



Agenda

DATE 6/17/16 TIME 11:20a
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TRANSIT ADVISORY BOARD MEETING

TUESDAY, JUNE 28, 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: MAY 24, 2016

PUBLIC COMMENT

DISCUSSION ITEMS:

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

PUBLIC COMMENT

ADJOURN

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

Transit Advisory Board
Meeting Index
June 28, 2016

Cover Page		0
Call to Order	Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:02 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM.	1
Roll Call	A quorum was established with roll call.	1
Approval of the Agenda	<i>Mr. Calvert moved to approve the agenda as presented with a second from Ms. Bleck which passed by voice vote.</i>	1
Approval of May 24, 2016	<i>Corrections:</i> <i>Others Present:</i> <i>Keith Wilson, MPO change to Keith, Wilson, City Transit Staff</i> <i>Call to Order:</i> <i>Chair Cellin-Messer change to Chair Colin</i> <i>Ms. Bleck moved to approve the minutes of May 24, 2016 as amended with a second from Mr. Calvert which passed by voice vote.</i>	1
Public Comment	Discussion Only	2
Discussion Items:		2
1. TAB Appointment Status		2
2. NCRTD Feasibility RFP FY 2017		2
3. Staffing Update-Staff		2
4. Southside Transit Center Update-Staff		2
5. Sheridan Design and Update-Staff	Discussion Only	3
6. Bus Replacement Schedule-Tomas Martinez		3
7. System Ridership-Fixed Route, Paratransit, and SF Pick Up-Staff		3
8. Customer Comment/Complaint System-Staff		4
9. Operations and Maintenance- Thomas Martinez		4
Public Comment	Discussion Only	4
Adjourn	<i>There being no further business to come for the Transit Advisory Board, Ms. Bleck moved to adjourn at 6:00 p.m. with a second from Mr. Cooper which passed by voice vote.</i>	4
Signature Page		4

Transit Advisory Board Meeting
Tuesday, June 28, 2016
5:00 p.m. to 7:00 p.m.
Santa Fe Trails Transit Facility

1. CALL TO ORDER

Chair Colin Messer called the meeting of the Transit Advisory Board to order at 5:02 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
Mary McGinnis
Aurore Bleck
Stan Cooper
Paul Thompson
Chris Calvert
Rebecca Estrada

Excused

Garrett Robinson

Others Present

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

3: APPROVAL OF AGENDA

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

3. APPROVAL OF MINUTES: May 24, 2016

Corrections:

Others Present:

Keith Wilson, MPO change to Keith, Wilson, City Transit Staff

Call to Order:

Chair Collin Messer change to Chair Colin

MOTION: *Ms. Bleck moved to approve the minutes of May 24, 2016 as amended with a second from Mr. Calvert which passed by voice vote.*

4. PUBLIC COMMENT

Mr. McQuarie will hold his comments after the discussions of Items 4 and 5.

5. DISCUSSION ITEMS

1. Board Member Appointment Status

Mr. Martinez reported that the Mayor has all appointments on hold. There will be no new members appointed and those on the board will remain.

2. NCRTD Feasibility RFP FY 2017

Mr. Pino reported there was three responses that were received and reviewed. The committee reviewed and ranked the submittals last Tuesday. The company selected to conduct the study is TMD based out of California. The company has a history with transportation projects and outreach. The NCRDT board meets the second Friday in July and will vote on it.

Mr. Pino explained that the company has hired a facilitator (Rosemary Romero). The fee will remain the same. Mr. Pino anticipates the company will have methods to address the money saving aspect. Mr. Pino briefly discussed the concerns that City Council has with the study.

3. Staffing Update

Mr. Martinez reported that a new service worker started this week, there will be interviews for two transit operators. There are three temporary positions open and two shuttle operators. In the shop, a mechanic was hired but he chose to go to the Fire Department.

A brief discussion was held about Solid Waste asking to service the CNG units, Mr. Martinez states they cannot assist because of the operational Federal Money the department receives. It can only be used on Transit assets.

4. Southside Transit Center Update

Mr. Pino states the Council approved the traffic impact fees to be applied to Transit.

A discussion was held about the move from the mall to the new facility. NTA has requested an environmental clearance or a site assessment. Mr. Wilson states that it is underway.

Mr. Pino explained the amount of money put in from the fees will go into the three different projects. Chair Messer asked if the mall has made contact about using the area, Mr. Martinez states not yet.

A brief discussion was held about the timeline, the project will go into the winter months. Mr. Pino explained FTA has been moving slowly and is backed up with other cities.

Mr. McQuarie wanted to confirm the location as he has heard of three locations. Mr. McQuarie reminded the board that before they send out the bids or plans to the Finance or Public Works they should go through the Mayors Committee on Disabilities. It is a procedural requirement.

