



Agenda

DATE 4/15/16 TIME 10:23
SERVED BY Lois Amador
RECEIVED BY [Signature]

TRANSIT ADVISORY BOARD MEETING
TUESDAY, APRIL 26, 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: MARCH 22, 2016

PUBLIC COMMENT

ACTION ITEMS:

1. NCRTD SERVICE PLAN FY 2017

DISCUSSION ITEMS:

1. STAFFING UPDATE – STAFF
2. TAB APPOINTMENTS -- STAFF
3. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
4. SHERIDAN DESIGN AND UPDATE – STAFF
5. BUS REPLACEMENT SCHEDULE- THOMAS MARTINEZ
6. BUDGET STATUS- THOMAS MARTINEZ
7. ACCESSIBLE CABS UPDATE- THOMAS MARTINEZ
8. NCRTD FEASIBLE STUDY- THOMAS MARTINEZ
9. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP
10. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
11. FLEET AND FACILITIES 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
April 26, 2016

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Call to Order	Chair Collin Messer called the meeting of the Transit Advisory Board to order at 5:03 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 Mr. Cooper which passed by voice vote.</i>	1
Approval of March 22, 2016	<i>CORRECTIONS: Page 2 Item 6 System Ridership Paragraph 4: las last Page 3 Item 5 Bus Replacement Schedule Paragraph 2: GRT at 1.25 change to .25, 80% change to 79% Mr. Calvert moved to approve the minutes from March 22, 2016 as amended with a second from Ms. Bleck which passed by voice vote.</i>	1
Public Comment		2
Action Items: NCRTD Service Plan FY2017	<i>Mr. Calvert moved to approve the amount be paid to the NCRTD per the Resolution presented with a second from Mr. Cooper which passed by voice vote.</i>	2
Discussion Items:		2
1. Staffing Update-Staff	<i>Discussion Only</i>	2
2. TAB Appointments-Staff	<i>Mr. Calvert moved to forward all letters of intent to the Mayor's Office with the notation that the student was late, with a second from Mr. Cooper which passed by voice vote.</i>	3
3. Southside Transit Center Update-Staff		3
4. Sheridan Design and Update-Staff	<i>Discussion Only</i>	3
5. Bus Replacement Schedule-Thomas Martinez		3
6. Budget Status-Thomas Martinez		3
7. Accessible Cabs Update-Thomas Martinez		4
8. NCRTD Feasible Study-Thomas Martinez		4
9. System Ridership-Fixed Route, Paratransit, and SF Pick Up		4
10. Customer Comment/Complaint System-Staff		4
11. Fleet and Facilities Maintenance-Thomas Martinez		4
Public Comment	<i>Discussion Only</i>	4
Adjourn	<i>There being no further business to come before the Transit Advisory Board, Ms. Estrada moved to adjourn at 6:10 p.m. with a second from Ms. Bleck which passed by voice vote.</i>	4
Signature Page		4

Transit Advisory Board Meeting
Tuesday, April 26, 2016
5:00 p.m. to 7:00 p.m.
Santa Fe Trails Transit Facility

1. CALL TO ORDER

Chair Collin Messer called the meeting of the Transit Advisory Board to order at 5:03 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
Aurore Bleck
Mary McGinnis
Stan Cooper
Chris Calvert
Rebecca Estrada
Garrett Robinson

Excused

Paul Thompson

Others Present

Lois Amador, City Transit Staff
Thomas Martinez, City Transit Interim Director of Operations
Coby Livingstone
Dave McQuarie
Isaac Pino, City of Santa Fe Public Works Department Director
Keith Wilson, MPO
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: MARCH 22, 2016

Chair Messer made the following corrections:

Page 2 Item 6 System Ridership Paragraph 4: las last

Page 3 Item 5 Bus Replacement Schedule Paragraph 2: GRT at 1.25 change to .25, 80% change to 79%

Mr. Calvert moved to approve the minutes from March 22, 2016 as amended with a second from Ms. Bleck which passed by voice vote.

5. PUBLIC COMMENT

Ms. Livingstone currently sits on the Mayors Committee on Disability she has submitted her resume for consideration to fill the vacancy on the Board.

Mr. McQuarie was present to ask about the Sheridan Bus Center issues with ADA compliance. He has not seen the final plans but would like to be assured there is adequate room to become compliant.

Chair Messer stated that item is on the agenda and will be addressed.

Mr. McQuarie also asked about the possible merger with NCRDT and if they do in fact take over will they address the ADA issues.

Mr. Pino stated the RFP team meet to review the submittals for the feasible study. The final report should be complete by December. Chair Messer asked if NMDOT will review the plan, Mr. Pino stated that was not a requirement.

6. ACTION ITEMS:

NCRTD Service Plan FY 2017

Mr. Martinez discussed the amount of \$25,000.00 will be directed to the NCRTD for the shared services connected to the RailRunner, special events and the ski basin run. (See Exhibit A) Chair Messer stated it passed the Public Works Committee, will go on to Finance and ultimately City Council.

Mr. Calvert moved to approve the amount be paid to the NCRTD per the Resolution presented with a second from Mr. Cooper which passed by voice vote.

7. DISCUSSION ITEMS

1. STAFFING UPDATE-STAFF

Mr. Martinez is the interim Director of Operations. Mr. Wilson was introduced he will be serving as the Grants Administrator for the Department. (See Exhibit B)

Mr. Martinez reported that Ms. Granillo left things in good order. Some data needs to be adjusted for the NTD Report. Ms. Romero will assist on the report as well.

Chair Messer asked for a report on the shop. Mr. Martinez stated things are on track and record keeping is still being done despite the company that serviced the program used before has gone out of business. Mr. Martinez used a similar spreadsheet to track mileage and oil changes. It is acceptable by NTD.

Mr. Martinez reported that there are vacancies in Paratransit (3 vacancies), Fixed Route (2 vacancies), and SF Pick Up (2 vacancies).

