



# Agenda

**TRANSIT ADVISORY BOARD MEETING  
TUESDAY, JULY 24, 2018  
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 26, 2018

PUBLIC COMMENT

ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

1. BUS PROCUREMENT UPDATE-

- Request for approval of procurement in the amount of \$1,040,040 (inclusive of GRT) for two (2) heavy duty 30-foot low-floor CNG near zero emissions buses via cooperative agreement from the State of Virginia Cooperative Agreement #E194-75548 MA2274 with Gillig LLC.
- Request for approval of Amendment 1 to Contract 18-0554 to add the purchase of the two buses and extend the Term of the agreement to July 31, 2021.

2. ROUTEMATCH UPDATE – STAFF

3. SERVICE PLAN DEVELOPMENT – STAFF

- REMIX UPDATE

4. UPDATE ON BUS SCHEDULE AND ROUTE CHANGES – STAFF

5. CNG FACILITY UPDATE - STAFF

6. SOUTHSIDE TRANSIT CENTER UPDATE - STAFF

7. DOWNTOWN (SHERIDAN) TRANSIT CENTER 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 - 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.*

RECEIVED AT THE CITY CLERK'S OFFICE

DATE: 7/13/18

TIME: 3:22 PM

## **Transit Advisory Board Meeting**

Tuesday, July 24, 2018

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 5:04 p.m. at the Santa Fe Trails Facility, 2931 Rufina Street, Santa Fe, NM. A quorum was established with roll call.

### **2. ROLL CALL**

#### **Present**

Colin Messer, Chair

Aurore Bleck

Stan Cooper

Chris Calvert

Mary McGinnis

#### **Excused**

Paul Thompson

Rebecca Estrada

Alexandra Mazares

#### **Others Present**

Regina Wheeler, Public Works Director

Keith Wilson, City Transit

Tomas Martinez, City Transit Operations

Lois Amador, City Transit Staff

Linda Vigil, Stenographer

### **3: APPROVAL OF AGENDA**

Ms. Wheeler introduced herself to the Board and gave a brief history of her work and background.

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

### **4. APPROVAL OF MINUTES: JUNE 26, 2018**

**MOTION:** Mr. Calvert moved to approve the minutes of June 26, 2018 as presented with a second from Mr. Cooper which passed by voice vote.

## 5. PUBLIC COMMENT

There were not any public comment.

## 6. ITEMS FOR DISCUSSION AND POSSIBLE ACTION:

### 1. BUS PROCUREMENT UPDATE

- Request for approval of procurement in the amount of \$1,040,040 (inclusive of GRT) for two (2) heavy duty 30 foot low floor CNG neat zero emissions buses via cooperative agreement from the State of Virginia Cooperative Agreement #E194-75548 MA2274 with Gillig, LLC.
- Request for approval of Amendment 1 to contract 18-0554 to add the purchase of the two buses and extend the Term of the Agreement to July 31, 2021.

Mr. Wilson explained the process involved to approve the agreement. (See packet) There was an amendment to add the two additional buses and hope Gillig can make all four buses at once. It goes before City Council on August 8, 2018.

Mr. Martinez explained two buses will be purchased from last fiscal year and two from this fiscal year.

Chair Messer asked about the change in price. Mr. Martinez explained it was the price in the original contract. Mr. Wilson states they will be locked in at this price now.

Chair Messer explained the Kansas City buses in Albuquerque are already being built now. Chair Messer asked when Gillig will start theirs. Mr. Martinez states they aren't sure at this point they should be ready soon.

Chair Messer asked if they have received the specs as of yet. Mr. Martinez states yes he has them.

A brief discussion was held about the fuel dispensers.

**MOTION:** Mr. Cooper moved to make an approval of the requests, Ms. Bleck seconds which passed by voice vote.

## 2. ROUTEMATCH UPDATE

Mr. Wilson presented the Routematch and Routeshout 2.0 phone app they will be using.

Mr. Wilson explained the reason they needed a new system. They will be hard wiring the units to the buses, the batteries do not hold a charge as of now.

Mr. Wilson discussed the features this app will have, it will be in real time to see where the buses are. Mr. Wilson states the same app is used in many transit agencies. When setting up the app you have to select your area and every route will be listed.

Mr. Wilson demonstrated the app and how to search the stops by street. There are minor things to fix. There is a time ticker to show when the bus will arrive and depart.

