



Agenda

DATE 6/9/17

TIME 11:22

SERVED BY Lois Amador

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TRANSIT ADVISORY BOARD MEETING

TUESDAY, AUGUST 22, 2017

5:00 PM – 7:00 PM

SANTA FE TRAILS FACILITY

2931 RUFINA STREET

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MEETING MINUTES: JUNE 27, 2017

PUBLIC COMMENT

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. TRIENNIAL REVIEW UPDATE – STAFF
2. NCRTD CONSOLIDATION STUDY UPDATE- STAFF
3. FEDERAL GRANT UPDATES - STAFF
4. CNG FACILITY UPDATE- STAFF
5. SOUTHSIDE TRANSIT CENTER UPDATE– STAFF
6. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE – STAFF
7. TRANSLOC UPDATE - STAFF
8. STAFFING UPDATE – STAFF
9. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP- STAFF
10. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
11. 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
August 22, 2017

Title	Description	
Cover Page		0
Call to Order	Chris Calvert called the meeting of the Transit Advisory Board to order at 5:06 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	Ms. Bleck moved to approve the agenda as presented with a second from Mr. Cooper which passed by voice vote.	1
Approval of Meeting Minutes of June 27, 2017	Mr. Cooper moved to approve the minutes of June 27, 2017 as presented with a second from Ms. Bleck which passed by voice vote.	1
Public Comment	Discussion Only	1,2
Items for Discussion and Possible Action: <ol style="list-style-type: none"> 1. Triennial Review Update 2. NCRTD Consolidation Study Update 3. Federal Grant Updates 4. CNG Facility Update 5. Southside Transit Center Update 6. Downtown Sheridan Transit Center Update 7. Transloc Update 8. Staffing Update 9. System Ridership-Fixed Route, Paratransit, and SF Pick Up 10. Customer Comment/Complaint System 11. Operations and Maintenance 	Discussion Only	2 2,3 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 the meeting was adjourned at 6:45 p.m.	6
Signature Page		6

Transit Advisory Board Meeting

Tuesday, August 22, 2017

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

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

1. CALL TO ORDER

Chris Calvert called the meeting of the Transit Advisory Board to order at 5:06 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

Chris Calvert
Mary McGinnis
Stan Cooper
Aurore Bleck
Alexandra Mazares
Paul Thompson

Excused

Colin Messer, Chair
Rebecca Estrada

Others Present

Keith Wilson, City Transit
Lois Amador, City of Santa Fe Transit Staff
Dave McQuarie, Citizen
Tom Johnson, It's the People's Data
Linda Vigil, Stenographer

3: APPROVAL OF AGENDA

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

4. APPROVAL OF MINUTES FROM JUNE 27, 2017

MOTION: Mr. Cooper moved to approve the minutes of June 27, 2017 as presented with a second from Ms. Bleck which passed by voice vote.

5. PUBLIC COMMENT

Mr. McQuarie wants to hear the results of the study. He hasn't been able to receive a copy of the report. Mr. McQuarie would like to report on all three Transit projects they are lacking ADA improvements.

The group never came to the Mayors Disability Committee to interview them. Mr. Calvert stated he can get the report online. Mr. Wilson will give him a hard copy before the meeting ends.

Mr. Johnson works with a group called It's the People's Data. They are pushing the City to take the public data and upload it on the cloud. They are puzzled as to why the transit schedules are not on it. He knows the Transit Department works hard to make it available. Mr. Wilson reported with the Google Transit legal agreement, there are elements that go against NM Law according to the City Attorney's Office. They have been working on it. They have decided to bring it to City Council and explain that it is low threat and then they can upload it.

Mr. Johnson has information from 3 years ago, that required digital signatures the City Clerk and City Manager didn't recognize it as a legal transaction. He has information from NMDOT they have signed off on it. He has requested 13 times to meet with the City Attorney to discuss it. Still no response.

Mr. Wilson explained at their last meeting they agreed to get it to City Council.

Mr. Johnson asked about the consolidation, NCRTD already has the data out there, if they consolidate the information would need to be shared. Mr. Calvert if that is what is decided, it wouldn't happen immediately.

Mr. Johnson is willing to attend City Council meeting for support.

6. ITEMS FOR DISCUSSION AND POSSIBLE ACTION

1. TRIENNIAL REVIEW UPDATE

Mr. Wilson explained every three years there is a review of files and procedures. In December they started working on the questionnaire. They focused on some areas that needed review (See Exhibit A) but were overall satisfied. They called some attention to some areas.

They want to review the procurement process and the lobbying certificate. There was also a portion of the awarding of the contracts to be enter in to a system (SAM) review. There was an area of disadvantaged businesses, the goal had expired. The businesses should choose to be designated in that role. They go by area. Mr. Wilson explained DDB and the definition of a disadvantaged business. Overall they seemed impressed.

2. NCRTD CONSOLIDATION STUDY UPDATE

Mr. Wilson explained the NCRTD report is complete. (See Exhibit B) There is a series of consolidation options. There weren't any huge savings. Transit pays money back to the City for other services they believe they can save that money.

Mr. Wilson explained one idea was to collect GRT from all counties that NCRTD serves. That GRT sunsets in 2020 so they will need to get a vote from those counties.

Mr. Wilson discussed the idea of facilities and how they would operate.

Mr. Wilson stated there will be some presentations and public meetings. Mr. Cooper asked about the cost to ride the system if it were to consolidate. Mr. Wilson discussed the fare boxes and the money involved.

Mr. McQuarie cannot make a determination until he reads the report. He can only go by what he has heard. Mr. Wilson handed him a hard copy of the report.

3. FEDERAL GRANT UPDATES

Mr. Wilson thought it would be useful for the Board to see the table he uses to track the grants. Some are automatic and some they have to apply for. (See Exhibit C)

They will be going for some FTA funds to offset operational costs. Ms. Amador explained what the Ridefinders grant funds.

Mr. Wilson discussed the design of the Downtown Transit Center has been exhausted. He has receipts that they will need to get refunds for.

Mr. Wilson explained the section 55349 it is for capital projects. Those are for bus shelters, partial sign panels with the ADA committee. They will resolve the ADA issues first and has given the contractor instructions. The funding is on a timeframe, they could expire. So, they will get the panels up as soon as possible.

A discussion was held about who the responsibility party who designed it.

Mr. Wilson there are phases and they will try to see where it failed.

Mr. Wilson reviewed the other grants. They may want to use some for the Southside Transit Center but they can't apply for them until they know which project they can use them for.

The Veterans Living Initiative is still available but will expire soon. They would like to use it for technology for Transloc. It will have designated buttons to track Veterans and stops.

Mr. Wilson will include this update every quarter to the Board.

4. CNG FACILITY UPDATE

Mr. Wilson stated in July they released the RFP for design, construction and operation for the new facility. The cost will be paid back through the compression fee. There was a pre-bid meeting, there has been a lot of questions he has been fielding. The deadline was extended a few days for the questions. They are scheduled to meet in September and then negotiate the contract and take it to Council. Contract ends next October, in the RFP it states they cannot disturb the existing facility.

Mr. Chapman asked about the roofs on the filling bays. Mr. Wilson there are two alternatives, they can keep the existing slow fill bays and add a canopy. Or they can leave the slow fill bays and move two fast fill bays down by the washing bays.

Mr. Calvert asked about the construction times and when they can begin. Mr. Wilson states after winter.

5. SOUTHSIDE TRANSIT CENTER UPDATE

Mr. Wilson stated they are still moving forward on final design. There was a meeting with the ADA and they are reviewing the comments and are responding. They are still waiting on the FTA. There is a discretionary grant they are waiting on.

Mr. McQuarie stated when he reviewed the ADA compliance with the consultants, they gave him the impression that they used old ADA regulations. They need an improved traffic flow pattern during construction that is also lacking.

Mr. Chapman is working on these plans and addressing the issues. Mr. Wilson states the consultants are working through the list. They will now look at the bus shelters as well and may have to add components there as well.

6. DOWNTOWN SHERIDAN TRANSIT CENTER UPDATE

Mr. Wilson reported they are still working on the Environmental Assessment with FTA and the Historic Preservation. He will meet with them soon.

7. TRANSLOC UPDATE

Mr. Wilson reported the current contract ends in November. They will start the on boarding with them and implementing their system. They are still a few months away from running.

Ms. McGinnis reports she hears from drivers and they are frustrated running across town because the scheduling isn't efficient.

8. STAFFING UPDATE

Mr. Wilson reported all supervisor positions are filled. As of today there are two new paratransit drivers. There are two service workers open now, they will be advertised soon. There are interviews for drivers and temporary drivers coming up. There are good candidates.

Mr. Wilson reported they have transitioned uniforms for the drivers. Ms. Amador explained there is a portion of the allowance to pay for dry cleaning and shoes.

9. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT, AND SANTA FE RIDE

Mr. Wilson reviewed the report on ridership has gone up slightly (See Exhibit D). SF Ride went up above for on time performance. Paratransit ridership has gone up, Ms. Bleck heard a comment from someone that could not get a ride scheduled ten days in advance. That should not be happening, Mr. Wilson will look into it and discuss with the supervisors at a meeting.

Mr. Cooper asked about SF Ride what is the percentage of seniors and ADA riders? Mr. Wilson stated the seniors have showed an interest in the features of Transloc and perhaps a shared dispatch can be discussed.

Mr. Wilson reviewed SF Pick Up, the performance time has gone up. The lodger's tax supports this service. They took a ride along with the Tourism Director and got some suggestions.

Mr. Wilson reported the 6.1% increase ridership for NCRTD however, they are not sure how they collect that data.

