



Agenda

DATE 9/14/17 TIME 9:30a

SERVED BY Lois Amador

RECEIVED BY [Signature]

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, SEPTEMBER 26, 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: AUGUST 22, 2017

PUBLIC COMMENT

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. 2018 TAB SCHEDULE-ACTION ITEM-STAFF
2. 2018 HOLIDAY/SPECIAL SERVICE SCHEDULE-ACTION ITEM-STAFF
3. PARA TRANSIT UPDATE- STAFF
4. NCRTD CONSOLIDATION STUDY UPDATE- STAFF
5. FEDERAL GRANT UPDATES - STAFF
6. CNG FACILITY UPDATE- STAFF
7. SOUTHSIDE TRANSIT CENTER UPDATE- STAFF
8. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE – STAFF
9. TRANSLOC UPDATE - STAFF
10. STAFFING UPDATE – STAFF
11. SYSTEM RIDERSHIP – FIXED ROUTE, PARATRANSIT, AND SF PICK-UP- STAFF
12. CUSTOMER COMMENT/COMPLAINT SYSTEM – STAFF
13. 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  
September 26, 2017

Title	Description	Page
Cover Page		0
Call to Order	Colin Messer, Chair called the meeting of the Transit Advisory Board to order at 5:06 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	Mr. Calvert moved to approve the agenda as presented with a second from Ms. Bleck which passed by voice vote.	1
Approval of Meeting Minutes of August 22, 2017	Mr. Calvert moved to approve the minutes as amended with a second from Mr. Cooper which passed by voice vote.	1
Public Comment	Discussion Only	2
Items for Discussion and Possible Action:		2
1. 2018 TAB Schedule-Action Item	Mr. Calvert moved to approve the 2018 TAB schedule with a second from Ms. Bleck which passed by voice vote.	2
2. 2018 Holiday/Special Service Schedule-Action Item		2
3. Paratransit Update	Ms. Bleck moved to approve the 2018 Holiday/ Special Service Schedule as presented with a second from Mr. Calvert which passed by voice vote.	2
4. NCRTD Consolidation Study Update		3
5. Federal Grant Updates		3
6. CNG Facility Update		3
7. Southside Transit Center Update		3
8. Downtown Sheridan Transit Center Update	Discussion Only	3,4
9. Transloc Update		4
8. Staffing Update		4,5
9. System Ridership-Fixed Route, Paratransit, and SF Pick Up		5
10. Customer Comment/Complaint System		5
11. Operations and Maintenance		5
Public Comment	Discussion Only	5,6
Adjourn	There being no further business to come before the Transit Advisory Board Ms. Bleck moved to adjourn at 6:46 p.m. with a second from Mr. Cooper which passed by voice vote.	6
Signature Page		6

**Transit Advisory Board Meeting**

Tuesday, September 26, 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 5:06 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**

Colin Messer, Chair  
Chris Calvert  
Aurore Bleck  
Alexandra Mazares  
Stan Cooper

**Excused**

Mary McGinnis  
Rebecca Estrada  
Paul Thompson

**Others Present**

Keith Wilson, City Transit  
Tomas Martinez, City Transit Operations  
Lois Amador, City Transit Staff  
Tom Johnson, It's the People's Data  
Jennifer McCormick, Citizen  
Linda Vigil, Stenographer

**3: APPROVAL OF AGENDA**

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

**4. APPROVAL OF MINUTES FROM August 22, 2017**

*Corrections:*

Page 2 last paragraph. The GRT sunsets in ~~2020~~ change to 2023

**MOTION:** Mr. Calvert moved to approve the minutes as amended with a second from Mr. Cooper which passed by voice vote.

## 5. PUBLIC COMMENT

There was not any public comment.

## 6. ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

### 1. 2018 TAB SCHEDULE-ACTION ITEM

A brief discussion was held that a meeting will be skipped in November and January. (See Exhibit A) A meeting will be combined for an early meeting in December.

**MOTION:** Mr. Calvert moved to approve the 2018 TAB schedule with a second from Ms. Bleck which passed by voice vote.

### 2. 2018 HOLIDAY/SPECIAL SERVICE SCHEDULE-ACTION ITEM

Ms. Amador explained the four (4) hours of administrative leave for the holidays that are granted. (See Exhibit B) They are not certain exactly when those hours will be granted. Signs will be posted and the public will be notified.

**MOTION:** Ms. Bleck moved to approve the 2018 Holiday/ Special Service Schedule as presented with a second from Mr. Calvert which passed by voice vote.

### 3. PARA TRANSIT UPDATE

Mr. Martinez there has been an increase since the taxi service is out. Many new ADA customers. This year there has been an average of 3600 trips a month. There are some vacancies and scheduling issues.

Mr. Martinez wanted to bring it up because there were calls that people couldn't schedule rides. Next year they would like to pick up two more drivers.

Mr. Martinez discussed the demographics. Seniors Services has referred customers due to being overloaded as well.

Mr. Wilson the trip planning will help on the Transloc. There can be more capacity. Mr. Wilson states it will be up and running in the next few months.

Chair Messer asked if Transloc was under contract and what is the cost comparison to RouteMatch? Mr. Wilson explained it is and the first year is less than RouteMatch and an RFQ will have to be done for subsequent years.