Ms. Wheeler asked if there was an audible version of the app for those who may not have the capability. Mr. Wilson it can be researched, he explained the alert setting that will text you or alert you when it is ten minutes away. There is a way to select a favorite bus stop.

Mr. Martinez stated there will be a section to place a service announcement on the new app itself and they will post it at particular stops so that the public knows it is available.

Mr. Wilson reviewed the routes and what time they stop. Ms. Wheeler asked if it picks up your current location and then helps to find a route. Mr. Wilson states there is a "locate me" feature and shows close routes.

Mr. Calvert states the audio function would be helpful.

Mr. Wilson until they have the GPS and the new tablets set up it may not be accurate. Mr. Martinez states the tablets are always dead at this time because se they can't hold a charge.

Mr. Cooper asked how they will let the public know about the new app. Mr. Wilson states they will advertise and let people know when the old map is going to be off.

Mr. Martinez demonstrated the Google Maps feature showing the street view.

Chair Messer asked about the old tablets and ipads. Mr. Martinez states the City will auction them off.

Mr. Wilson encouraged the Board to download the app and give input. For those who have the old app a message was sent to download the new app.

Mr. Wilson stated the bus tracking is based on distance not traffic issues.

Chair Messer asked when google transit will be active. Mr. Wilson once all the info is correct they will start the Google Transit transition.

### 3. SERVICE PLAN DEVELOPMENT

- REMIX UPDATE

Mr. Wilson stated their goal is to get through the review of the service and fixed route service plan. It has been 10 years or so since they last reviewed it. An amount has been budgeted as a placeholder for the consultant services. They contracted with remix which is a planning tool to help with gathering the information themselves.

Mr. Wilson stated the contract started July 1<sup>st</sup>, this morning was the first training session.

Mr. Cooper asked if some information was included in the NCRDT study. Mr. Wilson stated there was not, it was a joint study. The MPO may have some information from the masterplan. They had some suggestions but this tool will help with planning new routes.

Mr. Cooper asked what the cost was. Mr. Wilson it was roughly \$40,000 and it can help build schedules and make cuts and find the efficiencies.

Mr. Wilson states managing the program will be a collaborative effort. They will engage the MPO and they are hoping to distribute the load.

Chair Messer asked if there a scope of work to encompass it or will they use it as a guide? Mr. Martinez states this will allow them to come up with ideas and it can help with the scope of work.

Mr. Calvert asked if they are going to create criteria to judge results. Chair Messer how much will be tagged on by the MPO's picture of things. Mr. Wilson explained there will be a public involvement component and how much work they can do.

Mr. Wilson discussed the idea of an RFP for public facilitation. There are organizations like Chainbreaker that may be good because they have a good connection with people impacted by this service.

Mr. Calvert states they will still need criteria. Mr. Wilson explained they are one step away from that they just got the tool today. They can look at demographics.

Chair Messer asked if this will affect things later on down the line. When they go to Council after things are brought to them.

Mr. Calvert states those will be key things they will need to look at when calculating cost. Mr. Wilson states they are confident to get the measures to provide justifications for routes.

Mr. Wilson showed an example of one he did today just as an example. Mr. Martinez states with this they can consider running the bus or shuttles later on weekends.

Chair Messer asked is they are closer to collecting data on GFI data? Mr. Wilson stated once they get the tablets wired in they will have a better idea.

Mr. Wilson discussed the way it will track transactions at stops.

Mr. Wilson discussed the unused bus stops will be tracked as well.

A brief discussion was held about the populations at the schools would be helpful to target in certain areas.

Chair Messer asked that he keep the board updated monthly.

Mr. Cooper asked if local businesses ask for service. Mr. Wilson stated yes certain businesses have and the new hospital is one.

#### **4. UPDATE ON BUS SCHEDULE AND ROUTE CHANGES**

Mr. Wilson states they are in the process with the state printing office to get it printed up. They have some blank spaces to use for advertising.

#### **5. CNG FACILITY UPDATE**

Mr. Wilson explained they had the 90% review meeting and they should be getting the state CID permits any day now.

Chair Messer asked about the old compressor. Mr. Martinez states the temporary compressor will be here. They can cut a hole in the shed to place units in since it will be coming down eventually.

Mr. Wilson states the start date has been pushed to November.

