



Agenda

CITY CLERK'S OFFICE

DATE 11/14/17 TIME 9:00am

SERVED BY Lois Amador

RECEIVED BY Carmelina Spears

**TRANSIT ADVISORY BOARD MEETING
TUESDAY, DECEMBER 5, 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: OCTOBER 24, 2017

PUBLIC COMMENT

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. BUS STOP SIGNAGE- AURORE BLECK AND DAVID MCQUARIE
2. CNG FACILITY UPDATE- STAFF
3. SOUTHSIDE TRANSIT CENTER UPDATE- STAFF
4. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE – STAFF
5. TRANSLOC UPDATE - STAFF
6. STAFFING UPDATE – STAFF
7. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP- STAFF
8. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
9. OPERATIONS AND MAINTENANCE -- STAFF

PUBLIC COMMENT

ADJOURN

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

Transit Advisory Board
Meeting Index
December 5, 2017

Title	Description	Page
Cover Page		0
Call to Order	Colin Messer, Chair called the meeting of the Transit Advisory Board to order at 5:01 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM.	1
Roll Call	A quorum was established at 5:06 p.m.	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 October 24, 2017	Mr. Cooper moved to approve the minutes of October 24, 2017 as presented with a second from Ms. Bleck which passed by voice vote.	1
Public Comment	There was not any public comment.	1
Items for Discussion and Possible Action: <ol style="list-style-type: none"> 1. Bus Stop Signage 2. CNG Facility Update 3. Southside Transit Center Update 4. Downtown Sheridan Transit Center Update 5. Transloc Update 6. Staffing Update 7. System Ridership-Fixed Route, Paratransit, and SF Pick Up 8. Customer Comment/Complaint System 9. Operations and Maintenance 	Discussion Only Ms. Estrada moved that staff write a memo on behalf of the Transit Advisory Board to approve the contract with Clean Energy for the CNG Facility with a second from Mr. Cooper which passed by voice vote. Discussion Only Discussion Only Discussion Only Discussion Only Discussion Only Discussion Only Discussion Only	2,3 3,4 4 4 4,5 5 5 5,6
Public Comment	There was not any public comment.	6
Adjourn	Ms. Bleck moved to adjourn at 6:48 p.m. with a second from Mr. Cooper.	6
Signature Page		6

Transit Advisory Board Meeting

Tuesday, December 5, 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

Colin Messer, Chair called the meeting of the Transit Advisory Board to order at 5:01 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established at 5:06 p.m.

2. ROLL CALL

Present

Colin Messer, Chair
Mary McGinnis
Aurore Bleck
Stan Cooper
Rebecca Estrada

Excused

Alexandra Mazares
Paul Thompson
Chris Calvert

Others Present

Keith Wilson, City Transit
Tomas Martinez, City Transit Operations
Lois Amador, City Transit Staff
David McQuarie
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 October 24, 2017

MOTION: Mr. Cooper moved to approve the minutes of October 24, 2017 as presented with a second from Ms. Bleck which passed by voice vote.

5. PUBLIC COMMENT

There was not any public comment.

6. ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. BUS STOP SIGNAGE

Mr. McQuarie is here for a few reasons, currently the Transit department has projects being planned. Neither project have completed regulation plans submitted that are incomplete. State Law 66-7-101 the Uniform Traffic Code states any construction should submit approved plans for a detour building site. Some parts require a safe route for pedestrian's safety. The question of the safety was brought up at planning meetings. He was told the Sheridan Center would have a temporary boarding area by the DeVargas skate park. They have to have a detour route from the current location to the temporary site there are not safe areas. Transit is violating ADA by not providing a safe route. He will file a complaint.

The last set of plans submitted were not a complete set. He brought up the issues, he doubts they paid attention during the landscaping. There were two items not compliant, all parking lots are to have parking for the disabled vehicles.

With regards to the Santa Fe Trails Facility here, the doorstops stick out. That is a trip hazard, in 1997 that was adopted. They are liable for injury.

With regards to the flow of traffic at the proposed Southside Transit Center, the buses are on the right hand side. Why are they offloading on the left hand side?

Mr. McQuarie explained the main reason he is here is regarding signage. He was told at the Mayors Committee on Disability meeting that there aren't signs at the bus shelters. Also there needs to be a clear zone on the roadway. They were advised by the court that failure to not advise the public of a warning is a violation. They must be perpendicular to traffic at the beginning of the site. Several people have requested when they call to ask where the bus stops are located and times and weren't given an answer.

The order of the emblems is incorrect, so is the symbol. It must be 6x6 inches. He was told by FHWA it is the City's responsibility to remove the signs.

Mr. Wilson stated this issue has been ongoing. They are in the process of the two centers and things can still be changed. The NRTCD doesn't require the sign. He has researched and cannot find the citation where it states that. Mr. McQuarie cannot provide that either.

Mr. Wilson stated the past decisions are being unraveled, they are still trying to figure them out and work on them. With the new bus stops going in, the signage is being reevaluated. Mr. Wilson presented two photos of the new signage. (See Exhibit A)

Mr. Martinez explained there is not any regulations for foot traffic signs. Mr. Wilson stated there hasn't been any proof of the guideline. They cannot afford to change existing signage. There are over 400 stops they would need change.

Chair Messer explained the tow away emblem is confusing. Mr. Wilson explained the next direction is to paint the curbs red rather than orange. Other cities use red as well. He will run it by the Fire Marshall then they can remove no parking and tow away from the signs.

Mr. Wilson states he appreciates Mr. Quarie's input. There will be difference in opinions, but they will meet any rules and regulations. Hopes it to be amicable.

Mr. McQuarie suggests they run it by the Mayor's Committee on Disabilities. Route signing is not required it is recommended. With it being in the right of way anything they put up should have a clearance for the driver not for the pedestrian. There are court cases on it.

Mr. Wilson states this is one disagreement. Chair Messer states there are several rules City, State and Federal that need to be juggled.

Mr. Quarie states it requires all signage shall be a minimum height for pedestrians or cars not to block it. Mr. McQuarie argued placement of the signs.

Chair Messer states they will take it all into consideration.

Ms. McGinnis asked where they are both finding different documents.

Mr. McQuarie states there are about 8 different documents. Chair Messer explained that staff is working on it will due diligence.

Mr. Wilson states with regards to the direction of the bus flow on the Southside Transit Center, the lanes are a one way circulation. Mr. McQuarie will work with staff and get them the manuals.

2. CNG FACILITY UPDATE

Mr. Wilson discussed the RFP to solicit vendors to design, build, and maintain the CNG facility has been passed on to the next committee. (See Exhibit B) In August there were four vendors who applied, and after they scored them they interviewed them. The cost was the tie breaker, they chose Clean Energy. They were the less costly annually. They have the contract written, they will pay back the construction costs in 8 years. It will be paid between Transit and Environmental Services. This goes before Public Utilities tomorrow night.

Chair Messer asked who will monitor the public dispenser pricing. Mr. Wilson stated Clean Energy will monitor it. Mr. Wilson explained the compression fee.

Mr. McQuarie asked when they sell fuel to an outside entity will they charge more? Mr. Martinez states they don't manage it, so they won't know. Chair Messer explained his frustration with the private use and charge.

Mr. Martinez feels with the new equipment they may change their prices.

Mr. Wilson explained the next committee this goes to is Public Utilities, Public Works and then City Council. By April of next year they may start construction.