Mr. Wilson states next Wednesday they will start training. Mr. Wilson explained there will need to be some advertising on the new app and getting the information out to the public.

Mr. Wilson discussed the legal hold ups, after it is cleared up it will go to the City Finance Committee and then to the City Council to allow the City Attorney to sign on. The app and Google will have real time compatible areas. It will help with ridership.

A brief discussion was held about tourism and the tools that will help them locate buses. Mr. Martinez explained the different events around the city will have updates.

### 4. NCR TD CONSOLIDATION STUDY UPDATE

Mr. Wilson explains they met before the City Council meeting. They are waiting for the final reports which should be submitted by the end of the week. Then the Transit Department will draft a memo to follow the Committees and then to City Council with their recommendation.

There are a few issues they can coordinate on with NCRDT. They will work on making some accommodations together.

Mr. Wilson stated the NCRDT Board will meet to discuss the final report on October 13, 2017. Mr. Cooper read through it and sees some good in consolidation and some other ideas. Their strategy they will have a ballot question to undo the sunset for the GRT.

A brief discussion was held about continuing to support their routes and their services. Mr. Wilson states there were some discrepancies on the analysis of the cost saving.

Chair Messer asked about planning meetings. Mr. Wilson states they are willing to meet often with the planners perhaps after their monthly NCRDT meetings.

Mr. Calvert states one motivation was to perhaps keep the GRT that gets awarded to Transit services and offset other areas.

A discussion was held about the financial presentation of the report.

Mr. Johnson attended their meeting and the City Council, he was impressed there were so many transit systems in Northern New Mexico. They focused about maintenance but not really on the routes.

## **5. FEDERAL GRANT UPDATES**

Mr. Wilson presented a spreadsheet with information at the last meeting. Mr. Wilson explained the NOA for Federal FY18 Section 5310 funds to replace 4 Paratransit vehicles. Mr. Martinez explained they are nearly \$50,000 each and are rear loading but the seats are adjustable.

Mr. Wilson stated there was an application with FDA for Capital Funds, money was placed aside for the Southside Transit Center.

Chair Messer asked about other grants for bus replacements.

## **6. CNG FACILITY UPDATE**

Mr. Wilson reported it is still in process. They will report at the next meeting with the selected candidates. It is still in procurement and therefore they cannot discuss.

Chair Messer expressed his concerns with the safety of the public station and the need to serve the public.

Mr. Wilson states the public station will also be upgraded.

Chair Messer asked which Public Works meeting this will be at. Mr. Wilson states the October meeting.

## **7. SOUTHSIDE TRANSIT CENTER UPDATE**

Mr. Wilson reported it is the same as last month. Design is close to being complete. They are still waiting for the environmental approval from the Feds.

Chair Messer asked if there have been any issues with Santa Fe Place? Mr. Wilson states they met with the mall management recently. They would still like them to service that area even when they move facilities. Once they get the station up and moving they will sit down and plan the route and the drop off and pick up areas.

*as well*  
Mr. Cooper how will people cross from the Southside Transit Center to the Mall? Can there be SF Pick Ups or shuttles? ✓

Mr. Wilson explained at least one route will have to pass through that area. Once they know the timeframe they can figure it out.

## **8. DOWNTOWN (SHERIDAN) TRANSIT CENTER UPDATE**

Mr. Wilson reported it is the same as before. However, the Visitor Bureau was going to place a trailer in Sheridan for restrooms. Mr. Wilson met with them on it, near Palace there will be an area where they may place a toilet block. They can get an environment assessment and a historical study done.

If they can fit in that place they will make it ADA accessible, then they will meet with the historical office to see what the requirements there are for the aesthetics. Everything is already there for water and sewer since they are digging up the road already they figure it might fit in to the plans.

A brief discussion was held about perhaps getting another department to work together on that idea.

## **9. TRANSLOC UPDATE**

This item was discussed earlier.

## **10. STAFFING UPDATE**

Mr. Martinez reported the temporary driver positions are still open. There is a full-time driver in training. There are 2 drivers out on FMLA. The shop down two service workers.

## **11. SYSTEM RIDERSHIP-FIXED ROUTE, PARATRANSIT AND SF PICK-UP**

Mr. Martinez reviewed the reports the ridership has gone down (See Exhibit C). Mr. Calvert stated that in the last report there was a high and now its back down.

Chair Messer asked about the specials and how they did. Mr. Martinez states it was a good season.

Chair Messer asked about marketing? Ms. Amador states the movie theatre is running promotions, there is a contract with A HA to be in their events, radio spots and the chamber of commerce as well.

Ms. McCormick states she is a rider and has seen more brochures on the buses with more options.

Ms. Amador states the specials are on the push app and in the newspapers.

Chair Messer asked if there will be funds for the new apps and information when Transloc begins. Ms. Amador states Mr. Wilson already got it approved, there will be updates on the radio, cable show, and a PowerPoint presentation will be made to City Council.

## **12. CUSTOMER COMMENT/COMPLAINT SYSTEM**

Mr. Martinez reported the complaints report (See Exhibit D). Mr. Calvert asked how many drivers are there total in Transit. Mr. Martinez states 52 drivers.

