The mission of the North Central Regional Transit District is to provide safe, secure and effective public transportation within North Central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and spur economic development throughout the region.

NORTH CENTRAL REGIONAL TRANSIT DISTRICT
BOARD MEETING AGENDA

March 1, 2019
9:00 AM - 1:00 PM
Jim West Regional Transit
Board Room

CALL TO ORDER

1. ROLL CALL
2. INTRODUCTIONS
3. PLEDGE OF ALLEGIANCE
4. MOMENT OF SILENCE
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – February 1, 2019
7. PUBLIC COMMENTS

PRESENTATION ITEMS

None

PUBLIC HEARINGS

None

ACTION ITEMS

A. Discussion and Consideration of Resolution No. 2019-10 Adopting an Amended Equal Employment Opportunity Plan
Sponsor, Anthony J. Mortillaro, Executive Director
Attachment

B. Discussion and Consideration of Adoption of Resolution No. 2019-11 Authorizing Actions by the District and Its Agents in the Event of an Emergency
Sponsor: Anthony J. Mortillaro, Executive Director and Peter Dwyer, Attorney
Attachment
C. **Discussion and Consideration of Resolution No. 2019-12 Adoption of Amendments to the Sustainability Committee Charter, the Sustainability Plan, Sustainability Goals and Metrics and Ratification of Appointments of the Sustainability Committee Members**  
   **Sponsor:** Anthony J. Mortillaro, Executive Director and Delilah Garcia, Transit and Facilities Operations Director  
   Attachment

D. **Discussion and Consideration of a Contract with Gallagher & Kennedy, PA.**  
   **Sponsor:** Anthony J. Mortillaro, Executive Director and Peter Dwyer, Attorney  
   Attachment to be handed out at meeting

**DISCUSSION ITEMS**

E. **Review of January 2019 Financial Summary**  
   **Sponsor:** Anthony J. Mortillaro, Executive Director and Hector Ordoñez, Finance Director  
   Attachment

F. **Finance Subcommittee Report**  
   **Sponsors:** Chair Ed Moreno and Anthony J. Mortillaro, Executive Director  
   Attachment: None

G. **Tribal Subcommittee Report**  
   **Sponsors:** Chair Charles Dorame and Anthony J. Mortillaro, Executive Director  
   Attachment: Minutes – October 18, 2018

H. **Sustainability Subcommittee Report**  
   **Sponsors:** Anthony J. Mortillaro, Executive Director and Delilah Garcia, Transit and Facilities Operations Director  
   Attachment: Minutes – September 18, 2018

I. **Executive Report and Comments from the Executive Director**  
   a. Executive Report for February 2019  
   b. Paratransit Performance Measures, January 2019  
   c. Performance Measures for January 2019  
   d. Ridership Report for January 2019

J. **Recess Meeting to participate in the Office of New Mexico Attorney General’s Workshop on Open Meetings Act and Inspection of Public Records Act Compliance**
K. Reconvene Meeting

L. Closed Session

Closed Session pursuant to NMSA 1978, 10-15-1 (H) (8) for the limited purpose of discussing discussion of the purchase, acquisition or disposal of real property; Lot 1-B consisting of approximately 3.355 acres of land located to the East of the current district property.

M. Reconvene into Open Session: Possible Action Item(s) from Closed Session

MATTERS FROM THE BOARD

MISCELLANEOUS

ADJOURN

NEXT BOARD MEETING: Friday, April 5, 2019, at 9:00 a.m.

If you are an individual with a disability in need of a reader, amplifier, qualified Sign Language interpreter, or any other form of auxiliary aid or service to attend or participate in the hearing of the meeting, please contact the NCRTD Executive Assistant at (505) 629-4702 at least one week prior to the meeting, or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats.
CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Mayor Dan Barrone, Chair, at 9:07 a.m. at the Jim West Regional Transit Center, Española, New Mexico.