10. CUSTOMER COMMENT/COMPLAINT SYSTEM

Mr. Wilson reported the complaints and comments (See Exhibit E). They older cases have been closed out. There is a supervisors meeting tomorrow so they will discuss with them.

Mr. Wilson will set a goal to have them closed out. Ms. Amador stated there are two compliments.

Mr. Chapman asked if anyone has complained about the restroom facility in the Santa Fe Place Mall. Mr. Wilson was asking so that can be included in the grant request for the new facility.

11. OPERATIONS AND MAINTENANCE

Mr. Wilson reviewed the operations and maintenance report (See Exhibit F). There was a bus with engine issues it was sent to Albuquerque. They brought it back and the mechanics here were able to fix it. Mr. Wilson had maintenance clear out the bus stops of weeds rather than wait for Parks.

A brief discussion was held about the trash at the bus stops.

Mr. Calvert asked about the accident reported. Mr. Wilson stated there was a minor front end damage and it was not the fault of the bus driver.

7. PUBLIC COMMENT

Mr. McQuarie stated an ADA representative rode the bus and there were no vocal announcements and the last few months he hasn't heard any. Hopefully with the new Sheridan and Southside Centers the users that need wheelchairs and scooters get to be first on and first off.

Mr. Chapman stated if there is info from Transloc that can show on time performance for fixed route it would be helpful.


Mr. Johnson was looking at Transloc but it does not show how to get to places and connect. Mr. Wilson states it will have that capability. They will customize it to what they need.

Ms. Bleck asked for an update on the Cerrillos Road project. Mr. Wilson will get an update and email.

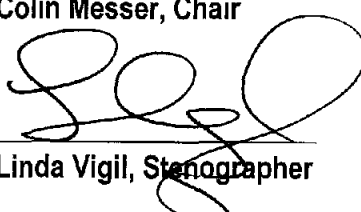
8. ADJOURN

There being no further business to come before the Transit Advisory Board the meeting was adjourned at 6:45 p.m.

SIGNATURES


Colin Messer, Chair

w/ amendment


Linda Vigil, Stenographer



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION VI
Arkansas, Louisiana,
New Mexico, Oklahoma,
Texas

819 Taylor St. Room 14A02
Fort Worth, TX 76102
817-978-0550
817-978-0575 (fax)

August 11, 2017

Mr. Nicholas Schiavo, P.E.
Public Works Department Director
City of Santa Fe
101 North Browning Parkway
Santa Fe, NM 87401

Re: Federal Transit Administration (FTA) Fiscal Year 2017 Triennial Review – Draft Report

Dear Mr. Schiavo:


The enclosed draft report documents the FTA's Triennial Review of the City of Santa Fe, New Mexico. This review is required by Chapter 53 of Title 49. Although not an audit, the Triennial Review is the FTA's assessment of Santa Fe's compliance with federal requirements, determined by examining a sample of grant management and program implementation practices. As such, the Triennial Review is not intended as, nor does it constitute, a comprehensive and final review of compliance with grant requirements.

The Triennial Review focused on Santa Fe's compliance in 17 areas. No deficiencies were found with the FTA requirements in 15 of the areas. Deficiencies were found in two areas: Procurement and Disadvantaged Business Enterprise (DBE). Santa Fe had one repeat deficiency from the 2014 Triennial Review in the Procurement area.

Please review this draft report for accuracy and provide your comments to both the reviewer and your FTA Program Manager **within ten business days from the date of this letter**. A final report that incorporates your comments to the draft report will be provided to you within 14 business days of your response.

Thank you for your cooperation and assistance during this Triennial Review. If you need any technical assistance or have any questions, please do not hesitate to contact Ms. Phyllis DeGarmo, FTA Program Management Specialist, at 817-978-0501 or by email at phyllis.degarmo@dot.gov, or Mr. Mike Baker, your reviewer, at 518-424-6178 or by email at michael.baker@adstm.com.

Sincerely,

for 

Laura Wallace
Director, Office of Program Management and Oversight

Enclosure

cc: Keith Wilson, Transit Grants and Administration Manager
Thomas Martinez, Director of Operations and Maintenance

EXHIBIT

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A

V. Summary of Findings

Review Area	Finding	Deficiency	Corrective Action	Response Due Date	Date Closed
1. Financial Management and Capacity	ND				
2. Technical Capacity	ND				
3. Maintenance	ND				
4. ADA	ND				
5. Title VI	ND				
6. Procurement	D-40	Lobbying certification not signed by contractor	The City of Santa Fe must provide the FTA Regional Office with revised procurement procedures that ensure the required Lobbying Certification is included in all solicitations over \$100,000. For the next procurement, submit to the FTA Regional Office documentation that the required process was implemented.	12/21/2017	
	D-183*	No verification that excluded parties are not participating	The City of Santa Fe must provide the FTA Regional Office procedures for making excluded party determinations before entering into applicable transactions. For the next procurement, submit to the FTA Regional Office documentation that the required process was implemented.	12/21/2017	
7. DBE	D-100	DBE goal not submitted or submitted late to FTA	The City of Santa Fe must submit to the FTA Regional Civil Rights Officer (RCRO) its overall three-year DBE goal or adjusted goal and implement a procedure to ensure that future goals will be submitted by August 1.	12/21/2017	
	D-327	DBE uniform reports not submitted semi-annually	The City of Santa Fe shall submit the Uniform Report of DBE Awards or Commitments and Payments for the missing periods in TrAMS and notify the FTA RCRO once completed. Santa Fe Trails should also submit to the FTA RCRO an implemented procedure to ensure that future reports are submitted on time.	12/21/2017	
8. Legal	ND				
9. Satisfactory Continuing Control	ND				
10. Planning/POP	ND				
11. Public Comment on Fare Increases and Major Service Reductions	ND				
12. Half Fare	ND				
13. Charter Bus	ND				

* Denotes repeat deficiency

Review Area	Finding	Deficiency	Corrective Action	Response Due Date	Date Closed
14. School Bus	ND				
15. Security	ND				
16. Drug-Free Workplace/ Drug and Alcohol Program	ND				
17. EEO	ND				



FOR IMMEDIATE RELEASE

August 18, 2017

Contacts: **City of Santa Fe:** Matt Ross 505-955-6045

NCRTD: Jim Nagle 505-629-4707

TMD: Rosemary Romero 505-982-9805

**CONSULTANT COMPLETES ANALYSIS OF CONSOLIDATION STUDY OF TRANSIT OPERATIONS OF
THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT AND THE CITY OF SANTA FE
Public Input Meetings to be Held August 28th and 29th**

A study to assess the feasibility of consolidating transit operations between the Santa Fe Trails operated by the City of Santa Fe and the North Central Regional Transit District (NCRTD) has been completed and delivered to NCRTD, the City and now the public.

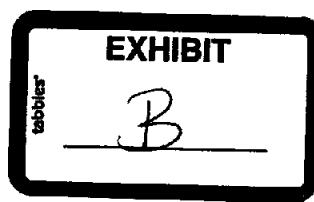
During the City of Santa Fe's FY2016/2017 budget discussions, the Mayor, Council and City Manager discussed various ideas about creating cost efficiencies with several city services, including transit. To better understand the opportunities for service coordination, potential cost efficiencies, and future service improvements, the City Council passed Resolution 2016-29, in April 2016, calling for a feasibility study for transit consolidation between Santa Fe Trails (SFT) and the North Central Regional Transit District (NCRTD). The NCRTD Board passed a similar resolution supporting the joint effort.

The study does not consider any route specific changes in current service levels or travel path for either currently separate operation, but rather is a management analysis of the various issues surrounding a potential transit consolidation to be operated as an expansion of NCRTD.

The consolidation analysis report was compiled by Carlsbad, California-based Transportation Management & Design, Inc. (TMD) who led the project. Felsburg Holt & Ullevig (FHU), a transportation specialist organization based in Denver, Colorado, assisted in the study's financial analysis, and Rosemary Romero Consulting, a Santa Fe-based business consultant, conducted the outreach and will organize and facilitate the public meetings.

A copy of the report can be found on the project website www.transitconsolidationstudy.com. It can also be accessed through www.ncrtd.org and www.santafenm.gov.

-more-



The study was initiated to document and quantify aspects of the two presently independent transit systems. It includes a detailed analysis of financial, labor and service factors. It also looks at sharing and/or use of existing and future physical assets and labor force; and overall service performance and integration.

Specific components/key areas of the study include:

- Public Outreach, and Presentations
- Evaluation of Current Operations
- Financial Analysis
- Physical Assets Analysis
- Labor Force and Collective Bargaining Analysis
- Fixed Route Service Evaluation
- Paratransit, Dial-A-Ride and Demand Response Services Evaluation
- Potential for both efficiency and cost associated with consolidation
- Constraints associated with consolidation

The consultant team has developed several consolidation options for each of these key areas of study and assessed the strengths, weaknesses, opportunities, and threats of each option as well as obstacles, including an analysis of financial and labor implications, sharing and/or use of existing and future physical assets, as well as overall service performance and integration.

A final document incorporating the comments from the public information meetings and related NCRTD Board and City of Santa Fe Council discussion will be prepared.