Chair Messer there are some serious incidents on the buses and the drivers must be safe.

Mr. Calvert asked about the complaint where a rider missed the stop. Mr. Martinez explained that there are some locations where the riders sit in the shade and can miss it.

Mr. Calvert mentioned the bus was running hot complaint. Mr. Martinez states they would like to resolve that issues. Transloc will help with that.

Mr. Calvert states the driver knows the times at the stops. Chair Messer states he has been on the bus when it has passed by.

Mr. Wilson explained there will be a tool on Transloc where they can pull analysis that will show it. It will have a memory on it with the runs after it has done the route several times. There will be a pattern and will monitor driver behavior.

A brief discussion was held about training and the importance of explaining these things to them.

## **13. OPERATIONS AND MAINTENANCE**

Mr. Martinez reported the operations and maintenance report. (See Exhibit E) Mr. Wilson states the bus stop on St. Francis at the Chevron station has been removed. The gas station stated it was on their property. After pulling the plats, they discovered it was. There is a close stop at St. Francis and Cordova.

Mr. Wilson states they are going to have the outgoing route 2 buses will report to the South Capital.

Ms. Bleck suggests a sign be placed at the Cordova stop to inform the riders that the bus may be running hot.

Mr. Wilson reported that NMDOT was awarded money and the district will have to reconstruct the intersection at second street. The district will find the remaining balance. Mr. Wilson the next amendment cycle is coming up and they will need to get their information in.

## **7. PUBLIC COMMENT**

Jennifer McCormick is from Nebraska she came here in 2011 with no vehicle. Recently she has been responsible for arranging SF Ride to get to church services. She is pleased with the service, there has only been 2 reports of hot buses. She is impressed, and commends the department for what they do. She

listens to the drivers, some are driving without a contract. It was interesting to hear from them. Mr. Wilson states the contracts are in place.

Ms. McCormick was curious about the scheduling, On Sundays she sometimes sees 3 vans for 3 separate people. Ms. McCormick asked about the southside crossing to the mall. As a pedestrian she is interested in knowing that. She explained other mass transit systems in other urban cities are confusing and not helpful. She is very pleased with this system. As riders, they have certain amount of responsibility as well, knowing the routes and schedules.

Mr. Cooper reported the NMTA has a new Director. Also, there was mention that Las Cruces will be getting a grant to buy some electric buses. Also, Representative Bobby Thompson was recognized for his work in transit.

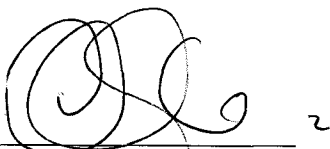
Chair Messer mentioned the VW settlement and the importance of getting some of that money.

Ms. McCormick mentioned having service or limited service to the Rancho Viejo/SFCC area on Saturdays and Sundays. Mr. Wilson explains it has been mentioned before and it can be discussed when they review the routes.

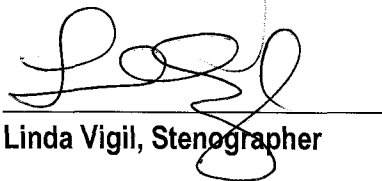
## 8. ADJOURN

There being no further business to come before the Transit Advisory Board Ms. Bleck moved to adjourn at 6:46 p.m. with a second from Mr. Cooper which passed by voice vote.

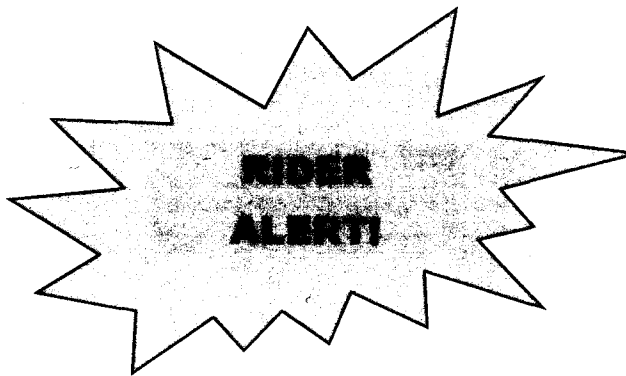
## SIGNATURES



Colin Messer, Chair



Linda Vigil, Stenographer



## 2018 TRANSIT ADVISORY BOARD SCHEDULE

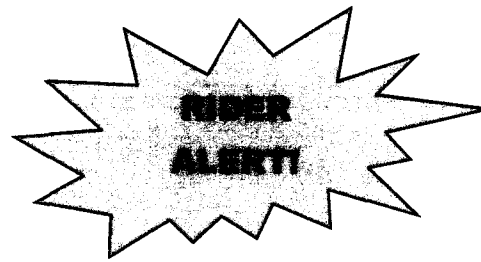
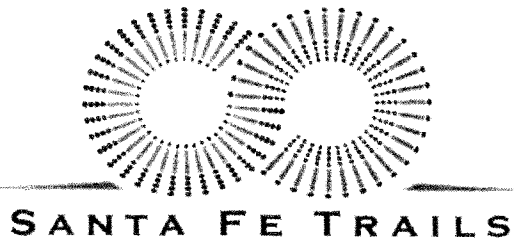
**THIS MEETING SCHEDULE IS SUBJECT TO CHANGE. PLEASE CALL 955-2001 OR 955-2008 TO CONFIRM PRIOR TO ATTENDING.**