1. Roll Call

Mr. Dahlquist called the roll and it indicated the presence of a quorum as follows:

<table>
<thead>
<tr>
<th>MEMBERS</th>
<th>ELECTED MEMBERS</th>
<th>ALTERNATE DELEGATES</th>
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<tr>
<td>Town of Edgewood</td>
<td>Councilor Linda Holle</td>
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<td>Los Alamos County</td>
<td>Councilor Antonio Maggiore</td>
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<td>Rio Arriba County</td>
<td>Commissioner Leo V. Jaramillo</td>
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<td>Santa Fe County</td>
<td>Commissioner Ed Moreno</td>
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<td>Taos County</td>
<td>Commissioner Jim Fambro</td>
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<td>Nambé Pueblo</td>
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<td>Mr. Marcus López</td>
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<td>Ohkay Owingeh</td>
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<td>Ms. Christy Van Buren</td>
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<td>Pojoaque Pueblo</td>
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<td>San Ildefonso Pueblo</td>
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<td>Santa Clara Pueblo</td>
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Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Mr. Stephen Dahlquist, Executive Assistant
Ms. Stacey McGuire, Transit Planning, Projects & Grants Director
Ms. Dora Anaya, HR Director
Ms. Delilah Garcia, Transit and Facilities Operations Director
Mr. Hector Ordoñez, Finance Director
Mr. Jim Nagle, Public Information Officer
Mr. Michael Valverde, Transit Planner

Others Present
Austin Fisher, Rio Grande Sun
Patricia Dominguez, Senator Heinrich’s Office
Carl Boaz, Stenographer

2. Introductions

Everyone introduced themselves

3. Pledge of Allegiance

The Pledge of Allegiance was recited.

4. Moment of Silence

A moment of silence was observed for the two people who lost their lives in the Taos Ski Valley avalanche and their families, and for a driver at NCRTD.
5. APPROVAL OF AGENDA

Councilor Maggiore moved to approve the Agenda as presented. Councilor Flury seconded the motion and it passed by unanimous (13-0) roll call vote with Pueblo of Tesuque, Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Nambé Pueblo, Ohkay Owingeh Pueblo, Rio Arriba County, City of Santa Fe, Santa Fe County, Taos County, Town of Taos and Village of Taos Ski Valley, voting in favor and none against.

6. APPROVAL OF MINUTES of January 11, 2019

Councilor Maggiore moved to approve the minutes of January 11, 2019 as presented. Chair Barrone seconded the motion and it passed by unanimous (13-0) roll call vote with the Village of Taos Ski Valley, Pueblo of Tesuque, Village of Chama, Town of Edgewood, City of Española, Ohkay Owingeh Pueblo, Los Alamos County, Nambé Pueblo, Rio Arriba County, City of Santa Fe, Santa Fe County, Taos County, and Town of Taos voting in favor and none against.

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS

A. Years of Service/Safe Driver Award Presentation

There were none.

B. Presentation of Government Finance Officers Association & Distinguished Budget Presentation Award for Fiscal Year 2019

Chair Barrone explained this is the third year in a row that the NCRTD district has received the award. The award is the highest form of recognition in governmental budgeting and represents a significant achievement by the district. NCRTD is one of 11 to receive the award out of 863 local governments in New Mexico.

Chair Barrone and Mr. Mortillaro presented the award to Hector Ordoñe and thanked him and his staff.

Mr. Ordoñe acknowledged this award was not the efforts of one person but all of the staff. He gave a special thanks to Cara and Jim for their help.
PUBLIC HEARINGS

There were no Public Hearings.

ACTION ITEMS

C. Discussion and Consideration of Resolution No. 2019-09 Approval to Transfer Surplus Bus T-307 to Portales Area Transit System

Mr. Mortillaro stated this vehicle was declared surplus by the Board. He asked Mr. Ordoñez to provide details.

Mr. Ordoñez explained the NMDOT is listed as lienholder for all vehicles purchased with Federal revenue and NCRTD is required to request to dispose a vehicle and meet the requirements. NMDOT often asks that NCRTD keep the vehicle or place them with another local agency that lacks funds to purchase their own.