In conjunction with NCRTD and Santa Fe Trails bus transit management, TMD and Rosemary Romero will conduct a series of public information meetings and presentations on Monday and Tuesday, August 28 and 29, to discuss the findings and take questions from the public and government officials. Those meetings, which are to discuss the report's findings only, will include:

Monday, August 28

9:00 AM to 11:00 AM – NCRTD Board Special Meeting, Jim West Regional Transit Center, 1327 N. Riverside Dr., Española

4:00 PM to 6:00 PM – Santa Fe City Council Special Meeting, Santa Fe City Council Chambers, 200 Lincoln Avenue, Santa Fe

6:30 PM to 8:00 PM – Public Meeting, Santa Fe Community Convention Center, O'Keeffe Room, 201 W. Marcy St., Santa Fe

Tuesday, August 29

5:30 PM to 7:30 PM, Public Meeting, Genoveva Chavez Community Center, Community Room, 3221 Rodeo Rd., Santa Fe

Funding for the \$150,000 study has been provided by the New Mexico Department of Transportation which contributed \$120,000 in federal transit grant planning funds, with an additional \$15,000 each provided by NCRTD and City of Santa Fe.



What was the purpose of the study?

During the City of Santa Fe's FY2016/2017 budget discussions last year, the Mayor, Council and City Manager discussed various ideas about creating cost efficiencies with several city services, including transit. To better understand the opportunities for service coordination, potential cost efficiencies and future service improvements, the City Council passed a Resolution 2016-29 in April 2016 calling for a feasibility study for transit consolidation between Santa Fe Trails (SFT) and the North Central Regional Transit District (NCRTD). The NCRTD Board passed a similar resolution supporting the joint effort.

Who conducted the study?

The consolidation analysis report was compiled by independent, third-party Transportation Management & Design, Inc. (TMD) who led the project. Transportation specialists, Felsburg Holt & Ullevig (FHU), assisted in the study's financial analysis, and Rosemary Romero Consulting, a Santa Fe-based business consultant, conducted the outreach and will organize and facilitate the public meetings.

What did you set out to achieve with this report?

The study was initiated to document and quantify aspects of the two presently independent transit systems. It includes a detailed analysis of financial, labor and service factors. It also looks at potential sharing and/or use of existing and future physical assets and labor force; and overall service performance and integration.

The consultant team has developed several consolidation options for each of these key areas of study and assessed the strengths, weaknesses, opportunities, and threats of each option as well as obstacles, including an analysis of financial and labor implications, sharing and/or use of existing and future physical assets, as well as overall service performance and integration.

What does the report look at?

Specific components/key areas of the study include:

- Public Outreach, and Presentations
- Evaluation of Current Operations
- Financial Analysis
- Physical Assets Analysis
- Labor Force and Collective Bargaining Analysis
- Fixed Route Service Evaluation
- Paratransit, Dial-A-Ride and Demand Response Services Evaluation
- Potential for both efficiency and cost associated with consolidation
- Constraints associated with consolidation

Where do I find a copy of the report?

A copy of the report can be found on the project website www.transitconsolidationstudy.com. It can also be accessed through www.ncrtd.org and www.santafenm.gov.

Does the study include a recommendation on whether, or not, to consolidate?

No. It merely puts forth several consolidation options that can be looked at, discussed and considered. A series of public and governmental meetings and presentations have been set up to present the findings and, go over options and seek input on whether, or how to move forward.

Does the report address route changes, or service reductions?

No. This study does not consider any specific changes in current service levels or routes, but rather is a management analysis of the various issues surrounding a potential transit consolidation to be operated as an expansion of NCRTD.

What is the purpose of the public meetings?

The public meetings and presentations have been set up to present the findings and seek input.

Will the City Council and NCRTD Board be voting on whether to consolidate at the August 28th and 29th meetings?

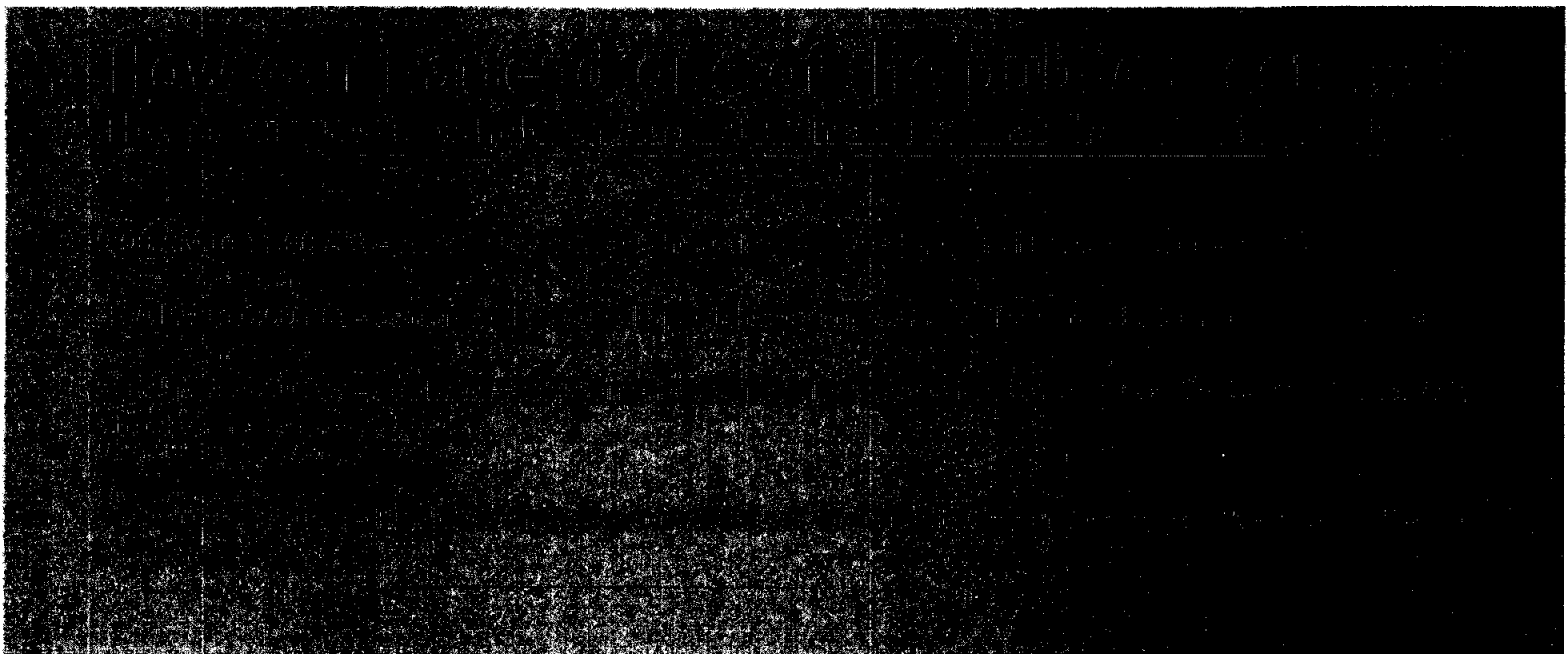
No. The purpose of the presentations to the NCRTD Board and Santa Fe City Council are for the consultants to present their findings, as well as their consolidation options, and open the floor for discussion and comments only. It is not to seek a vote for, or against, consolidation.

What are the next steps?

Once the meetings are completed, a final Consolidation Assessment Plan incorporating the comments from the public information meetings, and related NCRTD Board and City of Santa Fe Council discussions will be prepared by TMD. A future discussion by the City Council and the District Board will be scheduled to determine what direction to take in respect to the preferred recommendations contained in this final document.

I am unable to attend the public meeting, but I would like to submit a comment to the record. How do I do that?

You may go to the consolidation website at www.transitconsolidationstudy.com and click the "Get Involved" link along the top of the page.





TRANSPORTATION MANAGEMENT & DESIGN, INC.

North Central Regional Transit District and City of Santa Fe Transit System Consolidation Study

Task 3E – Summary of Consolidation Option Comparisons

Introduction

Transportation Management & Design (TMD) with Felsburg, Holt & Ullevig (FHU) and Rosemary Romero Consulting (RRC) have been tasked by the North Central Regional Transit District (NCRTD) and City of Santa Fe to conduct a preliminary management study of the opportunities and constraints, advantages and disadvantages of a contemplated consolidation with the currently separate Santa Fe Trails (SFT) as part of an enlarged regional public transportation organization. The goal is to provide information to the policy makers to assist in their consideration of whether to move forward with a consolidation effort. This study is not a service design study to consider individual revisions in route structure or schedule; in fact for the purpose of the analysis, all existing services are assumed to be unchanged in orientation and schedule. Rather this is an analysis of the benefits and shortcomings and needed changes to support a potential merger of the current NCRTD system which serves a large, generally rural geographic area including Santa Fe, Los Alamos, Taos, Rio Arriba Counties, with the SFT system which provides service within the City of Santa Fe.

The purpose of this task is provide a condensed summary of the options and aspects of a potential consolidation of the North Central Regional Transit District (NCRTD) and Santa Fe Trails (SFT) as detailed in Tasks 3A Financial Comparison, 3B Physical Assets Comparison, 3C Labor Force Comparison, and 3D Service Comparison. These Task 3 elements build upon prior Task 2 elements which looked at the current status of each of these elements for each currently independent system. The basic premise of this analysis and the prior Task 3 supporting documents is that the agencies would operate as a consolidated entity under an NCRTD managed organization, with FY2019 serving as the first year of the consolidation for evaluation

purposes. The remainder of this document is organized into specific sections: Service, Physical assets, Financial and Labor Force.

Service Comparison

Service Territory

- NCRTD currently operates within a very large 10,079-square mile service area in North Central New Mexico serving the rural populations within the counties of Los Alamos, Taos, Rio Arriba, and Santa Fe, as well as eight regional pueblos with a total population of approximately 235,000, with fixed route and paratransit vehicles.
- SFT currently operates within a much smaller 52.5-square mile service area in the City of Santa Fe, New Mexico and a small portion of Santa Fe County (Community College district). Santa Fe Trails provides a small urban transit system for the City, extending into Santa Fe County through its fixed route and paratransit service with a population of about 83,200.