<b>February 27</b>	<b>March 27</b>	<b>April 24</b>	<b>May 22</b>	<b>June 26</b>
<b>July 24</b>	<b>August 28</b>	<b>September 25</b>	<b>October 23</b>	<b>December 4</b>

**MEETINGS WILL BE HELD ON THE FOURTH TUESDAY OF THE MONTH (EXCEPT FOR JANUARY AND THE COMBINED NOVEMBER/DECEMBER MEETING ON DECEMBER 4TH AT 2931 RUFINA STREET. ALL MEETINGS WILL BEGIN AT 5:00 P.M. AND GENERALLY END AT OR BEFORE 7:00 P.M. SHUTTLE SERVICE TO THE MEETING FROM THE CLOSEST BUS STOP (CERRILLOS RD. AND CALLE DE CIELO) WILL BE PROVIDED UPON REQUEST BY CALLING 955-2001.**

**All members of the public are invited. For more information on the meetings, or becoming a board member, please call 505-955-2001**

*Exhibit A*



## 2018 HOLIDAY/SPECIAL SERVICE SCHEDULE

<u>HOLIDAY</u>	<u>DAY</u>	<u>DATE</u>	<u>SERVICE SCHEDULE</u>	<u>SERVICE HOURS</u>	<u>ADMIN OFFICE SCHEDULE</u>
NEW YEAR'S DAY	MONDAY	JANUARY 1, 2018	NO SERVICE	NO SERVICE	CLOSED
Martin Luther King Day	Monday	January 15, 2018	Saturday Service	8:00 am – 8:00 pm	CLOSED
Presidents Day (observed 11/23/18)	Monday	February 19, 2018	Weekday Service	6:00 am – 10:00 pm	8AM-5PM
MEMORIAL DAY	MONDAY	MAY 28, 2018	NO SERVICE	NO SERVICE	CLOSED
INDEPENDENCE DAY	WEDNESDAY	JULY 4, 2018	NO SERVICE	NO SERVICE	CLOSED
LABOR DAY	MONDAY	SEPTEMBER 3, 2018	NO SERVICE	NO SERVICE	CLOSED
Fiesta Friday	Friday	September 7, 2018	Weekday Service	6:00 am – 10:00 pm	8AM-NOON
Indigenous People's Day	Monday	October 8, 2018	Saturday Service	8:00 am – 8:00 pm	CLOSED
Veterans Day	Sunday	November 11, 2018	Sunday Service	8:30 am – 6:00 pm	CLOSED
Veterans Day Observed	Monday	November 12, 2018	Saturday Service	8:00 am – 8:00 pm	CLOSED
THANKSGIVING DAY	THURSDAY	NOVEMBER 22, 2018	NO SERVICE	NO SERVICE	CLOSED
Thanksgiving Friday	Friday	November 23, 2018	Saturday Service	8:00 am – 8:00 pm	CLOSED
Christmas Eve Day	Monday	December 24, 2018	Saturday Service	8:00 am – 8:00 pm	TBD
CHRISTMAS DAY	TUESDAY	DECEMBER 25, 2018	NO SERVICE	NO SERVICE	CLOSED
New Year's Eve Day	Monday	December 31, 2018	Weekday Service	6:00 am – 10:00 pm	TBD
NEW YEAR'S DAY	TUESDAY	JANUARY 1, 2019	NO SERVICE	NO SERVICE	CLOSED