NCRTD requested in September 2018 the disposal of 27 vehicles but to date has not received permission. However, NMDOT recommended the transfer of vehicle T-307 to the Portales Transit District.

The Board’s permission to transfer the vehicle per NMDOT’s recommendation was requested.

Ms. Garcia noted that the vehicle only needed a battery replaced and had about 70,000 miles.

Mr. Salazar moved to approve Resolution 2019-09 to transfer Surplus Bus T-307 to Portales Area Transit System. Councilor Maggiore seconded the motion.

Ms. Van Buren asked for a definition of the $40,000 revenue.

Mr. Ordoñez explained the budget expectation was to receive $10,000 for four vehicles but they would not be able to dispose all of the vehicles by the end of the year. This will affect the fiscal impact estimate of $40,000 by about $4,000.

The motion to approve Resolution 2019-09 passed unanimously (13-0) by roll call vote with the Village of Taos Ski Valley, Pueblo of Tesuque, Village of Chama, Town of Edgewood, City of Española, Ohkay Owingeh Pueblo, Los Alamos County, Nambé Pueblo, Rio Arriba County, City of Santa Fe, Santa Fe County, Taos County, and Town of Taos voting in favor and none against.

Chair Barrone thanked staff for rearranging the room to better accommodate everyone.
D. Discussion and Consideration of Bus Shelter Purchase

Mr. Mortillaro stated in September Toler Manufacturers were awarded the bid to manufacturer bus shelters. He asked Ms. Garcia to provide the details of the request.

Ms. Garcia noted (page 24) the Transportation Alternative Program (TAP) funding received $1.2 million for the construction and update of the ADA Transition Plan. They presented 16 bus shelters at the last Board meeting and that has resulted in the purchase of a total of 22 shelters, 16 of which are for Ms. McGuire’s project. The remaining would be used in-house to replace shelters as needed.

The new bus shelters have solar lighting and colors compliant with the RTD brand and all have trash receptacles and a bench. There are two specific sizes, 20 feet and 10 feet with the option of advertising panels. They are considering four 20’ and 18 ten-foot shelters for a total budget from TAP of $320,000 and $80,000 from NCRTD capital improvements.

Ms. Garcia indicated the design of the 10-foot shelter on page 26 that had no advertising but would have the district name. A side profile and the shelter with advertising panels were shown on the next pages. The larger shelter version on page 30, would be placed at the transfer centers where there are more passengers and bus connections made.

Councilor Maggiore asked if the larger version would have two 20’ benches and if solar panels would be on the roof.

Ms. Garcia replied the benches would be according to ADA compliance. The solar panels were shown on page 31 and would be inside the polycarbonate cover of the shelter, free from vandalism and weather.

Commissioner Jaramillo asked the number of shelters proposed for Rio Arriba County.

Ms. McGuire explained the TAP program funds ADA improvements to bus stops, and this is the third round of construction. The first two focused in Española and added 14 new facilities at bus stops, including the shelter, sidewalks, concrete pad and ADA access.

The work focus is on the ADA Transition Plan that outlines prioritization and directs the future construction and this round is focused in Taos. She expected to have 1 to 3 in the County in the next year and then come back to Rio Arriba County.

Mr. Escudero asked to confirm the average cost was $15,000 - $20,000 for the shelters.

Ms. Garcia replied costs is around $11,000 for the 10-foot shelter but with advertising increased to about $15,000 and the larger shelter is about $23,000 with advertising. Installation would be in-house, and shelters would be shipped as areas are completed, or as shelters need to be replaced.

Chair Barrone asked if end caps help with wind and snow or are just for advertising. He noted there were end caps in Taos, and he wondered if that made it more comfortable for those waiting for the bus.
Ms. Garcia stated it is two-fold with pros and cons and they want shelter from the weather but could be site obstruction that hampers visibility. They had to replace the metal screen with Plexiglas in Espanola for visibility for oncoming traffic and traffic pulling out of the roadway.

Mayor Christof asked if the cost of the foundation is included. He was told as part of the TAP program as roadways are improved, new pads are poured.