Route Structure

- NCRTD operates 24 fixed and flex-routes in addition to Dial-A-Ride, Demand Response and Paratransit services. Twenty fixed-routes operate fare-free Monday through Friday, while one premium service operates seven days a week with a fare and one operates on weekends only. NCRTD provides paratransit and complementary services in conformance with the American Disabilities Act (ADA). Demand Response service is also available for Rio Arriba County and City of Española residents that live within a 15-mile radius of the Española Transit Center and/or do not have access to fixed-route service. Dial-A-Ride is available in the Pojoaque/Nambe area.
- SFT operates 10 fixed-routes, two Santa Fe Pick-Up shuttle routes, and Santa Fe Ride paratransit services. All but two of Santa Fe Trails' fixed-routes operate Monday-Saturday and more than half operate seven days a week, all with a scheduled frequency throughout the service day. Santa Fe Trails charges a base fare of \$1.00 per trip on its fixed-route service and provides fare-free downtown circulator shuttle service every day marketed as the "Santa Fe Pick-Up". Santa Fe Trails' paratransit service fare is \$2.00 per trip for eligible passengers and \$5.00 per trip for seniors. Seniors are granted automatic eligibility at this premium fare, and may still apply for paratransit service as an ADA-eligible passenger.

Current Differing Transportation Roles and Services

- NCRTD provides fixed route, infrequent, trip-based long distance service to a very large region; and SFT provides evenly scheduled headway-based, relatively short distance service within a small urbanized area.

- *Current Constraints to Service Integration*
 - Given the distinctly different mobility role of each agency, the opportunities associated with consolidation for resource savings from eliminating duplicative services are minimal at current service levels. In the instances within the City of Santa Fe where there is fixed route overlap between SFT and NCRTD, the combination of lack of frequency, the very long distance nature, and lack of fare compatibility of the current NCRTD service does not provide any customer service basis for service integration.
 - One potential challenge in consolidation is the current difference in fare structure between the two agencies. Almost all NCRTD routes are currently fare-free while SFT charges a base fare of \$1.00, and the availability of discounted daily, monthly, semi-annual, and annual passes, with reductions for seniors/disabled and students. While the amount of farebox revenue currently received is relatively small, this issue in terms of service policy in a consolidated system is noteworthy, and is critical in the longer term if there is any effort to pursue integrated services. Differing fare structures should be addressed as part of the potential consolidation, as it could influence the ability for future service integration, interlining scheduling, associated levels of service, system complexity, and potential funding sources. This does not have to happen at the commencement of any consolidation, but could be a longer term, phased-in effort as part of a service enhancement effort.
- *Opportunities for service integration.*
 - In the longer term, should NCRTD route specific services within Santa Fe increase in frequency and span as in response to market conditions and consistent with their Long Term Strategic Plan, and a common fare structure is established, a basis for service integration and associated effectiveness should be pursued. These are key factors in achieving optimal service design efficiencies for an expanded regional system in the intermediate and longer term if a consolidation is pursued.

Near term opportunities for service enhancement

- *Coordination of Regional Service*
 - Consolidating operations could result in better coordination of transit throughout the southern portion of the NCRTD region. Coordinated transfers between currently separate NCRTD and SFT routes would result in more effective regional connectivity and mobility. The communication of service schedules on a single information platform would facilitate longer distance trips and connectivity between the currently two separate operations.
 - The ability to dispatch service from both maintenance facilities (current SFT facility and the proposed new NCRTD facility in Española) could result in some reduced non-revenue travel distance and cost even with separate or limited integrated maintenance efforts.

- *Modern Scheduling Software and Techniques*
 - Both NCRTD and SFT currently employ manual scheduling techniques that do not provide the opportunities for optimizing operating schedules that are currently available with modern enterprise scheduling software. A consolidation, in concert with a dedicated schedule/planning staff, would offer the opportunity to pursue the use of a modern scheduling program that would optimize fixed-route bus operator and vehicle schedules, integrate NCRTD and SFT service schedules in the future with potential service enhancements, and provide extensive management data on a common platform. Deployment of this software should be a key goal of consolidation.
- *Intelligent Transportation Systems and Fixed-Route Passenger Resources*
 - Both NCRTD and SFT utilize vehicle location data to provide real-time information.
 - NCRTD currently uses Avail Technologies, while SFT uses RouteMatch software although SFT has advised that they are switching to TransLoc software for vehicle location and passenger information data collection.
 - The consolidated agency would need to unify its technology as well as other technology platforms.
- *Regularized Planning Effort*
 - NCRTD utilizes two full-time employees dedicated in part to service planning. This includes the positions of GIS/ITS Specialist (formerly Regional Transit Planner) and Transit Planning, Grants, and Projects Manager. City of Santa Fe nor SFT do not currently employ a full-time transit planner; their services have largely been unchanged for a number of years. While SFT has a comprehensive service evaluation budgeted to start in the Fall/Winter of 2017, a consolidation would foster the efforts to have an aggressive service monitoring program to respond to changing market conditions within available resources. If a consolidation is pursued, it is recommended that a longer term integrated service plan be prepared, and such a plan should fit into the framework of NCRTD's priorities outlined in their Long Range Strategic Plan. An added Planner position has been provided in the recommended consolidated organization.

Paratransit Resource Optimization

Unlike fixed-route service, the agencies' current paratransit services have similar roles. This is largely due to federal regulations on providing minimum thresholds for paratransit service based upon the service territory of the fixed route network.

- NCRTD paratransit service within the regional-area fixed-route territory is within ¾ mile of regional fixed-route service, as mandated by the FTA's paratransit guidelines. NCRTD

provides roughly 3,000 paratransit trips per year throughout its vast service area offering free curb-to-curb service.

- SFT currently offers paratransit service within City limits, regardless of distance from fixed-route service and $\frac{3}{4}$ mile from fixed routes that extend into the County (Community College District and Village of Agua Fria). Santa Fe Trails provides approximately 40,000 annual paratransit trips within its denser service territory charging \$2.00 per one-way trip and specialized service for registered seniors at \$5 per trip.
- Due to the overlapping nature of the agencies' current service areas within the City of Santa Fe, there is a potential for cost-effective coordination of paratransit service (which is geographically based) with respect to these common areas. A common paratransit fare policy would be needed to be established to facilitate this economy.

Physical Asset Comparison

As part of consolidation, it is presumed that any of the SFT and City of Santa Fe transit assets currently owned by SFT or the City of Santa Fe would be transferred to NCRTD. Depending upon the nature of the asset, its funding source, and anticipated age versus useful life, there may be some associated reporting requirements and relatively minor transfer fee requirements. This will vary from asset to asset, but are generally quite small in volume and should not be considered an economic factor in the consolidation decision.

Fleet

Both NCRTD and Santa Fe Trails operate comparable fleets in terms of the number of vehicles, but they differ in vehicle size, style and fuel type. NCRTD operates cut-away buses and vans, while SFT operates mid-sized transit buses and paratransit vans. The difference in fleet composition is due to the nature of the services provided by each agency. NCRTD's operates a primarily trip-based, low volume rural service that connects major destinations across a large, relatively low-density service area. SFT provides more frequent, community-based fixed-route transit service within a concentrated urban area. The fundamental mobility needs of NCRTD and SFT require very different service strategies employing different vehicles making fleet uniformity challenging without compromising some service fundamentals.

SFT operates almost exclusively with CNG-powered vehicles fueled at their central maintenance facility centrally located in Santa Fe, while NCRTD vehicles are primarily powered by gasoline or diesel engines, fueled at independent fueling stations and based at their central dispatch center in Española.

Both agencies have identified a need for regular vehicle replacements in their capital improvements plans: for NCRTD, this is roughly \$6 million over a 10-year period, for SFT a total

cost of \$18.5 million for the period of FY2018 through FY2035, for both fixed route and paratransit vehicles. However, for SFT funding is only identified and in place for FY2018, the first year of the plan. This lack of advanced capital planning is a critical shortcoming of the current SFT operations.

The consolidated agency would need to decide whether to move forward with CNG-fueled or gasoline/diesel-fueled vehicles or the potential evolving electric vehicle technology. SFT currently has a purpose built slow-fill CNG system at its Santa Fe maintenance facility, which also features a heavy-duty maintenance capability with plans to upgrade the fueling facility. Given the diversity of the two fleets which is supported by their very different service characteristics, in a consolidation scenario in the short term, it would not seem reasonable to necessarily invest in common fuel technology as it would require a completely new NCRTD fleet as well as the equipping of an expanded Jim West Transit Regional Transit Center in Española with a modern CNG fueling station. The capital cost for this would be significant and should be avoided in the near term for any consolidation.

Maintenance Facilities

SFTs' facility in Santa Fe is currently capable of heavy-duty maintenance while the NCRTD administration/storage facility in Espanola is only capable of light-duty maintenance. Currently, when NCRTD vehicles require medium and heavy-duty maintenance, the agency must externally contract to providers in neighboring locations such as Santa Fe or even as far as Albuquerque.

NCRTD's independent long term capital improvement plans (FY2018-2027) include over \$6 million in maintenance facility improvements at its Espanola site. The funding is presumed to be mostly federal funding, an uncertain source given the current transit funding environment.

In a consolidation scenario, it is recommended that efforts to more efficiently utilize the current NCRTD fleet based upon more proximate dispatching locations be considered. This may include the ability to incrementally store and dispatch and perform light maintenance at the current SFT site on a small number of current NCRTD vehicles that serve the City of Santa Fe area. SFT has identified that there is currently only two shift usage of their facility. The implementation of a third shift might provide the ability for maintenance on a small number of current NCRTD vehicles. A joint evaluation by NCRTD and SFT should be pursued quickly if a consolidation effort is made. Such a complete analysis would require an in-depth review of current SFT maintenance practices and the degree to which an expanded utilization is incrementally possible; well beyond the scope of this initial consolidation study.