Mr. Messer asked how the plans are reviewed. Mr. Martinez states the Chair of the Mayors Committee on Disabilities receives a copy of the plans at the same time the department does.

Mr. Wilson states now that the money from the fees is a certainty they will get a handle on the plans.

5. Sheridan Design and Update

Mr. Pino reported at the meeting last week for the public some plans were shown. They did not include the benches and shelters. Because of the backlog at FTA the work may not begin until after October. The shelters have been approved by the Historical Design Review Board.

A discussion about the old plans was held, a copy was reviewed.

Mr. McQuarie stated the public was upset and voiced their concern that the bus stations are to be for the people not the buses. His concern is what will happen in the meantime while the work is being done and how long will it take. With inclement weather will there be covering?

Mr. Martinez explained that the station will be staged on Alameda Street. It should only take a month and a half to complete.

Chair Messer asked if a shuttle service of SF Pickup can be coordinated. Mr. Martinez states they have never done anything but move the area.

Mr. Pino states the project will have to be complete before the special events begin next June.

Mr. Calvert suggested making contact with those who signed in at the meeting and keep them updated.

Mr. McQuarie inquired if the new shelters and benches are ADA compliant. Mr. Pino states they are territorial style and the seats are perpendicular to the road. A discussion was held about the sidewalk space.

Chair Messer encouraged the ADA compliance issue as soon as the plans are received.

6. Bus Replacement Schedule

Mr. Martinez states they continue looking for funds. There is no federal money and they are working on numbers with the GRT. Mr. Pino states the GRT is higher than anticipated. Mr. Calvert asked if the Council included buses in the CIP Budget. They did not. A discussion was held about the loan with New Mexico Finance Authority.

7. System Ridership-Fixed route, Paratransit, and SF Pick-Up

Mr. Martinez reported the system ridership is slowly climbing. (See Exhibit A) Chair Messer reported seeing a lot of new riders on his route. The increase could also be in part to the Meow Wolff exhibit and tourist season.

A brief discussion was held about the Zia Railrunner station and the plans. It will only be a drop off loop.

Mr. Thompson asked about the ridership and the revenue. Mr. Martinez explained that could be due to passes, school letting out for summer and veteran ridership.

Ms. Bleck discussed the on time performance for SF Ride. Mr. Martinez explained they are down two drivers.

A discussion was held about upcoming special events and the Music on the Hill. The resolution will need to pass through committees and Council and that may not leave many performances left.

8. Customer Comment/Complaint System

Mr. Martinez states he has been working well with the supervisors to close out the complaints. (See Exhibit B) Mr. Martinez explained the process and the time it takes to review the tapes.

Mr. Martinez will close out any outstanding complaints.

9. Operations and Maintenance

Mr. Martinez only reported a minor wiring issue with a unit. (See Exhibit C)

6. PUBLIC COMMENT

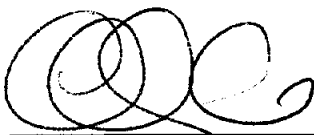
Mr. McQuarie asked about the decals for the Paratransit units. Mr. Martinez states they were ordered before the fiscal year ended and should be in shortly.

Mr. Cooper discussed the visit to the CNG station with Councilor Villareal, there was not any handouts or literature to pass out so that should be looked at. Also she was very impressed with the department and the enthusiasm of the employees.

7. ADJOURN

MOTION: There being no further business to come for the Transit Advisory Board, Ms. Bleck moved to adjourn at 6:00 p.m. with a second from Mr. Cooper which passed by voice vote.

SIGNATURES



Colin Messer, Chair



Linda Vigil, Stenographer

DISCUSSION ITEM

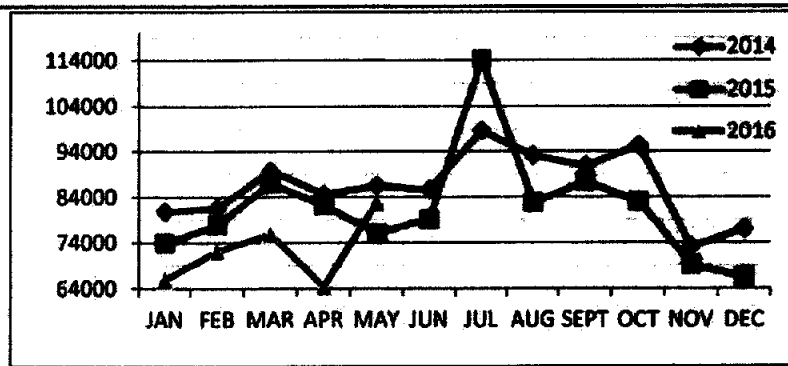
7. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS, SANTA FE RIDE, AND SANTA FE PICK-UP