Mr. Wilson stated the contract with Clean Energy ends in October of next year. All of the proposals were very strong, however it was the price that determined the outcome.

Mr. Wilson states at the board's recommendation, he can write a memo and include it with the packed to City Council.

Chair Messer explained this needs to be moved through, he wishes they were more helpful to the public however that is something he will discuss at a later time.

Ms. Estrada stated she supports a memo with a strong statement that with new partnerships they will re-examine the fleet expansion and public use of the CNG station and encourage its use.

Mr. Wilson states he was working with Legal and with minimal effort they made changes he feels Clean Energy is vested. Not that there any guarantees with the public side, however they may have an incentive.

Mr. Messer states as a clean energy administrator, the price shouldn't exceed the price of current average unleaded gas.

MOTION: Ms. Estrada moved that staff write a memo on behalf of the Transit Advisory Board to approve the contract with Clean Energy for the CNG Facility with a second from Mr. Cooper which passed by voice vote.

3. SOUTHSIDE TRANSIT CENTER UPDATE

Mr. Wilson explained 100% of the plans were submitted today. There should be a response to Mr. McQuarie's request soon. Mr. Wilson hopes it has been done to reflect the changes on the plans and reference it. The next step is to look over and review the bid documents. Then to get the FTA Environmental clearance. The goal is to have it out to bid in Spring. Mr. O'Reilly stated there has some interest in the rental of some office space.

4. DOWNTOWN SHERIDAN TRANSIT CENTER UPDATE

Mr. Wilson met with State Historical Preservation Office to get the Environmental Clearance. The archeologist (Ms. Ramirez-Tomas) will be the agent to work with it.

Mr. Wilson states SHPO wants them to make some trial pits. The last conversation was to move it up to the same time as the project starts. There are rules, FTA defers to SHPO, they won't give that until and they must conduct a tribal consultation.

Mr. Wilson explained no one was looking at it closely. They are working on it, although it has taken many years. Mr. Wilson states if it is complete by summer, then it can go out to bid and start construction in late fall.

5. TRANSLOC UPDATE

Mr. Wilson explained the product was a great product. However Transloc, hasn't been able to fulfill what they asked for. Last week, they had a representative her to help set up with paratransit. It unraveled and they could not make it work for what they needed. They knew they were the first attempt for that type of product.

Mr. Wilson discussed the other issues with the product that Transloc could not resolve. Mr. Wilson states he has a call set up with the CEO to discuss the issues.

For now, they will reengage Route Match for one more year. They are working on it but being cautious. They will have training and then they can evaluate it to see if it can do what they need.

Mr. Wilson states they tried to enter the trips scheduled and it wouldn't work.

Mr. Cooper asked what Transloc did for NMDOT. Mr. Wilson states they use it for their fixed route. They got through the set up fine, however what they need it for is more complicated. Re-routes are needed, however it did not work.

They could export data into route match, a lot of the work had to be done. Mr. Wilson states that the ipads that were purchased are not compatible.

6. STAFFING UPDATE

Mr. Martinez states there are three temporary operator positions opening. There still three paratransit openings. There was a recent job fair and hopefully they will get some interest from it. They are looking at new ideas for recruitment after the New Year.

Mr. Martinez states the Farolito and New Year's Eve events are the only specials for the Holiday.

Mr. Martinez states the shop is fully staffed.

7. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT, AND SANTA FE PICK UP

Mr. Wilson reported there was some miscounting with the last report. (See Exhibit C) The buses weren't getting probed accurately. In September several other transit agencies had a drop as well. It could be because of national public issues.

Mr. Wilson reported that SF Ride ridership is up. In November Paratransit was down due to the amount of drivers. They are still on target to the average year targets.

Mr. Martinez reported the on time performance is going up little by little every month. Mr. Wilson stated the seniors have cut their services as well. They removed some activities and have narrowed it down to doctor visits and errands.

Mr. Wilson states in November there was a spike with SF Pick Up on the Historic Route.

8. CUSTOMER COMMENT/COMPLAINT

Mr. Martinez states there are a few older files to clean up. (See Exhibit D) While they worked on Transloc it took up some time, but they will get them closed out.

Chair Messer asked about the "rider missed stop". Mr. Martinez states it could be a few reasons. They are trying to figure out the routes and stops to make better on time.

Mr. Martinez explained a client that he helped with setting up service for church.

9. OPERATIONS AND MAINTENANCE

Mr. Martinez reported there was an engine that was warranted that is running again. (See Exhibit E)

Chair Messer asked if there is a John Deere service advisor yet. Mr. Martinez states not as of yet.

Mr. Wilson reported the bus stop at the Christus St. Vincent is back running.

Chair Messer asked if there have been any complaints at the SF Place mall. Mr. Wilson they will meet with them soon as promised.

Chair Messer will discuss some issues he has with the website with Ms. Amador.

Chair Messer thanked the TAB and staff for their work for the year. Mr. Cooper thanked the stenographer.

Mr. Wilson discussed the issue with the Columbus Day and the Railrunner. Next year they will work on the schedule and modify a route.

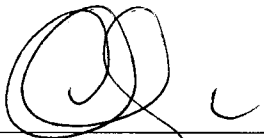
7. PUBLIC COMMENT

There was not any public comment.

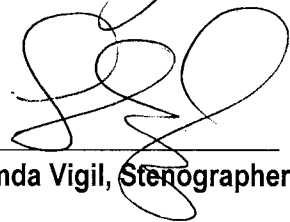
8. ADJOURN

MOTION: Ms. Bleck moved to adjourn at 6:48 p.m. with a second from Mr. Cooper.

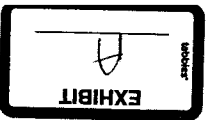
SIGNATURES



Colin Messer, Chair



Linda Vigil, Stenographer



Hours / Horas:
 Monday - Friday / Lunes - Viernes 8am - 6pm
 Saturday / Sábado 8am - 6pm 12.4.M (5:30 - 8:30)
 Sunday / Domingo (hours / horas 12.4.M) 8:30 - 8:30
 888-888-8888

PAGES / PASAJES:	FEES / TARIFAS	30 DAY PASS / PASAJE DE 30 DIAS	1 DAY PASS / PASAJE DE 1 DIA
ADULT (15-59)	Free / Gratis	\$20.00	\$20.00
YOUTH (10 & younger) / JUVENIL (10 y menor)	Free / Gratis	\$10.00	\$10.00
SENIORS (60+)	\$ 5.00	\$10.00	\$10.00
DISABLED (with card) / DESHABILITADO (tarjeta de viaje)	\$ 5.00	\$10.00	\$10.00