A consolidation could optimize the utilization of maintenance resources between the two agencies. An effort to provide for an incrementally expanded use base within the City of Santa Fe for storing and maintaining a small number of current NCRTD vehicles whose service territory includes the City of Santa Fe should be considered. NCRTD would be able to assume more of the maintenance efforts internally facilitated by the incrementally expanded use of this

facility. In addition, NCRTD should continue to pursue facility improvements as its site in Espanola consistent with an expanded maintenance effort.

Fare policy has several implications for the merging of physical assets if a low fare is imposed on current free fare services. If a scenario involving fares for current SFT services is explored, the combined fleet would require uniform fare collection equipment. NCRTD initiated an investigation of the cost of implementing a modern fare collection system in 2015 as follows.

- Capital cost per NCRTD for procuring and installing a fare collection system for the entire fleet, one-time cost of approximately \$640,000. This capital cost could be offset significantly by an FTA grant which would typically pay 80% of the initial cost for such equipment.
- NCRTD estimated an associated recurring administrative and maintenance cost associated with fare collection of approximately \$38,000 annually.
- It would also require the establishment of a service line (fueling, fare collection, washing) at the Espanola facility which does not presently exist, but could be incorporated as part of the fuel line into the planned new Espanola Maintenance Facility. Therefore this could not be implemented in the very short term upon initial consolidation, but would be consistent with a future phased-in approach.

Capital Plan Overview

Beyond 2022 through 2035, NCRTD developed in 2015 a Long Range Strategic Plan (LRSP) with several service enhancement alternatives. This plan in total is projected to cost approximately \$100 million by FY2035. SFT's capital plan through FY2035 provides for no expansion in service and presumes only a normal fleet replacement, as well as bus stop upgrades, and farebox and maintenance equipment replacements totaling \$28.2 million through 2035.

The SFT Capital Improvement Plan (FY2018-2022) has funding in place in FY2018 for fixed route and paratransit vehicles, as well as construction of the Downtown and Southside Transit centers. Starting in FY2019 to FY2035, SFT capital costs were assumed to be offset with revenue from FTA capital grants covering 80% of fleet replacement costs. This approach is consistent with the federal grant projections for NCRTD as reflected in their fund balance analysis. This is further discussed in the Task 3A *Financial Comparison* document, but warrants consideration for its impact on the state of physical assets for each agency.

Financial Comparison

The analysis of financial issues related to a potential consolidation identified five important areas for consideration and action. They are as follows:

- The primary source of operating revenues for NCRTD, the State of New Mexico Gross Receipts Tax (GRT), is scheduled to sunset in 2023. Approval to extend this tax, at the

same or at an increased level, is critical to NCRTD's operations and necessary for any consolidation to be successful. The NCRTD Board, in developing its LRSP in 2015, recommended a series of action steps to remove the sunset provision to achieve the future visions and goals of the agency. Removal of the sunset vision and potential change to the current GRT rate requires voter approval within the four-county region.

- This tax currently generates over \$7 million per year in revenues for transit operations, and more than half of it is presently distributed by NCRTD to other regional providers to support their transit services.
- Based on financial projections and assumptions, SFT is projected to have sufficient operating revenues from Fiscal Year 2018 through Fiscal Year 2022 to support day-to-day operations and service levels. However, in that same five-year time period NCRTD must rely on drawdowns from their reserve cash balances to sustain a balanced budget. If consolidation would occur in FY2019, the consolidated agency is forecast to fall below its board required 25% reserve requirement level by FY2020, given current revenue and expenditure projections.
- \$941,000 of annual costs were charged to SFT by other City of Santa Fe departments to provide a variety of administrative and support functions. Under a consolidated transit agency, this work would need to be absorbed by NCRTD. It is anticipated that a consolidated agency would permit NCRTD to absorb these support expenses more efficiently at a lower annual cost. An initial assessment of NCRTD hiring requirements to replace the services now provided to SFT by City of Santa Fe departments indicates that a net total of 9 new positions would be needed for the start of consolidation, at a cost of approximately \$470,000 yielding a net savings of approximately \$500,000 annually over SFT expenses for these services.
- In recent years the lack of definitive funding approvals for proposed capital investments impedes SFT's ability to improve their transit operations in an effective way. A consolidated transit agency, under the management of NCRTD, would allow for a rational and strategic evaluation of required Capital Improvement needs and priorities and potentially providing over the longer term some economy by taking advantage of the synergy afforded by each other's current separate capital plans. Additionally, this approach would facilitate a review of the useful remaining life of existing assets and a transit focused perspective on specific upgrades and replacements that are necessary to improve transit services in the region, particularly with regard to implementation of new technologies, consistent with available funding.
- The forecasted continued reliance by NCRTD on the annual drawdown of reserve funds to support capital match requirements will put pressure on NCRTD's ability to maintain its Board required commitment of a 25% cash reserve level in a consolidation. The NCRTD financial reserve policy outlines practices that govern the management of the

District's financial reserves. This includes a commitment to seek to maintain at all times an amount equaling 25% of its operating revenue as an unrestricted cash reserve. The cash reserve policy includes four specific categories of use of the reserve fund: for operations, capital and capital replacement, service enhancements and debt service. It should be noted that this 25% cash reserve level as imposed by the NCRTD Board is three times the required cash reserve imposed by the New Mexico State Department of Finance and Administration (DFA) for minimum reserve balance requirements. DFA requires at all times a minimum of one month (approximately 8.3%) of operating revenues as a cash reserve to meet their requirements. The 25% reserve requirement may serve as a substantial impediment to achieving a successful consolidation effort, particularly in the near term, if not relaxed or supplemented with significant new revenues. Use of these cash balances results in NCRTD falling below the FY2020 board approved reserve requirement level of 25%, and reserve fund balances are in a deficit position the following year in FY2021, based on FHU's updated analysis reflected in a revenue and expenditure comparison.

Labor Force Comparison

- NCRTD operational employees are currently represented by Chauffeurs, Teamsters, and Helpers Local No. 42. Contract currently valid until June 2019.
- SFT operational employees are currently represented by the American Federation of State, County, and Municipal Employees (AFSCME) as part of a larger city municipal contract. Contract expired June 2017 and is currently in negotiation.
- Per NCRTD and SFT, the only legal option for consolidation between the two agencies is to have a single union representing all similar job functions. It is presumed that this would then result in a single contract detailing specific provisions for a consolidated transit agency. This would be one of the major benefits and most important aspects to consider for a successful consolidation.
- The NCRTD contract is a direct transportation services contract, while the SFT contract is part of a Santa Fe city-wide contract that is lacking in specificity in certain areas for transit operations. The establishment of a transit specific contract provides opportunities for more effective control of the labor force by introducing provisions tailored for transit employees that may not be applicable to other parts of the Santa Fe workforce.
 - Example: accident and attendance discipline which could be tailored for transit and avoid subsequent rounds of arbitration due to SFT's subordinate role as a "Division" within the City's overall labor contract
- Differing compensation levels.
 - Pay Rates.
 - The higher midpoint and maximum pay rates at SFT for the most commonly used title of operator can place wage cost pressures on the consolidated

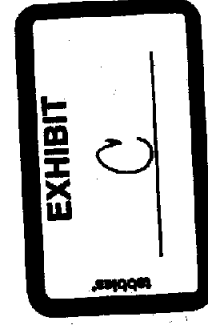
agency, as labor unions may seek to achieve parity at the higher pay level for all employees in title.

➤ Differing Cost for Benefits.

- The employees for each separate agency have differing levels of contributions for pension and health plan benefits.