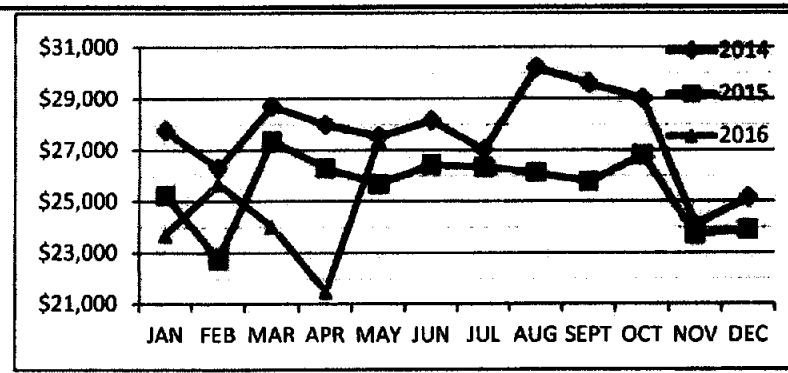
MAY 2016 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6	Route 7	Route 8	Route 9	Route 10	Route 11	Route 12	Route 13	Route 14	Route 15	TOTAL
01-May-16	SU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02-May-16	MO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03-May-16	TU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04-May-16	WE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05-May-16	TH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06-May-16	FR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
07-May-16	SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08-May-16	SU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09-May-16	MO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10-May-16	TU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11-May-16	WE	4590	20300	4680	2057	1769	600	382	772	1593	135	36878					
12-May-16	TH	409	1602	171	103	139	58	59	0	195	33	2770					
13-May-16	FR	355	1531	798	224	220	96	57	121	200	25	3627					
14-May-16	SA	275	752	139	66	75	17	0	0	0	0	1324					
15-May-16	SU	76	343	61	0	0	19	0	0	134	12	645					
16-May-16	MO	466	1272	411	136	126	31	45	51	262	24	2824					
17-May-16	TU	286	1412	426	77	37	16	323	61	613	22	3273					
18-May-16	WE	381	1348	239	152	127	61	25	228	22	800	3383					
19-May-16	TH	337	1955	419	154	319	63	12	98	242	18	3617					
20-May-16	FR	228	1119	439	149	158	37	64	101	149	25	2469					
21-May-16	SA	190	1178	63	48	77	21	0	30	35	8	1650					
22-May-16	SU	185	531	132	0	0	17	0	0	39	3	907					
23-May-16	MO	422	953	361	187	163	60	19	40	225	45	2476					
24-May-16	TU	408	2161	405	197	201	16	28	33	189	15	3653					
25-May-16	WE	269	1006	368	108	138	54	45	48	136	33	2205					
26-May-16	TH	258	1517	349	102	196	23	26	0	208	22	2701					
27-May-16	FR	185	1723	366	73	190	39	21	74	215	15	2901					
28-May-16	SA	107	875	136	50	23	18	0	0	67	11	1287					
29-May-16	SU	221	423	130	26	14	39	0	0	73	7	0					
30-May-16	MO	0	0	0	0	0	0	0	0	0	0	0					
31-May-16	TU	428	1719	332	273	190	52	40	60	197	13	3304					
Totals		10076	43720	10425	4182	4162	1337	1148	1717	4795	1266	82828					

Ridership	2014	2015	2016
JAN	80920	73968	65848
FEB	81623	77909	72094
MAR	89998	87077	75825
APR	84634	82176	64384
MAY	86534	78139	82828
JUN	85635	79142	
JUL	98558	114212	
AUG	93129	82801	
SEPT	90873	87406	
OCT	95332	83052	
NOV	73155	69230	
DEC	77090	66491	
TOTAL	1037181	979603	580965



Revenue	2014	2015	2016
JAN	\$27,761	\$25,242	\$23,721
FEB	\$26,297	\$22,755	\$25,696
MAR	\$28,700	\$27,350	\$24,037
APR	\$27,984	\$26,293	\$21,482
MAY	\$27,536	\$25,682	\$27,401
JUN	\$28,145	\$26,437	
JUL	\$27,009	\$26,337	
AUG	\$30,219	\$26,114	
SEPT	\$29,611	\$25,768	
OCT	\$29,013	\$26,809	
NOV	\$24,130	\$23,724	
DEC	\$25,128	\$23,915	
TOTAL	\$331,534	\$306,425	\$122,338