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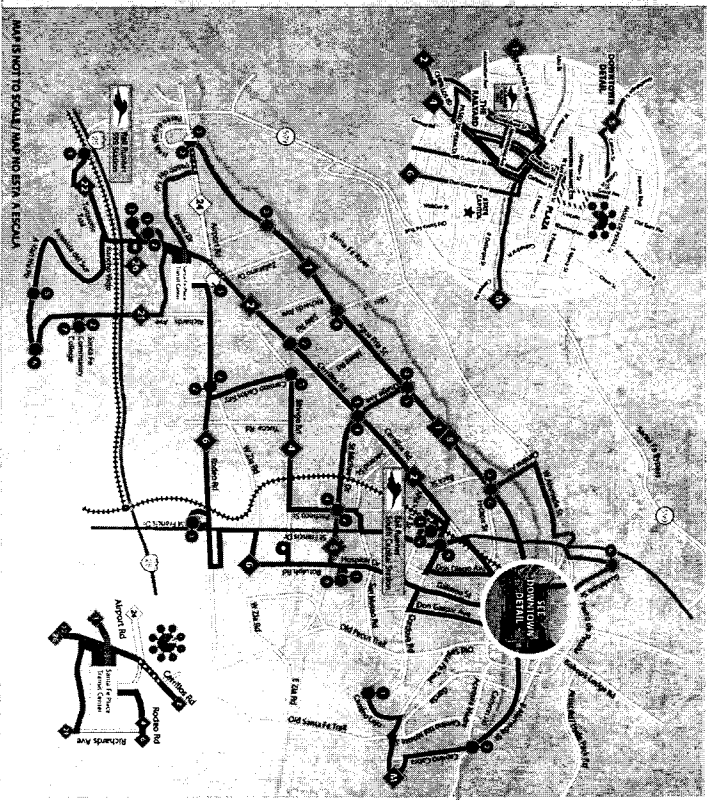
SANTA FE TRAILS

PARA AUTOMÓVIL PARA EL ESTILO DE VIDA
 PARA EL ESTILO DE VIDA PARA EL AUTOMÓVIL

ROUTES / RUTAS

- 1 21
- 2 22
- 4 24
- 5 25
- 6 M

- DOWNTOWN TRANSIT CENTER / CENTRO CENTRICO DE TRANSITO
- BUS STOP / PARADA DE AUTOMÓVIL
- SHARED BUS STOP / TRANSFER / PARADA DE AUTOMÓVIL COMPARTIDA / TRANSFERENCIA
- TIME POINTS / PUNTOS DE TIEMPO
- SHARED ROUTE / RUTA COMPARTIDA
- RAILROAD / CAMINO FERROCARRIL
- Rail Runner Station



route 1

MAP IS NOT TO SCALE / MAP NO ESTÁ A ESCALA



HOURS / HORAS:
 Monday - Friday / Lunes - Viernes 6am - 10pm
 Saturday / Sábado 6am - 8pm
 Sunday / Domingo (Routes / Rutas 1,2,4,M) 8:30am - 6:30pm

955-2001

	PER TRIP POR VIAJE	30 DAY PASS PASE DE 30 DIAS	1 DAY PASS PASO DE 1 DIA
Regular	\$1.00	\$20.00	\$2.00
Senior (65+)	Free / Gratis	Free / Gratis	Free / Gratis
Student (18-24)	Free / Gratis	Free / Gratis	Free / Gratis
Child (6-17)	Free / Gratis	Free / Gratis	Free / Gratis
Disabled (with ID)	Free / Gratis	Free / Gratis	Free / Gratis
Transfer (with ID)	Free / Gratis	Free / Gratis	Free / Gratis
Senior (65+)	\$0.50	\$10.00	\$1.00
Student (18-24)	\$0.50	\$10.00	\$1.00
Child (6-17)	\$0.50	\$10.00	\$1.00
Disabled (with ID)	\$0.50	\$10.00	\$1.00
Transfer (with ID)	\$0.50	\$10.00	\$1.00

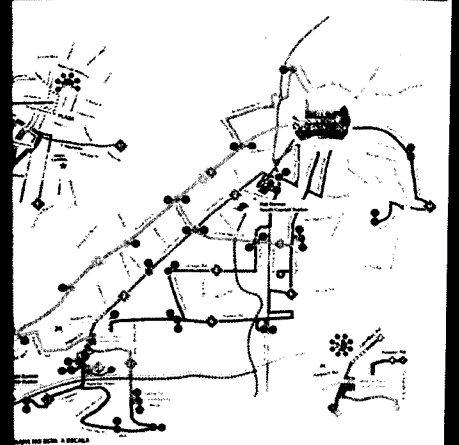
Accepted for Reduced Fare / Carta de Medicare es aceptado para pase reducido

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1	4	\$2.00	11	14	\$2.00
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1	6	\$3.00	11	16	\$3.00
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1	90	\$45.00	11	100	\$45.00

Call 955-2001 for next bus info

From	To	Fare
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1	87	\$43.50
1	88	\$44.00
1	89	\$44.50
1	90	\$45.00

route 1



RUTES / RUTAS

24

CONNECTION TRANSIT CENTER
CENTRO CENTRICO DE TRANSITO

TIME POINT / PUNTO DE TIEMPO

SHARED TIME POINT / TRANSFER
PUNTO DE TRANSITO COMPARTIDA
TRANSFERENCIA

TIME POINTS / PUNTOS DE TIEMPO

SHARED ROUTE / RUTA COMPARTIDA

RAILROAD / CAMINO FERROVIARIO

BUS PULL-OUT

City of Santa Fe, New Mexico

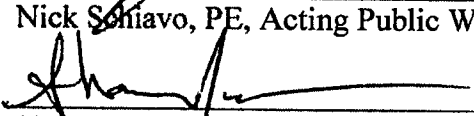
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Date: 20 November 2017

To: Finance Committee 12/04 APPROVED
Public Utilities Committee 12/06
Public Work Committee 12/11
Governing Body 12/13

From: Keith Wilson, Transit Administration and Grants Manager *KPW*
Shirlene E. Sitton, Environmental Services Division Director *SS*

Via: 
Nick Schiavo, PE, Acting Public Works Director


Shannon Jones, PE, Acting Public Utilities Director

RE: Request for Approval to Award a Contract for the Compressed Natural Gas (CNG) Fueling Facility Design, Build, Operation and Maintenance (RFP #18/01/P) in the amount of \$3,740,186.88 (paid in 96 installments) plus an amount based on fuel usage to Clean Energy

SUBJECT

Request for Approval to Award a Contract for the Compressed Natural Gas (CNG) Fueling Facility Design, Build, Operation and Maintenance (RFP #18/01/P) to Clean Energy for Eight Years for \$3,740,186.88 (paid in 96 installments) Funded from the Transit Division and Environmental Services Division through an Added Compression Fee for Delivered CNG Fuel.

BACKGROUND

The City's Compressed Natural Gas (CNG) Station is located at the Transit Division facility on Rufina Street; adjacent to the Siler Yard property. The CNG Station was purchased and installed in 1991 when transit services were initiated. The direction for CNG came from then Mayor Coss and the City Council in order to operate a clean fuel fleet. The City currently has an agreement with Clean Energy to operate and maintain the CNG Station; this agreement expires in October 2018. The station features fuel compressors, storage tank equipment, and fuel lines; but due to the age of the facility, Clean Energy Staff are called on site to make repairs several times a week. Major parts for the equipment are no longer available and have to be hand machined when needed. At 26 years old, the Station has exceeded its expected and useful life.

Today, the City's entire Transit Division fleet, and about half of the Environmental Services Division (ESD) heavy vehicles, operate on CNG. There is no designated facility for ESD



vehicles, and they have to share the one public fast-fill port (Transit does allow ESD to use available slow-fill ports). The old ESD diesel fleet is fast being replaced with CNG, and these vehicles need a facility to fuel overnight.