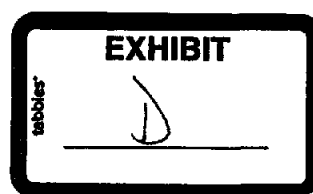
TRANSIT DIVISION GRANTS STATUS 08/22/17

Award #	Awarding Agency	Grant Title	Purpose	Agreement Execution Date	Federal Funding	City Match	Total	Federal Funds Disbursed to Date	Last Disbursement Date	Federal Remaining	City Match	Total	Notes
NM-2016-017	FTA	FY2015 Section 5307 (Operating Grant)	For Operating Expenses from 07/01/15 - 06/30/16 (1% required to be set aside and used on a Security Project)	12/15/2016	\$1,596,562.00	\$1,584,589.00	\$3,181,151.00	\$1,580,597.00	1/6/2017	\$15,965.00	\$3,991.25	\$19,956.25	Remaining Balance is for a Security Project that is currently in development
NM-2016-18	FTA	FY2016 Section 5307 (Operating Grant)	For Operating Expenses from 07/01/16 - 06/30/17 (1% required to be set aside and used on a Security Project)	5/15/2017	\$1,619,806.00	\$1,607,658.00	\$3,227,464.00	\$1,603,608.00	5/2,916.00	\$16,198.00	\$4,049.50	\$20,247.50	Remaining Balance is for a Security Project that is currently in development
Pending	FTA	FY2017 Section 5307 (Operating Grant)	For Operating Expenses from 07/01/17 - 06/30/18 (1% required to be set aside and used on a Security Project)	Pending	\$1,570,887.00	\$1,559,105.35	\$3,129,992.35	\$0.00	\$0.00	\$1,570,887.00	\$1,559,105.35	\$3,129,992.35	Received the Suballocation Letter from NMDOT on 08/21/17
NM-2016-16	FTA	FY2016 Ridefinder Transit Enhancement	For Expense for the Ridefinders Program from 10/01/15 - 09/30/16	2/9/2017	\$71,773.00	\$12,231.00	\$84,004.00	\$71,773.00	2/14/2017	\$0.00	\$0.00	\$0.00	All funds reimbursed. Initiating the Grant Close-out Process in August
Pending	FTA	FY2017 Ridefinder Transit Enhancement	For Expense for the Ridefinders Program from 10/01/16 - 09/30/17	Pending	\$71,773.00	\$12,231.00	\$84,004.00	\$0.00	N/A	\$71,773.00	\$12,231.00	\$84,004.00	Application under review by FTA. Council approval obtained on 06/28/17.
NM-04-0026	FTA	Downtown Transit Center	For the Design of the Downtown Transit Center on Sheridan Ave	9/7/2011	\$340,000.00	\$60,000.00	\$300,000.00	\$199,381.00	Last 09/27/16	\$40,719.00	\$10,179.75	\$50,898.75	Reimbursement package for a total of \$46,576 in expenses ready for application for Disbursement.
NM-04-0009	FTA	Santa Fe Place Transit Center	For the design and construction of the Southside Transit Center now to be located at 2521 Camino Entrada	1/13/2009	\$598,000.00	\$147,000.00	\$735,000.00	\$237,658.00	Last 09/26/16	\$350,342.00	\$87,585.50	\$437,927.50	Spent available funding for design. Remaining is for Construction. Design approaching completion. Awaiting FTA approval of Environmental Certification before we can expend remaining Construction Funding.
M01292	NMDOT	Section 5339 - Bus Shelter Phase II	For the Fabrication and Installation of Bus Shelters	12/9/2013	\$318,082.00	\$79,520.00	\$397,602.00	\$153,395.34	9/22/2016	\$164,686.66	\$41,171.67	\$205,858.33	Construction in Progress. Funds will be expended by 09/30/17
M01439	NMDOT	Section 5339 - Bus Shelter Phase II	For the Fabrication and Installation of Bus Shelters	5/16/2016	\$155,667.00	\$38,916.75	\$194,583.75	\$0.00	N/A	\$155,667.00	\$38,916.75	\$194,583.75	Approx \$80,000 will be expended with the construction listed above. Remaining Balance will be used to fabricate more shelters. Funds need to be expended by 12/31/17
Pending	FTA	Section 5339 Suballocation (FY2016)	For Capital Projects - Being earmarked for Southside Transit Center	Pending	\$143,017.00	\$35,754.25	\$178,771.25	\$0.00	N/A	\$143,017.00	\$35,754.25	\$178,771.25	Awaiting Environmental Certification from FTA before allocating to Southside Transit Center
Pending	FTA	Section 5339 Suballocation (FY2017)	For Capital Projects - Being earmarked for Southside Transit Center	Pending	\$146,402.00	\$36,600.50	\$183,002.50	\$0.00	N/A	\$146,402.00	\$36,600.50	\$183,002.50	Received the Suballocation Letter from NMDOT on 08/21/17.
M01502	NMDOT	Section 5309 - Veterans Transportation and Community Living Initiative	To purchase GPS Units, Maps and Fare Box Upgrades for TransLoc Implementation	6/26/2017	\$52,000.00	\$13,000.00	\$65,000.00	\$0.00	N/A	\$52,000.00	\$13,000.00	\$65,000.00	Awaiting Environmental Certification from FTA before allocating to Southside Transit Center.



DISCUSSION ITEM

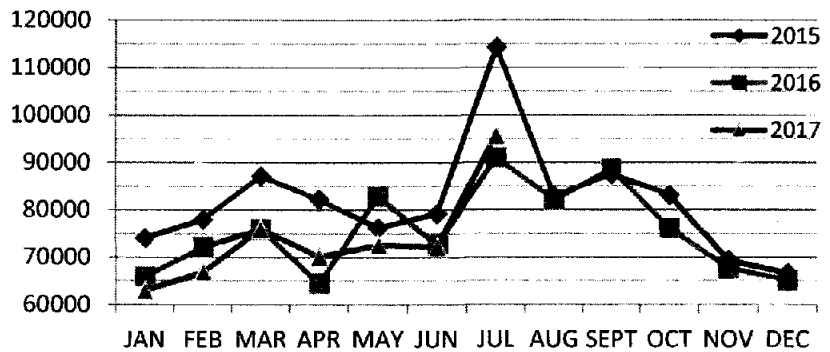
- Q. REPORT ON SYSTEM RIDERSHIP---SANTA FE TRAILS,
SANTA FE RIDE, AND SANTA FE PICK-UP



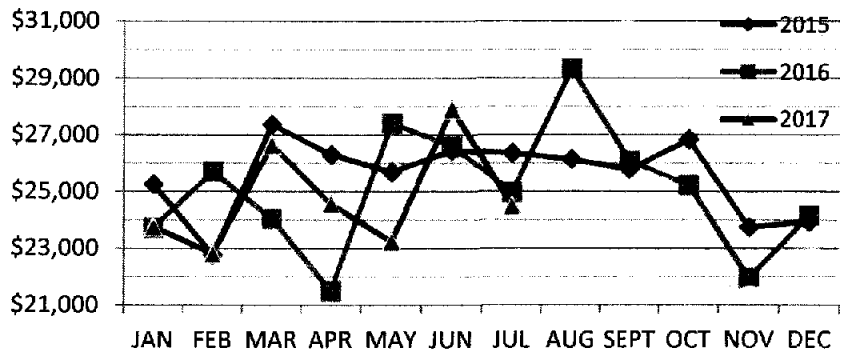
JUNE 2017 RIDERSHIP

DATE	DAY	Route 1	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 24	Route 26	TOTAL
01-Jul-17	SA	0	284	0	0	0	0	0	0	0	0	284
02-Jul-17	SU	424	750	108	30	34	37	0	0	89	44	1516
03-Jul-17	MO	451	1766	440	150	187	71	36	51	216	28	3396
04-Jul-17	TU	0	0	0	0	0	0	0	0	0	0	0
05-Jul-17	WE	9	1164	250	54	76	21	14	73	96	0	1757
06-Jul-17	TH	499	1871	390	151	167	50	18	60	207	26	3439
07-Jul-17	FR	189	2030	229	168	182	47	0	0	217	22	3084
08-Jul-17	SA	159	9437	396	79	86	25	13	46	157	7	10405
09-Jul-17	SU	184	9971	134	0	0	24	0	0	81	12	10406
10-Jul-17	MO	102	2143	245	112	120	55	58	0	309	43	3187
11-Jul-17	TU	326	983	252	113	129	25	27	70	134	0	2059
12-Jul-17	WE	121	1711	152	74	83	20	22	0	111	0	2294
13-Jul-17	TH	0	0	0	0	0	0	0	0	0	0	0
14-Jul-17	FR	1055	4073	1257	269	381	101	163	190	532	104	8125
15-Jul-17	SA	163	5040	113	135	116	86	0	0	95	15	5763
16-Jul-17	SU	39	826	60	0	0	6	0	0	0	0	931
17-Jul-17	MO	230	2711	427	95	187	17	32	45	311	13	4068
18-Jul-17	TU	482	2772	404	176	211	42	7	73	190	37	4394
19-Jul-17	WE	115	1115	251	59	78	9	41	0	133	0	1801
20-Jul-17	TH	232	2578	286	183	150	43	41	139	186	0	3638
21-Jul-17	FR	534	1698	215	0	0	0	30	33	79	0	2589
22-Jul-17	SA	137	838	382	85	115	40	0	0	227	84	1908
23-Jul-17	SU	133	519	120	0	0	14	0	0	61	14	861
24-Jul-17	MO	348	1276	162	50	39	15	39	0	98	0	2027
25-Jul-17	TU	374	1244	574	49	138	26	49	131	283	47	2915
26-Jul-17	WE	216	1198	387	290	291	86	43	76	186	17	2790
27-Jul-17	TH	380	1736	217	121	156	42	8	55	100	14	2829
28-Jul-17	FR	242	1625	226	131	212	36	56	0	273	12	2813
29-Jul-17	SA	218	697	298	61	100	18	0	0	28	2	1422
30-Jul-17	SU	106	916	90	0	0	0	0	0	59	7	1178
31-Jul-17	MO	347	1835	400	187	282	96	18	99	255	62	3581
TOTALS		7815	64807	8465	2822	3520	1052	715	1141	4713	610	95660

Ridership	2015	2016	2017
JAN	73968	65846	62898
FEB	77909	72094	66874
MAR	87077	75825	75933
APR	82176	64364	70104
MAY	76139	82826	72595
JUN	79142	72432	72199
JUL	114212	90908	95660
AUG	82801	82005	
SEPT	87406	88542	
OCT	83052	76012	
NOV	69230	67540	
DEC	66491	64951	
	979603	903345	516263



Revenue	2015	2016	2017
JAN	\$25,242	\$23,721	\$23,758
FEB	\$22,755	\$25,696	\$22,812
MAR	\$27,350	\$24,037	\$26,646
APR	\$26,293	\$21,482	\$24,560
MAY	\$25,682	\$27,401	\$23,238
JUN	\$26,437	\$26,574	\$27,909
JUL	\$26,337	\$24,967	\$24,472
AUG	\$26,114	\$29,299	
SEPT	\$25,768	\$26,068	
OCT	\$26,809	\$25,205	
NOV	\$23,724	\$21,922	
DEC	\$23,915	\$24,122	
	\$306,425	\$300,493	\$173,395



