



# OPERATIONS PROFILE

December 2019

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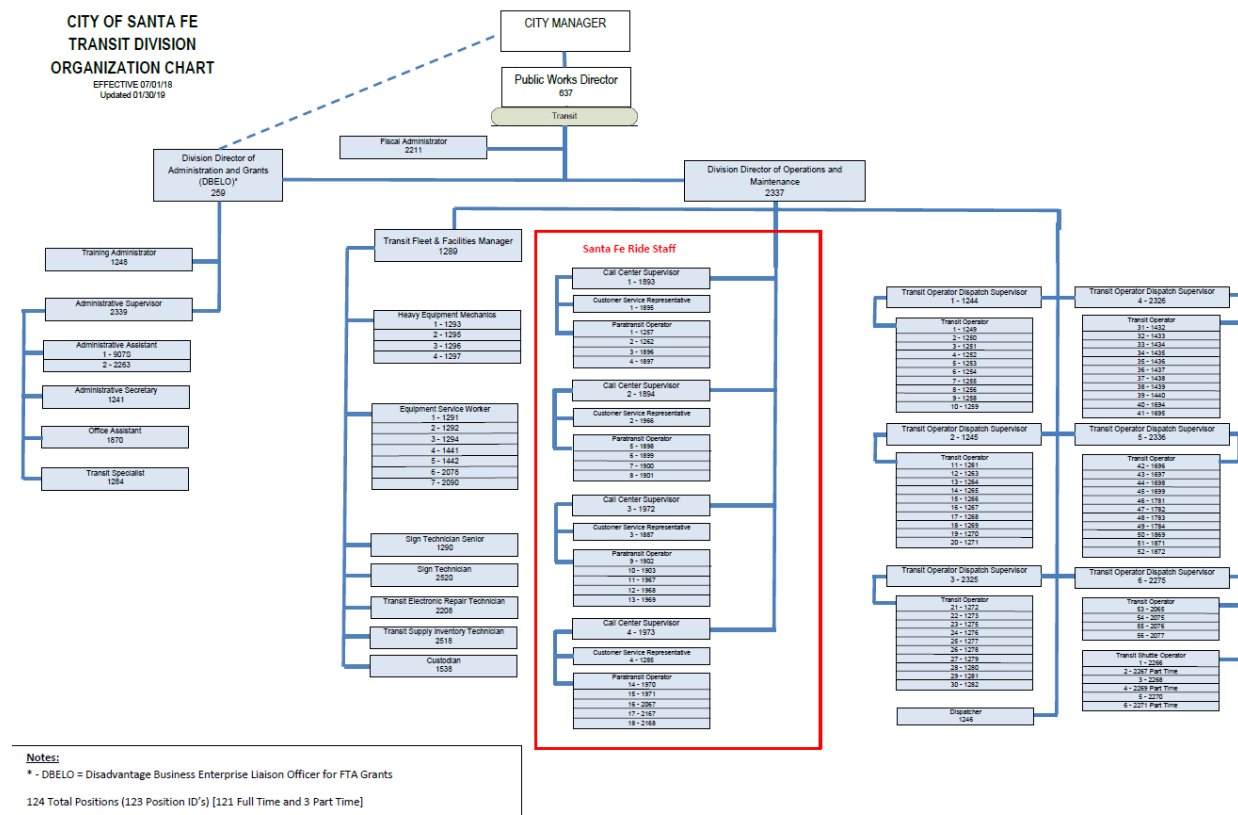
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## Mission Statement

To provide transit service in the city of Santa Fe (and parts of Santa Fe County) to get area residents and visitors wherever life takes them.

## Brief Description of Transit Program

**Service area:**

Santa Fe Ride serves the entire Santa Fe city limits and portions of Santa Fe County.

### Route design:

Santa Fe Ride provides ADA complementary paratransit service in accordance with Department of Transportation (DOT) Americans with Disabilities Act (ADA) requirements, as outlined in 49 CFR Part 37, Subpart F, § 37.131.

**Schedule (days and hours of operation):**

Per DOT ADA, Santa Fe Ride is available throughout the same hours and days as the Santa Fe Trails fixed route service, namely, 6:00 a.m. to 10:00 p.m. Monday through Friday; 8:00 a.m. to 8:00 p.m. Saturday; and 8:30 a.m. to 6:30 p.m. Sunday.

**Fare structure (amounts, how set and by whom?):**

Per DOT ADA, the fare for a trip charged to an ADA paratransit eligible user of Santa Fe Ride does not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the Santa Fe Trails fixed route system, namely, \$2.00 as opposed to \$1.00.

Fares are set by the City of Santa Fe governing body.

**Advertising/marketing:**

The following informational efforts are ongoing:

- Santa Fe Ride logo on vehicles, communications and marketing materials for brand awareness
- Web presence at [http://www.santafenm.gov/santa\\_fe Ride](http://www.santafenm.gov/santa_fe Ride) to provide information specific to ADA complementary paratransit service
- Rider's Guide issued to new ADA paratransit eligible users of Santa Fe Ride

Aside from these efforts, the Santa Fe Ride service is not advertised, as the Santa Fe Trails fixed route system is the primary focus of advertising and marketing.

## **Administrative Employees**

**Title and job description:**

*Division Director of Operations and Maintenance* – Under the general direction of the Public Works Director, provides oversight to paratransit operations, including selecting, hiring, training, motivating, assigning, evaluating, counseling and disciplining employees according to City policies and procedures and collective bargaining agreement. Directs daily activities of paratransit staff and coordinates with maintenance staff to ensure vehicles are in a high state of readiness, and that service is delivered to customers in a timely and efficient manner.

*Call Center Supervisor* – Under the general direction of the Division Director of Operations and Maintenance, provides oversight to customer service representatives and paratransit operators to ensure that quality ADA complementary paratransit service is delivered to customers safely, on schedule and in accordance with established performance standards and cost objectives. Oversees and participates in call center function for the purpose of taking trip reservations for paratransit service, dispatching and directing vehicle movements, and verifying and reporting paratransit service data.

*Customer Service Representative* – Under the general direction of the Call Center Supervisor, provides call-taking duties for the purpose of scheduling trip reservations for paratransit service, and providing

information on local transit services operating within Santa Fe as well as regional transportation services operating to/from Santa Fe.

**Appearance and conduct:**

All administrative personnel must conduct themselves in a professional manner in accordance with their job description.

**Training plan:**

All administrative personnel receive new hire training as well as ongoing professional development training.

## **Qualified Drivers and Dispatchers**

**Hiring procedure:**

This is handled by the City of Santa Fe Human Resources Department.

**Background check:**

This is handled by the City of Santa Fe Human Resources Department.

**Driver record:**

This is handled by the City of Santa Fe Human Resources Department.

**Valid drivers license:**

This is handled by the City of Santa Fe Human Resources Department.

**Training plan:**

All paratransit operators complete, and are certified in, the Paratransit Operator Training Program provided by the Transportation Safety Institute (see Appendix A). Modules in the program include Introduction to Paratransit, Vehicle Operations, Basic Emergency Procedures and Customer Service.

**Job description:** Under general supervision of the Call Center Supervisor, provides safe and reliable transportation to eligible participants of the Santa Fe Ride program in the Santa Fe service area. Operates lift/ramp equipped vehicles in the daily performance of duties, and assists customers with boarding and alighting from vehicles as well as securement of their mobility devices. Shows special sensitivity to the elderly and individuals with disabilities. Operates two-way radio and mobile data communication devices according to Santa Fe Ride policies and procedures.

**Appearance and conduct:**

All paratransit operators are uniformed and must conduct themselves in a professional manner in accordance with their job description.