2. TAB APPOINTMENTS-STAFF

A discussion was held about the process of TAB appointments. (See Exhibit C) There is one vacancy on the Board and there are three letters of intent. One was submitted late from a student at the SF Community College, however it was turned in late. The re-appointments are currently with the Mayor and should be placed on a City Council agenda soon. Mr. Pino suggested that the Board pick the candidates that best suited to serve the Board, then forwards them on to the Mayor's office as he is very hand on with committee and board appointments.

A discussion was held about possibly extending the Public Notice to attract more interested parties.

Mr. Calvert moved to forward all letters of intent to the Mayor's Office with the notation that the student was late, with a second from Mr. Cooper which passed by voice vote.

Ms. Estrada mentioned the student interested is not the typical student age. (18-24 years old)

3. SOUTHSIDE TRANSIT CENTER UPDATE-STAFF

Mr. Pino reported the impact fee committee met and \$1.144 million from the traffic impact fees was asked for to complete projects. If granted this amount would help with the exterior and moving the transit center from the Santa Fe Place Mall. Mr. Martinez stated that costs will have to be cut in order to make the projected \$1.3 million to complete.

The request will be heard before the Public Works Committee on May 9th, City Finance on May 16th, and finally City Council at May 25th.

Mr. Martinez stated the idea of having portable restrooms be placed at the site. Mr. McQuarie suggested the Board do not accept any plans until they know the center is ADA Compliant. Chair Messer explained that the Board has only seen preliminary drawings.

4. SHERDIAN DESIGN AND UPDATE-STAFF

Chair Messer stated he was hoping to show the renderings. Mr. Martinez has one that is 95% complete and will bring to the next meeting.

Mr. Martinez reported there are some minor issues with a fire hydrant involving federal money.

Mr. Martinez stated there are bi-weekly meetings on this project, any member of the Board is welcome to attend. He will send out an invite.

5. BUS REPLACEMENT SCHEDULE-THOMAS MARTINEZ

Mr. Martinez discussed the Bus Replacement Schedule. (See Exhibit D). Currently the bus replacement for 3 units is on schedule.

6. BUDGET STATUS-THOMAS MARTINEZ

Mr. Pino briefly discussed the Budget hearings currently taking place this week. (See Exhibit E) There is a new process so it has been taking longer than previous years. Mr. Pino stated Transit is toward the end of the list on the agenda, it is an enterprise fund so there is some budget to work with.

7. ACCESSIBLE CABS UPDATE-THOMAS MARTINEZ

Ms. Bleck spoke to the owner of Capital City Cabs who told her they do have a unit available for service. Mr. Martinez stated he would allow Transit staff to train their drivers.

Ms. Bleck reported she contacted a City Councilor about the Bus Stop at the Indian Hospital. Because it is a NMHDOT project, it always gets pushed back.

Mr. Wilson discussed this project, he is part of the MPO and needed to follow up on this particular project. NMDOT stated they are finalizing the plans for this.

Chair Messer asked about the funding, will it be state or federally funded? The plans will have to be final before they decide.

Mr. McQuarie was curious about the plans that NMDOT had from 1997 for this project.

8. NCRTD FEASIBLE STUDY-THOMAS MARTINEZ

This item was discussed earlier.

9. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT, AND SF PICKUP

Chair Messer reviewed the reports and stated there is a large drop in ridership. (See Exhibit F) A discussion was held about gas and oil prices and the affect it has had on transit.

A brief discussion was held about the on time performance of SF Pick Up. Mr. Martinez stated there are 200-269 trips made daily between 16 vehicles.

A discussion was held about the elimination of the M Route and the ways they would have to make a route change. Perhaps in the study they can look at that for efficiency.

10. CUSTOMER COMMENT/COMPLAINT SYSTEM-STAFF

Mr. Martinez discussed his priority to close out the open complaints. (See Exhibit G) Mr. Martinez states he will call the customers if he sees a major issue in the complaint. A brief discussion was held about times and buses on schedule.

11. FLEET AND FACILITES MAINTENANCE-THOMAS MARTINEZ

Mr. Martinez discussed most of his report earlier. (See Exhibit H)

Mr. Martinez reported a property owner on Agua Fria has a permit to build a wall. That stop will have to be removed.

9. PUBIC COMMENT


There were no Public Comments.

8. ADJOURN

There being no further business to come before the Transit Advisory Board, Ms. Estrada moved to adjourn at 6:10 p.m. with a second from Ms. Bleck which passed by voice vote.

SIGNATURES


Collin Messer, Chair
C.M.


Linda Vigil, Stenographer

ACTION ITEM

1. NCRTD SERVICE PLAN FY17

Exhibit A

1 **CITY OF SANTA FE, NEW MEXICO**

2 **RESOLUTION NO. 2016 -**

3 **INTRODUCED BY:**

4 Councilor Joseph M. Maestas

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9
10 **A RESOLUTION**

11 **ENDORISING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT'S FY2017**
12 **BUDGET PROPOSAL, APPROVING THE FY 2017 CITY OF SANTA FE REGIONAL**
13 **TRANSIT PLAN AND DIRECTING STAFF TO SUBMIT THE CITY OF SANTA FE**
14 **REGIONAL TRANSIT PLAN FOR FY 2017 TO THE NORTH CENTRAL REGIONAL**
15 **TRANSIT DISTRICT BOARD OF DIRECTORS FOR CONSIDERATION AND APPROVAL.**

16
17 **WHEREAS**, the North Central Regional Transit District (hereinafter referred to as
18 "NCRTD") was created in 2004 by agreement between the City of Espanola, Los Alamos County,
19 Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, San Juan Pueblo, Santa Clara Pueblo, the
20 City of Santa Fe, Santa Fe County and Tesuque Pueblo; and

21 **WHEREAS**, NCRTD Resolution 2008-14 states that "in order to create a truly effective and
22 efficient regional transit system that cooperatively and equitably serves north central New Mexico,
23 the NCRTD believes that the City of Santa Fe should be a member of the District"; and

24 **WHEREAS**, as a result of City of Santa Fe Resolution 2008-87, the City of Santa Fe joined
25 the NCRTD and soon thereafter expanded City delivered transit services to provide connecting

1 transportation to and from the Rail Runner, through funding made available by the NCRTD; and