Commissioner Fambro moved to approve the funding for the new bus shelters as presented. Mr. Escudero seconded the motion and the motion passed unanimously (13-0) by roll call with the City of Santa Fe, Santa Fe County, Taos County, Town of Taos, Village of Taos Ski Valley, Pueblo of Tesuque, Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Nambé Pueblo, Ohkay Owingeh Pueblo and Rio Arriba County voting in favor and none against.

DISCUSSION ITEMS

E. North Central Regional Transit District Fiscal Year 2019 Mid-Year Financial Summary Report

Mr. Mortillaro noted staff is required to report the performance of the budget and their projections for the end of year annually at mid-year. The Mid-Year Report was presented to the Finance Subcommittee last month who approved and recommended the report be presented to the Board.

Mr. Ordoñez stated the report is to apprise the Board of what is expected for FY 2019 and the budget process using conservative projections of what they observed during the first six months.

He reported a decrease is anticipated in revenue over expenditures which is not necessarily a negative thing. That is the net effect of a significant increase in GRT revenue and member contributions and a 49% decrease in the use of the fund balance.

The biggest difference was from contributions and the decrease in fund balance due to capital improvement projects and they do not anticipate spending a lot of funds before the end of the fiscal year. Also, the increasing member contributions relate to an FTA award received in 2018 for expenses that was not expected, and it was not recorded.

There was a slight decrease in Miscellaneous Revenue related to the net effect of the $40,000 on bus disposals, but about $25,000 interest not originally budgeted would be received.

Federal grant revenue on page 36 shows they expect to receive about $157,000 less (10% decrease) in Federal revenues and members contributions due to uncompleted CIP this year. Those expenditures would be reflected in FY 2020.

GRT revenue by month is shown on page 37 and estimates conservatively are for an 8% increase, or around $565,000 actual GRT. That is based on what was collected July through December the previous
fiscal year and the thought that NCRTD will receive at least the same amount of GRT as last year.

Mr. Ordoñez reviewed page 38 of the projected GRT collection by county:

- **Los Alamos County** – an increase of 5.8% ($80k)
- **Rio Arriba County** - a decrease of 8.3% ($43k)
- **Santa Fe County** – an increase of 11% ($519k)
- **Taos County** – an increase of .2% ($2,000)

Expenditures on page 42 were highlighted and reflected a decrease of $231,810.

Expense projections were broken down: an increase in overtime; for employee annual leave payout of about $38,000; increase in GRT contributions for the Rail Runner of $259,765; increase of contractual expenses of $68,000 for the Taos study; a $1,500 increase to purchase time keeping software, and a decrease in capital expenses of $606,000.

Page 43 explained the decrease in capital expenses due to the vehicle equipment decrease of about $128,000; a decrease of $50,000 for the purchase of land for the Taos Park and Ride; a decrease of $150,000 for the Service Update Plan (budgeted in 2020); and a decrease of about $534,000 for the maintenance facility design.

Overall revenues and expenses will be less than budgeted with a difference of $643,000 and the fund balance will be used to cover the revenue shortfall.

Mr. Ordoñez stood for questions. There were none.

F. Quarterly Investment Report B Second Quarter Fiscal Year 2019

Mr. Mortillaro indicated the report was presented to the Finance Subcommittee last month and they recommended the report be presented to the Board.

Mr. Ordoñez provided the report noting that the value of the investment portfolio had increased about $128,000 from $7.5 million. That was due to an increase in the LANB checking account of about $90,000, interest received from LGIP, Sandia Credit Union and brokers CDs, but they saw decrease in Cetera CDs. Investments are mostly in CDs through LNLB Cetera and more recently in municipal bonds and short-term investments such as Treasury Bonds.

The total investments through Cetera are around $4 million with interest received as of December 31 minus the checking account, about $5 million. The average maturity is about $20k; about 58.9% of investments are currently CDs with average maturity at 12 months. At the end of December there were 17 CDs and one Treasury Bill outstanding and two CDs redeemed were reinvested for six months.