## **Vehicle Fleet**

### **Number of vehicles with NMDOT lien:**

8

### **Number of vehicles with no NMDOT lien:**

Santa Fe Ride has a total of 10 vehicles that were purchased directly with FTA and/or local funds (not through NMDOT).

### **Maintenance schedules:**

Preventive maintenance inspections are performed on all paratransit vehicles on a scheduled basis, namely, every 3,000 miles (see Appendix B).

### **Inspection procedures:**

Maintenance staff use a prescribed checklist for preventive maintenance inspections that meet or exceed the manufacturer's recommendations (see Appendix C).

### **Vehicle replacement:**

Vehicles are tracked from the time they are placed in service and replaced based upon FTA's schedule of useful life for the particular type of vehicle – typically 5 years (see Appendix D).

## **Accident/Incident Reporting Procedures**

### **Insurance forms in vehicle:**

All paratransit vehicles have the required proof of insurance form.

### **Accident/incident reporting forms in vehicle:**

All paratransit operators are trained in emergency procedures, including accurate and thorough completion of incident/accident forms.

## **Passenger Policy and Procedure**

*A Passenger's Guide to Public Transportation* is provided to all ADA paratransit eligible customers of Santa Fe Ride (see Appendix E).

# PARATRANSIT OPERATOR TRAINING PROGRAM



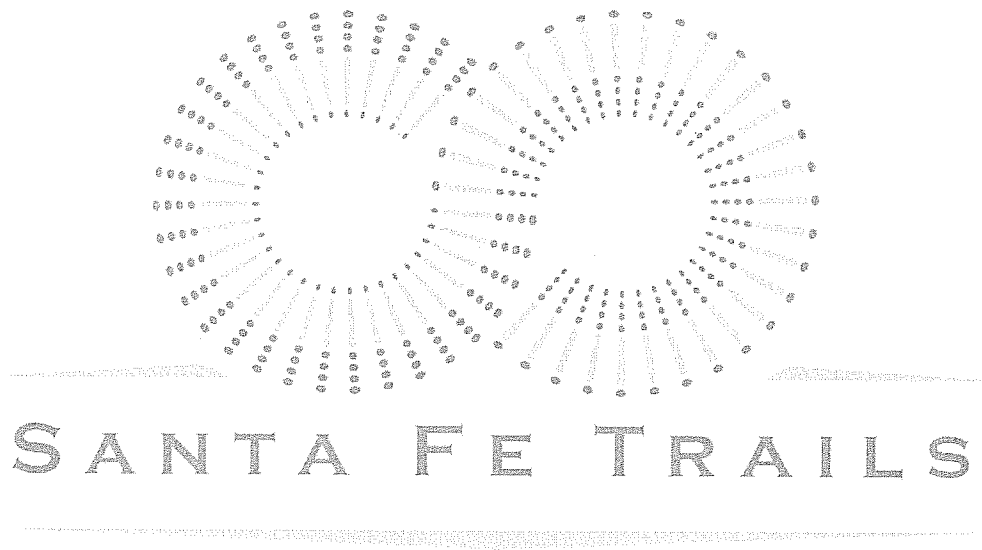
## PARTICIPANT MANUAL

# Introduction to Paratransit

## **Vehicle Operations**

# Basic Emergency Procedures

# Customer Service



# MAINTENANCE PLAN

Updated:  
January 1, 2014

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## OVERVIEW

This document presents the major responsibilities and procedures followed by the Maintenance Section in its day to day operations. Santa Fe Trails' (SFT) primary goal is to maintain its transit rolling stock, service vehicles, and maintenance equipment in a manner that ensures the safety of the riding public and employees. The Maintenance Section is responsible for effectively and efficiently maintaining all SFT rolling stock, service vehicles, and maintenance equipment in clean and good working order. Further, the Maintenance Section is responsible for the physical control of SFT's parts inventory, consumable fluids, shop supplies, and other related materials.

Major objectives of the Maintenance Section include the following:

- To maintain all rolling stock, service vehicles, and maintenance equipment in safe, clean and good working condition
- To provide a preventative maintenance (PM) program with scheduled services for all rolling stock, service vehicles, and maintenance equipment
- To document all maintenance work performed and maintain well organized records of work performed
- To provide a well trained maintenance work force proficient in most aspects of vehicle maintenance
- To provide and maintain a reasonable inventory of parts and supplies that are regularly needed for vehicle maintenance

## PROCEDURES AND DOCUMENTATION

The Fleet Section Manager schedules vehicle preventative maintenance inspections in advance. Inspection schedules for preventative maintenance have been developed in accordance with manufacturer recommended intervals. The Mechanic Supervisor plans the daily maintenance work assignments including scheduled preventative maintenance as well as corrective repairs.

Based on the daily schedule, the Mechanic Supervisor prepares Work Orders for each day, ensures that the necessary parts are available, and assigns work to the maintenance staff as appropriate.

After repairs are completed, the maintenance person responsible for completing the work initials the Driver Vehicle Condition Report (DVCR) and the Work Order indicating the work performed and parts used. The Fleet Section Manager reviews and approves all work performed and initials the Work Orders. The Work Order, Parts Invoices, and DVCR are filed in the individual vehicle file as documentation that the maintenance work was performed. These files are maintained in the Maintenance Clerk's office.

## GOALS AND OBJECTIVES OF THE MAINTENANCE PROGRAM

The goals and objectives of the maintenance program include the following:

- Preventative maintenance (PM) inspections and services
- Defect reporting
- Management of maintenance records
- Management of parts, facilities, and equipment
- Fleet life plan
- Warranty recovery plan
- ADA and Maintenance

## VEHICLE DEFECT REPAIR

Vehicle operators as part of their daily routine are required to perform a thorough pre-trip inspection of their vehicle prior to pulling out from the garage into revenue service. Included in the pre-trip inspection are the following items:

Parking brake	Windows
Engine starter	Seats
Radio	Steering wheel
Farebox	Fire extinguisher & highway devices
Oil pressure	Turn signals (inside)
Air pressure	Front and rear doors & interlock
Low air warning	Lights (interior)
Windshield wiper & washer	Four way flashers
Heater/Defroster	Wheelchair Lift/Ramp and tie downs
Mirrors	Service doors
Air conditioning	Tires
Telltale lights or buzzers	Clearance lights
Horn	Reflectors
Emergency brakes	Tail lights
Front destination sign	Stop lights
Side destination sign	CNG fuel door and gauge
Headlights	Turn signal lights
License plate	License plate light
Body damage	

## Santa Fe Trails

Vehicle operators are required to check each item for proper working condition and note any defects on the **Driver Vehicle Condition Report (DVCR)**. A sample copy of the DVCR form and narrative is included in Appendix A.

Defects are categorized and prioritized under the follow definitions:

- **Safety Defect.** The vehicle cannot be released until repairs are completed. Safety cannot be compromised.
- **Mechanical Defect.** A defect that will worsen and increase costs. Same as above category – cannot be released until repairs are completed, except for emergency.
- **Elective Mechanical Defect.** A defect that does not compromise safety, will not cause further damage if operated, but needs to be corrected prior to next PM cycle.
- **Elective or Cosmetic Defect.** Defect will not compromise safety and will not cause further damage or cost as it is an aesthetic defect. Vehicle should be scheduled for a future off-peak time or when repair parts will be on-hand, as determined by the Mechanic Supervisor, or delayed until the next scheduled PM.