In 2014, the City Council approved a contract with Huitt-Zollars to design a replacement for the Compressed Natural Gas (CNG) Station that is used to fuel the Transit and Solid Waste vehicles. The design was completed and a Request for Bids (RFB) was opened in October 2016 (RFB# 17/05/B). Unfortunately, the low bid came in approximately \$1,000,000 over the engineer's cost estimate, and the funding was not available within budgets to construct the station design. Therefore, the decision was made to not move forward with the station construction. After evaluating all available options it was determined that the best way to fund the station upgrade was to issue a Request for Proposals (RFP) requiring that the financing for the project be provided by the winning firm, and the City would repay these costs over an 8-year period through a compression fee that is added to each diesel-gallon equivalent (DGE) use of fuel. This fee covers the costs for the design, permitting, construction, testing, operation, and maintenance of the new fast-fill station infrastructure for the Transit Division; for a newly constructed slow-fill port facility for Environmental Services; and for a public fast fill station. The City will own the station at the end of the contract.

SUMMARY

On July 24, 2017 RFP# 18/01/P was issued and on August 24, 2017 the City received four proposals. A five-member selection committee reviewed the proposals and scored them based on weighted evaluation criteria. The selection committee interviewed with the top three scoring firms. Although all three of the firms interviewed proved they are very capable of meeting the requirements of the RFP, it was the economic proposals that ultimately determined highest score, and the selection committee unanimously selected Clean Energy as the firm to perform the station upgrade and maintenance.

FISCAL INFORMATION

The costs (Station Fee) associated with the design and construction of the new CNG Fueling Facility will be paid to Clean Energy in the amount of \$38,960.28 each month over 96 consecutive months. This cost will be split equally between the Environmental Services and Transit Divisions. Operations and Maintenance costs (Compression Fee) will be charges based on the usage of CNG and will be split between the Environmental Services and Transit Divisions based on the amount of fuel used by each. The cost of the natural Gas that is compressed will be charged at cost.

For reference, the current cost of Operation and Maintenance under the existing contract is \$0.87 per Diesel Gallon Equivalent. Under this new contract the total cost of the Station Fee and Compression fee at our current consumption rate is equivalent to \$0.81 per Diesel Gallon Equivalent.

No costs associated with this contract will be charged until the fueling station is fully operational, which is anticipated to be between July 2018 and October 2018, when the current contract expires. Funding for fuel costs for the next fiscal year will be incorporated into each Division's FY 2019 budget.

ACTION REQUESTED

Staff Respectfully Recommends Approval to Award a Contract for the Compressed Natural Gas (CNG) Fueling Facility Design, Build, Operation and Maintenance (RFP #18/01/P) to Clean Energy for Eight Years for \$3,740,186.88 (paid in 96 installments) plus an amount based on fuel usage funded from the Transit Division and Environmental Services Division.

Attachments: Contract (Approved to Form)
Summary of Contracts
Procurement Checklist
Finance Packet Checklist

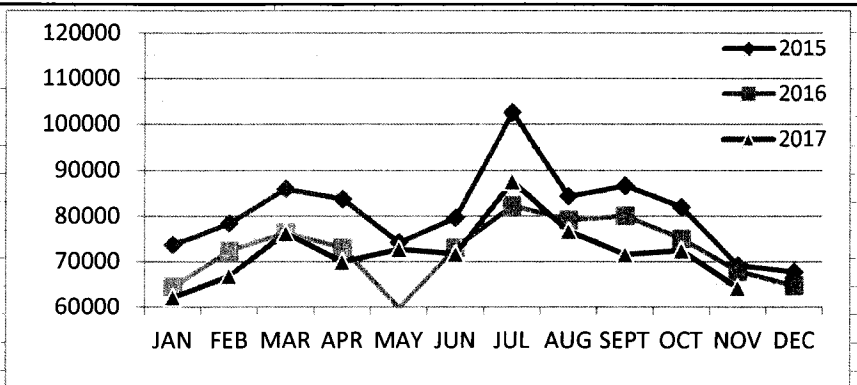
CITY OF SANTA FE TRANSIT & ENVIRONMENTAL SERVICES DIVISIONS
RFP #18/01/P
COMPRESSED NATURAL GAS (CNG) FUELING FACILITY DESIGN, BUILD AND MAINTENANCE
Proposals Scored 09/05/17
Interviews Conducted and Scored 09/21/17 & 09/22/17

	PROPOSALS			
	Clean Energy	Trillium CNG	Trustar Energy CNG	Sparq Natural Gas
Proposal Scoring	2925	2740	2620	1625
Interview Scoring	3080	2810	2720	N/A

NOVEMBER 2017 ACTUAL RIDERSHIP

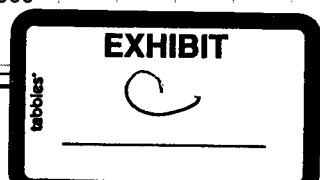
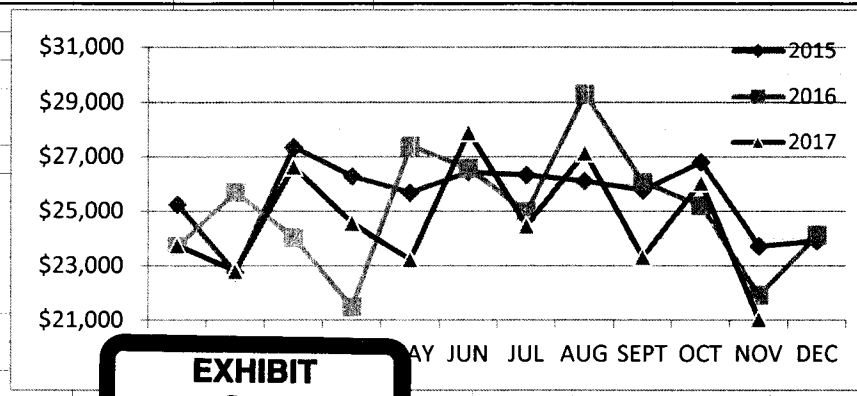
DATE	DAY		Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22		Route 26	
1-Nov-17	WE	360	1534	309	140	137	65	66	67	159	13	2850
2-Nov-17	TH	289	1417	314	146	139	86	59	90	143	11	2694
3-Nov-17	FR	368	1595	364	176	128	40	19	88	185	14	2977
4-Nov-17	SA	92	811	162	52	69	20	0	0	61	13	1280
5-Nov-17	SU	152	627	112	0	0	13	0	0	57	4	965
6-Nov-17	MO	387	1449	300	120	143	61	53	106	190	6	2815
7-Nov-17	TU	364	1440	321	149	140	71	76	63	160	11	2795
8-Nov-17	WE	325	1460	299	167	154	72	72	97	145	14	2805
9-Nov-17	TH	306	1451	300	143	121	53	43	83	185	13	2698
10-Nov-17	FR	198	996	175	84	117	27	0	0	74	33	1704
11-Nov-17	SA	170	808	148	68	72	10	0	0	97	2	1375
12-Nov-17	SU	89	551	92	0	0	20	0	0	51	8	811
13-Nov-17	MO	353	1465	342	114	171	46	80	99	152	22	2844
14-Nov-17	TU	307	1406	290	163	130	77	42	92	186	3	2696
15-Nov-17	WE	412	1481	334	143	147	62	47	107	182	10	2925
16-Nov-17	TH	283	1232	371	186	152	59	64	83	314	9	2753
17-Nov-17	FR	304	1334	350	169	110	42	30	61	163	10	2573
18-Nov-17	SA	140	819	163	75	70	30	0	0	81	17	1395
19-Nov-17	SU	131	613	117	0	0	16	0	0	32	34	943
20-Nov-17	MO	334	1366	279	134	115	17	45	70	175	15	2550
21-Nov-17	TU	304	1470	323	128	162	24	54	80	170	10	2725
22-Nov-17	WE	228	1367	298	113	109	26	30	53	155	9	2388
23-Nov-17	TH	0	0	0	0	0	0	0	0	0	0	0
24-Nov-17	FR	126	978	137	69	64	29	0	0	102	27	1532
25-Nov-17	SA	125	953	172	71	86	19	0	0	93	17	1536
26-Nov-17	SU	98	547	105	0	0	13	0	0	50	8	821
27-Nov-17	MO	353	1583	332	135	154	70	63	86	173	11	2960
28-Nov-17	TU	352	1420	319	96	136	54	59	90	170	10	2706
29-Nov-17	WE	286	1352	283	115	147	38	66	84	145	3	2519
30-Nov-17	TH	300	1251	306	147	129	135	50	96	271	12	2697
TOTALS		7536	34776	7417	3103	3102	1295	1018	1595	4121	369	64332