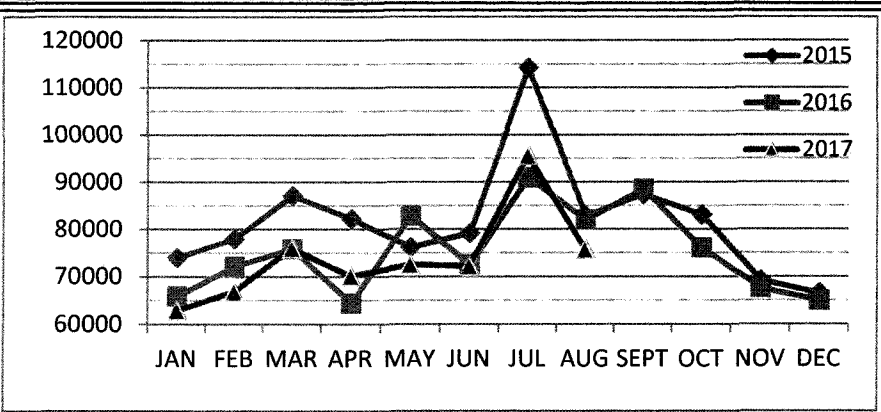
Exhibit B

FOR MORE INFORMATION, CALL 505-955-2001

**AUGUST 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
1-Aug-17	TU	283	1353	341	63	126	76	20	56	209	2	2529
2-Aug-17	WE	247	1889	435	93	172	102	21	39	186	20	3204
3-Aug-17	TH	103	1128	229	26	31	10	15	0	93	0	1635
4-Aug-17	FR	240	1704	352	163	219	73	19	84	278	56	3188
5-Aug-17	SA	393	1024	120	83	63	55	0	0	85	8	1831
6-Aug-17	SU	178	1010	170	0	0	13	0	0	68	11	1450
7-Aug-17	MO	106	1080	254	26	0	0	53	95	0	0	1614
8-Aug-17	TU	529	1803	487	151	275	136	34	0	256	28	3699
9-Aug-17	WE	331	1839	324	184	276	74	20	202	193	9	3452
10-Aug-17	TH	339	1212	370	135	143	73	22	38	182	15	2529
11-Aug-17	FR	10	716	199	137	149	51	39	29	196	15	1541
12-Aug-17	SA	230	1170	101	60	60	27	0	0	74	8	1730
13-Aug-17	SU	74	117	99	12	31	19	0	0	0	0	352
14-Aug-17	MO	213	1977	313	129	158	81	36	0	302	14	3223
15-Aug-17	TU	347	1779	315	123	164	56	53	0	369	28	3234
16-Aug-17	WE	694	1632	396	103	124	52	40	218	227	21	3507
17-Aug-17	TH	150	1170	329	219	181	90	45	63	113	0	2360
18-Aug-17	FR	259	1507	214	32	56	6	31	52	111	0	2268
19-Aug-17	SA	415	1049	231	175	172	66	0	0	75	6	2189
20-Aug-17	SU	115	1421	191	0	0	29	0	0	98	7	1861
21-Aug-17	MO	507	1159	304	95	184	71	97	109	372	50	2948
22-Aug-17	TU	199	390	148	115	65	27	99	0	232	6	1281
23-Aug-17	WE	449	2929	166	247	172	130	72	185	177	11	4538
24-Aug-17	TH	255	280	384	144	142	85	0	0	0	0	1290
25-Aug-17	FR	528	2758	581	94	160	54	23	161	290	29	4678
26-Aug-17	SA	98	950	134	52	74	23	0	0	28	0	1359
27-Aug-17	SU	65	217	93	54	59	51	0	0	0	0	539
28-Aug-17	MO	381	1838	339	83	53	27	88	123	322	24	3278
29-Aug-17	TU	375	1130	485	102	128	66	103	92	144	0	2625
30-Aug-17	WE	434	1412	320	165	280	63	73	78	266	17	3108
31-Aug-17	TH	249	1067	766	137	188	35	0	95	86	16	2639
<b>TOTALS</b>		<b>8796</b>	<b>40710</b>	<b>9190</b>	<b>3202</b>	<b>3905</b>	<b>1721</b>	<b>1003</b>	<b>1719</b>	<b>5032</b>	<b>401</b>	<b>75679</b>

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	
OCT	83052	76012	
NOV	69230	67540	
DEC	66491	64951	
<b>TOTAL</b>	<b>979603</b>	<b>903345</b>	<b>591942</b>



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	
OCT	\$26,809	\$25,205	
NOV	\$23,724	\$21,922	
DEC	\$23,915	\$24,122	
<b>TOTAL</b>	<b>\$306,425</b>	<b>\$300,493</b>	<b>\$200,551</b>

