	The mistake was corrected	10/27/2015	Closed
11145	08/17/15	08/17/15	Telephone	Santa Fe Ride	J. Saliz	Pickup time not as scheduled	Client did not intend to file a complaint	12/08/2015	Closed

DISCUSSION ITEM

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



FLEET AND FACILITIES MAINTENANCE REPORT**February 16****Preventive Maintenance Inspections Performed**

Fixed Route Buses:	29
Paratransit Vehicles:	13
Pick-Up Vehicles:	7

Major Repairs Completed

Date	Unit #	Model	Description	Comments
12/02/2015	1401	Gilig	engine warranty work	completed

Accidents

10/26/2015	2128	van	hit in rear at stop	Major damage
11/10/2015	1101	Bus	cut off hit brakes passenger fell	Emt called
11/10/2015	3328	van	hit awning at sonic	Minor damage
11/15/2015	804	Bus	Did not set brake rolled into arroyo	Minor damage
11/15/2015	2113	Bus	hit in rear at stop	Minor damage
12/02/2015	2113	Bus	Hit car and wall	Minor damage
12/14/2015	2144	Van	Did not set brake rolled in to fence	Minor damage
12/16/2015	53984	Van	Hit car in parking lot	Minor damage
12/26/2015	802	Bus	hit wall	Minor damage
01/11/2016	1101	Bus	Hit customer with ramp	Emt called
01/17/2016	2155	Van	backed into pole	Minor damage

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
01/03/2016	806	Eldorado	Transmission failure	replaced
04-Jan	811	Eldorado	Rear diff. fail	replaced

Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
03/01/2015	operations	start repaint on inside bldg.	completed 15 rooms

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
10/15/2015	carlos rey	east	damaged	replaced
11/12/2015	montazuma	east	installed new signs for SFPU	
11/12/2015	market street	south	installed new signs for SFPU	
12/20/2015	cerillos	west	removed for construction	reinstalled

DISCUSSION ITEM

8. TAB TERM OF OFFICE—LOIS AMADOR



TRANSIT ADVISORY BOARD

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Term: 03/2014-3/2016

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Bridget Wolf, At-Large Representative
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9 reps:
Business
Education
Elderly
Disabled
Tourism
At-large (2) we have 4
Government (we don't have this one)
Rural/non-city (we don't have this one)

February 23, 2016

Mayor Javier Gonzales
PO Box 909
Santa Fe, NM 87505-0909

Dear Mayor Gonzales:

I am currently serving on the Transit Advisory Board and my term has recently expired.
I would like to continue serving on the board. Please find attached a resume of my qualifications.

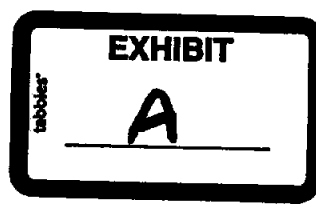
Sincerely,

Name and date

Please Include name and address in letter

PRESENTATION ITEMS

1. PRE-TEEN AND TEEN INDEPENDENT TRANSIT AND
MOBILITY PLAN—ERICK AUNE



Santa Fe Metropolitan Pre-Teen and Teen (10-17) Independent Transit and Mobility Plan

What?

- Determine after-school and weekend trips that pre-teens and teenagers make
- Determine the degree of independence in their travel
- Determine perceived and real safety measures associated with travel
- Map formal, informal paths and types of independent mobility movements (walk, skateboard, bicycle, scooter/moped, bus, other) {Independent mobility is defined as a pre-teen or teenager traveling through the community without assistance from an adult/parent and without an automobile.}
- Determine approximate age of when young people gain independence in their daily travels
- Demographic Mapping and Data Collection: # of youth age 10-17 in the Santa Fe Metropolitan Area and public/private school and residential locations.
- American Community Survey, 5-Year Estimates (2008-2012) 11,021 youth age 10-17 or 9.2% of metro area

Why?