Ridership	2015	2016	2017
JAN	73674	64492	62189
FEB	78455	72430	66888
MAR	86006	76449	76302
APR	83743	73043	69985
MAY	74235	59872	72776
JUN	79665	73093	71754
JUL	102555	82338	87655
AUG	84395	79209	76749
SEPT	86705	80123	71587
OCT	82011	75034	72459
NOV	69183	67915	64332
DEC	67745	64742	
	968372	868740	792676



Note: July includes Folk Art ridership

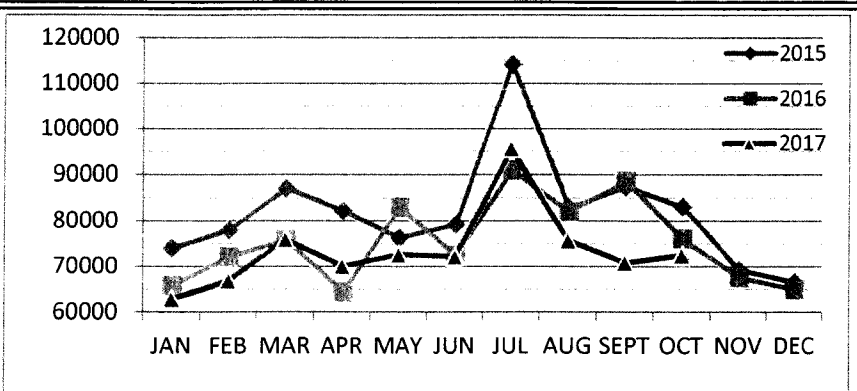
Revenue	2015	2016	2017
JAN	\$25,242	\$23,721	\$23,758
FEB	\$22,755	\$25,696	\$22,812
MAR	\$27,350	\$24,037	\$26,646
APR	\$26,293	\$21,482	\$24,560
MAY	\$25,682	\$27,401	\$23,238
JUN	\$26,437	\$26,574	\$27,909
JUL	\$26,337	\$24,967	\$24,472
AUG	\$26,114	\$29,299	\$27,156
SEPT	\$25,768	\$26,068	\$23,331
OCT	\$26,809	\$25,205	\$26,056
NOV	\$23,724	\$21,922	\$21,043
DEC	\$23,915	\$24,122	
	\$306,425	\$300,493	\$270,981



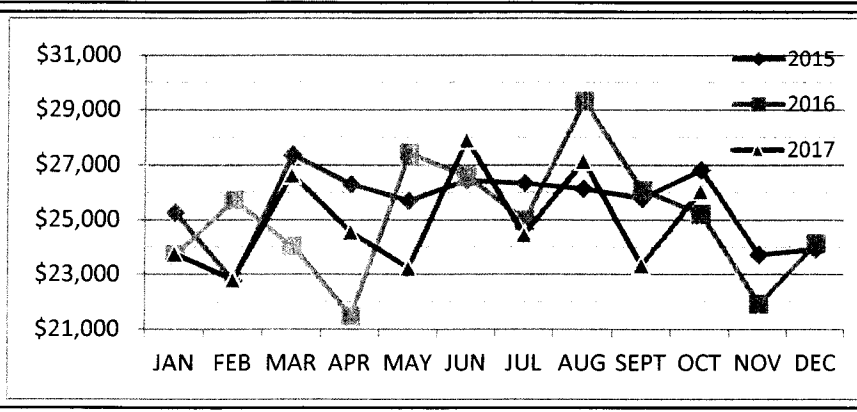
OCTOBER 2017 RIDERSHIP

	Route 2	Route 4	Route 5	Route 6	Route M	Route 21	Route 22	Route 26	Route 27		
1-Oct-17 SU	130	583	118	0	0	21	0	39	9	900	
2-Oct-17 MO	373	1463	385	150	149	49	89	114	15	2985	
3-Oct-17 TU	416	1575	421	90	206	82	75	96	28	3220	
4-Oct-17 WE	312	1441	330	127	215	46	64	88	11	2840	
5-Oct-17 TH	307	1476	331	152	132	70	78	72	14	2782	
6-Oct-17 FR	400	1247	326	158	189	50	39	64	19	2952	
7-Oct-17 SA	103	862	199	86	59	21	0	68	0	1415	
8-Oct-17 SU	105	608	138	0	0	14	0	0	5	935	
9-Oct-17 MO	208	869	134	70	88	38	0	3	17	1487	
10-Oct-17 TU	315	1337	384	124	193	54	66	108	20	2743	
11-Oct-17 WE	363	1568	401	143	145	98	53	94	16	3065	
12-Oct-17 TH	385	1467	385	125	189	73	73	83	11	2942	
13-Oct-17 FR	352	1529	341	157	152	61	22	71	19	2868	
14-Oct-17 SA	141	931	146	51	67	23	0	0	12	1441	
15-Oct-17 SU	84	600	130	0	0	15	0	0	5	870	
16-Oct-17 MO	373	1557	353	172	176	31	73	152	11	3069	
17-Oct-17 TU	364	1482	353	215	120	46	77	112	19	2956	
18-Oct-17 WE	383	1521	278	192	152	55	60	70	16	2881	
19-Oct-17 TH	350	1543	358	128	128	81	75	89	17	2937	
20-Oct-17 FR	336	1550	363	134	149	41	27	55	22	2820	
21-Oct-17 SA	137	825	164	46	111	18	0	0	7	1404	
22-Oct-17 SU	318	455	111	0	0	32	0	0	23	969	
23-Oct-17 MO	347	1498	356	111	167	63	56	91	3	2865	
24-Oct-17 TU	363	1456	361	166	151	43	62	114	17	2938	
25-Oct-17 WE	322	1479	311	155	150	79	60	107	13	2834	
26-Oct-17 TH	374	1462	362	151	137	71	64	87	10	2866	
27-Oct-17 FR	348	1424	328	146	160	57	19	60	14	2684	
28-Oct-17 SA	108	891	132	62	82	27	0	0	27	1390	
29-Oct-17 SU	103	595	92	0	0	22	0	0	5	861	
30-Oct-17 MO	331	1443	342	158	172	56	67	116	16	2870	
31-Oct-17 TU	317	1449	288	131	121	53	50	93	18	2670	
TOTALS	8868	38186	8721	3400	3760	1490	1249	2007	4339	439	72459