June 1, 2016

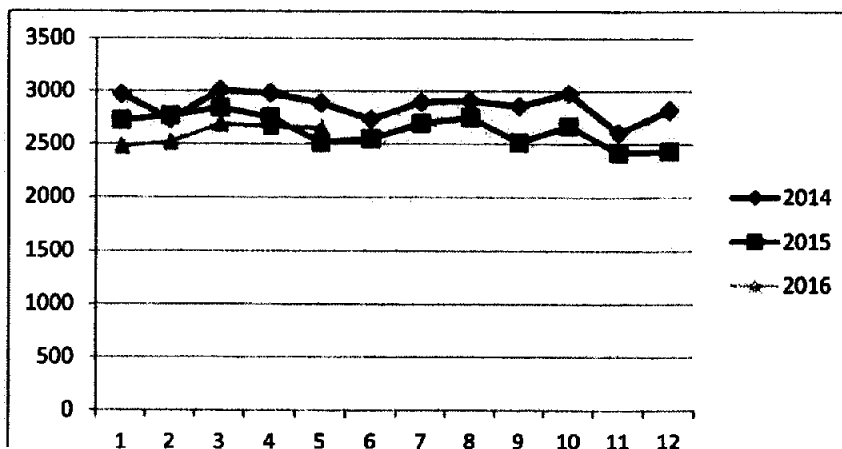
On-Time Performance

2012	On Time %	2013	On Time %	2014	On Time %	2015	On Time %	2016	On Time %
Jan-12	90.16	Jan-13	91.10	Jan-14	90.69	Jan-15	92.27	Jan-16	91.23
Feb-12	92.70	Feb-13	90.00	Feb-14	90.54	Feb-15	91.70	Feb-16	90.89
Mar-12	94.26	Mar-13	90.71	Mar-14	89.91	Mar-15	91.58	Mar-16	90.70
Apr-12	92.92	Apr-13	92.51	Apr-14	91.08	Apr-15	92.13	Apr-16	89.47
May-12	94.47	May-13	93.00	May-14	91.93	May-15	92.64	May-16	88.89
Jun-12	91.94	Jun-13	93.00	Jun-14	91.48	Jun-15	91.23	Jun-16	
Jul-12	90.02	Jul-13	91.64	Jul-14	91.50	Jul-15	91.20	Jul-16	
Aug-12	91.09	Aug-13	91.54	Aug-14	90.61	Aug-15	90.23	Aug-16	
Sep-12	89.84	Sep-13	89.47	Sep-14	79.13	Sep-15	91.84	Sep-16	
Oct-12	92.83	Oct-13	91.08	Oct-14	91.14	Oct-15	91.32	Oct-16	
Nov-12	92.87	Nov-13	91.19	Nov-14	91.38	Nov-15	92.19	Nov-16	
Dec-12	90.74	Dec-13	89.81	Dec-14	91.09	Dec-15	91.64	Dec-16	

Santa Fe Ride Ridership

	2012	2013	2014	2015	2016
January	2827	2859	2971	2724	2480
February	2884	2750	2736	2771	2518
March	3116	2903	3013	2845	2695
April	3057	3132	2983	2756	2667
May	2850	2844	2890	2513	2656
June	2714	2812	2736	2552	
July	2750	3023	2900	2695	
August	2827	3223	2911	2753	
September	2662	3137	2861	2512	
October	2920	3229	2983	2672	
November	2748	2728	2609	2418	
December	2479	2733	2827	2432	