2 **WHEREAS**, the City's expanded services include:

- 3 • Santa Fe Trails Route 22, serving the New Mexico 599 Rail Runner station as well as
- 4 Rancho Viejo and Santa Fe Community College;
- 5 • Santa Fe Trails Routes 2 and 4, serving inbound and outbound Rail Runner trains at
- 6 South Capitol station;
- 7 • Additional enhanced, or "special service", provided to accommodate visitors and
- 8 residents alike, and meet increased demand for Rail Runner transfers, on Folk Art
- 9 Market, Spanish Market, and Indian Market weekends, as well as annual community
- 10 celebrations of Zozobra and the Canyon Road Farolito Walk;

11 **WHEREAS**, the existing services provided by Santa Fe Trails have been deemed to meet the
12 definition of regional services as adopted by the NCRTD Board and incorporated into its financial
13 policies as amended on November 4, 2011 by Board Resolution No. 2011-10; and

14 **WHEREAS**, the NCRTD has identified funding in their FY2017 budget proposal to keep the
15 aforementioned regional services, operated by the City, funded and running through FY2017; and

16 **WHEREAS**, the NCRTD will reimburse the City for said regional transit services, upon
17 receipt of invoices for service delivered, up to a FY 2017 total of \$993,300.00; and

18 **WHEREAS**, the City of Santa Fe agreed to pay up to \$25,000 to the NCRTD for the second
19 year of the pilot Mountain Trail 255 Route, which will be deducted from the reimbursement to Santa
20 Fe Trails on the first quarterly reimbursement request by the City.

21 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE CITY OF**
22 **SANTA FE** that the Governing Body hereby endorses the proposed FY2016 NCRTD budget that
23 continues to fund regional transit services, and will fund up to \$25,000 as identified above, that the
24 City of Santa Fe currently provides on behalf of the NCRTD, and that the aforementioned routes
25 compose and are approved as the City of Santa Fe Regional Transit Plan for FY2017, and upon

1 approval by the NCRTD Board of Directors, is incorporated in the NCRTD service plan.

2 PASSED, APPROVED, and ADOPTED this ____ day of ____, 2016.

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JAVIER GONZALES, MAYOR

7 ATTEST:

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10 _____
YOLANDA Y. VIGIL, CITY CLERK

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12 APPROVED AS TO FORM:

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KELLEY BRENNAN, CITY ATTORNEY

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DISCUSSION ITEM

- 1 . SANTA FE TRAILS, SANTA FE RIDE, AND SANTA FE
PICK UP STAFFING STATUS-- STAFF

Exhibit B

vacancies as of 4/13/16

259- Transit Div Director	
1287-S Director of Operations and Maintenance	Thomas Interim Dir of Ops and Maint/ and Fleet and Facilities Section
1808- Operations Manager for FR and Para	
1284 Equipment Svc Worker	
2090- Equipment Svc Worker- pending hire of Gutierrez	
1295 Heavy Equipment Mechanic	
1968 Paratransit Operator	to be reclassified
1967 Paratransit Operator	to be advertised
1899 Paratransit Operator	to be advertised
1435 Transit Operator	to be reclassified
1699 Transit Operator	to be reclassified
1694 Transit Operator TEMP	advertised only 1 to be hired
195- Transit Operator TEMP-pending hire of Strachan	
1699 Transit Operator TEMP	advertised
2271 Transit Shuttle Operator	to be advertised

123 positions in Transit

DISCUSSION ITEM

2 . TAB APPOINTMENTS

Exhibit B

AMADOR, LOIS O.

From: Steve Turner <steve@margoship.com>
Sent: Friday, March 18, 2016 4:42 PM
To: AMADOR, LOIS O.
Cc: Steve Turner
Subject: Santa Fe Transit Advisory Board
Attachments: Steve Turner Resume.docx

Dear Ms. Amador,

Having moved to Santa Fe from Summit New Jersey just months ago with my wife Desiree I'm anxious to participate in our community.

I have been a ship broker for 38 years. The logistics involved in ship brokering is intense.

I would appreciate the Board's consideration of my name for the open position on the Board.

Fondly yours,
Steve Turner

Office: 505 303 3344 | Mobile: 917 873 0619 | Skype: MargoShipLLC | www.margoship.com
Margo Ship LLC, 209 Ambrosio St. Santa Fe, NM 87501

March 2016

Resume

Steven P. Turner

209 Ambrosio St.

Santa Fe, NM 87501

T. 917 873 0619

steve@margoship.com

Born in New York City/ 1953. Married, 2 children, 2 grandchildren. Resident of Santa Fe New Mexico since October 2015.

Employment History

2013 to present. Margo Ship LLC, Santa Fe

President. Dry cargo ship brokers. Negotiate charter parties between ship owners and charterers. Representing ship owners in Colombia and the Netherlands.

1995 to 2013 Stewart Alexander & Company Inc., New York

Broker. Dry cargo ship broker.

1993 to 1995 EKKO Chartering Inc. New York

Broker. Dry cargo ship broker.

1985 to 1994 "K Line International (USA) Inc., New York

Broker and Corporate Secretary. Ship operator.

1978 to 1985 Simpson Spence & Young LLC, New York

Broker Trainee.

Board Participation History

1985 – 1987 Port Authority Trans-Hudson (PATH) Patron Advisory Committee, New Jersey.
Monthly meetings between PATH executives and patrons to discuss ways to improve PATH service.

1999 – 2002 Miramar Ski Club, New York, Construction Chair
350 Members. Owned 52 bed ski lodge in Waltsfield Vt.

2000 – 2003 320 West 92nd Street Co-Op New York. Member at Large
34 Unit Co-op. Member at Large. Construction.

2011 – 2015 Summit Parmley Co-Op. Vice President
54 Unit Co-op. Construction chair.

Education

IONA College, New Rochelle, NY BS Marketing 1976

Volunteer

1978 – 1980 Boy Scouts of America. Troop 3, Larchmont, NY Scout Master

1985 – 1995 Goddard Riverside Community Center, NY. Book sale drive coordinator.

AMADOR, LOIS O.