Public transit, multi-use trails and formal and Informal paths enable a certain level of independent travel though out the community. As pre-teens age they typically increase the diversity of after-school trips as extramural activities including sports, music, arts and employment opportunities increase. Generally in the United States, as teens attain driver's licenses their independent mobility option simply shifts to the single passenger automobile as well as their reliance on its use. However, recent trends indicated that youth primarily in urban centers are less attracted to automobile dependency for a variety of reasons. By analyzing current attitudes, perceptions and behaviors of youth in the Santa Fe Metropolitan Area in 2016 the Santa Fe MPO may achieve the following:

- Development of policies and programs that maximizes travel independence via transit and active transportation as youth move into adulthood.
- Provide parents and schools with resources and tools that encourage youth to safely travel within the community as using transit and active transportation as alternatives to the automobile.
- Increase employment access and opportunities for teens.
- Development of infrastructure gap analysis that supports current and latent demand for youth travel movements throughout the community.
- Develop new partnerships with SFP Schools, City Youth and Family Services, and Santa Fe Community Services.
- Encourage and increase transit ridership from all socio-demographic areas of youth and help to shift perceptions of walking, biking and transit from an un-cool negative stereotype to one of independence, freedom and safety.
- Develop metrics regarding ridership and origin/destination for local service providers.

Jurisdictional Scope:

Similar to the development of the Santa Fe Metropolitan Public Transit Plan, the Santa Fe MPO will work with all public transit service providers to better understand the breath of how youth move within and through the community via transit and alternatives to the automobile. Examples of Santa Fe Indian School, and the Santa Fe School of Art and Design are examples of know populations of students that are commuting beyond local neighborhoods. Additionally, regional schools including Pojoaque Valley Schools and Edgewood will be included in the initial analysis to help discover what percentage of students may be utilizing public transit services passing through the Santa Fe Metropolitan Planning Area.

Consultant Cost Estimates

Data Collection and Analysis: \$6000.00

Public Outreach: Surveys, Workshops, and Working Groups: \$10,000.00

Networking GIS Mapping based on public input and data: \$7000.00

Plan formatting and graphic design: \$5000.00

Misc: Taxes, Travel and other: \$2000.00

TOTAL Consultant Cost: \$30,000.00

Resources:

- Teenage Attitudes and Perceptions Regarding Transit Use, NCRTT – Aug. 2005, State of Florida
<http://www.worldtransitresearch.info/research/2581/>
- Teenager Transportation Planners – A New Form of Public Involvement, Saint Lucie County MPO, Jody Bonet 2005 http://www.transplex.org/conference_2005/presentations/11BonetJ.pdf
- Carmaker's next problem: Generation Y People in their teens and twenties are more interested in gadgets than cars, Allison Linn, MicroSoft News, 4 Nov 2010 <http://www.nbcnews.com/id/39970363/ns/business-autos>
- The Future Isn't What It Used to Be: Changing Trends and Their Implications for Transport Planning, 24 Aug, 2015 Todd Litman, VTP <http://www.vtpi.org/future.pdf>
- Youth Participation in Community Planning: APA – PAS 486, Mullahey, Susskind, and Checkoway, 1999
<https://www.planning.org/education/youth/pdf/pas486.pdf>
- County Steer Teens Toward Public Transit: The Washington Post, Jerry Markon Oct. 26, 2006
<http://www.washingtonpost.com/wp-dyn/content/article/2006/10/25/AR2006102500471.html>
- Understanding How to Motivate Communities to Support and Ride Public Transportation, TCRP 122, 2008
<http://webcache.googleusercontent.com/search?q=cache:l4bWhk2c0maJ:www.trb.org/Main/Blurbs/159756.aspx+&cd=2&hl=en&ct=clnk&gl=us>
- Teenage Mobility in the United States: Issues and Opportunities for Promoting Public Transit: TRB, No. 1971, 2014 <http://trrjournalonline.trb.org/doi/abs/10.3141/1971-19>
- \Transportation for Teenagers: A project to increase the mobility of high school students, Desmon, Downs, Hunter and Jain, April 20, 2010
http://www.cmap.illinois.gov/documents/10180/69163/Transportation_for_web.pdf/35ee1de4-9863-4df4-8f59-bdae998672d8
- Young Riders: Community and Public Transportation's Next Generation, Wilson
<http://www.ctaa.org/webmodules/webarticles/articlefiles/ct/summer04/summer-12-21.pdf>