Annual Total 33834 35373 34420 31643



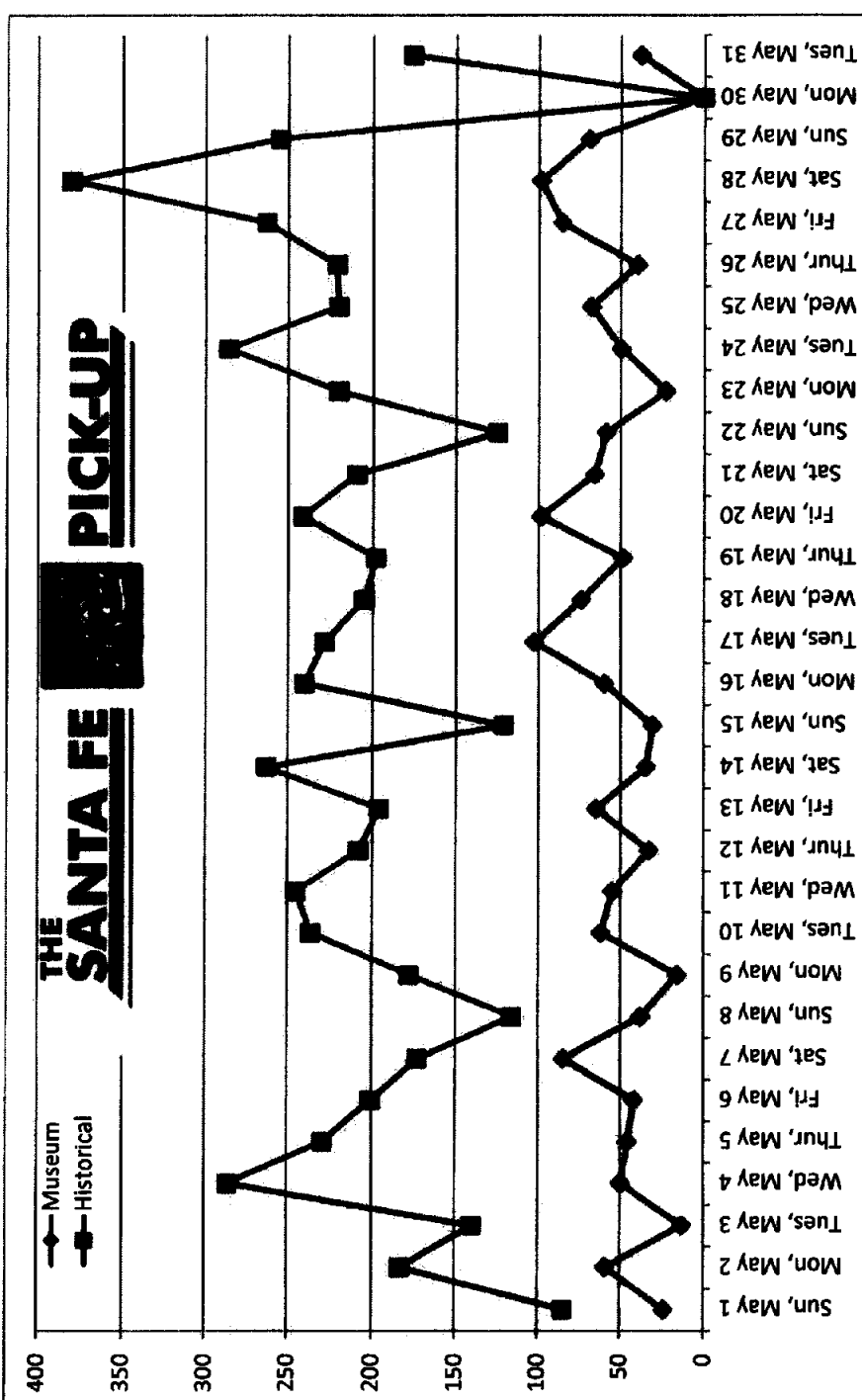
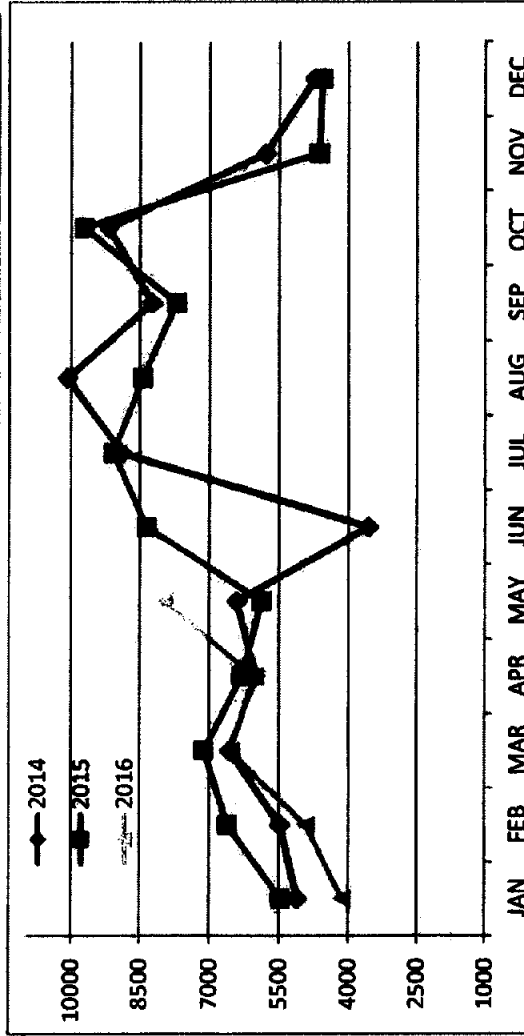
THE SANTA FE PICK-UP

Museum
Historical

Sun, May 1	24	85
Mon, May 2	59	183
Tues, May 3	13	140
Wed, May 4	50	286
Thur, May 5	46	229
Fri, May 6	42	201
Sat, May 7	85	173
Sun, May 8	38	116
Mon, May 9	16	178
Tues, May 10	62	236
Wed, May 11	55	245
Thur, May 12	33	208
Fri, May 13	65	196
Sat, May 14	35	263
Sun, May 15	31	121
Mon, May 16	60	240
Tues, May 17	103	228
Wed, May 18	74	205
Thur, May 19	49	198
Fri, May 20	99	241
Sat, May 21	66	209
Sun, May 22	59	125
Mon, May 23	23	220
Tues, May 24	50	286
Wed, May 25	68	220
Thur, May 26	40	221
Fri, May 27	86	263
Sat, May 28	99	380
Sun, May 29	69	255
Mon, May 30	0	0
Tues, May 31	38	176