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	75679
SEPT	87406	88542	70865
OCT	83052	76012	72459
NOV	69230	67540	
DEC	66491	64951	
TOTALS	979603	903345	735266



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
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AUG	\$26,114	\$29,299	\$27,156
SEPT	\$25,768	\$26,068	\$23,331
OCT	\$26,809	\$25,205	\$26,056
NOV	\$23,724	\$21,922	
DEC	\$23,915	\$24,122	
TOTALS	\$306,425	\$300,493	\$249,938

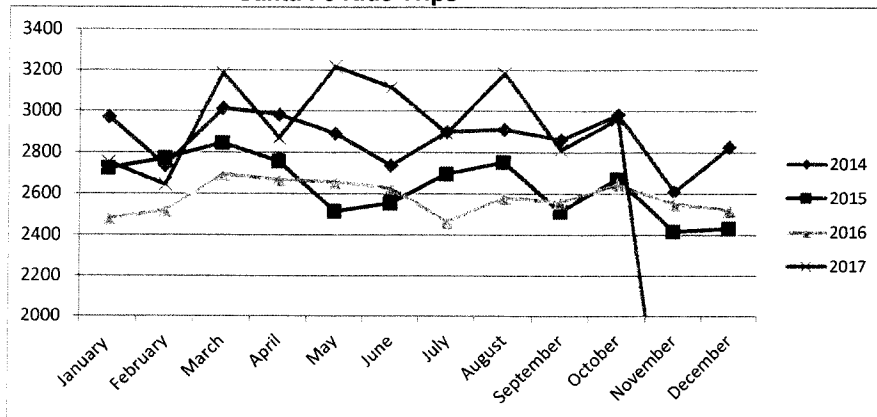




On-Time Performance

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	89.25
Sep-14	79.13	Sep-15	91.84	Sep-16	89.17	Sep-17	88.16
Oct-14	91.14	Oct-15	91.32	Oct-16	92.01	Oct-17	89.06
Nov-14	91.38	Nov-15	92.19	Nov-16	88.55	Nov-17	89.33
Dec-14	91.09	Dec-15	91.64	Dec-16	89.29	Dec-17	

Santa Fe Ride Trips



	Actual Trips			
	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	3182
September	2861	2512	2558	2812
October	2983	2672	2642	2961
November	2609	2418	2550	1050
December	2827	2432	2520	

	Passengers	
	2016	2017
January	3168	3335
February	3215	3258
March	3413	3879
April	3396	3585
May	3278	3932
June	3180	3886
July	2949	3559
August	3162	3827
September	3139	3480
October	3284	3523
November	3185	1269
December	3119	

Annual Total 34420 31643 30957 30678

38488 37533

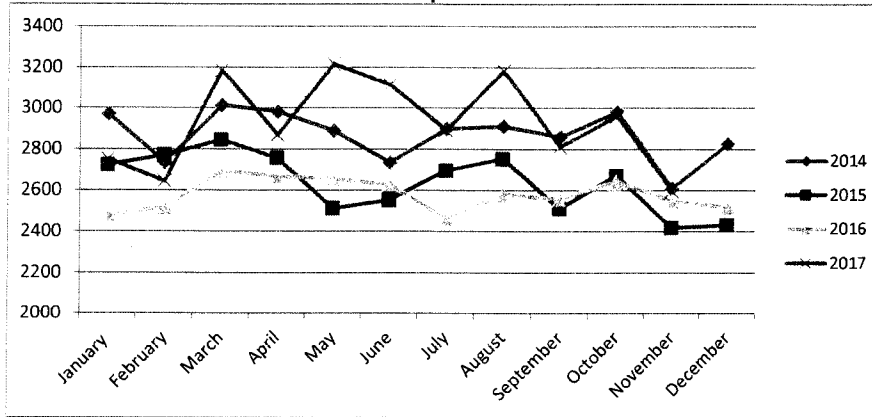
Passengers for November have not been verified through Routematch, due to the month being incomplete.



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	89.25
Sep-14	79.13	Sep-15	91.84	Sep-16	89.17	Sep-17	88.16
Oct-14	91.14	Oct-15	91.32	Oct-16	92.01	Oct-17	89.06
Nov-14	91.38	Nov-15	92.19	Nov-16	88.55	Nov-17	88.96
Dec-14	91.09	Dec-15	91.64	Dec-16	89.29	Dec-17	

Santa Fe Ride Trips



Actual Trips

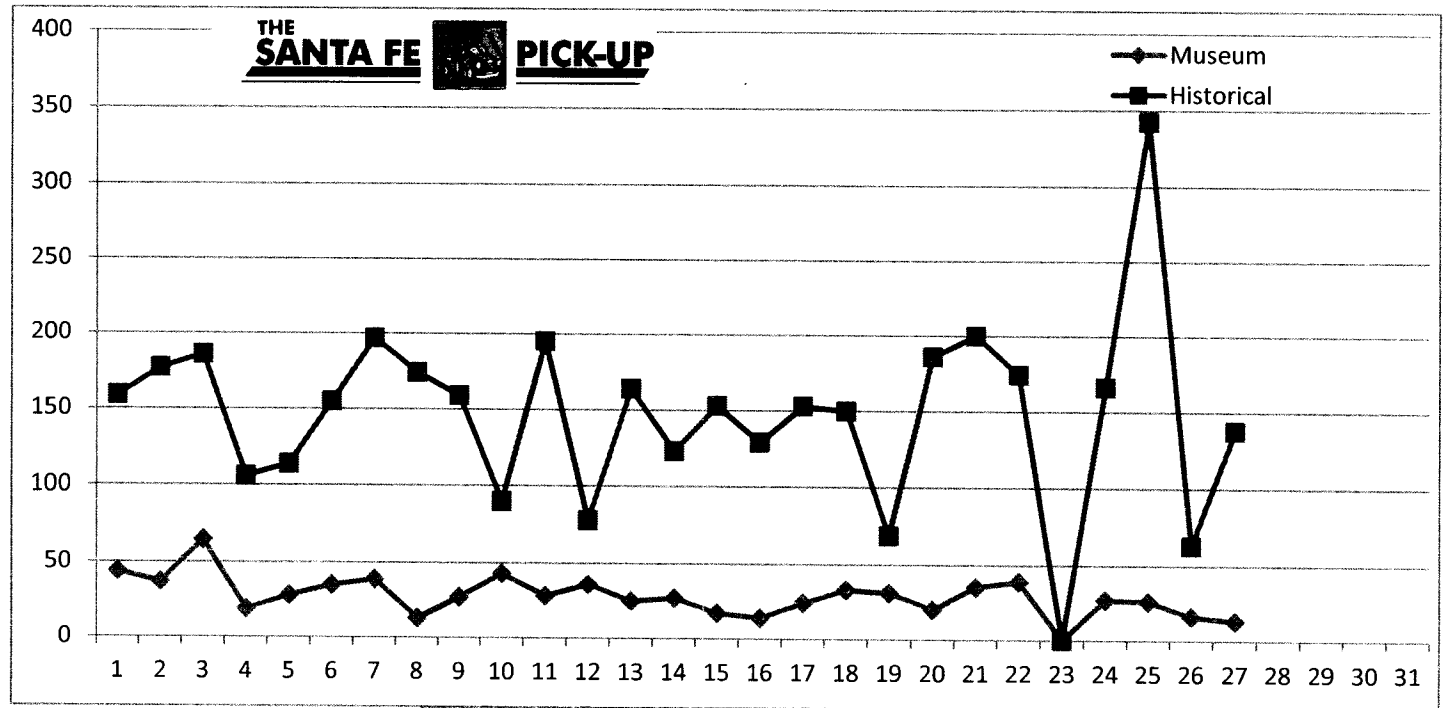
	2014	2015	2016	2017
January	2971	2724	2480	2753
February	2736	2771	2518	2644
March	3013	2845	2695	3185
April	2983	2756	2667	2869
May	2890	2513	2656	3216
June	2736	2552	2626	3114
July	2900	2695	2464	2892
August	2911	2753	2581	3182
September	2861	2512	2558	2812
October	2983	2672	2642	2961
November	2609	2418	2550	2599
December	2827	2432	2520	
Annual Total	34420	31643	30957	32227