Mr. Cooper what percentage of public use is there? Chair Messer explained that there is a CNG hotline that shares the schedule. It is really difficult for the public to get in when the buses and trash trucks are using it so it is not used as often by the public.

Mr. Wilson states there is a plan to build Solid Waste their own filling station. Ms. Wheeler states the trash trucks are all CNG and that is why there is a high usage.

Mr. Wilson states there were a few items added on that they will handle themselves rather than delay the project.

Mr. Calvert states that is not that practical to not allow the public to use it.

Chair Messer discussed filling the gap with the Clean Cities initiative. Word gets out on CNG stations. The City can make a profit on the pricing. Santa Fe has the reputation for the slowest filling station.

Mr. Wilson discussed the other agencies who would help with the initiative.

## **6. SOUTHSIDE TRANSIT CENTER UPDATE**

Mr. Wilson states the process of the MPO improvement program are the last steps to get the funds. Region 6 has a new environment person, he will engage them to get that done.

Mr. Wilson is hopeful to get it out to bid soon and break ground by the end of the year.

Chair Messer asked if anyone checked it for flooding after the storm. Mr. Wilson states there is a tenant they would have called.

## **7. DOWNTOWN SHERIDAN TRANSIT CENTER UPDATE**

Mr. Wilson states now with the new environment person will work on it as well. Chair Messer asked for a time frame. Mr. Wilson thinks it won't be able to go until next fall to avoid the summer season.

Chair Messer asked if the money is still available. Mr. Wilson stated yes the funding is secure.

## **8. STAFFING UPDATE**

Mr. Martinez reported they hired five new people in fixed route. Three of those five had CDL's already. However, one called to decline and there are three more going through the process. There will still be four positions open. City Council will approve some temporary positions to full time. Once it is approved they can hire for those as well.

Ms. McGinnis stated she knows of vacancies in paratransit. Have they started to advertise for it yet? Mr. Martinez discussed the issue of pay.

Mr. Cooper explained the union and how drivers can't be paid for their experience they have to start at the bottom.

Chair Messer asked how they can remedy it. Ms. Wheeler is interested in working on this because of turnover. Ms. Wheeler states the new HR Director starts next week, after she gets settled they will meet with her.

## **9. SYSTEM RIDERSHIP: FIXED ROUTE, PARATRANSIT, AND SF PICK UP**

Mr. Martinez states ridership is down not only here but nationally. There are programs where you don't have to leave your house any more. (See packet)

Mr. Martinez he believes businesses close too early in Santa Fe. Ms. Wheeler states the self-driving vehicle is supported by google.

A discussion was held about new technology and on demand services.

Ms. Bleck asked about the on time performance for Santa Fe Ride, it has gone down again. Mr. Martinez states there is a lot of training still to be done until January there will be improvements. They are in the parameters of the federal guidelines.

Mr. Martinez explained the scheduling and new staff. Mr. Martinez reported they are revamping all handbooks.

Mr. Martinez states they have attended ADA training lately and now they are aware of more things to change.

Mr. Martinez explained the ADA stops are priority the on demand is different.

Mr. Martinez reported that Santa Fe Pick Up isn't too low.

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

Mr. Martinez states they are closing out complaints, however they may fall behind because supervisors are covering shifts. (See packet)

Ms. McGinnis asked if the employee of the month program is still going on. Mr. Martinez states that once in a while they will have an appreciation bbq for the employees.

Ms. Wheeler asked what the status and notes mean. Mr. Martinez explained.

Mr. Wilson states they need to make part of the educational videos to make sure that the riders are visible at the stops to avoid some of the complaints.

## **11. OPERATIONS AND MAINTENANCE**

Mr. Martinez reported the bus 802 is still down and should be ready soon. There is another one in Albuquerque for reprogramming but that is covered by warranty.

Mr. Martinez reported the water tank for the wash station for bus stops had a leak.

Mr. Cooper updated the board on the contract with the lobbyist for NMTA. They have found funds to allow Mr. Bullington and a PR Firm to work. Mr. Wilson states there is talk of making a fund for public transportation, the State would administer it.

## **7. PUBLIC COMMENT**

There was not any public comment.

## **8. ADJOURN**

There being no further business to come before the Transit Advisory Board the meeting was adjourned at 7:02 p.m.

## **SIGNATURES**

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**Colin Messer, Chair**



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**Linda Vigil, Stenographer**