1637 6327

2014	5120	2015	5464	2016	4149
JAN	5493	FEB	6606		4941
FEB	6570	MAR	7120		6549
MAR	6009	APR	6298		6033
APR	6420	MAY	5873		7964
MAY	3573	JUN	8339		
JUN	8908	JUL	9083		
JUL	10094	AUG	8431		
AUG	8236	SEP	7701		
SEP	9187	OCT	9718		
OCT	5795	NOV	4644		
NOV	4746	DEC	4573		



DISCUSSION ITEM

8. REPORT ON CUSTOMER/COMPLAINT SYSTEM



SANTA FE TRAILS

June 13, 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
16756	06/03/2016	06/03/2016	Telephone	Transit buses	J. Alarcon	5	Bus was running hot	In progress		
16745	06/02/2016	06/02/2016	Telephone	Transit buses	J. Alarcon	4	Rider(s) missed at stop	In progress		
16743	06/02/2016	06/02/2016	E-mail	Transit buses	G. O'Hara	N/A	A question about fares	on hold pending instructions		
16741	06/02/2016	06/02/2016	E-mail	Transit buses	G. O'Hara	N/A	duplicate of 16743	N/A	06/02/2016	Closed
16740	06/02/2016	06/02/2016	E-mail	Transit buses	G. O'Hara	N/A	duplicate of 16743	N/A	06/02/2016	Closed
16732	06/02/2016	06/02/2016	Telephone	Transit buses	A. Petry	4	Compliments to driver	In progress		
16727	06/02/2016	06/02/2016	Telephone	Transit buses	G. O'Hara	22	Bus was late	Construction on Cerrillos caused delay	06/02/2016	Closed
16616	05/27/2016	05/27/2016	Telephone	Transit buses	J. Alarcon	2	Rider was asked to get off bus	Supervisor contacted rider - it was a misunderstanding - rider was okay	05/31/2016	Closed
16556	05/25/2016	05/25/2016	Telephone	Transit buses	J. Alarcon	6	Compliments to a superb driver	Compliment was passed on to operator	05/31/2016	Closed
16507	05/24/2016	05/24/2016	Telephone	Transit buses	M. Williams	1	Bus was running hot	In progress		
16451	05/20/2016	05/20/2016	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	In progress		
16348	05/16/2016	05/16/2016	Telephone	Transit buses	D. Roybal	4	Bus was running hot	In progress		
16331	05/13/2016	05/13/2016	Telephone	Transit buses	G. O'Hara	4	Incorrect information given out	Unable to verify complaint	05/20/2016	Closed
16310	05/12/2016	05/12/2016	Telephone	Transit buses	T. Martinez	N/A	Complaint about CSR/Supervisor	In progress		
16309	05/12/2016	05/12/2016	Telephone	Transit buses	J. Alarcon	4	Compliments on safety issue	In progress		
16299	05/12/2016	05/09/2016	Telephone	Transit buses	D. Roybal	N/A	Bus speeding and ran red light	In progress		
16245	05/10/2016	05/10/2016	Telephone	SFPU	T. Martinez	N/A	Concern about service intervals	In progress		
16168	05/06/2016	05/06/2016	Telephone	Transit buses	M. Williams	2	Driver failed to stop to let rider off	In progress		
16092	05/03/2016	05/03/2016	Telephone	Transit buses	J. Alarcon	1	Driver was rude	In progress		
16073	05/02/2016	05/02/2016	Telephone	Transit buses	A. Petry	1	Bus was 25 minutes late	New person in dispatch dropped the ball	05/31/2016	Closed
16068	05/02/2016	05/02/2016	Telephone	Transit buses	G. O'Hara	24	Driver was rude	Unable to determine operator	05/05/2016	Closed
16064	05/02/2016	05/02/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	In progress		
16049	05/02/2016	05/02/2016	Telephone	Transit buses	M. Williams	2	Driver was rude	In progress		
16024	04/29/2016	04/29/2016	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop	Driver coached on stop awareness	04/30/2016	Closed
15988	04/27/2016	04/26/2016	Telephone	Transit buses	M. Williams	2	Bus ran a red light	Driver coached to anticipate stale lights	05/04/2016	Closed
15942	04/26/2016	04/26/2016	Telephone	Transit buses	A. Petry	4	Driver acted unprofessionally	Operator followed protocol to the letter	05/31/2016	Closed
15938	04/26/2016	04/25/2016	Telephone	Transit buses	G. O'Hara	2	Rider denied free fare	Unable to determine operator	04/30/2016	Closed
15932	04/25/2016	04/25/2016	Telephone	Transit buses	A. Petry	2	Driver was not helpful	Operator was distracted by heavy traffic	05/29/2016	Closed
15899	04/22/2016	04/22/2016	Telephone	Transit buses	A. Petry	2	Bus was running late	Unable to verify complaint	05/03/2016	Closed
15859	04/21/2016	04/21/2016	Telephone	Transit buses	A. Petry	4	Rider let off at incorrect stop	Legitimate misunderstanding	05/03/2016	Closed
15747	04/14/2016	04/14/2016	Telephone	Transit buses	G. O'Hara	M	Rider(s) missed at stop	Unable to verify complaint	04/14/2016	Closed