From: Coby Livingstone <coby.livingstone@gmail.com>
Sent: Wednesday, March 16, 2016 2:26 PM
To: AMADOR, LOIS O.
Subject: Transit Authority Board Vacancy
Attachments: Resume_2-2016.doc

Dear Mr. Amador,

I have attached my resume for consideration to fill the vacancy on the Transit Authority Board of Santa Fe, New Mexico. I understand it is a two year commitment.

Currently I serve on the New Mexico Commission for the Blind State Rehabilitation Council, the board of the Community Outreach Program for the Deaf/Blind of New Mexico and the Mayor's Committee on Disability in Santa Fe.

I am a frequent rider of the Santa Fe Ride Paratransit System and feel it is the best paratransit system I have ever experienced. The drivers are courteous to each other as well as to the patrons. This kind of atmosphere leads to a superb "ridership culture" that I very much appreciate. I would be honored to be a member of an enthusiastic group of citizens with a common goal to improve the existing transit system in Santa Fe.

Very sincerely,
Ms. Coby Livingstone, Ma, OT/L, CVRT
505 259 3672

"Finding Solutions Together"

Coby Livingstone

Coby Livingstone
303 East Buena Vista Street#5
Santa Fe, NM 87505
visionlossrehab@gmail.com
505.259.3672

SUMMARY

Dedicated professional interested in a dynamic opportunity to engage in meaningful activity with an enthusiastic and knowledgeable group of professionals and advocates for those with disabilities and unobserved abilities. Eager to join with professionals who are developing a quality of life and safe independent lifestyle for more and more people in New Mexico. I seek to empower the older adult with a variety of challenges to grow old in their most comfortable and familiar environment wherever possible.

RECENT WORK HISTORY

- 4/1/2014 to Present** Private practice, Low Vision Rehabilitation in NM; Independent contractor for ATP Services in the NM Developmentally Disabled Waiver program. Certified Peer Support Specialist, Behavioral Health Services
- 3/01/2012 to 6/2013** Private Practice, Low Vision Solutions of Oklahoma, LLC; low Vision rehabilitation for the older adult; contracts with OK Department of Rehabilitation, F.O.C.I.S. Counseling Center; Focus on Function Rehab; Dr. S. Dahr, MD; Dr. T. Pitt, OD.; adjunct instructor at Brown Mackie College and Langston University; Medicare, Medicaid and Tricare provider
- 1/08-11/11** Occupational therapist, vision rehabilitation therapist, job placement specialist, education coordinator at New View Oklahoma (NVO). Community based and center based programming. Responsible for assessment and IADL intervention for adults with vision impairment; work place assessments; development of new programs; case management; developed the Adaptive Diabetes Education Program in partnership with Ediba Diabetes Center with a grant from NEI; duties included frequent presentations to colleges, business and the general public.
- 6/10-7/2010** Adjunct Instructor, Vision Rehabilitation Counseling, Langston University, Oklahoma City campus, Oklahoma City, OK. Vision Rehabilitation Methods Class; clinical provider
- 8/07-1/08** Intern, Vision Rehabilitation Therapy, Southwest Blind Rehabilitation Center Veterans Medical Center, Tucson, AZ. Adult vision in-patient rehabilitation.
- 6/06-8/2007** Occupational Therapist, OASIS Outpatient Rehabilitation, Phoenix AZ. Family education, evaluations and treatment of adults, children with a variety of neurological and cognitive disorders.
- 6/03-6/2006** Volunteer, Arizona Center for Visually Impaired, Phoenix, AZ.
- 1/00-4/01** Occupational Therapist, St. Luke's Medical Center, Phoenix Arizona
Evaluation and treatment of acute, sub acute care patients, in the Skilled Nursing Facility and the Generations Geropsychiatric Unit. Served as a

Substitute therapist on the general, behavioral health and rehabilitation units.

RELEVANT QUALIFICATIONS

- Michigan Rehab f/t Blind, occupational therapist 1979-1981; Skilled presenter r/t professional topics. Clinical instructor at Western Michigan University, Kalamazoo, MI. Former director of Community Center, Three Rivers, MI. Possess extensive experience with adults and children who demonstrate cognitive, emotional and physical limitations due to trauma and illness. Skilled in current methods for OT in neurocognitive and orthopedic practice. Skilled in vocational and workplace assessments, design rehabilitation programs for job readiness, career exploration, job search and placement skills. Understand normal human development and educational intervention process for those who are learning disabled. Approach problem solving creatively. Exhibit leadership skills, and effectively communicate essential points clearly. Eager to collaborate with immediate team members as well as the general community at large.

EDUCATION

- Master of Arts, Vision Rehabilitation Therapy, Western Michigan University
- Bachelor of Science, Occupational Therapy, Western Michigan University
- Education Certificate, Elementary Education, K-8, Eastern Michigan University; Magna Cum Laude graduate
- Post-graduate: Speech Therapy, Counseling, Education, Parenting Concepts, Employment Counseling, Substance Abuse, Gerontology, Adjustment to Blindness, Assistive Technology for People w/ Disabilities, Diabetes Self-Management Education, Low Vision Therapy for Older Adults, Part B Medicare Policies (2012), certified in OK for ZoomText instruction, certified in OK for Behavioral Health Rehabilitation Specialist.
- Certificate in Gerontology, 6-2014, UNM Continuing Education
- Braille Instructor

LICENSES & CERTIFICATES

- National Certification in Vision Rehabilitation Therapy, #5515, 12/18
- NM OT License; 10/16; #3146
- National Registration, NBCOT: AA 136457 expired 2016
- Medicare/Medicaid Provider (New Mexico, Oklahoma, Arizona)
- Teaching Certification in Michigan; expired 7/98
- Behavioral Health Specialist, (CPSW) expired 2016

INTERESTS & ACTIVITIES

- State Rehabilitation Council for NM Commission for the Blind, member Executive Board, 2015-present
- Friends Library for the Blind Board, current member
- Task Force f/t NM Community Outreach Program for Deafblind, current member
- NM Occupational Therapy Association, current member, Nominating Committee
- Association of Education Rehabilitation Professionals (AER) current member