Passengers

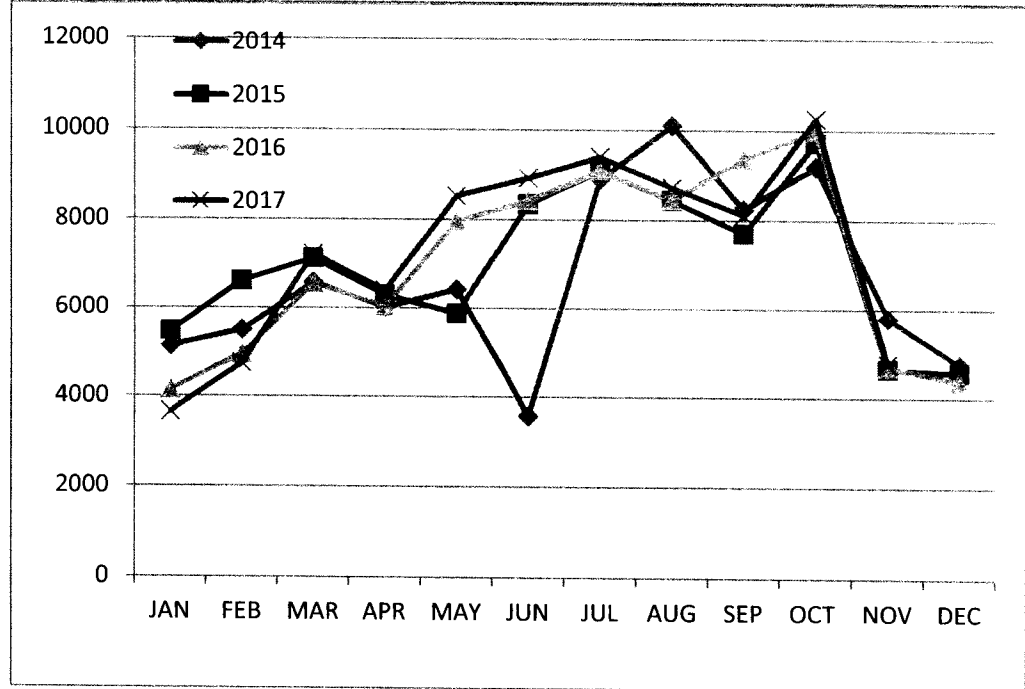
	2016	2017
January	3168	3335
February	3215	3258
March	3413	3879
April	3396	3585
May	3278	3932
June	3180	3886
July	2949	3559
August	3162	3827
September	3139	3480
October	3284	3523
November	3185	3142
December	3119	
Annual Total	38488	39406

Museum Historical

Nov. 1 Wed.	44	159
Nov. 2 Thur.	37	177
Nov. 3 Fri.	65	186
Nov. 4 Sat.	19	106
Nov. 5 Sun.	28	114
Nov. 6 Mon.	35	155
Nov. 7 Tues.	39	197
Nov. 8 Wed.	13	174
Nov. 9 Thur.	27	159
Nov. 10 Fri.	43	90
Nov. 11 Sat.	28	195
Nov. 12 Sun.	36	78
Nov. 13 Mon.	25	164
Nov. 14 Tues.	27	123
Nov. 15 Wed.	17	153
Nov. 16 Thur.	14	129
Nov. 17 Fri.	24	153
Nov. 18 Sat.	33	150
Nov. 19 Sun.	31	69
Nov. 20 Mon.	20	186
Nov. 21 Tues.	35	200
Nov. 22 Wed.	39	174
Nov. 23 Thur.	closed	closed
Nov. 24 Fri.	27	166
Nov. 25 Sat.	26	342
Nov. 26 Sun.	16	63
Nov. 27 Mon.	13	138
Nov. 28 Tues.		
Nov. 29 Wed.		
Nov. 30 Thur.		
	761	4000



	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	8715
SEP	8236	7701	9365	8114
OCT	9187	9718	9979	10252
NOV	5795	4644	4700	4761
DEC	4746	4573	4377	