Mr. Ordoñez stood for questions. There were none.
G. Discussion and Consideration of Automatic Clearing House (ACH) Payments Over $20,000 - Second Quarter, Fiscal Year 2019

Mr. Mortillaro stated this is a required quarterly report that was presented last month to the Finance Committee who recommended this be presented to the Board for acceptance.

Mr. Ordoñez directed members to page 50 showing the 27 electronic payments made last quarter in excess of $20,000 that were made to multiple vendors totaling $1,849,807.

He provided a break-down of the categories and amounts of the payments for: fringe benefits/Federal tax deposits; contributions to other transit agencies and goods and services required by the district.

There were no questions.

Councilor Maggiore moved, seconded by Commissioner Fambro, to accept the report as presented and the motion passed by unanimous 13-0 voice vote.

H. Review of December 2018 Financial Summary

Mr. Mortillaro pointed out this is the monthly breakdown of expenses and revenues for December 2018.

Mr. Ordoñez presented the financial activity reported for the calendar year:

- Total revenue received was $5.7 million with $4.1 million spent and does not include contributions of around $540k not yet invoiced or paid.
- Revenue is currently 43.48% of budgeted but does not take into account the use of the fund balance.
- The biggest variance is from GRT and Federal revenues which will even out in January.
- The 5311 C program increased about $187k related to the FTA reimbursement for Jicarilla Apache Nation.
- A decrease from prior year of $49,000 was due to contributions last year from the City of Santa Fe and the Jicarilla Apache Nation.

The Expenditures were reported at $4,089,000 and differences were noted and compared from last year to current.

The GRT revenue received in December of $721,267 was more than budgeted.

GRT Revenue received by each county and the difference in last year and budgeted was reviewed:
- Los Alamos County – $164k was received more than budgeted
- Rio Arriba County – $3,344 less than budgeted
Santa Fe County - $37k more than budgeted
Taos County - $2,438k more than budgeted

Rent revenues were reported at $430k received.

Expenses by category were reviewed. Administrative Expenses is more than budgeted and 42.53% of the annual budget; Operating Expenses are less than last year and 34.79% of the budget; Capital Expenses is less than budgeted and 5.36% of the budget but will increase near year end.

There were no questions.

I. Finance Subcommittee Report

Councilor Maggiore reported the subcommittee had reviewed much of what the Board was looking at today.

He indicated the subcommittee was sad at Leandro Cordova’s announcement that he will be moving to New Mexico Association of Counties and thanked him for his service the last few years.

Commissioner Fambro added that this was a good move for Mr. Cordova and his family, and the subcommittee supports him. He said Mr. Cordova was with Taos County for six years and would do a great job for New Mexico Counties and they would find a good replacement, but it will be hard.

J. Tribal Subcommittee Report

Mr. Mortillaro stated a meeting is scheduled February 11 at 9 a.m. and there will be a report in March.

K. Executive Report and Comments from the Executive Director

a. Executive Report for January 2019

Mr. Mortillaro reported the NCRTD and the Attorney General’s Office plans a workshop on the Open Meetings Act and Inspection of Public Records Act on March 1 at 10 a.m. after the Board meeting. Those who want to attend should RSVP to the Attorney General.

Chair Barrone indicated members could also invite staff, commissioners or councilors, they knew who would benefit but should be sure to RSVP.

Mr. Mortillaro indicated the meeting would be limited to about 60 attendees.

He reported the SB 11 legislation known as the LANL on tax exemption had made it through 2 Senate committees and now goes to the Senate floor and if passed, on to the House, and hopefully would then be
signed by the Governor.

HB 76 on Yield to Buses legislation previously passed last year by the Legislature and pocket vetoed by the Governor has passed the House Transportation Committee. There have been no objections so far. The bill is not mandatory and transportation agencies could voluntarily place Yield to Buses signs on their vehicles and allows citing anyone who failed to yield.

Mr. Mortillaro stated the DOT had reported statistics at the Senate hearing and one was on traffic deaths. Deaths related to inattentive driving is surpassing DUI and is a concern. Many of the accidents with the buses are due to inattention. Colorado passed the law a few years ago and appears to help.