Coby Livingstone

- **Class presentation to UNM/OT methods class on Vision Rehab, fall 2014**
- **Speaker, Disability Day at NM Roundhouse, February, 2016**
- **Association of Vision Rehabilitation Therapists, current member, speaker National Conference, 2012**
- **AER Task Force for Medicare and Licensure**
- **Alliance for Public Transportation, Oklahoma City**
- **ITN America Advisory Council to ITN Central Oklahoma**

Received April 22, 2014

Dear Mayor Gonzales,

My name is Marlon Guite. I would like to be considered for membership on the Transit Advisory Board. I work part time and am a full time student at Santa Fe Community College. Up until recently, I was a transit dependent bus rider and used the bus to transport myself throughout the city. I was recently forced to buy a car because depending on the bus made it hard for me to get to work and school on time. I missed classes and that affected my grade point average. I still use the bus in addition to driving whenever possible to save money as I am a student of sustainability. I know many people like myself who need the bus and want to see the service expanded and improved.

I have also been very active in the community, working directly with people who use transit every day. I have worked with people experiencing homelessness and seen first hand how important transit is as a critical support and essential service. I have been a leader with Chainbreaker Collective and have been following transit policies as they have developed in the city over the last two years. I am currently working with the president of SFCC to help improve and expand transportation options at the school.

I believe that my experiences and commitment to public transit and my community make me an ideal candidate for the Transit Advisory Board. I will bring my experience as a bus rider, a worker and a student of sustainability to the table.

I am including a copy of my résumé for your information. Please let me know if there is any more information you would like or if you have any questions. I can be reached by email at malron.guite@yahoo.com.

Thank you for your consideration.

Sincerely,
Marlon Guite

Marlon Guite
(505) 501-9265
marlon.guite@yahoo.com

CURRENT CERTIFICATIONS
OSHA 30

SALES ASSOCIATE ADVANTAGE MARKETING AND SALES

- Prepare food samples serve and sale to Sams Club Members
- Proper Sanitation of cart and utensils to be used
- Great, tell and sale
- Have samples ready to serve

CAR WASH TECH AND SUPERVISOR

- Front of wash supervisor
- over see details and washes
- in charge of weekly employee schedules

CAREGIVER

- Provide around the clock care for elderly, 80 year old mom and second Client a 97 year old man.
- Prepared meals and assisted with morning shower and dressing
- Over night monitoring of clients condition

SERVER

- Set Tables and serving area
- Take food and drink orders
- Run food and drinks
- Bake bread/remake ice tea

RESOURCE CENTER MANAGER

- Homeless Outreach Case Manager
- food bags and clothing
- Housing mediation
- Transportation/ bus passes
- Homeless Court Administrator
- ID mediation
- Drug and alcohol treatment refusal
- Supervise volunteers
- Prepare lunch for up to 200 people twice weekly
- Hire, staff, and supervise staff during winter over flow

COMMUNITY SERVICE LEADER

- Member of Chainbreaker Collective for 1 year plus serving Santa Fe Community
- SFCC Student Ambassador Serving Students in a capacity to improve student success
- Volunteer at St. Elizabeth Shelter 10 years plus

EMPLOYMENT

4/10/15- Present	Advantage Marketing and Sales	Sales Associate
7/2/13-7/30/14	Squeaky Clean Car Wash	Car Wash Tech Supervisor
9/2/13- 4/30/14	Mi Casa In Home-care	Caregiver
2/11/11- 8/30/13	Outback Steak House	Server
2/4/07- 8/21/11	St Elizabeth homeless Shelter	Resource Center Manager

EDUCATION

Santa Fe Community College Certificate in Water Treatment Technologies projected completion date May 14 2016
Associates Degree and Certificate in Bio fuels projected date December 2016

DISCUSSION ITEM

5 . BUS REPLACEMENT SCHEDULE

Exhibit D

Fixed Route Bus Replacement Schedule

09/12/2013

Bus Yr	Bus Type	Existing	Purchases/Retirements												End Qty
			FY12/13	FY13/14	FY14/15	FY15/16	FY16/17	FY17/18	FY18/19	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25
2001	Bluebird	R	10	0	-10										0
2002	Bluebird	R	7		-7										0
2008	Eld EZRider II	R	6						-3	-3					0
2009	Eld Passport	R	4				-4								0
2011	Eld EZRider II	R	6										-3	-3	0
2012	Gillig	R	2											-2	0
2014	Gillig	N		5											5
2015	Bus	N			7										7
2016	Bus	N				3									3
2017	Bus	N						3							3
2018	Bus	N													3
2019	Bus	N								2					2
2020	Bus	N									2				2
2021	Bus	N										2			2
2022	Bus	N											2		2
2023	Bus	N												1	1
2024	Bus	N													1
Annual Change			35	0	-5	0	-1	3	0	-1	2	2	-1	-1	31
Total Buses in Fleet			35	35	30	30	29	32	32	31	33	35	34	32	31
Peak Pullout			23	23	23	23	23	23	23	23	23	23	23	23	0
Spare Ratio			52%	52%	30%	30%	26%	39%	39%	35%	43%	52%	48%	39%	35%

Contingency Fleet

Bus Yr	Bus Type	Existing	FY12/13	FY13/14	FY14/15	FY15/16	FY16/17	FY17/18	FY18/19	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	FY24/25	End Qty
2002	Bluebird	R				3			-3							0
2008	Eld EZRider II								3	3		-3				0
2011	Eld EZRider II												3	3	-2	4
2012	Gillig														2	2
Annual Change			0	0	0	3	0	0	0	3	0	-3	0	3	0	6
Total Buses in Cont. Fleet		0	0	0	0	3	3	3	3	6	6	3	3	6	6	

DISCUSSION ITEM

6 . BUDGET STATUS

Exhibit E

Budget Calendar 2015

JANUARY

SUN	MON	TUES	WED	THUR	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20 Personnel allocations sent to Depts.	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2	3	4	5	6	7
	Finance Committee Kick-Off Session		Budget Prep Training			
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH