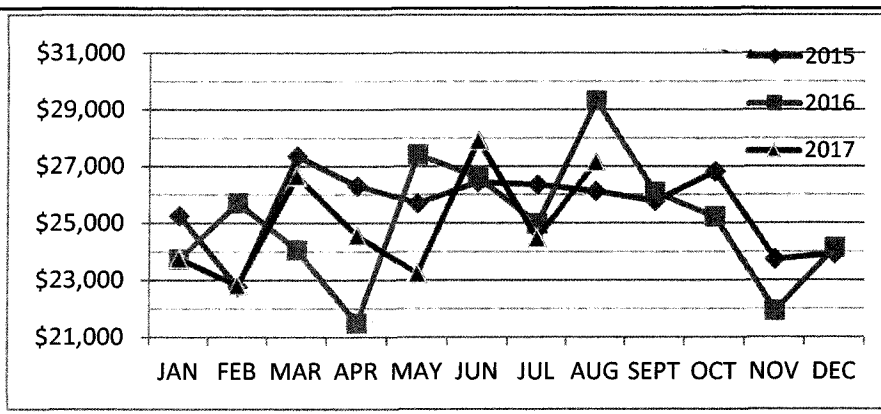


Exhibit C

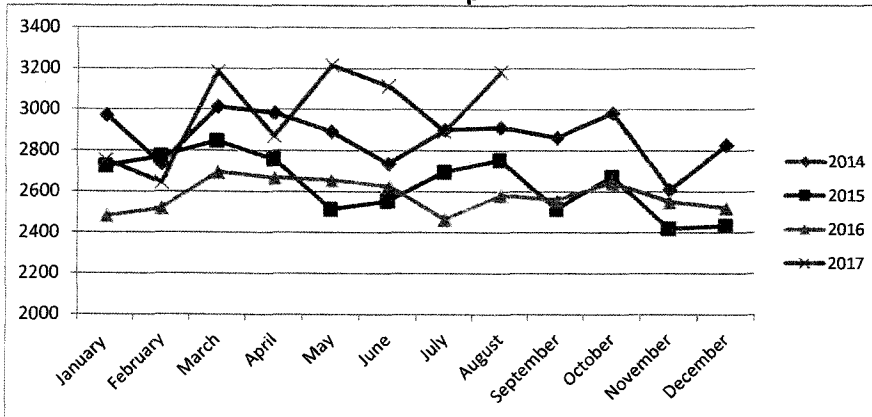


August 3, 2017

**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	89.25
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	

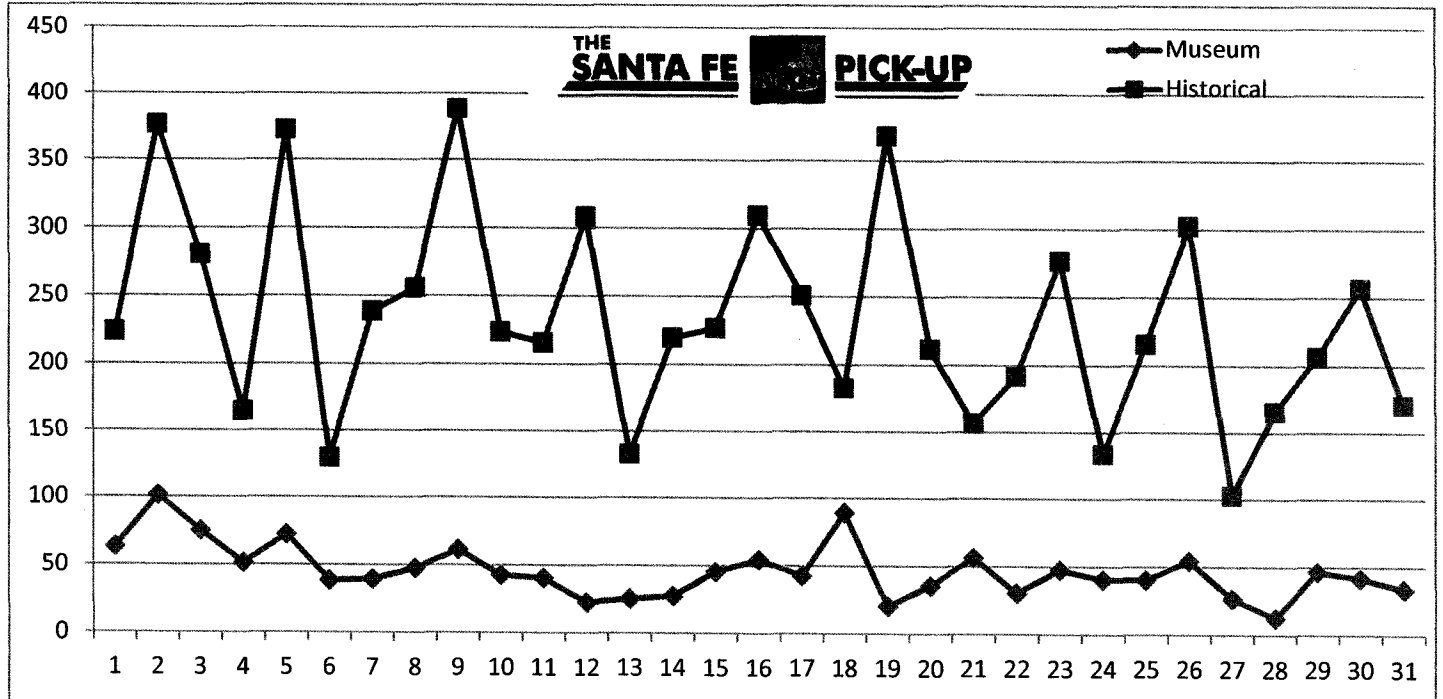
**Santa Fe Ride Ridership**



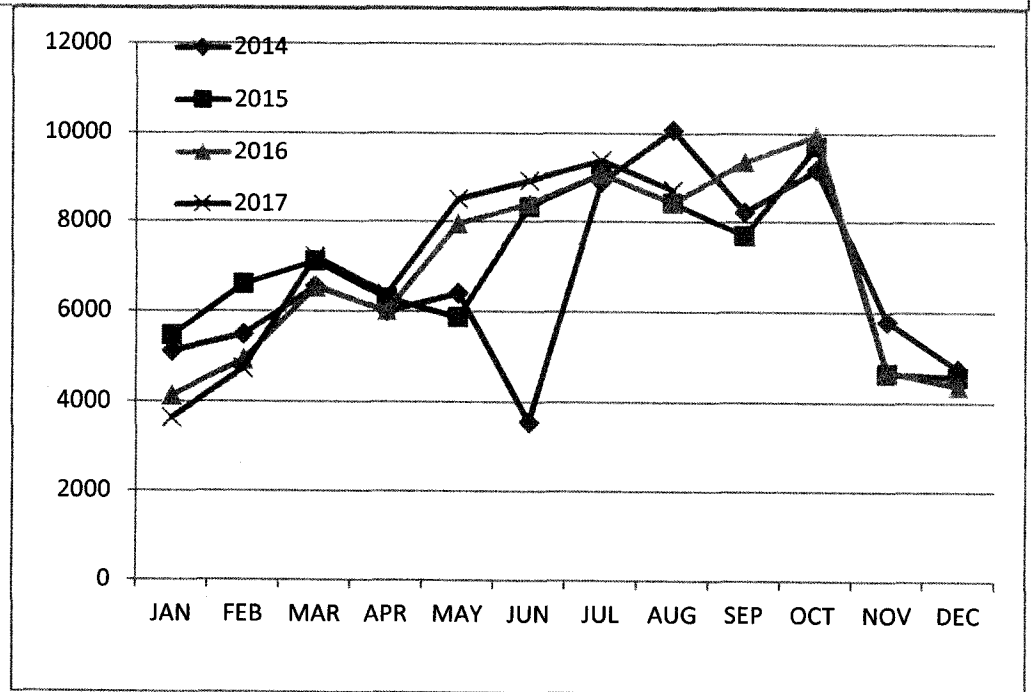
	2014	2015	2016	2017
January	2971	2724	2480	2753
February	2736	2771	2518	2644
March	3013	2845	2695	3185
April	2983	2756	2667	2869
May	2890	2513	2656	3216
June	2736	2552	2626	3114
July	2900	2695	2464	2892
August	2911	2753	2581	3182
September	2861	2512	2558	
October	2983	2672	2642	
November	2609	2418	2550	
December	2827	2432	2520	
Annual Total	34420	31643	30957	17781