Include contractor total for Folk Art

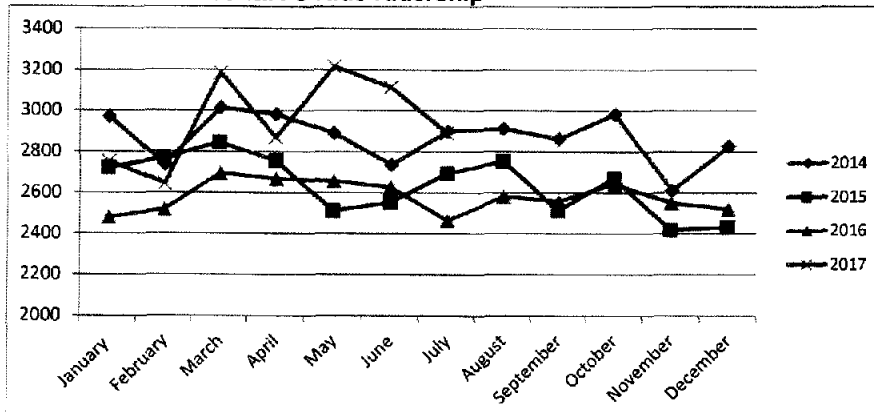


August 3, 2017

On-Time Performance

2014	On Time %	2015	On Time %	2016	On Time %	2017	On Time %
Jan-14	90.69	Jan-15	92.27	Jan-16	91.23	Jan-17	90.56
Feb-14	90.54	Feb-15	91.70	Feb-16	90.89	Feb-17	90.92
Mar-14	89.91	Mar-15	91.58	Mar-16	90.70	Mar-17	89.54
Apr-14	91.08	Apr-15	92.13	Apr-16	89.47	Apr-17	90.07
May-14	91.93	May-15	92.64	May-16	88.89	May-17	89.40
Jun-14	91.48	Jun-15	91.23	Jun-16	88.39	Jun-17	89.60
Jul-14	91.50	Jul-15	91.20	Jul-16	90.38	Jul-17	90.59
Aug-14	90.61	Aug-15	90.23	Aug-16	87.14	Aug-17	
Sep-14	79.13	Sep-15	91.84	Sep-16	89.17	Sep-17	
Oct-14	91.14	Oct-15	91.32	Oct-16	92.01	Oct-17	
Nov-14	91.38	Nov-15	92.19	Nov-16	88.55	Nov-17	
Dec-14	91.09	Dec-15	91.64	Dec-16	89.29	Dec-17	

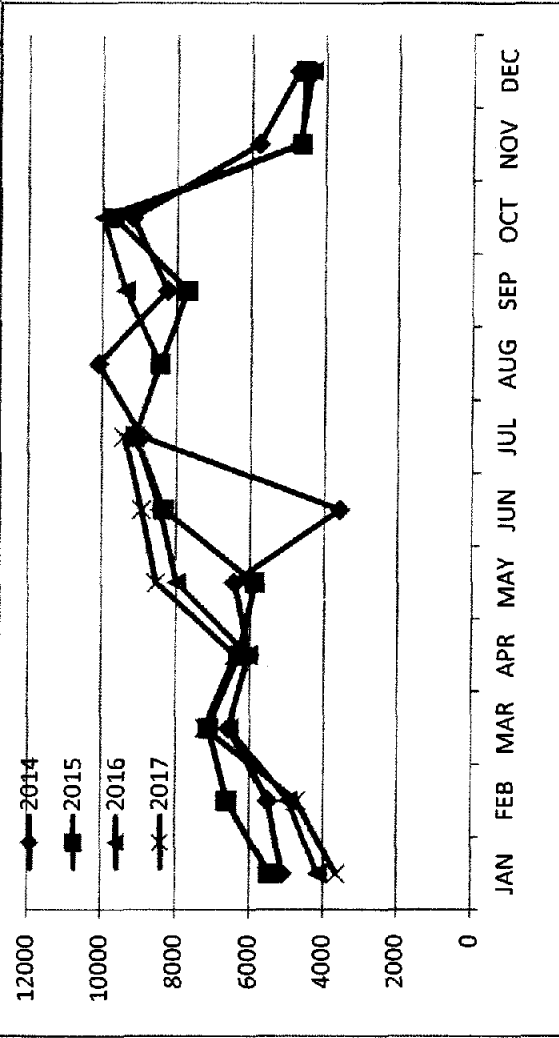
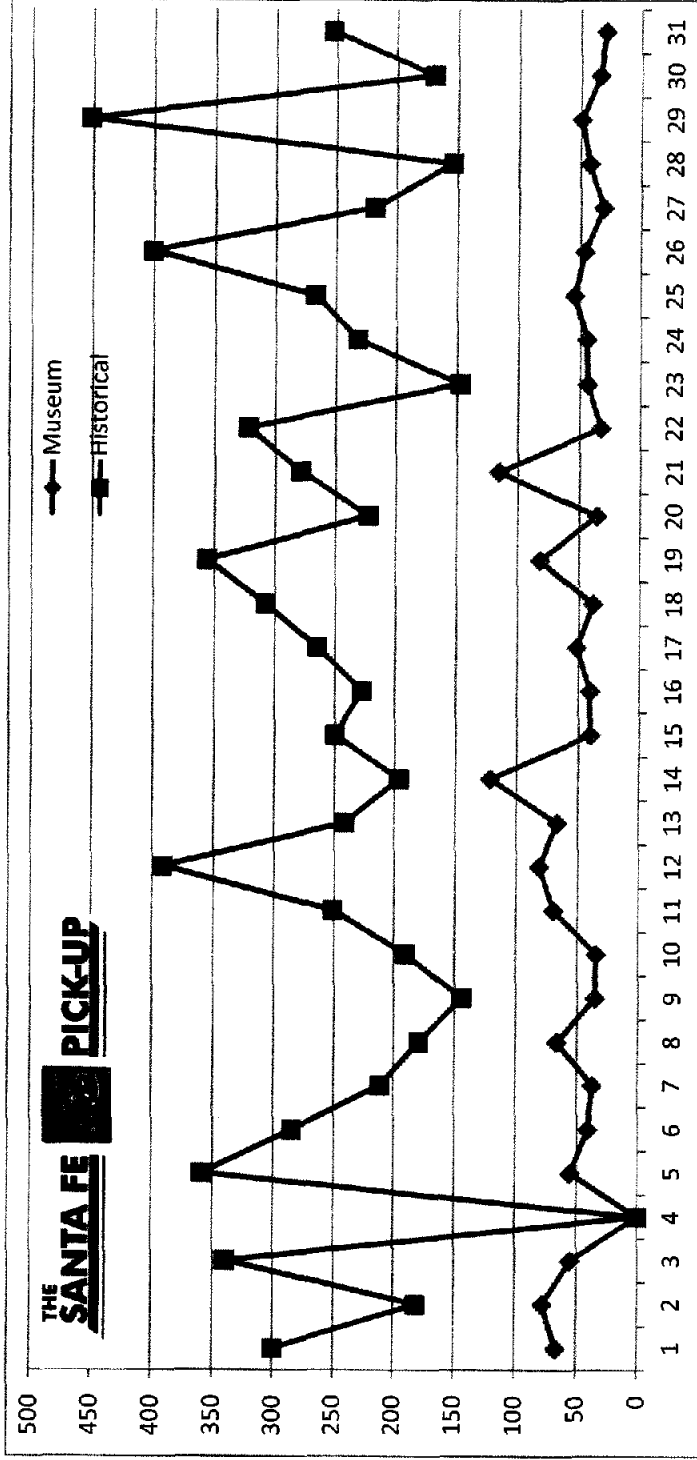
Santa Fe Ride Ridership



	2014	2015	2016	2017
January	2971	2724	2480	2753
February	2736	2771	2518	2644
March	3013	2845	2695	3185
April	2983	2756	2667	2869
May	2890	2513	2656	3216
June	2736	2552	2626	3114
July	2900	2695	2464	2892
August	2911	2753	2581	
September	2861	2512	2558	
October	2983	2672	2642	
November	2609	2418	2550	
December	2827	2432	2520	
Annual Total	34420	31643	30957	17781

Museum Historical

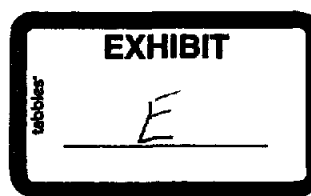
July 1 Sat.	66	300
July 2 Sun.	77	181
July 3 Mon.	55	340
July 4 Tues.	Closed	Closed
July 5 Wed.	55	359
July 6 Thurs.	41	285
July 7 Fri.	37	211
July 8 Sat.	66	179
July 9 Sun.	35	144
July 10 Mon.	34	190
July 11 Tues.	69	251
July 12 Wed.	81	392
July 13 Thurs.	66	241
July 14 Fri.	121	196
July 15 Sat.	40	250
July 16 Sun.	40	227
July 17 Mon.	51	265
July 18 Tues.	38	308
July 19 Wed.	81	356
July 20 Thurs.	35	222
July 21 Fri.	115	279
July 22 Sat.	32	322
July 23 Sun.	43	147
July 24 Mon.	44	232
July 25 Tues.	54	267
July 26 Wed.	46	401
July 27 Thurs.	31	218
July 28 Fri.	42	153
July 29 Sat.	49	452
July 30 Sun.	34	169
July 31 Mon.	29	253
	1607	7790



	2014	2015	2016	2017
JAN	5120	5464	4149	3657
FEB	5493	6606	4941	4737
MAR	6570	7120	6549	7214
APR	6009	6298	6033	6400
MAY	6420	5873	7964	8519
JUN	3573	8339	8418	8929
JUL	8908	9083	9091	9397
AUG	10094	8431	8446	
SEP	8236	7701	9365	
OCT	9187	9718	9979	
NOV	5795	4644	4700	
DEC	4746	4573	4377	