SUN	MON	TUES	WED	THUR	FRI	SAT
1	2 Final Budget Forms sent to Finance	3	4	5	6	7
8	9	10	11	12	13	14
		Finance Dept. review, analysis & formulation of budget requests				
15	16	17	18	19	20	21
		Finance Dept. review, analysis & formulation of budget requests				
22	23	24	25	26	27	28
		Finance Dept. review, analysis & formulation of budget requests				
29	30	31	1	2	3	4
		CM's review of Dept requests & formulation of recommended budget			Preparation of material for Finance Committee's review of CM's Recommended Budget	

APRIL

SUN	MON	TUES	WED	THUR	FRI	SAT
5	6	7	8	9	10	11
		Preparation of material for Finance Committee's review of CM's Recommended Budget				
12	13	14	15	16	17	18
		Preparation of material for Finance Committee 's review of CM's Recommended Budget				

Budget Calendar 2015

APRIL						
SUN	MON	TUES	WED	THUR	FRI	SAT
12	13	14	15	16	17	18
Preparation of material for Finance Committee review of CM's Recommended Budget						
19	20	21	22	23	24	25
Preparation of material for Finance Committee review of CM's Recommended Budget						
26	27	28	29	30	1	2
Finance Committee's review & deliberation of CM's recommendations & Dept. Presentations						

MAY						
SUN	MON	TUES	WED	THUR	FRI	SAT
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18 City Council first reading of Finance Committee's proposed budget	19	20	21	22	23
24	25 City Council Meeting for adoption of FY 2015-16 Operating Budget	26	27	28	29	30
31	1 Submit FY 2015-16 Budget to NM Department of Finance & Administration	2	3	4	5	6

JUNE						
SUN	MON	TUES	WED	THUR	FRI	SAT
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
4	6	7	8	9	10	11

DISCUSSION ITEM

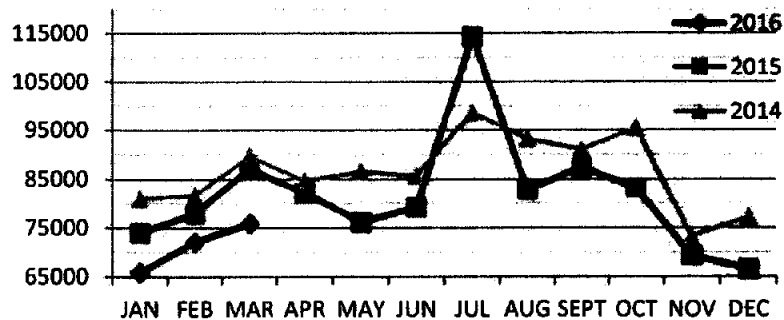
9. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS, SANTA FE RIDE, AND SANTA FE PICK-UP

Exhibit F

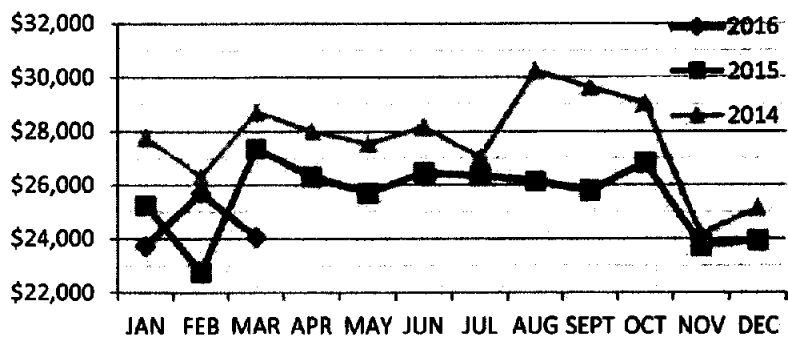
MARCH 2016 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Mar-16	TU	398	1674	432	191	170	42	63	135	197	17	3319
02-Mar-16	WE	497	2010	227	190	186	65	62	0	229	13	3479
03-Mar-16	TH	260	1434	378	224	176	46	44	95	234	9	2900
04-Mar-16	FR	358	917	205	136	112	51	78	0	177	33	2067
05-Mar-16	SA	81	836	502	76	37	23	0	54	26	0	1635
06-Mar-16	SU	114	647	162	0	0	26	0	0	109	59	1117
07-Mar-16	MO	573	2502	371	297	153	46	117	158	175	11	4403
08-Mar-16	TU	413	961	434	175	71	31	109	98	132	14	2438
09-Mar-16	WE	404	1512	363	240	194	71	63	101	261	24	3233
10-Mar-16	TH	245	679	321	133	101	73	82	0	115	0	1749
11-Mar-16	FR	362	1515	260	197	143	59	45	0	112	0	2693
12-Mar-16	SA	205	2091	194	67	53	66	0	0	107	28	2811
13-Mar-16	SU	92	670	365	0	0	10	0	0	72	11	1220
14-Mar-16	MO	347	1560	245	168	120	27	1	206	193	33	2900
15-Mar-16	TU	128	1148	567	95	63	27	0	72	66	0	2166
16-Mar-16	WE	331	1711	377	192	172	36	32	50	443	51	3395
17-Mar-16	TH	276	1289	260	0	2	0	21	59	87	0	1994
18-Mar-16	FR	162	1788	359	0	0	0	0	0	10	0	2319
19-Mar-16	SA	322	563	181	309	247	122	43	0	192	12	1991
20-Mar-16	SU	92	445	61	0	0	26	0	0	72	18	714
21-Mar-16	MO	670	1695	433	286	181	39	95	0	451	82	3932
22-Mar-16	TU	334	1042	407	252	133	36	105	234	151	20	2714
23-Mar-16	WE	233	1620	270	219	92	42	65	10	230	16	2797
24-Mar-16	TH	590	1290	405	148	73	13	88	0	177	20	2804
25-Mar-16	FR	89	1332	178	96	77	15	37	0	65	0	1888
26-Mar-16	SA	154	740	369	125	126	52	0	140	67	14	1787
27-Mar-16	SU	277	467	107	47	25	25	0	0	37	11	996
28-Mar-16	MO	318	1651	385	146	111	18	51	94	233	30	3037
29-Mar-16	TU	103	1167	307	89	48	10	98	49	77	0	1948
30-Mar-16	WE	378	1523	305	201	161	47	90	69	234	71	3079
31-Mar-16	TH	99	1408	203	149	71	34	84	40	197	14	2299
Totals		8905	39887	9633	4448	3098	1178	1473	1664	4828	611	75825