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
15717	04/12/2016	04/12/2016	Telephone	Transit buses	T. Martinez	N/A	Bus smells bad	In progress		
15692	04/11/2016	04/05/2016	Telephone	Transit buses	D. Roybal	N/A	Off duty incident by operator in uniform	Driver was coached on responsibilities	04/21/2016	Closed
15658	04/09/2016	04/09/2016	Telephone	SFPU	M. Williams	N/A	Compliment for good service	Compliment was passed on to operator	05/19/2016	Closed
15636	04/07/2016	04/07/2016	Telephone	Transit buses	A. Petry	2	Poor customer service	Operator followed operational and safety protocol	05/29/2016	Closed
15609	04/06/2016	04/06/2016	Telephone	Transit buses	G. O'Hara	2	Rude driver	Operator was coached on customer service skills	04/06/2016	Closed
15555	04/04/2016	04/04/2016	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Rider was not at a stop - protocol was followed	04/06/2016	Closed
15527	04/02/2016	04/02/2016	Telephone	Transit buses	D. Roybal	SFPU	Rude driver	Unable to verify complaint	04/21/2016	Closed
15526	04/01/2016	04/01/2016	Telephone	Transit buses	A. Petry	1	Careless driving	Appropriate action was taken	05/29/2016	Closed
15375	03/28/2016	03/25/2016	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	Operator coached on maintaining consistent level of focus	04/21/2016	Closed
15358	03/24/2016	03/24/2016	Telephone	Transit buses	M. Williams	2	Bus was running late	In progress		
15315	03/23/2016	03/23/2016	Telephone	Transit buses	M. Williams	4	Unsafe driving	In progress		
15284	03/21/2016	03/21/2016	Telephone	Transit buses	J. Alarcon	2	Rude driver	In progress		
15172	03/15/2016	03/15/2016	Telephone	Transit buses	G. O'Hara	4	Driver dispensed incorrect information	Operator realized his error, radioed Dispatch, and filed an Incident Report	04/14/2016	Closed
15014	03/07/2016	03/07/2016	Telephone	Transit buses	G. O'Hara	1	Careless driving	Video does not confirm complaint	03/08/2016	Closed
14954	03/04/2016	03/04/2016	Telephone	Transit buses	A. Petry	2	Driver missed stop request	Construction noise made chime hard to hear	05/29/2016	Closed
14950	03/04/2016	03/04/2016	Telephone	Transit buses	A. Petry	2	Driver was texting while driving	Appropriate action was taken	05/29/2016	Closed
14949	03/04/2016	03/04/2016	Telephone	Transit buses	M. Williams	22	Bus ran a red light	In progress		
14847	03/01/2016	03/01/2016	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Complaint was unfounded.	05/03/2016	Closed
14829	03/01/2016	03/01/2016	Telephone	Transit buses	M. Williams	2	Wheelchair improperly secured	In progress		
14814	02/29/2016	02/29/2016	Telephone	SFPU	M. Williams	N/A	Careless driving	Unable to verify complaint	05/19/2016	Closed
14787	02/26/2016	02/26/2016	Telephone	SFPU	J. Alarcon	N/A	Unsafe driving - rude driver	In progress		
14763	02/25/2016	02/25/2016	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Operator coached on shelter awareness	03/05/2016	Closed
14714	02/23/2016	02/23/2016	Telephone	Transit buses	A. Petry	6	Bus was running hot	Complaint was unfounded.	05/03/2016	Closed
14697	02/22/2016	02/22/2016	Telephone	Transit buses	A. Petry	5	Bus was running hot	GPS shows bus on time	05/03/2016	Closed
14676	02/22/2016	02/22/2016	Telephone	Transit buses	G. O'Hara	1	Rider(s) missed at stop - bus running hot	Unable to verify complaint	03/03/2016	Closed
14648	02/19/2016	N/A	Telephone	Transit buses	G. O'Hara	1	GPS tracking is inconsistent	Supervisor spoke with submitter to agree on a further course of action	03/03/2016	Closed
14644	02/19/2016	02/17/2016	Telephone	Transit buses	A. Petry	5	Unsafe driving	Driver apologized for incident	05/03/2016	Closed
14585	02/17/2016	02/16/2016	Telephone	Transit buses	D. Roybal	M	Rider(s) missed at stop	Mistake at a shared stop (2 and M)	04/21/2016	Closed
14573	02/16/2016	09/??/2014	E-mail	SFPU	G. O'Hara	N/A	Rider(s) missed at stop	Annette mentioned this issue in a monthly Safety meeting and contacted submitter with info	03/02/2016	Closed
14535	02/16/2016	02/16/2016	Telephone	Transit buses	J. Alarcon	2	Rider(s) missed at stop	In progress		
14489	02/11/2016	02/11/2016	Telephone	SFPU	T. Martinez	N/A	Vans are dirty, especially inside	In progress		
14383	02/05/2016	02/03/2016	Telephone	Transit buses	A. Petry	2	Driver was rude	Unable to verify complaint	05/03/2016	Closed
12906	11/02/2015	10/27/2015	Telephone	Transit buses	T. Martinez	N/A	Maintenance issue with bike racks	In progress		