Defects categorized as “safety” or “mechanical” are cause for exchanging the vehicle for one that is in good operating condition. Such defective vehicles are reported immediately by the Transit Operator to the Dispatcher. The Dispatcher then reports the alleged defect to the Maintenance Section, explaining the nature of the defect. A certified maintenance mechanic will check the vehicle defect and if confirmed, place a red “OUT OF SERVICE” tag on the vehicle. The red “OUT OF SERVICE” tag remains on the vehicle until it is repaired and placed back in service by maintenance. Defects that do not affect safety are noted on the DVCR and given to the Dispatcher who forwards the DVCR to the Mechanic Supervisor for later repair.

The Mechanic Supervisor schedules repair of defective vehicles and ensures that proper documentation of the repair is prepared and filed in the vehicle maintenance file. All defect repairs are documented on Work Orders which include a description of the defect, the work performed, parts used, and initials of the maintenance employee who did the repair work, Mechanic Supervisor and Fleet Section Manager. In addition, all “safety” and “mechanical” defects, after they are repaired, must be initialed on the DVCR by the maintenance employee who performed the repair work.

**Santa Fe Trails**  
**PM INSPECTIONS AND SCHEDULED SERVICES**

**Rolling Stock Compressed Natural Gas (CNG) Vehicles:**

All rolling stock (CNG) vehicles are scheduled for preventative maintenance inspections at various intervals as shown below. In all cases, preventative maintenance schedules shall meet or exceed manufacturer's recommendations. A roster of all revenue vehicles is included in Appendix E.

- "A" inspections are completed every 3,000 miles and includes a 47-point inspection checklist including brake adjustment, safety inspection, and repairs if needed. A complete listing of services performed in "A" inspections is included in Appendix B.
- "B" inspections are completed every 6,000 miles and includes a 62-point inspection checklist including brake adjustment, and service to many other vehicle systems and repairs as needed. A complete listing of services performed in "B" inspections is included in Appendix B.
- "C" inspections are completed every 12,000 miles and includes a 69-point inspection checklist including oil and filter(s) change, brake adjustment, and service to many other vehicle systems and repairs if needed. A complete listing of services performed in "C" inspections is included in Appendix B.
- "D" inspections are completed every 24,000 miles and includes a 78- point inspection checklist including oil and filter(s) change, brake adjustment, and service to many other vehicle systems and repairs if needed. A complete listing of services performed in "D" inspections is included in Appendix B.

The table below illustrates mileage intervals and the combinations of preventative maintenance inspections to be performed.

<u>Mileage Interval</u>	<u>Inspection Type</u>
3,000	A
6,000	B (A included)
9,000	A
12,000	C (A and B included)
15,000	A
18,000	B (A included)
21,000	A
24,000	D (A, B and C included)

After 24,000 miles, inspections are completed at the same intervals as described above (i.e. 27,000 miles would equate to an A inspection, and so on).

### **ADA Vehicles:**

Preventative maintenance inspections for all ADA vehicles are performed on a scheduled basis (similar to the rolling stock revenue vehicles schedules) by the SFT maintenance staff. Major repairs discovered during preventative maintenance inspections for ADA vehicles are performed by authorized dealers or manufacturers. SFT maintenance staff performs minor repairs discovered during preventative maintenance work. The Mechanic Supervisor is responsible for generating scheduled preventative maintenance inspections and assigning the work to the maintenance staff. The Mechanic Supervisor assigns major preventative maintenance repairs with the local dealer or manufacturer. PM records for such vehicles are kept in individual vehicle files maintained in the Maintenance Office. A roster of all ADA vehicles is included in Appendix F. A complete listing of services performed in A, B, C, and D inspections is included in Appendix C.

### **Service Vehicles:**

Preventative maintenance inspections for all service (supervisory and maintenance) vehicles are performed on a scheduled basis (similar to the rolling stock revenue vehicles schedules) by the SFT maintenance staff. Major repairs discovered during preventative maintenance inspections for supervisory and maintenance vehicles are performed by authorized dealers or manufacturers. SFT maintenance staff performs minor repairs discovered during preventative maintenance work. The Mechanic Supervisor is responsible for generating scheduled preventative maintenance inspections and assigning the work to the maintenance staff. The Mechanic Supervisor assigns major preventative maintenance repairs with the local dealer or manufacturer. PM records for such vehicles are kept in individual vehicle files maintained in the Maintenance Office. A roster of all service vehicles is included in Appendix G. A complete listing of services performed in A, B, C, and D inspections are included in Appendix D.

### **Corrective Repairs:**

The SFT maintenance staff performs most of the corrective repair functions for fixed route CNG vehicles. Some work is contracted to private vendors including the following:

- Engine rebuild
- Transmission rebuild
- Alternator rebuild
- Painting
- Body work
- Farebox component repair
- Destination sign component repair
- 12 volt and 24 volt motor repair
- Rear differential repair

Major corrective repairs to service vehicles are generally performed by outside vendors. Minor corrective repairs to these same vehicles are performed by the SFT maintenance staff.

### Vehicle Cleaning

Each vehicle that is used in revenue service is cleaned internally and externally on a scheduled basis, Maintenance Service personnel are responsible for completing cleaning work under the direction of the Mechanic Supervisor.

Activities performed in the daily vehicle cleaning regimen include the following:

- Sweep entire bus floor including drivers area and step wells
- Dust mop entire bus floor including drivers area and step wells
- Wet mop entire bus floor including drivers area and step wells
- Wipe seats, handrails, and dashboard
- Clean all interior windows
- Wash exterior of bus
- Empty trash container

### Service Island and Fueling Procedures:

The bus operator on a daily or as needed basis fuels all vehicles that are used in revenue service. In addition, the maintenance service attendant will check all fluid levels daily (including engine oil, transmission fluid, engine coolant, and hydraulic fluid), along with the vehicle parking brake, lights, and 4-way flashers. Service island procedures are summarized as follows:

- Insure that the vehicle is properly connected to the slow fill CNG station
- Check all fluid levels and adds fluids as necessary
- Note amount of fluids used on fluid check sheets

As part of these procedures, the maintenance service attendant records the amount of engine oil, transmission fluid, engine coolant, and hydraulic fluid used. Fluid sheets are forwarded to the Mechanic Supervisor who checks the sheets for accuracy and then passes the sheets to the Maintenance Secretary for filing.

### Americans with Disabilities Act (ADA) and Maintenance:

During each PM inspection all ADA-mandated accessibility features, i.e., wheel chair lift/ramps, wheel chair tie downs, and P.A. systems are determined to be free of defects and in proper working order.

SFT is aware that a vehicle with an inoperable lift must be removed from service before the next day, unless no spare vehicle is available. In this case, the vehicle must not be in service for more than three days (area population greater than 50,000).