Ridership	2016	2015	2014
JAN	65846	73968	80920
FEB	72094	77909	81623
MAR	75825	87077	89698
APR		82176	84634
MAY		76139	86534
JUN		79142	85635
JUL		114212	98558
AUG		82801	93128
SEPT		87406	90873
OCT		83052	95332
NOV		69230	73155
DEC		66491	77090
TOTAL	213765	979603	1037181

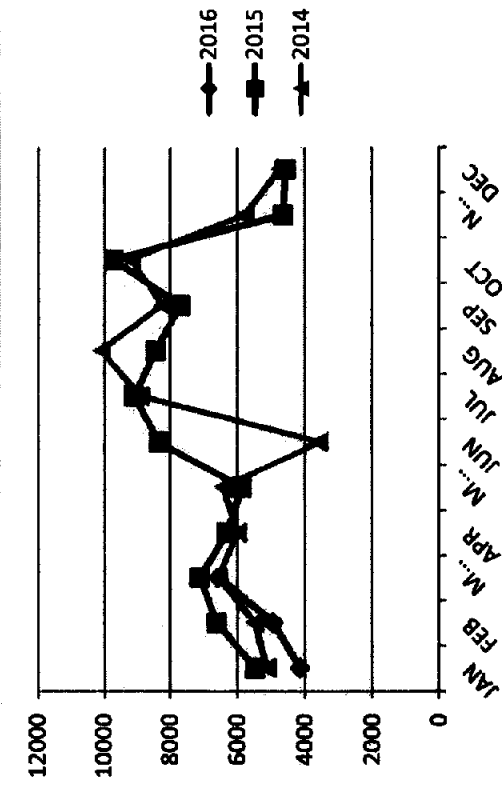
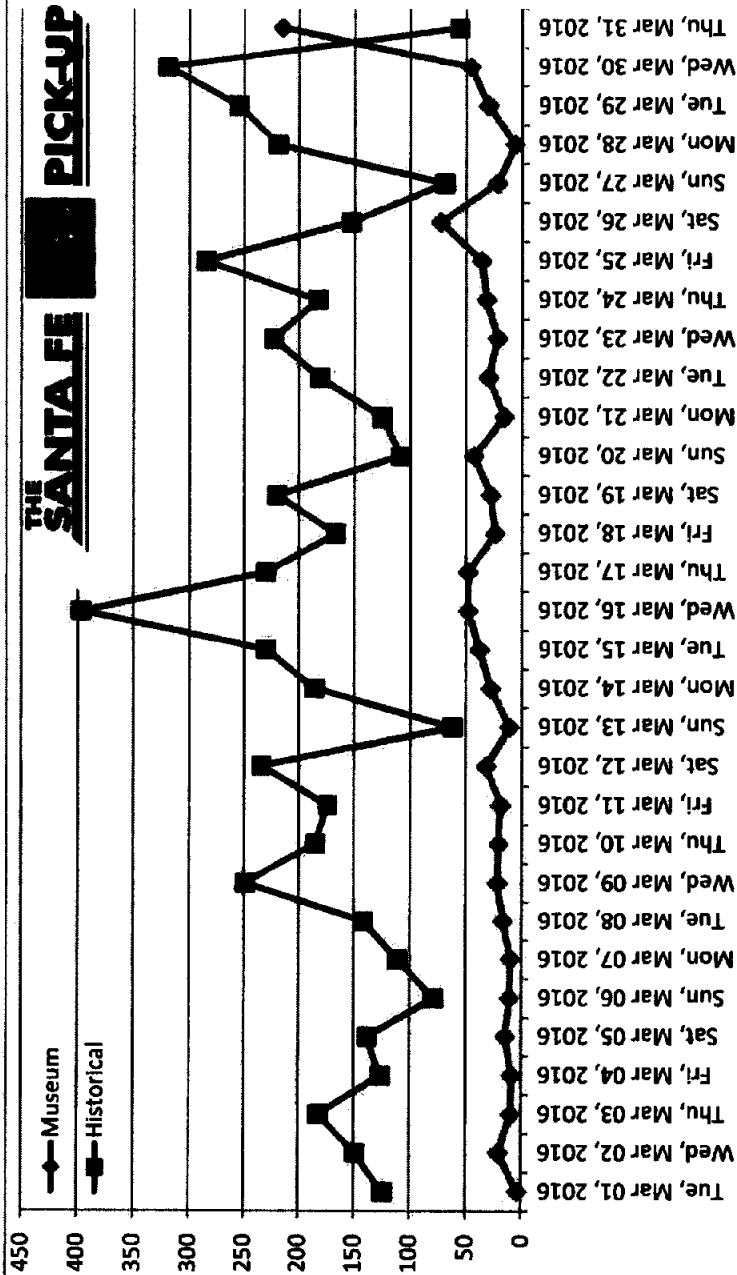


Revenue	2016	2015	2014
JAN	\$23,721	\$25,242	\$27,761
FEB	\$25,696	\$22,755	\$26,297
MAR	\$24,037	\$27,350	\$28,700
APR		\$26,293	\$27,984
MAY		\$25,682	\$27,536
JUN		\$26,437	\$28,145
JUL		\$26,337	\$27,009
AUG		\$26,114	\$30,219
SEPT		\$25,768	\$29,611
OCT		\$26,809	\$29,013
NOV		\$23,724	\$24,130
DEC		\$23,915	\$25,128
TOTAL	\$73,454	\$306,425	\$331,534