SANTA FE RIDE

June 13, 2016

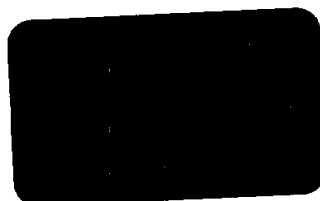


Comment/Complaint Report

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
16947	06/09/16	06/09/16	Telephone	Santa Fe Ride	S. Khalsa	Inappropriate touching	In progress		
16881	06/07/16	06/07/16	Telephone	Santa Fe Ride	G. Salazar	Compliment on customer service	Compliment was passed on to operator	06/09/2016	Closed
16730	06/02/16	06/01/16	Telephone	Santa Fe Ride	F. Montoya	Careless driving	In progress		
16419	05/19/16	05/19/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude	Audio tapes show protocol was followed	05/20/2016	Closed
16415	05/19/16	05/19/16	Telephone	Santa Fe Ride	G. Salazar	Trip not entered into system	Client forgot to call to schedule trip	05/20/2016	Closed
16366	05/17/16	05/17/16	Telephone	Santa Fe Ride	G. Salazar	Trip not entered into system	Supervisor apologized to client for the mistake	05/21/2016	Closed
16327	05/13/16	05/13/16	Telephone	Santa Fe Ride	S. Khalsa	CSR entered incorrect address	CSR coached to be more careful	06/10/2016	Closed
16185	05/06/16	05/06/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude	Supervisor apologized to client	05/18/2016	Closed
16091	05/03/16	05/03/16	Telephone	Santa Fe Ride	S. Khalsa	Pickup time incorrectly entered by CSR	CSR coached to be more careful	06/10/2016	Closed
16029	04/29/16	04/26/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate comments from driver	In progress		
16012	04/28/16	04/28/16	Telephone	Santa Fe Ride	F. Montoya	Erratic driving	Re-training is in progress for this operator	05/10/2016	Closed
15987	04/27/16	04/27/16	Telephone	Santa Fe Ride	J. Saliz	Trip not entered into system	In progress		
15958	04/26/16	04/26/16	Telephone	Santa Fe Ride	G. Salazar	Trip scheduled at wrong time	Client forgot she had changed time	05/12/2016	Closed
15926	04/25/16	04/25/16	Telephone	Santa Fe Ride	J. Saliz	Trips not entered into system	In progress		
15836	04/20/16	04/13/16	Telephone	Santa Fe Ride	G. Salazar	CSR was rude and unhelpful	Call taker was in training and was unclear	04/20/2016	Closed
15774	04/15/16	04/15/16	Telephone	Santa Fe Ride	G. Salazar	Trips not entered into system	Supervisor apologized to client	04/27/2016	Closed
15720	04/12/16	04/12/16	Telephone	Santa Fe Ride	F. Montoya	Possible road rage incident	Unable to verify complaint	04/25/2016	Closed
15627	04/07/16	04/07/16	Telephone	Santa Fe Ride	S. Khalsa	Trip not entered into system	Audio tapes do not verify concern	06/10/2016	Closed
15546	04/04/16	04/04/16	Telephone	Santa Fe Ride	T. Martinez	Trips not scheduled	In progress		
15159	03/15/16	03/15/16	Telephone	Santa Fe Ride	G. Salazar	Trips scheduled on wrong date	Client has since passed away	04/20/2016	Closed
15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	T. Martinez	Inappropriate vehicle assigned to trip	In progress		
14903	03/03/16	03/03/16	Telephone	Santa Fe Ride	S. Khalsa	Driver ran red light	Video shows driver obeyed all traffic signals	04/13/2016	Closed
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saliz	Customer request not followed	Driver coached on sensitivity issues	05/24/2016	Closed

DISCUSSION ITEM

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



FLEET AND FACILITIES MAINTENANCE REPORT

June-16

Preventive Maintenance Inspections Performed

Fixed Route Buses:	12
Paratransit Vehicles:	3
Pick-Up Vehicles:	1

Major Repairs Completed

Date	Unit #	Model	Description	Comments
05/07/2016	811	Eldorado	harness issue	repaired

Accidents

no major accidents

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
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Facility Inspections/Repairs Completed

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

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
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