## Santa Fe Trails

( A ) Inspection Sheet (ADA Passenger Van)

Work Order # \_\_\_\_\_

Unit # \_\_\_\_\_ Mileage \_\_\_\_\_ Mechanic \_\_\_\_\_ Date \_\_\_\_\_

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- |  |   |
|--|---|
| _____ Inspect under carriage, repair defects   | _____ Check shocks, mounting and for leakage                            |
| _____ Grease Chassis   |   |
| _____ Inspect body mounting hardware, repair defects   | _____ Inspect axle mounting hardware, repair defects                    |
| _____ Check engine mounting hardware, repair defects   | _____ Inspect transmission mounting hardware, repair defects            |
| _____ Adjust brakes  | _____ Check fluids ( differential, engine, transmission )               |
| _____ Inspect brake lines for leaks, repair defects  | _____ Visually inspect brake shoes/drums/rotors, replace as needed      |
| _____ Check all exterior lights  | _____ Check all interior lights   |
| _____ Check dash gauges  | _____ Check switches for function                                       |
| _____ Test front/rear door operation, repair defects   |   |
| _____ Check front/rear, heater/ac blower's   | _____ Check front/rear, heater/ac controls for function, repair defects |
| _____ Check wheelchair lift/ramp for operation   | _____ Clean, lube wheelchair lift/ramp, check tie downs, repair defects |
| _____ Inspect fire extinguisher charge, repair defects   | _____ Check first aid kit and safety flares/triangles, replace defects  |
| _____ Check passenger stop request, repair defects   |   |
| _____ Check windshield wipers and operation  | _____ Check windshields for damage, repair/replace as necessary         |
| _____ Check side and rear glass for damage   | _____ Check mirrors for damage and adjustment, repair defects           |
| _____ Check/repair as necessary all passenger handrails  |   |
| _____ Service and clean battery  | _____ Check and clean battery electrical connections                    |
| _____ Inspect engine air cleaner housing for leaks   | _____ Change engine air filter  |
| _____ Change engine oil filter   | _____ Change engine oil   |
| _____ Check brake fluid  |   |
| _____ Check tire pressure and condition, check condition of rims and lug nuts for proper torque      |   |
| Right front _____ psi  | Tread depth _____ / 32  |
| Left Front _____ psi   | Tread depth _____ / 32  |
| Right rear _____ psi   | Tread depth _____ / 32  |
| Left rear _____ psi  | Tread depth _____ / 32  |
| _____ Check security cameras and Digital Video Recorder operation                                    |   |
| _____ Road test vehicle for acceleration, braking, steering and park brake operation, repair defects |   |

*Santa Fe Trails*

( B ) Inspection Sheet      (ADA Passenger Van)

Work Order # \_\_\_\_\_

Unit # \_\_\_\_\_ Mileage \_\_\_\_\_ Mechanic \_\_\_\_\_ Date \_\_\_\_\_

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- |  |   |
|--|---|
| _____ Inspect under carriage, repair defects   | _____ Check shocks, mounting and for leakage                            |
| _____ Grease Chassis, Check fluids ( differential, engine, trans. )                                  |   |
| _____ Inspect body mounting hardware, repair defects   | _____ Inspect axle mounting hardware, repair defects                    |
| _____ Check engine mounting hardware, repair defects   | _____ Inspect transmission mounting hardware, repair defects            |
| _____ Adjust brakes  | _____ check transmission fluid level                                    |
| _____ Inspect brake lines for leaks, repair defects  | _____ Visually inspect brake shoes/drums/rotors, replace as needed      |
| _____ Inspect kingpins, repair defects   | _____ Inspect tie rods, tie rod ends, repair defects                    |
| _____ Check exhaust system for leaks, muffler for mounting and connection piping, repair defects     |   |
| _____ Inspect all sway bar bushings and mounting points, repair/replace as necessary                 |   |
| _____ Check all exterior lights  | _____ Check all interior lights   |
| _____ Check dash gauges  | _____ Check switches for function                                       |
| _____ Test front/rear door operation, repair defects   |   |
| _____ Check front/rear, heater/ac blower's   | _____ Check front/rear, heater/ac controls for function, repair defects |
| _____ Check wheelchair lift/ramp for operation   | _____ Clean, lube wheelchair lift/ramp, check tie downs, repair defects |
| _____ Inspect fire extinguisher charge, repair defects   | _____ Check first aid kit and safety flares/triangles, replace defects  |
| _____ Check passenger stop request, repair defects   |   |
| _____ Check windshield wipers and operation  | _____ Check windshields for damage, repair/replace as necessary         |
| _____ Check side and rear glass for damage   | _____ Check mirrors for damage and adjustment, repair defects           |
| _____ Check Emergency window/hatch operation   | _____ Check Emergency window/hatch decals, replace as needed            |
| _____ Check/repair as necessary all passenger handrails  |   |
| _____ Test horn's for function, repair defects   | _____ Check steering free play, adjust as necessary                     |
| _____ Check windshield wiper motor's, repair defects   | _____ Check washer fluid motor, washer fluid level, repair defects      |
| _____ Check drivers seat operation and mounting  | _____ Check passenger seat mounting, check for damage, repair defects   |
| _____ Service and clean battery  | _____ Check and clean battery electrical connections                    |
| _____ Inspect engine air cleaner housing for leaks   | _____ Replace air filter  |
| _____ Replace engine oil filter  | _____ Check brake fluid   |
| _____ Replace engine oil   |   |
| _____ Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary      |   |
| _____ Check tire pressure and condition, check condition of rims and lug nuts for proper torque      |   |
| Right front _____ psi  | Tread depth _____ / 32  |
| Left Front _____ psi   | Tread depth _____ / 32  |
| Right rear _____ psi   | Tread depth _____ / 32  |
| Left rear _____ psi  | Tread depth _____ / 32  |
| _____ Check security cameras and Digital Video Recorder operation                                    |   |
| _____ Road test vehicle for acceleration, braking, steering and park brake operation, repair defects |   |

*Santa Fe Trails*

( C ) Inspection Sheet      (ADA Passenger Van)

Work Order # \_\_\_\_\_

Unit # \_\_\_\_\_ Mileage \_\_\_\_\_ Mechanic \_\_\_\_\_ Date \_\_\_\_\_

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- |  |  |
|--|--|
| <input type="checkbox"/> Inspect under carriage, repair defects<br><input type="checkbox"/> Grease Chassis. Check fluids ( differential, engine, trans )<br><input type="checkbox"/> Inspect body mounting hardware, repair defects<br><input type="checkbox"/> Check engine mounting hardware, repair defects<br><input type="checkbox"/> Adjust brakes<br><input type="checkbox"/> Inspect brake lines for leaks, repair defects<br><input type="checkbox"/> Inspect kingpins, repair defects<br><input type="checkbox"/> Check exhaust system for leaks, muffler for mounting and connection piping, repair defects<br><input type="checkbox"/> Inspect all sway bar bushings and mounting points, repair/replace as necessary<br><input type="checkbox"/> Check and lube steering shaft and joints<br><input type="checkbox"/> Inspect parking brake for operation, visually inspect pads and drums/rotors, mounting bolts, repair defects<br><input type="checkbox"/> Check all exterior lights<br><input type="checkbox"/> Check dash gauges<br><input type="checkbox"/> Test front/rear door operation, repair defects<br><input type="checkbox"/> Check front/rear, heater/ac blower's<br><input type="checkbox"/> Check wheelchair lift/ramp for operation<br><input type="checkbox"/> Inspect fire extinguisher charge, repair defects<br><input type="checkbox"/> Check passenger stop request, repair defects<br><input type="checkbox"/> Check windshield wipers and operation<br><input type="checkbox"/> Check side and rear glass for damage<br><input type="checkbox"/> Check Emergency window/hatch operation<br><input type="checkbox"/> Test horn's for function, repair defects<br><input type="checkbox"/> Check windshield wiper motor's, repair defects<br><input type="checkbox"/> Check drivers seat operation and mounting<br><input type="checkbox"/> Inspect all passenger stanchions, hand rails and safety straps, repair/replace defects<br><input type="checkbox"/> Service and clean battery<br><input type="checkbox"/> Inspect engine air cleaner housing for leaks<br><input type="checkbox"/> Drain and replace engine oil and oil filter<br><input type="checkbox"/> Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary<br><input type="checkbox"/> Check power steering operation and for leaks, repair defects<br><input type="checkbox"/> Inspect electrical panels, connections, circuit breakers and fuses, repair defects<br><input type="checkbox"/> Inspect vehicle for coolant, hydraulic oil, transmission fluid and engine oil leaks, repair as necessary<br><input type="checkbox"/> Inspect, clean or replace engine crankcase breather filter, check hoses, repair defects<br><input type="checkbox"/> Check tire pressure and condition, check condition of rims and lug nuts for proper torque<br><div style="margin-left: 40px;"> Right front _____ psi<br/> Left Front _____ psi<br/> Right rear _____ psi<br/> Left rear _____ psi </div> <input type="checkbox"/> Check security cameras and Digital Video Recorder operation<br><input type="checkbox"/> Road test vehicle for acceleration, braking, steering and park brake operation, repair defects | <input type="checkbox"/> Check shocks, mounting and for leakage<br><input type="checkbox"/> Inspect axle mounting hardware, repair defects<br><input type="checkbox"/> Inspect transmission mounting hardware, repair defects<br><input type="checkbox"/> Check transmission fluid<br><input type="checkbox"/> Visually inspect brake shoes/drums/rotors, replace as needed<br><input type="checkbox"/> Inspect tie rods, tie rod ends, repair defects<br><input type="checkbox"/> Check all interior lights<br><input type="checkbox"/> Check switches for function<br><input type="checkbox"/> Check front/rear, heater/ac controls for function, repair defects<br><input type="checkbox"/> Clean, lube wheelchair lift/ramp, check tie downs, repair defects<br><input type="checkbox"/> Check first aid kit and safety flares/triangles, replace defects<br><input type="checkbox"/> Check windshields for damage, repair/replace as necessary<br><input type="checkbox"/> Check mirrors for damage and adjustment, repair defects<br><input type="checkbox"/> Check Emergency window/hatch decals, replace as needed<br><input type="checkbox"/> Check steering free play, adjust as necessary<br><input type="checkbox"/> Check washer fluid motor, washer fluid level, repair defects<br><input type="checkbox"/> Check passenger seat mounting, check for damage, repair defects<br><input type="checkbox"/> Check and clean battery electrical connections<br><input type="checkbox"/> Check brake fluid<br><input type="checkbox"/> Replace engine air filter<br><input type="checkbox"/> Tread depth _____ / 32<br><input type="checkbox"/> Tread depth _____ / 32<br><input type="checkbox"/> Tread depth _____ / 32<br><input type="checkbox"/> Tread depth _____ / 32 |
|--|--|