Museum
Historical

Tue, Mar 01, 2016	4	124
Wed, Mar 02, 2016	21	149
Thu, Mar 03, 2016	10	182
Fri, Mar 04, 2016	9	126
Sat, Mar 05, 2016	15	138
Sun, Mar 06, 2016	11	79
Mon, Mar 07, 2016	10	111
Tue, Mar 08, 2016	17	142
Wed, Mar 09, 2016	22	249
Thu, Mar 10, 2016	21	185
Fri, Mar 11, 2016	19	174
Sat, Mar 12, 2016	32	234
Sun, Mar 13, 2016	11	62
Mon, Mar 14, 2016	28	186
Tue, Mar 15, 2016	38	230
Wed, Mar 16, 2016	48	397
Thu, Mar 17, 2016	48	230
Fri, Mar 18, 2016	24	167
Sat, Mar 19, 2016	28	220
Sun, Mar 20, 2016	43	108
Mon, Mar 21, 2016	16	125
Tue, Mar 22, 2016	30	181
Wed, Mar 23, 2016	22	223
Thu, Mar 24, 2016	32	183
Fri, Mar 25, 2016	36	285
Sat, Mar 26, 2016	73	153
Sun, Mar 27, 2016	22	69
Mon, Mar 28, 2016	6	219
Tue, Mar 29, 2016	30	255
Wed, Mar 30, 2016	46	320
Thu, Mar 31, 2016	215	56
	987	5562



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



March 1, 2016

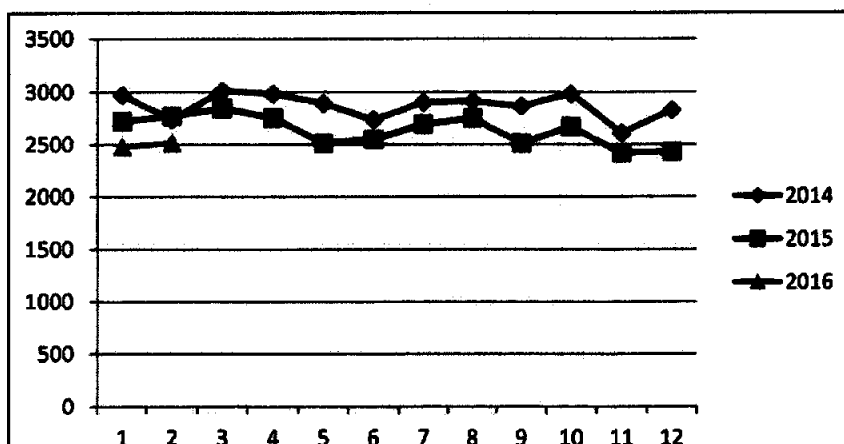
On-Time Performance

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	
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	2518
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



DISCUSSION ITEM

10. REPORT ON CUSTOMER/COMPLAINT SYSTEM

Exhibit G

SANTA FE TRAILS

Comment/Complaint Report



April 11, 2016

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
15658	04/09/2016	04/09/2016	Telephone	Transit buses	M. Williams	SFPU	Compliment for good service	In progress		
15636	04/07/2016	04/07/2016	Telephone	Transit buses	A. Petry	2	Poor customer service	In progress		
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	In progress		
15526	04/01/2016	04/01/2016	Telephone	Transit buses	A. Petry	1	Careless driving	In progress		
15375	03/28/2016	03/25/2016	Telephone	Transit buses	D. Roybal	6	Rider(s) missed at stop	In progress		
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	In progress		
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	In progress		
14950	03/04/2016	03/04/2016	Telephone	Transit buses	A. Petry	2	Driver was texting while driving	In progress		
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	In progress		
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	In progress		
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	In progress		
14697	02/22/2016	02/22/2016	Telephone	Transit buses	A. Petry	5	Bus was running hot	In progress		
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	In progress		
14631	02/18/2016	02/18/2016	Telephone	Transit buses	M. Williams	N/A	Compliments to several drivers	Comments were passed on to appropriate operators	02/25/2016	Closed
14585	02/17/2016	02/16/2016	Telephone	Transit buses	D. Roybal	M	Rider(s) missed at stop	In progress		
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

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
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		
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	Video shows incident did not take place	02/17/2016	Closed
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	Unable to verify complaint occurred	02/17/2016	Closed
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	01/18/2016	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
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	Video does not show incident took place	02/17/2016	Closed
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

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
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	SFPD	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	T. Martinez	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	SFPD	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	SFPD	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

April 11, 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
15627	04/07/16	04/07/16	Telephone	Santa Fe Ride	F. Montoya	Trip not entered into system	On hold pending assignment		
15546	04/04/16	04/04/16	Telephone	Santa Fe Ride	F. Montoya	Trips not scheduled	In progress		
15159	03/15/16	03/15/16	Telephone	Santa Fe Ride	F. Montoya	Trips scheduled on wrong date	On hold pending assignment		
15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate vehicle assigned to trip	On hold pending assignment		
14903	03/03/16	03/03/16	Telephone	Santa Fe Ride	S. Khalsa	Driver ran red light	In progress		
14513	02/12/16	02/12/16	E-mail	Santa Fe Ride	J. Saiz	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. Saiz	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. Saiz	Trip not entered correctly	CSR apologized to client for error	02/10/2016	Closed

SANTA FE RIDE

April 11, 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
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15138	03/14/16	03/14/16	Telephone	Santa Fe Ride	F. Montoya	Inappropriate vehicle assigned to trip	On hold pending assignment		
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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
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12830	10/28/15	10/28/15	Telephone	Santa Fe Ride	J. Saiz	Trip not entered correctly	CSR apologized to client for error	02/10/2016	Closed

DISCUSSION ITEM

**11. REPORT ON FLEET AND FACILITIES MAINTENANCE
(THOMAS MARTINEZ)**

Exhibit H

FLEET AND FACILITIES MAINTENANCE REPORT**April-16****Preventive Maintenance Inspections Performed**

Fixed Route Buses:	12
Paratransit Vehicles:	6
Pick-Up Vehicles:	0

Major Repairs Completed

Date	Unit #	Model bus	Description	Comments copleted
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Accidents

no major accidents

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
03/29/2016	811	Eldorado	ecm not communicating	trouble shooting harness

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
03/11/2016	1704 aguia fria	west	remove stop	owner was given permit for wall