SB 6 is the tax bill where the New Mexico Transit Association is trying to add a Statewide Transit Fund of $4 million to assist transit agencies in the State with their capital and operating costs.

NCRTD continues to request capital outlay funding for their maintenance facility and their lobbyist is working to solicit contributions from representatives in their district.

Mr. Mortillaro reported lastly, the RFP for the final design of the new maintenance facility has been released and is awaiting submittals of statements of qualification. Once a proposer has been determined qualified, RFPs would be submitted. That is anticipated to be before the Board for award in April or May.

He asked Ms. Garcia to report on the Paratransit performance measures.

b. Paratransit Report for January 2019

Ms. Garcia provided the statistics for Paratransit Demand Response Services and ridership for December 2018:

- There were 1158 passenger trips - fewer passengers because of the colder weather.
- Total operating costs was $21,960 with $7,466 costs for paratransit. Cost per mile was $2.97 and is below Rio Metro but slightly above that recommended by FTA.
- Of the 347 cancellations, 104 were late and 121 were no shows. The no show policy is now being enforced with suspensions.
- Service was early 39.21%; on time 57.41% and late only 2.36%.
- The average trip length was 20.42 minutes and 7.3 miles on board.
- There were no commendations, no complaints and no incidents reported.

d. Ridership Report for December 2018

Ms. Garcia reported 22,073 passenger trips for December, including significant transportation during the holidays. Operating costs were $425,622 with per mile cost at $2.76; per passenger trip was $14.27.

The spare ratio remains at 58.33% with 36 vehicles operated during peak service and average fleet
age is 82,258 miles. 100% preventive maintenance inspections were done.

There was one minor accident in December and more accidents in January due to the bad weather.

One commendation and one complaint were received and there were eight incidents.

Chair Barrone asked the status of the on-bus security.

Ms. Garcia replied it proved to be beneficial and a success and they had a turnover of security officers with a new officer that started this week. Security has deterred incidents as hoped and has made a difference. Passengers had not commented much about the security, but Operations Staff loves the idea and wants to see more.

Mr. Escudero asked where the security officer sits in the bus.

Ms. Garcia indicated the previous officer sat in the back because they noticed passengers who tend to misbehave would gravitate to the front when the security officer sat in the back. The new officer engages more with passengers and prefers to be at the front of the bus. He watches people at the back and often walks through the bus, periodically informing riders about the rules of the bus.

MATTERS FROM THE BOARD

Edgewood Request for Demand Service and Board Action

Mr. Mortillaro explained he put this on the agenda again because last month they failed to notice a Board action was required.

Councilor Holle explained she had distributed her request to the Board at the last meeting and wanted them to consider her request this month. She said Edgewood has one commuter route round trip from Edgewood to Santa Fe daily and they would like to also have demand services. Edgewood has a new building for their community health care clinic and anticipates more clients because of the additional providers and the plan to expand their hours. She saw the need but would ask that Staff conduct a study.

Chair Barrone moved, seconded by Commissioner Fambro, to request staff to conduct an analysis for demand services and report back to the Board.

Mr. Mortillaro indicated the study may be incorporated into the short-term service plan update.

The motion passed unanimously (13-0) by roll call with the City of Santa Fe, Santa Fe County, Taos County, Town of Taos, Village of Taos Ski Valley, Pueblo of Tesuque, Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Nambé Pueblo, Ohkay Owingeh Pueblo and Rio Arriba County voting in favor and none against.

MISCELLANEOUS
Ms. Van Buren announced the State Legislature Travel Infrastructure Fund has been reinstated to the original $14.2 million by Governor Lujan Grisham.

She continued that on behalf of Ohkay Owingeh, over the last several years doing improvements on New Mexico 68, the Tribes have had their hands tied. They have completed the traffic studies and have done everything possible, they are #1 for safety improvements and highway improvements. But NMDOT District 5 was given zero funding this year for construction.