*Santa Fe Trails*

( D ) Inspection Sheet

(ADA Passenger Van)

Work Order # \_\_\_\_\_

Unit # \_\_\_\_\_ Mileage \_\_\_\_\_ Mechanic \_\_\_\_\_ Date \_\_\_\_\_

Symbols: X = OK, A = Adjusted, C = Cleaned, R = Repaired/Replaced, L = Lube, O = Other as needed, N = Not Applicable

- |   |   |
|---|---|
| _____ Inspect under carriage, repair defects  | _____ Check shocks, mounting and for leakage                            |
| _____ Grease Chassis, Check fluids ( differential, engine, trans )  |   |
| _____ Inspect body mounting hardware, repair defects  | _____ Inspect axle mounting hardware, repair defects                    |
| _____ Check engine mounting hardware, repair defects  | _____ Inspect transmission mounting hardware, repair defects            |
| _____ Adjust brakes   | _____ Check transmission oil  |
| _____ Inspect brake lines for leaks, repair defects   | _____ Visually inspect brake shoes/drums/rotors, replace as needed      |
| _____ Inspect kingpins, repair defects  | _____ Inspect tie rods, tie rod ends, repair defects                    |
| _____ Check exhaust system for leaks, muffler for mounting and connection piping, repair defects                      |   |
| _____ Inspect all sway bar bushings and mounting points, repair/replace as necessary                                  |   |
| _____ Check and lube steering shaft and joints  |   |
| _____ Inspect parking brake for operation, visually inspect pads and drums/rotors, mounting bolts, repair defects     |   |
| _____ Check and adjust turning angle as needed, verify proper steering control and operation                          |   |
| _____ Inspect bumper/frame tow points, mounting bolts, repair/replace as needed                                       |   |
| _____ Check all exterior lights   | _____ Check all interior lights   |
| _____ Check dash gauges   | _____ Check switches for function                                       |
| _____ Test front/rear door operation, repair defects  |   |
| _____ Check front/rear, heater/ac blower's  | _____ Check front/rear, heater/ac controls for function, repair defects |
| _____ Check wheelchair lift/ramp for operation  | _____ Clean, lube wheelchair lift/ramp, check tie downs, repair defects |
| _____ Inspect fire extinguisher charge, repair defects  | _____ Check first aid kit and safety flares/triangles, replace defects  |
| _____ Check passenger stop request, repair defects  |   |
| _____ Check windshield wipers and operation   | _____ Check windshields for damage, repair/replace as necessary         |
| _____ Check side and rear glass for damage  | _____ Check mirrors for damage and adjustment, repair defects           |
| _____ Check Emergency window/hatch operation  | _____ Check Emergency window/hatch decals, replace as needed            |
| _____ Test horn's for function, repair defects  | _____ Check steering free play, adjust as necessary                     |
| _____ Check windshield wiper motor's, repair defects  | _____ Check washer fluid motor, washer fluid level, repair defects      |
| _____ Check drivers seat operation and mounting   | _____ Check passenger seat mounting, check for damage, repair defects   |
| _____ Inspect all passenger stanchions, hand rails and safety straps, repair/replace defects                          |   |
| _____ Check body for damage and list damage for repair or replacement of panels as necessary                          |   |
| _____ Service and clean battery   | _____ Check and clean battery electrical connections                    |
| _____ Inspect engine air cleaner housing for leaks  | _____ Replace engine air filter   |
| _____ Drain and replace engine oil and oil filter   | _____ Check brake fluid   |
| _____ Inspect all engine accessory drive belts, check belt tension, adjust/replace as necessary                       |   |
| _____ Check power steering operation and for leaks, repair defects  |   |
| _____ Inspect, repack and adjust front wheel bearings, replace as needed, replace wheel bearing seals, repair defects |   |
| _____ Inspect, repack and adjust rear wheel bearings, replace as needed, replace wheel bearing seals, repair defects  |   |
| _____ Inspect electrical panels, connections, circuit breakers and fuses, repair defects                              |   |
| _____ Inspect vehicle for coolant, hydraulic oil, transmission fluid and engine oil leaks, repair as necessary        |   |
| _____ Inspect, clean or replace engine crankcase breather filter, check hoses, repair defects                         |   |
| _____ Check alternator output, belts for tension, mounting bolts and wiring harness, repair defects                   |   |
| _____ Check tire pressure and condition, check condition of rims and lug nuts for proper torque                       |   |
| Right front _____ psi   | Tread depth _____ / 32  |
| Left Front _____ psi  | Tread depth _____ / 32  |
| Right rear _____ psi  | Tread depth _____ / 32  |
| Left rear _____ psi   | Tread depth _____ / 32  |
| _____ Check security cameras and Digital Video Recorder operation   |   |
| _____ Road test vehicle for acceleration, braking, steering and park brake operation, repair defects                  |   |

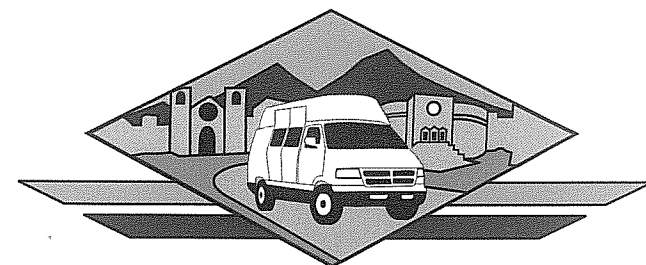
## Para-Transit Vehicle Roster 5/01/2014