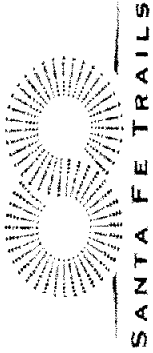
DISCUSSION ITEM

10. REPORT ON CUSTOMER/COMPLAINT SYSTEM



SANTA FE TRAILS

August 14, 2017



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
26619	10-Aug-17	10-Aug-17	Telephone	Transit buses	G. O'Hara	1	Concern about a stop	Concern was unfounded	10-Aug-17	Closed
26591	9-Aug-17	8-Aug-17	Telephone	Transit buses	J. Salz	2	Misunderstanding with operator	in progress		
26563	7-Aug-17	7-Aug-17	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Invalid complaint	7-Aug-17	Closed
26530	5-Aug-17	5-Aug-17	Telephone	Transit buses	J. Salz	4	Rider(s) missed at stop	in progress		
26522	4-Aug-17	4-Aug-17	Telephone	Transit buses	A. Petry	1	Bus was running late	in progress		
26452	2-Aug-17	2-Aug-17	Telephone	Transit buses	A. Petry	2	Bus was running hot	in progress		
26344	26-Jul-17	26-Jul-17	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Operator coached on SFP procedure to follow	28-Jul-17	Closed
26274	27-Jul-17	24-Jul-17	Telephone	Transit buses	G. O'Hara	4	Careless driving	Operator coached on patience and professionalism	24-Jul-17	Closed
26249	22-Jul-17	22-Jul-17	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	in progress		
26246	22-Jul-17	21-Jul-17	E-mail	Transit buses	G. O'Hara	M	Bus was going too slow	Bus was not going too slow - 17 in a 25 zone	26-Jul-17	Closed
26128	16-Jul-17	16-Jul-17	Telephone	Transit buses	J. Duran	2	Driver was rude	in progress		
26126	16-Jul-17	16-Jul-17	Telephone	Transit buses	G. O'Hara	2	ADA issue	Unable to determine operator or unit	16-Jul-17	Closed
26124	14-Jul-17	14-Jul-17	Telephone	Transit buses	J. Duran	1	Driver was unprofessional	in progress		
26123	14-Jul-17	14-Jul-17	Telephone	Transit buses	J. Duran	6	Rider(s) missed at stop	in progress		
26018	13-Jul-17	13-Jul-17	Telephone	Transit buses	J. Salz	24	Safety issue with child in stroller	in progress		
26005	13-Jul-17	13-Jul-17	Telephone	Transit buses	J. Alarcon	2	Bus was running hot	in progress		
25989	12-Jul-17	12-Jul-17	Telephone	Transit buses	G. O'Hara	6	Careless driving	Closed due to lack of information	12-Jul-17	Closed
25953	11-Jul-17	11-Jul-17	Telephone	Transit buses	J. Alarcon	24	Complement for good customer service	Compliment was passed on	11-Jul-17	Closed
25921	10-Jul-17	10-Jul-17	Telephone	Transit buses	A. Petry	24	Issue with a transfer	Operator followed protocol	18-Jul-17	Closed
25885	5-Jul-17	5-Jul-17	Telephone	Transit buses	J. Duran	6	Bus was running hot	in progress		
25864	3-Jul-17	3-Jul-17	Telephone	Transit buses	G. O'Hara	26	Weapon not allowed on bus	Policy explained to rider	3-Jul-17	Closed
25855	3-Jul-17	3-Jul-17	Telephone	Transit buses	G. O'Hara	22	Weapon not allowed on bus	Policy explained to rider	3-Jul-17	Closed
25838	30-Jun-17	30-Jun-17	Telephone	Transit buses	G. O'Hara	2	Bus is always late	Unable to determine operator	1-Jul-17	Closed
25802	29-Jun-17	29-Jun-17	Telephone	Transit buses	J. Alarcon	24	Service animal issue	Policy explained to rider by Supervisor	13-Jul-17	Closed
25794	29-Jun-17	23-Jun-17	Telephone	Transit buses	J. Duran	2	Bus missed South Capitol stop	in progress		
25613	22-Jun-17	22-Jun-17	Telephone	Transit buses	A. Petry	22	Erratic driving	in progress		
25570	21-Jun-17	21-Jun-17	Telephone	Transit buses	J. Duran	5	Unsafe operation	in progress		
25545	21-Jun-17	21-Jun-17	E-mail	Transit buses	T. Martinez	N/A	Supervisor harassed a rider	Closed by ILS	11-Jul-17	Closed
24771	26-May-17	26-May-17	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Operator coached to be more careful at that stop	18-Jul-17	Closed
24694	23-May-17	23-May-17	Telephone	Transit buses	A. Petry	2	Bus was running hot	Operator coached on schedule adherence	18-Jul-17	Closed
24319	12-May-17	12-May-17	Telephone	Transit buses	J. Duran	2	Driver was not cordial enough	Operator has retired	11-Jul-17	Closed
24271	11-May-17	11-May-17	Telephone	Transit buses	J. Duran	2	Driver was not helpful with route info	Operator has retired	11-Jul-17	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
24131	7-May-17	7-May-17	Telephone	Transit buses	J. Duran	4	Rider(s) missed at stop	Unable to contact submitter	10-Jul-17	Closed
23559	19-Apr-17	19-Apr-17	Telephone	Transit buses	J. Duran	6	Bus is always late	Addressed in monthly meeting	10-Jul-17	Closed
21634	28-Jan-17	28-Jan-17	Telephone	Transit buses	J. Duran	2	Improper stop at RR crossing	Unable to verify facts of complaint	10-Jul-17	Closed

SANTA FE RIDE



August 14, 2017

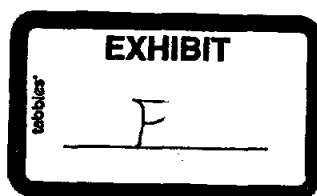
Comment/Complaint Report

SANTA FE RIDE

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
26627	10-Aug-17	10-Aug-17	Telephone	Santa Fe Ride	F. Montoya	Trin cancelled in error	Requested at incorrect time by caretaker	13-Aug-17	Closed
26533	6-Aug-17	2-Aug-17	Telephone	Santa Fe Ride	G. Salazar	Trips not entered	In progress		
26341	26-Jul-17	26-Jul-17	Telephone	Santa Fe Ride	G. Salazar	Trip entered incorrectly	Invalid complaint	4-Aug-17	Closed
26336	26-Jul-17	26-Jul-17	Telephone	Santa Fe Ride	G. Salazar	Trip cancelled in error	Client assigned different "visitor" number	2-Aug-17	Closed
26289	24-Jul-17	24-Jul-17	Telephone	Santa Fe Ride	F. Montoya	Driver was over 30 minutes late	Equipment malfunction	13-Aug-17	Closed
26102	13-Jul-17	13-Jul-17	Telephone	Santa Fe Ride	F. Montoya	Compliment for great service by driver	Compliment was passed on	13-Jul-17	Closed
25562	21-Jun-17	21-Jun-17	Telephone	Santa Fe Ride	F. Montoya	Rider was no showed	In progress		
25400	15-Jun-17	16-Jun-17	Telephone	Santa Fe Ride	F. Montoya	Compliment for great service by CSR	Compliment was passed on	12-Jul-17	Closed
24554	19-May-17	19-May-17	Telephone	Santa Fe Ride	F. Montoya	Driver did not knock - missed trip	In progress		

DISCUSSION ITEM

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



FLEET AND FACILITIES MAINTENANCE REPORT

June-17

Preventive Maintenance Inspections Performed

Fixed Route Buses:	10
Paratransit Vehicles:	2
Pick-Up Vehicles:	2

Major Repairs Completed

Date	Unit #	Model	Description	Comments
6/30/2017	810		installed ecm	

Accidents

Date	Unit#	Model	Description	Comments
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Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
6/15/2017	812	eldorado	engine failure	engine ordered

Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
06/01-06/30	transit lot	cleaned trash and weeds	

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
6/3/2017	route1	inb/outb	clean stops and weeds	all stops
06/01-06-30	stc	inb/outb	pressure washed	
6/17/2017	sfp	inb/outb	pressure washes	
6/17/2017	route 2	inb/outb	pressure washed	all stops

FLEET AND FACILITIES MAINTENANCE REPORT**July-17****Preventive Maintenance Inspections Performed**

Fixed Route Buses:	9
Paratransit Vehicles:	3
Pick-Up Vehicles:	1

Major Repairs Completed

Date	Unit #	Model	Description	Comments
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Accidents

Date	Unit#	Model	Description	Comments
7/22/2019	2146	mv1	Accident to front of unit	will send for repair when all parts are in

Other Major Mechanical Failures

Date	Unit #	Model	Description	Comments
6/15/2017	812	eldorado	engine failure	engine here

Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
07/01-07/30	transit lot	cleaned trash and weeds	
28-Jul	maint shop	repaired swamp coolers	
07/01-07/30	front building	repaired a/c in para and driver room	

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
7/3/2017	route 5	inb/outb	clean stops and weeds	all stops
07/01-07/30	stc	inb/outb	pressure washed	cleaned graffiti
07/01-07/30	sfp	inb/outb	pressure washes	
07/01-07/30	route 2	inb/outb	pressure washed	all stops
7/17/2017	hospital		removed shelter for construction	installed temp bench
7/13/2017	route 5	outbound	cut trees that were in the stops view	