Ms. Van Buren said last night there was another fatality at the same intersection they have been working so hard on. She will be working with Rio Arriba County and the Pueblo to take a proactive approach. The studies have all been done but nothing can be funded without the final blessing from NMDOT. The engineer in District 5 is on board and they continue to have fatalities – last night was the third fatality in the past year.

NEXT BOARD MEETING: Friday, March 1, 2019, at 9:00 a.m.

ADJOURNMENT

Upon motion by Commissioner Fambro and second by Commissioner Moreno, the meeting was adjourned by unanimous voice vote at 10:22 a.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Ed Moreno, Secretary/Treasurer

Submitted by:

Carl Boaz for Carl G. Boaz, Inc.
Title: Discussion and Consideration of Resolution No. 2019-10 Equal Employment Opportunity Program for Fiscal Year 2019

Prepared By: Dora A. Anaya, Human Resources Director

Background: Federal responsibilities under Section 717 of Title VII and Section 501 of the Rehabilitation Act.

- Title VII of the Civil Rights Act of 1964 (Title VII) and Section 501 of the Rehabilitation Act of 1973 (Rehabilitation Act): Mandate that all federal personnel decisions be made free of discrimination on the basis of race, color, religion, sex, national origin, reprisal or disability and also require that agencies establish a program of equal employment opportunity for all federal employees and job applicants. 42 U.S.C. §2000e-16 and 29 U.S.C. §791.

  - Provides policy guidance and standards for establishing and maintaining effective affirmative programs of equal employment opportunity under Section 717 of Title VII (PART A) and effective affirmative action programs under Section 501 of the Rehabilitation Act (PART B). The Directive also sets forth general reporting requirements (PART C).
  - Requires agencies to take appropriate steps to ensure that all employment decisions are free from discrimination. It also sets forth the standards by which EEOC will
review the sufficiency of agency Title VII and Rehabilitation Act programs, which include periodic agency self-assessments and the removal of barriers to free and open workplace competition.

- Reporting: Agencies must report annually on the status of activities undertaken pursuant to its equal employment opportunity program under Title VII and activities undertaken pursuant to its affirmative action obligations under the Rehabilitation Act. Agency reports must also include a plan that sets forth steps it will take in the future to correct deficiencies or further improve efforts undertaken pursuant to this Directive.

- The Model EEO Program: Includes instructions regarding the format and content requirements.

- Federal Transit Administration (FTA) Circular 4704.1A – Equal Employment Opportunity Requirements and Guidelines for Federal Transit Administration Recipients

  o The purpose of the Circular is to set out requirements and provide guidance to recipients and subrecipients of FTA financial assistance necessary to carry out the Equal Employment Opportunity (EEO) provisions of Federal law, including Title VII of the Civil Rights.

**Summary:** In October 13, 2017, the NCRTD Board adopted Resolution No. 2017-34 Amended Equal Employment Opportunity/Affirmative Action Program for Fiscal Year 2017. The EEO Program called for an annual review and update of the yearly analysis of the data collected for all employees and applicants for employment to ensure equal employment opportunities and to prevent unlawful discrimination.

In fall of 2018, the New Mexico Department of Transportation (NMDOT) conducted their site visit and Technical Assistance Review and made a recommendation to reformat the EEO Program to follow the guidelines established by the FTA Circular 4704.1A.

The requirements for a yearly review of the data collected and an analysis of the data has been changed to reflect a review every third year. Based on the feedback from NMDOT the EEO Program has been abbreviated and updated for the review and approval of the NCRTD Board.

**Recommended Action:** The Executive Director and EEO Officer recommend the approval of the Amended EEO program,

1. Demonstrated commitment from agency leadership and staff.
2. Policy Dissemination, (Internal and External).
3. Assessment of Employees Practices.
4. Monitoring and Reporting Plan.
5. Proactive prevention of unlawful discrimination.
6. Responsiveness and legal compliance.
**Fiscal Impact:**
None related to the adoption of the resolution and program however the program contents can contribute to a minimization of out-of-pocket costs associated with workplace disputes.