Vehicle #	Make	Model	Year	VIN #	LENGTH	Fuel	Seat Cap.	Lift/ Ramp	Mileage	Status	Service Life	In Service	Replace Date
2132	Honda	Civic	2012	19XFB5F55CE003055	16	CNG	5	none	24223	Active	5/150K	12/20/2012	12/20/2017
2133	Honda	Civic	2012	19XFB5F59CE003236	16	CNG	5	none	25897	Active	5/150K	12/20/2012	12/20/2017
2134	Honda	Civic	2012	19XFB5F54CE003239	16	CNG	5	none	25793	Active	5/150K	12/20/2012	12/20/2017
2135	Honda	Civic	2012	19XFB5F50CE003447	16	CNG	5	none	19396	Active	5/150K	12/20/2012	12/20/2017
2136	VPG	MV-1	2012	523MF1B68CM100393	17	CNG	4	Ramp	40371	Active	5/150K	02/16/2012	02/16/2017
2137	VPG	MV-1	2012	523MF1B69CM100435	17	CNG	4	Ramp	41551	Active	5/150K	02/16/2012	02/16/2017
2138	Ford	VersaShuttle	2011	1FTDS3EL6CDA02672	21	Unleaded	10	Lift	52045	Active	5/150K	11/15/2011	11/15/2016
2139	Ford	VersaShuttle	2011	1FTDS3EL8CDA02673	21	Unleaded	10	Lift	54283	Active	5/150K	11/15/2011	11/15/2016
2142	Chevrolet	Uplander	2008	1GBDV13W08D211846	18	Unleaded	3	Ramp	131101	Active	4/100K	03/18/2009	03/18/2013
2144	Chevrolet	Uplander	2008	1GBDV13W68D212032	18	Unleaded	3	Ramp	136754	Active	4/100K	03/18/2009	03/18/2013
2145	Arboc	Spirit of Mobility	2013	1GB6G5BG7D1153038	24	CNG	6	Ramp	3819	Active	5/150	10/02/2013	10/02/2018
2146	VPG	MV-1	2012	523MF1B62CM101233	17	CNG	4	Ramp	2360	Active	5/150	11/20/2013	11/20/2018
2147	VPG	MV-1	2012	523MF1B61CM101546	17	CNG	4	Ramp	1114	Active	5/150	11/20/2013	11/20/2018
2154	Ford	E350	2004	1FTSS34L74HB48646	21	Unleaded	10	Lift	125149	Active	5/150K	09/29/2004	09/29/2009
2155	Ford	E350	2004	1FTSS34L94HB48647	21	Unleaded	10	Lift	147915	Active	5/150K	09/29/2004	09/29/2009
2165	Honda	Civic	2008	1HGFA46518L000313	16	CNG	5	none	91798	Active	5/150K	02/04/2008	02/04/2013
2167	Honda	Civic	2008	1HGFA46598L000317	16	CNG	5	none	124467	Active	5/150K	02/04/2008	02/04/2013
53330	Ford	E350	2006	1FTSS34LX6DA88890	21	Unleaded	10	Lift	118800	Active	5/150K	08/31/2006	08/31/2111
Total Mileage									1,166,836				

  
City of Santa Fe  
Santa Fe Ride  
P.O. Box 909  
Santa Fe, NM 87504

Appendix E

# A Passenger's Guide to Public Transportation



**SANTA FE RIDE**

**Call - (505) 473-4444**

**Fax - (505) 955-2049**

**City of Santa Fe  
Transit Division  
2931 Rufina Street  
Santa Fe, New Mexico 87507**

# Santa Fe Ride and You

## WHAT IS SANTA FE RIDE?

Santa Fe Ride is a public door to door paratransit service for ADA eligible persons who are unable to use Santa Fe Trails fixed-route buses. It is also a service for Senior Citizens age 60 or older who live inside the Santa Fe city limits.

## WHO IS ELIGIBLE FOR SANTA FE RIDE SERVICES?

- ADA regulations stipulate that a person may be eligible for paratransit services under one of three categories.

### Category 1:

Any person who due to disability is unable to utilize the Santa Fe Trails bus service without the assistance of another person. Assistance from a wheelchair lift operator is acceptable under this category.

### Section 37.123(e)(1) of the ADA regulations

### Category 2:

This applies to an individual who would be able to use the fixed route bus system if it were accessible. Since Santa Fe Trails is fully accessible, this category is not applicable.

### Category 3

"Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system."

## Two important qualifiers are included:

Firstly, environmental conditions and architectural barriers which are not under the control of the public entity, in combination with the person's disability, must prevent the individual from using Santa Fe Trails.

# Santa Fe Ride and You

Secondly, the specific impairment-related condition must prevent the person from using Santa Fe Trails as opposed to making it more difficult.

## Section 37.123(e)(3) of the ADA regulations

- City of Santa Fe Senior Citizen age 60 or older who reside inside the city limits



## How Do I Become A Santa Fe Ride "Rider"?

If you have mobility impairment which makes it impossible to ride the regular bus for *some* or *all* of your trips:

1. Call the Santa Fe Ride office at (505) 473-4444 and ask for an information packet. The packet contains information explaining the service, and an application form for Santa Fe Ride program. You may also download a packet on our website at [www.santafenm.gov](http://www.santafenm.gov) under the Santa Fe Trails section of the website.
2. Mail your completed application (both your part and the professional verification which is filled out by your doctor, registered nurse or state licensed social worker) to:

City of Santa Fe  
Santa Fe Ride Program  
P.O. Box 909  
Santa Fe, NM 87504

Or fax your completed application to (505) 955-2049.

3. Attend an in-office interview. Our staff will contact you to make this appointment. You must provide your own ride to the required interview. Santa Fe Ride will complete the review of your application within 21 days. If review process is not completed within the 21-day period, you may receive service while a determination of service eligibility is being made.
4. If approved, a Santa Fe Ride picture ID card and letter of approval will be mailed to you.
5. If you are not approved use Santa Fe Ride services, you will receive written notification with the specific reason(s) for the denial. Anyone who has been denied may appeal this decision. Details on this process are included in the written notification or by calling our office at (505) 473-4444. If the conditions surrounding

## How Do I Become A Santa Fe Ride "Rider"?

your disabilities change and there is documented information that identifies the change, please call our office to set up another in-person interview. The ride to the second interview will be the responsibility of the applicant.

If you are a visitor or recently moved to Santa Fe and you had prior paratransit service certification you may be eligible to use Santa Fe Ride up to 21 days per calendar year from the date of your first trip. Please call 505-473-4444 for more details.

All eligible passengers will be issued a picture identification card. This card must be shown to the vehicle driver each time you board any Santa Fe Ride vehicle. Please pay close attention to your expiration date. If you wish to re-apply to the program, please begin that process 60-days prior to your current expiration date.

City of Santa Fe Senior (60 years or older) Citizens may come to Santa Fe Trails Administration Office, 2931 Rufina Street, and bring proof of age and residence to apply for Santa Fe Ride service.

Lost or damaged cards may be replaced at the Santa Fe Trails administrative offices at 2931 Rufina Street for a replacement fee of \$5.00. The office is open Monday through Friday 8:00 am to 5:00 pm or you can mail a check for \$5.00 and a request that the replacement card be mailed to you. SF Ride's mailing address is: City of Santa Fe, Santa Fe Ride, P.O. Box 909, Santa Fe NM, 87502.