Museum Historical

Aug.1 Tues.	64	224
Aug.2 Wed.	102	377
Aug.3 Thurs.	76	281
Aug.4 Fri.	52	165
Aug.5 Sat.	73	373
Aug.6 Sun.	39	130
Aug.7 Mon.	40	239
Aug.8 Tues.	48	256
Aug.9 Wed.	62	389
Aug.10 Thurs.	43	224
Aug.11 Fri.	41	216
Aug.12 Sat.	23	309
Aug.13 Sun.	26	133
Aug.14 Mon.	28	220
Aug.15 Tues.	46	227
Aug.16 Wed.	55	310
Aug.17 Thurs.	43	251
Aug.18 Fri.	90	183
Aug.19 Sat.	21	369
Aug.20 Sun.	36	212
Aug.21 Mon.	57	157
Aug.22 Tues.	31	192
Aug.23 Wed.	48	277
Aug.24 Thurs.	41	134
Aug.25 Fri.	41	216
Aug.26 Sat.	55	303
Aug.27 Sun.	27	103
Aug.28 Mon.	13	166
Aug.29 Tues.	47	207
Aug.30 Wed.	42	257
Aug.31 Thurs.	34	171
	1444	7271



	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	
OCT	9187	9718	9979	
NOV	5795	4644	4700	
DEC	4746	4573	4377	



SANTA FE RIDE

September 18, 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
26665	14-Aug-17	14-Aug-17	Telephone	Santa Fe Ride	G. Salazar	Address entered incorrectly	In progress		
26627	10-Aug-17	10-Aug-17	Telephone	Santa Fe Ride	F. Montoya	Trip 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	Customer error - not valid	12-Aug-17	Closed
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
25562	21-Jun-17	21-Jun-17	Telephone	Santa Fe Ride	F. Montoya	Rider was no showed	In progress		
24554	19-May-17	19-May-17	Telephone	Santa Fe Ride	F. Montoya	Driver did not knock - missed trip	In progress		

Exhibit D

# SANTA FE TRAILS

September 18, 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. Saiz	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. Saiz	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		
26249	22-Jul-17	22-Jul-17	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	in progress		
26128	16-Jul-17	16-Jul-17	Telephone	Transit buses	J. Duran	2	Driver was rude	in progress		
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. Saiz	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		
25885	5-Jul-17	5-Jul-17	Telephone	Transit buses	J. Duran	6	Bus was running hot	in progress		
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		

SANTA FE RIDE

September 18, 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
27229	20-Sep-17	20-Sep-17	Telephone	Santa Fe Ride	T. Martinez	Multiple issues	Resolved by T. Martinez	21-Sep-17	Closed
27228	20-Sep-17	20-Sep-17	Telephone	Santa Fe Ride	T. Martinez	Trouble scheduling trips	Resolved by T. Martinez	21-Sep-17	Closed
27158	18-Sep-17	18-Sep-17	Telephone	Santa Fe Ride	G. O'Hara	Trip was not scheduled	Not valid - trip was scheduled	20-Sep-17	Closed
27009	11-Sep-17	9-Sep-17	Telephone	Santa Fe Ride	F. Cruz	CSR was "not nice"	Complaint is not valid	21-Sep-17	Closed
26809	24-Aug-17	21-Aug-17	Telephone	Santa Fe Ride	C. Horvath	Compliment for professional demeanor	Compliment was passed on to Supervisor	20-Sep-17	Closed
26721	16-Aug-17	17-Aug-17	E-mail	Santa Fe Ride	F. Cruz	Rude driver	In progress		
26665	14-Aug-17	14-Aug-17	Telephone	Santa Fe Ride	G. Salazar	Address entered incorrectly	System was updated to reflect new address	23-Aug-17	Closed
26627	10-Aug-17	10-Aug-17	Telephone	Santa Fe Ride	F. Montoya	Trip 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	Customer error - not valid	12-Aug-17	Closed
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
25562	21-Jun-17	21-Jun-17	Telephone	Santa Fe Ride	F. Montoya	Rider was no showed	No show was correct - rider coached on rules	3-Sep-17	Closed
24554	19-May-17	19-May-17	Telephone	Santa Fe Ride	F. Montoya	Driver did not knock - missed trip	Mechanical issues with vehicle	3-Sep-17	Closed