DISCUSSION ITEM AND POSSIBLE ACTION

8. REPORT ON CUSTOMER/COMPLAINT SYSTEM

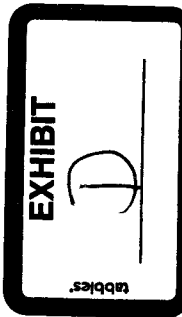
SANTA FE TRAILS

November 27, 2017

Comment/Complaint Report

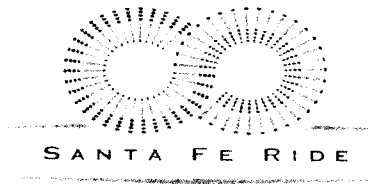


Control Number	Date of Reception	Date of Occurrence	How Concern Was Rec'd	Section	Investigator	Route	Description of Incident	Action Taken	Response Date	Type of Response
27995	20-Nov-17	20-Nov-17	Telephone	Transit buses	G. O'Hara	24	Bus was late	Unavoidable mechanical issues	21-Nov-17	Closed
27994	20-Nov-17	20-Nov-17	Telephone	Transit buses	J. Duran	2	Bus was running hot	In progress		
27993	20-Nov-17	20-Nov-17	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	In progress		
27897	11-Nov-17	11-Nov-17	Telephone	Transit buses	J. Duran	2	Driver using cellphone while driving	In progress		
27826	5-Nov-17	5-Nov-17	Telephone	Transit buses	J. Duran	M	Driver was "rude"	In progress		
27821	3-Nov-17	3-Nov-17	Telephone	Transit buses	J. Alarcon	4	Rider(s) missed at stop	In progress		
27740	28-Oct-17	28-Oct-17	Telephone	Transit buses	J. Saiz	1	Rider(s) missed at stop	In progress		
27739	28-Oct-17	28-Oct-17	Telephone	Transit buses	J. Alarcon	2	Bus never came through STC	In progress		
27738	28-Oct-17	28-Oct-17	Telephone	Transit buses	J. Alarcon	2	All riders asked to disembark at stop	Unable to verify concern	8-Nov-17	Closed
27721	27-Oct-17	27-Oct-17	Telephone	Transit buses	J. Duran	2	Rider(s) missed at stop	In progress		
27683	24-Oct-17	24-Oct-17	Telephone	Transit buses	G. O'Hara	4	Concern regarding fare collection	Operator followed Transit policy	5-Nov-17	Closed
27682	24-Oct-17	24-Oct-17	Telephone	Transit buses	G. O'Hara	4	Rider(s) missed at stop	Unable to determine operator	5-Nov-17	Closed
27641	20-Oct-17	20-Oct-17	Telephone	Transit buses	J. Duran	5	Rider(s) missed at stop	In progress		
27625	19-Oct-17	19-Oct-17	Telephone	Transit buses	A. Petry	2	Rider(s) missed at stop	Operator was coached on customer service skills	6-Nov-17	Closed
27559	14-Oct-17	14-Oct-17	Telephone	Transit buses	J. Duran	1	Operator bothered by music	Operator felt it was a distraction	15-Oct-17	Closed
27558	14-Oct-17	14-Oct-17	Telephone	Transit buses	J. Duran	2	Rider(s) not dropped off at stop	Noise issue on bus (too loud to hear chime)	15-Oct-17	Closed
27501	10-Oct-17	10-Oct-17	Telephone	Transit buses	J. Saiz	24	Bus door malfunction	In progress		
27472	7-Oct-17	7-Oct-17	Telephone	Transit buses	G. O'Hara	2	Wheelchair could not be boarded	Bus was full - next bus picked up rider	10-Oct-17	Closed
27448	5-Oct-17	5-Oct-17	Telephone	Transit buses	G. O'Hara	5	Rude driver	This was a simple misunderstanding	15-Oct-17	Closed
27447	5-Oct-17	2-Oct-17	Telephone	SFPU	G. O'Hara	N/A	Concern about overcrowding	Left a message to address concern	8-Oct-17	Closed
27392	2-Oct-17	2-Oct-17	Telephone	Transit buses	J. Duran	5	Rider(s) missed at stop	In progress		
27362	30-Sep-17	2-Sep-17	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Operator no longer employed at Transit	9-Oct-17	Closed
27361	30-Sep-17	2-Sep-17	Telephone	Transit buses	G. O'Hara	6	Rider(s) missed at stop	Duplicate of #27362	8-Oct-17	Closed
27348	28-Sep-17	28-Sep-17	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Rider was 10-57	8-Oct-17	Closed
27284	25-Sep-17	25-Sep-17	Telephone	Transit buses	J. Duran	1	Rude driver	In progress		
27269	25-Sep-17	25-Sep-17	Telephone	Transit buses	J. Duran	2	Rider assaulted on bus	In progress		
27234	20-Sep-17	20-Sep-17	Telephone	Transit buses	J. Duran	5	Rider(s) missed at stop, bus was late	In progress		
27113	16-Sep-17	16-Sep-17	Telephone	Transit buses	J. Duran	1	Rider(s) missed at stop	In progress		
27025	11-Sep-17	11-Sep-17	Telephone	Transit buses	J. Duran	2	Driver was not courteous	In progress		
27007	11-Sep-17	11-Sep-17	Telephone	Transit buses	J. Alarcon	26	Rider(s) missed at stop	In progress		
26927	1-Sep-17	1-Sep-17	Telephone	Transit buses	D. Solano	2	Erratic driving	Unable to verify complaint	31-Oct-17	Closed
26905	31-Aug-17	30-Aug-17	Telephone	Transit buses	J. Duran	4	Rider(s) missed at stop	In progress		
26644	12-Aug-17	11-Aug-17	Telephone	Transit buses	J. Saiz	2	Rider(s) missed at stop	Operator no longer employed at Transit	15-Oct-17	Closed
26591	9-Aug-17	8-Aug-17	Telephone	Transit buses	J. Saiz	2	Misunderstanding with operator	Rider was confused about routine at STC with operators on break	15-Oct-17	Closed
26530	5-Aug-17	5-Aug-17	Telephone	Transit buses	J. Saiz	4	Rider(s) missed at stop	Operator was new to the route and missed stop	15-Oct-17	Closed
26522	4-Aug-17	4-Aug-17	Telephone	Transit buses	A. Petry	1	Bus was running late	AVL playback shows bus left on time at 1:27 p.m.	15-Oct-17	Closed
26452	2-Aug-17	2-Aug-17	Telephone	Transit buses	A. Petry	2	Bus was running hot	Rider was confused by schedule	15-Oct-17	Closed
26128	16-Jul-17	16-Jul-17	Telephone	Transit buses	J. Duran	2	Driver failed to honor transfer	Operator followed Transit policy	15-Oct-17	Closed
26124	14-Jul-17	14-Jul-17	Telephone	Transit buses	J. Duran	1	Driver was unprofessional	Unable to verify complaint - anonymous	15-Oct-17	Closed
26018	13-Jul-17	13-Jul-17	Telephone	Transit buses	J. Saiz	24	Child not removed from stroller	Child was under control - this is protocol	15-Oct-17	Closed



SANTA FE RIDE

November 27, 2017



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
27626	19-Oct-17	19-Oct-17	Telephone	Santa Fe Ride	G. O'Hara	Driver arrived late for trip	Driver was within allowable time parameter - trip had been changed 5 times by client to a time he did not remember	29-Oct-17	Closed
27609	18-Oct-17	16-Oct-17	Telephone	Santa Fe Ride	G. Salazar	Trip not booked	CSR coached on trip booking protocol	1-Nov-17	Closed
27460	6-Oct-17	6-Oct-17	Telephone	Santa Fe Ride	G. Salazar	Address not known by client	Glitch in RouteMatch is being addressed	11-Oct-17	Closed
27370	2-Oct-17	29-Sep-17	Telephone	Santa Fe Ride	F. Montoya	Client was no showed	Operator no longer at SFR	15-Oct-17	Closed
27369	2-Oct-17	25-Sep-17	Telephone	Santa Fe Ride	C. Horvath	Loud music in van	Operator coached on customer service skills	18-Oct-17	Closed

FLEET AND FACILITIES MAINTENANCE REPORT
October-17

Preventive Maintenance Inspections Performed

Fixed Route Buses:	17
Paratransit Vehicles:	16
Pick-Up Vehicles:	1

Major Repairs Completed

Date	Unit #	Model	Description	Comments
10/1/2017	2146	mv1	accident damage	damage fixed vehicle back in service

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
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Facility Inspections/Repairs Completed

Date	Facility	Description	Comments
10/1/2017	wash bay	heater	replaced heater in washbay equipment room
1-Oct	bus lot	filled pot holes in yard	
17-Oct	facility	replaced lights	throughout facility

Bus Stop Repairs Completed

Date	Bus Stop	Direction	Description	Comments
10/1/2017	route1	inbound	suspended stop at osage	painted curb grey removed old stop
10/1/2017	route1	inbound	put new stop in service	painted curb/cut elm trees/ stop in service
10/10/2017	route 4	inbound	suspended stop at don dieg	painted curb grey removed old stop
10/10/2017	route 4	inbound	put new stop in service	painted curb orange/ stop now in service
10/17/2017	museum	inb/outb	cleaned stops threw trash c	straightened signs etc...
10/17/2017	route 5	inb/outb	cut weeds and elm trees	straightened signs etc...
10/30/2017	all	inb/outb	threw trash cleaned stops	most of route stops