**Any client abusing Santa Fe Ride services, such as lending a card to non-clients, shall be immediately suspended from the service for an indefinite period.**



## Can I Take A Personal Care Attendant or Guest on SF Ride?

Most of our passengers are able to care for their needs while traveling. However, you may request to be certified to ride with a personal care attendant. The use of a personal care attendant must be verified on the Professional Verification Form, completed by a physician, registered nurse or social worker. If you are certified, your Santa Fe Ride card will indicate this certification to the drivers. The attendant is not charged a fare.

To assure that there is enough room for everyone, when you schedule your trip, please inform us that you will be bringing a care attendant or a guest. If there is no room on board the vehicle, the attendant or guest may be denied service. Companions and attendants need to board the vehicle where you do, after the certified rider is seated.

### MAY I TAKE MY SERVICE ANIMAL ON SANTA FE RIDE?

Service animals are permitted by Santa Fe Ride Program. Please call us at (505) 473-4444 for information.



***Please be advised, Santa Fe Ride does not transport pets.***

### SFR OFFERS DOOR TO DOOR SERVICE BY:

- Arriving to your door within the on-time window. 15 minutes before to 15 minutes after your scheduled pick-up times.
- Assisting you with five (5) grocery size bags to your door.
- Assisting you with a steady arm to the vehicle.
- Some restrictions apply.

### DOOR TO DOOR SERVICE HAS ITS LIMITATIONS:

- Drivers are not allowed to enter beyond the door threshold of any residence or main lobby of a building (including residential garages).
- Drivers will assist with up to 5 grocery bags (see package section).

## What Types of Rides Does SF Ride Offer?

Santa Fe Ride program provides all trip services 6:00am-10:00pm Monday-Friday, 8:00am-8:00pm Saturday, 8:30am-6:30pm Sunday. Advance reservation trips may be requested no later than 7:00pm the day prior, and as much as 14 days in advance, during reservation hours

The Santa Fe Ride vehicle shall arrive 15 minutes before to 15 minutes after the scheduled pick-up time. You must be ready within this window to assure all passengers receive timely service. Once you are notified of arrival by the driver, you are allowed to board the vehicle within five (5) minutes. If you are unable to board the vehicle within the allowed five (5) minutes, the vehicle will leave and the trip will be considered a no-show. You will then need to call the dispatch office to request an on-demand trip.

### Example:

For a doctor's appointment at 10:00 am – you may want to request your trip at 9:15 am.

For a 9:15 – trip reservation the vehicle will arrive anytime from 9:00 am to 9:30 am. This gives you a cushion of 30 minutes to arrive to your 10:00 am doctor appointment on time.

**\*\*\*Remember**, if you miss your first trip, your return trip is not automatically canceled. Please call the office at (505) 473-4444 to cancel your second trip to avoid a second no-show.

You can expect to share your ride. When scheduling your trips, be sure to include the 30 minute arrival window and possible 45 minute ride time to assure you get to your appointments on time. If you need assistance, please ask the customer service agent.

Santa Fe Ride Program offers one 5 – minute stop along the shortest path of your trip. Please make your request with the customer service representative when scheduling your trip. Drivers cannot accept unscheduled requests for a 5 – minute stop.

## What Types of Rides Does SF Ride Offer?

\*\*\* **Reminder**, If you change your advance reservation trip request time, origin, or destination on the day of service, your trip status will also change to on-demand service and your wait time may be longer.

### RESERVATION TRIPS:

Santa Fe Ride provides reservation service for one-time appointments. You are welcome to schedule as many reservation trips as you need. If you are scheduling several trips within a day, please allow a minimum of forty (see page 15) minutes from the last drop-off to the next pick-up. This will help to assure that you will not miss the second ride.

### SUBSCRIPTION TRIPS (OR STANDING ORDE

Santa Fe Ride provides subscription service for standing rides. "Subscription or standing ride" at two or more trips to or from the same address: the same time weekly. Once they are scheduled they are reserved for two or more weeks. You do not have to call unless you want to cancel any portion of your trip. Santa Fe Ride will terminate any subscription service that is canceled 50% or more of the time during any thirty (30) calendar day period, or if there is a consistent pattern of cancellations of any part of a subscription.

\*\*\***Remember**, Your trip may also be considered on-demand if you changed a subscription or reservation trip on the day of service.

### ON-DEMAND TRIPS:

Santa Fe Ride provides on-demand service for same day use.

## What Types of Rides Does SF Ride Offer?

### HOW DO I REQUEST ON-DEMAND SERVICE?

When you are ready to be picked up, call the Santa Fe Ride office and request your trip. After you have requested your trip, you must be ready to go. The Santa Fe Ride vehicle will arrive as soon as possible, usually within 90 minutes. This type of trip is second priority to subscription and reservation trips, but is provided as soon as a vehicle and driver are available

**Santa Fe Ride Program accepts requests for on-demand service 6:15am-9:45pm Monday-Friday, 8:15am-7:45pm Saturday, 8:45am-6:15pm Sunday.**

### WHEN CAN I REQUEST A RESERVATION OR SUBSCRIPTION TRIP?

**Monday- Friday: 7:00am-7:00pm Saturday: 8:00am-7:00pm  
Sunday: 8:30am -6:30pm**



## How Much Does It Cost To Ride SF Ride?

- One way trip \$2.00 certified ADA
- One way trip \$5.00 certified senior.
- Fares are collected at the beginning of each trip in cash or Santa Fe Ride travel vouchers. Drivers cannot provide change. Please bring exact fare.
- Santa Fe Ride travel vouchers are available in books of 10 - \$1.00 vouchers for \$10.00 a book. The vouchers may be purchased at 2931 Rufina Street, Santa Fe Trails Administration Building, or by mail. Please mail your request and check to:

City of Santa Fe  
Santa Fe Ride Program  
P.O. Box 909  
Santa Fe, NM 87502

Please call (505) 473-4444 for additional information.

## DURING WHAT HOURS DOES SANTA FE RIDE PROVIDE SERVICE?

Santa Fe Ride does not close.

## WHERE CAN I GO ON SANTA FE RIDE PROGRAM?

You can go anywhere within the Santa Fe city limits. In addition, we service the following two destinations:

1. Santa Fe Community College
2. Santa Fe Factory Outlets
3. HSD1 Rancho Viejo subdivision

In the event your travel needs are outside of the service area, you will need to provide your own transportation to bring you within our service area for Santa Fe Ride service.

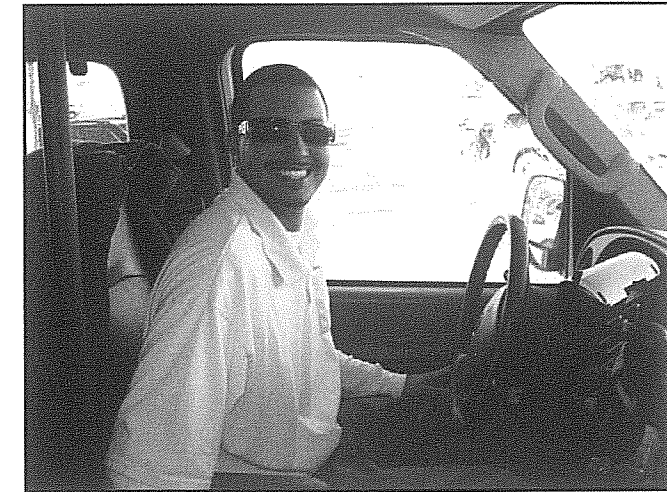
**\*\*\* Please be aware Santa Fe Opera is outside of our service area. \*\*\***

## What Should I Do The Day Of My Trip?

- Allow for traffic conditions and weather delays.

Santa Fe Ride may arrive anytime from 15 minutes before to 15 minutes after your requested pickup time.