SANTA FE TRAILS

September 18, 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
27264	22-Sep-17	22-Sep-17	Telephone	Transit buses	G. O'Hara	2	Rider(s) missed at stop	Unable to verify complaint - anonymous	24-Sep-17	Closed
27254	21-Sep-17	21-Sep-17	E-mail	Transit buses	G. O'Hara	1	Bus was running hot	AVL playback shows bus was on time	22-Sep-17	Closed
27234	20-Sep-17	20-Sep-17	Telephone	Transit buses	J. Duran	5	Rider(s) missed at stop, bus was late	in progress		
27116	17-Sep-17	16-Sep-17	Telephone	Transit buses	J. Alarcon	1	Rider(s) missed at stop	Stop was closed for reconstructio and was posted	22-Sep-17	Closed
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		
27008	11-Sep-17	11-Sep-17	Telephone	Transit buses	G. O'Hara	26	Duplicate of 27007	N/A	20-Sep-17	Closed
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	in progress		
26907	31-Aug-17	30-Aug-17	Telephone	Transit buses	G. O'Hara	4	Service animal issue	Animal is a comfort animal - not a service animal - NM ADA rules have been explained to rider multiple times	20-Sep-17	Closed
26905	31-Aug-17	30-Aug-17	Telephone	Transit buses	J. Duran	4	Rider(s) missed at stop	in progress		
26904	31-Aug-17	30-Aug-17	Telephone	Transit buses	G. O'Hara	5	Rider not dropped off at requested stop	Unable to determine operator	20-Sep-17	Closed
26816	25-Aug-17	25-Aug-17	Telephone	Transit buses	G. O'Hara	22	Rider(s) missed at stop	Driver schedule was incorrect - has been fixed	20-Sep-17	Closed
26741	18-Aug-17	18-Aug-17	Telephone	Transit buses	G. O'Hara	1	Driver was rude	Operator was coached on customer service	20-Sep-17	Closed
26725	17-Aug-17	17-Aug-17	Telephone	Transit buses	J. Alarcon	6	Rider(s) missed at stop	Misunderstanding - this has been resolved	22-Sep-17	Closed
26718	17-Aug-17	16-Aug-17	Telephone	Transit buses	G. O'Hara	4	Handwritten pass not honored	Proper protocol was followed - pass not valid	20-Sep-17	Closed
26644	12-Aug-17	11-Aug-17	Telephone	Transit buses	J. Saiz	2	Rider(s) missed at stop	in progress		
26641	12-Aug-17	12-Aug-17	Telephone	Transit buses	G. O'Hara	5	Rider(s) missed at stop	Rider was not at stop	20-Sep-17	Closed
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. Saiz	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. Saiz	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		
26249	22-Jul-17	22-Jul-17	Telephone	Transit buses	A. Petry	4	Rider(s) missed at stop	in progress		
26128	16-Jul-17	16-Jul-17	Telephone	Transit buses	J. Duran	2	Driver was rude	in progress		
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	This is a shared stop - operator though rider was waiting for the other route.	23-Aug-17	Closed
26018	13-Jul-17	13-Jul-17	Telephone	Transit buses	J. Saiz	24	Safety issue with child in stroller	in progress		

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
26005	13-Jul-17	13-Jul-17	Telephone	Transit buses	J. Alarcon	2	Bus was running hot	in progress		
25885	5-Jul-17	5-Jul-17	Telephone	Transit buses	J. Duran	6	Bus was running hot	in progress	20-Sep-17	Closed
25794	29-Jun-17	23-Jun-17	Telephone	Transit buses	J. Duran	2	Bus missed South Capitol stop	in progress	20-Sep-17	Closed
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	Driver followed protocol to the letter	20-Sep-17	Closed

**FLEET AND FACILITIES MAINTENANCE REPORT**

August-17

**Preventive Maintenance Inspections Performed**

Fixed Route Buses: 18  
 Paratransit Vehicles: 7  
 Pick-Up Vehicles: 2

**Major Repairs Completed**

Date	Unit #	Model	Description	Comments
------	--------	-------	-------------	----------

**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
8/17/2017	transit lot	cleaned trash and weeds	
1-Aug	parking lot	installed temporary cables for yard	

**Bus Stop Repairs Completed**

Date	Bus Stop	Direction	Description	Comments
8/1/2017	route 2	inb/outb	installed trash cans	IHOP,Pete Pets,Double Tree
8/1/2017	route 6	inb/outb	cut weeds and cleaned stops	Cut trees
8/7/2017	route2	inb/outb	cut weeds and clean stops	cleaned all feces at stops
8/1/2017	route 4	inb/outb	cut weeds	all stops
8/1/2017	route 1	inbound	eliminated stop painted curb gray	
8/1/2017	route 2	inb/outbound	painted shelters at wall mart and	dennys stop

Exhibit E