Please be ready and waiting for the vehicle where you are able to see it, and get on board within five (5) minutes after you have been notified of arrival.



Our drivers may go to the public building entrance to find you. Please be waiting by the entrance. Should the driver be unable to locate you because you are in an office or some other location within the building, the driver will be forced to leave after five minutes. You will be listed as a no show and required to call the office (505) 473-4444 and request an on-demand trip. **See no show policy pg. 16**

## What Rights Do I Have?

- Courteous customer service by Santa Fe Ride employees;
- Rides that are on-time;
- Drivers trained to meet passenger needs;
- Safe and properly maintained vehicles;
- Properly fastened seat belts and wheelchair securements;



## What Are My Responsibilities As A Passenger?

- Have the correct fare, exact change only;
- Have a current Santa Fe Ride identification card;
- Provide a Personal Care Attendant if needed;
- Cancel a trip at least two (2) hours before the beginning of the scheduled pick-up window;
- Be ready 15 minutes before and after the scheduled pick-up time set at the time of scheduling.

## What Happens The Day Of My Ride?

- Be sure you have the correct street addresses for all your planned trips before you call our reservation lines. Correct addresses are also important to make sure you get where you want to go.
- If you change your usual mobility aid (ie,...walker, canes, service animals), please notify Santa Fe Ride program prior to your trip to ensure proper equipment is dispatched.
- Please be ready to board the vehicle within 5 minutes of its arrival. You must show your Santa Fe Ride ID card and pay the fare as soon as you enter the vehicle. You will not be allowed to begin your trip until your fare is paid and ID is shown. To assure we get to all passengers on time, drivers will not stop for change.
- Please expect to share your ride with others. Plan to spend no more than forty-five (45) minutes on the vehicle depending on the length of your trip and other passengers.
- When riding in our Santa Fe Ride vehicles, please remain seated with your seat belt fastened at all times. Wheelchair riders who have a working seat belt as part of their chair are to have it fastened around them or use the shoulder harness belt provided by Santa Fe Ride program. Children newborn to 9 months (or 20 pounds) must be transported in an infant seat provided by the passenger. Children 9 months (or above 20 pounds) to four years (40 pounds) must be transported in a toddler safety seat provided by the passenger. Other passengers must travel with the vehicle seat belt fastened.
- Unoccupied wheelchairs will only be transported with passengers who transfer onto van seats.

## What Happens The Day Of My Ride?

- Our drivers will arrive to the entrance of public buildings. They are not permitted to lose sight of their vehicle.
- Drivers are not allowed to enter a private residence. Please do not ask for this assistance.
- Passenger may only bring as many bags and packages on the vehicle as they can reasonably carry in their arms. Bags and packages may not block the passenger aisles or take up seats that are needed by other passengers. Drivers will assist passengers with five (5) grocery size bags. Any remaining bags will be the responsibility of the passenger.
- Please do not call our office to check which driver will be picking you up. The driver assigned to your trip may change several times prior to your trip being provided.
- Drivers are not allowed to assist passengers in or out of adult program/day care centers. Center staff must be ready to assist the individual in or out of the center if necessary. Drivers are not permitted to sign passengers in or out of the center.



## Courtesy Considerations

**For your safety and comfort, and that of your fellow passengers:**

- No smoking on board
- No throwing of items
- No eating or drinking on board (unless required for health reasons)
- No riding under the influence of alcohol or illegal drugs
- No operating or tampering with any equipment while on board a Santa Fe Ride Program vehicle.
- Radios, cassette tape players, compact disk players or other sound-generating equipment are to be used with ear/headphones.



**Conduct which is physically or verbally abusive to Santa Fe Ride staff or to other riders is not permitted at any time. Passengers, their companions or attendants who display this behavior, either while on the vehicle, on the phone or in person, may face suspension of ridership privileges.**

## **Regular Santa Fe Trails (Fixed Route) Service**

Passengers certified to use the Santa Fe Ride service may, use regular buses when they are feeling well enough to do so. For those occasions when you do use fixed route, you may board at half fare as long as you display your Santa Fe Ride ID card to the bus operator.

## **How Do I Get Santa Fe Ride to pick me up?**

1. Get certified (see page 2)
2. Assure you have your Santa Fe Ride-issued identification card.
3. Call (505) 473-4444 to request a ride. Please have a physical address for pick-up and drop-off. You can also fax your trip requests to (505) 955-2049. Please provide SF Ride with as much information as you possibly can regarding your trip.
4. Drivers are not permitted to enter any homes or businesses to assist passengers.
5. Allow 40 minutes between your first pickup and the second pick up. Otherwise, the second van may arrive to pick you up from your destination before you have arrived.
6. Don't forget to include the 30-minute pick-up window and the 45 minutes travel time when scheduling your trip.
7. If you plan to take an attendant or companion please let us know when scheduling your trip. Your approved attendant rides at no cost. Your companion is required to pay the same fare for each one-way trip as you do.
8. If your companion is a child, you are required to provide safety restraints for the trip, depending on his/her age and weight, as required by the State of New Mexico law.
9. Please tell us if your companion is a wheelchair user so the correct vehicle is dispatched.

## **What Should I Do If I Need To Cancel My Reservation?**

Be sure you call us at (505) 473-4444 as soon as you know you won't be riding. If possible, please cancel the prior day. To avoid being listed as a no show, you must call to cancel your trip at least two hours prior to your scheduled pick-up time.

If you have requested on-demand service and find you no longer need your trip, please advise Santa Fe Ride program immediately.

## **WHAT HAPPENS IF I DON'T RIDE WHEN MY RIDE COMES OR I DON'T CALL IN TIME TO CANCEL?**

In order to provide the best quality service possible to riders, we must charge those who do not cancel at least 2 hours before the scheduled pick-up time with a no show.

You have the right to appeal a no-show determination. If you have been listed as a no-show and you feel there are circumstances beyond your controls (i.e. inclement weather, cancelled medical appointments, failed mobility aid devices etc...) that caused the no-show, you may call the Customer Service Call Center and explain the situation to a supervisor who has the authority to remove the no-show listing.

If you are charged with a No Show on your first trip and you no longer need your return trip, be sure to call at least two (2) hours before the scheduled pick up time to cancel that ride. Otherwise, we will assume you found a ride to your destination and still need the return trip. Failure to cancel this return ride could result in a second no show determination for that day.

## Who Should I Call If I Think I Left Something on the vehicle?

To claim a lost article, call (505) 473-4444. We keep any article found on a van for 30 days. You must come to our office at 2931 Rufina Street (Santa Fe Trails Administrative Office) to claim lost items.



## What Should I Consider in Making Plans for My Trip?

- Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.
- Allow adequate time to reach your destination
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination.

## Questions, Concerns or Complaints

Please call the customer service center at (505) 473-4444 between 7:00 a.m. to 7:00 p.m. Monday through Saturday or 8:30 a.m. to 7:30 p.m. on Sunday.

If you have a concern which cannot wait until our administrative office is open, you are also welcome to call the City of Santa Fe Constituent Service line at (505) 955-6579 or access this system at [www.santafenm.gov](http://www.santafenm.gov) at the bottom of the page under 1, click to "city hall".

We would love to hear any ideas or compliments you may have regarding Santa Fe Ride Paratransit service.

## Is Santa Fe Ride An Emergency Service?

**Note: For Emergency transportation call 911.**

In the event of a natural or man-made disaster, Santa Fe Ride may not be able to continue to provide services. In such cases, it will be the responsibility of the customer to contact the Santa Fe Ride Call Center and inquire as to the status of their service.

**Any Questions? Call 505-473-4444**