**Attachments:**

- Resolution No. 2019-10
- Equal Employment Opportunity Plan
North Central Regional Transit District (NCRTD)

Resolution No. 2019-10

ADOPTING AN AMENDED EQUAL EMPLOYMENT OPPORTUNITY PLAN

WHEREAS, the NCRTD is a "special District" pursuant to NMSA 1978, Section 73-25-1 et seq., and a subdivision of the State of New Mexico; and

WHEREAS, the Board of Directors adopted its existing Equal Employment Opportunity Plan (EEO Plan) by Resolution No. 2017-34, on October 13th, 2017; and

WHEREAS, the District is required to update its EEO Plan every 3 years henceforth; and

WHEREAS, the NCRTD is committed to having a diverse workforce, providing equal employment opportunity, ensuring nondiscrimination in all actions affecting NCRTD employees and applicants for employment and prohibiting illegal harassment and discrimination; and

WHEREAS, the Equal Employment Opportunity Plan supports and defines this commitment and outlines the way in which the NCRTD implements procedures to honor this commitment; and

WHEREAS, the NCRTD and its Board of Directors comply with all required Federal laws including but not limited to:

- USERRA 32 U.S.C §4311
- the U.S. Constitution, including the 14th Amendment
- Federal Transportation Administration (FTA) 4704.1A,
- the Civil Rights Act of 1866,
- the Civil Rights Act of 1871,
- Equal Pay Act of 1963 (EPA),
- Title I of the Americans with Disabilities Act of 1990 (ADA),
- Title II of the Genetic Information Act of 2008 (GINA),
- Title VI and VII of the Civil Rights Act of 1974,
- the State and Local Fiscal Assistance (Revenue Sharing) Act of 1972,
- the Age Discrimination in the Employment Act of 1975,
- the Intergovernmental Personnel Act of 1970,
- Housing and Community Development Act of 1974,
- and the Rehabilitation Act of 1973
and all relevant executive orders and regulations including but not limited to Executive Order 13672.


PASSED APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 1st DAY OF MARCH 2019.

Daniel Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel
EQUAL EMPLOYMENT OPPORTUNITY (EEO) PROGRAM

Fiscal Year 2019

February 12, 2019

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

1327 N Riverside Drive, Española, NM 87532
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EQUAL EMPLOYMENT OPPORTUNITY PLAN

I. EXECUTIVE DIRECTORS STATEMENT OF POLICY

The Regional Transit District Act was adopted by the State Legislature and signed on March 21, 2003. The Regional Transit District Act, NMSA 1978 Section 73-25-1 et seq., authorizes New Mexico governmental units to establish regional transit districts that are authorized to finance, construct, operate, maintain, and promote regional transit systems. The North Central Regional Transit District (NCRTD) satisfied the conditions of the Regional Transit District Act and was certified by the New Mexico Transportation Commission on September 14, 2004 and is a subdivision of the State of New Mexico. The NCRTD has entered into Intergovernmental Agreements with the following entities: Counties of Santa Fe, Los Alamos, Rio Arriba and Taos; Cities and Towns of Santa Fe, Edgewood, Taos and Española, Villages of Chama and Taos Ski Valley and the Pueblos of San Ildefonso, Nambe, Tesuque, Santa Clara, Pojoaque and Ohkay Owingeh.

Elected and appointed representatives of these organizations serve on the NCRTD’s Board of Directors and give the organization direction.

The NCRTD’s mission is to provide safe, secure and effective public transportation within North Central New Mexico to enhance the quality of life of our citizens by providing mobility options and economic opportunities throughout the region.

The NCRTD provides a variety of transit routes and services to citizens within the District’s four county service area, and is funded through a combination of federal, state and other grants, a voter authorized Regional Gross Receipts Transit Tax, and miscellaneous revenues.

NCRTD prohibits discrimination based on race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, pregnancy, gender identity, genetic information, veteran status, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance.

The NCRTD will keep these tenets in mind in recruitment, selection, placement, promotion, training, compensation of its employees, and in all other official acts of the NCRTD and its employees and agents.

The NCRTD is committed to provide reasonable accommodations to applicants and employees.

The Human Resources Director will be appointed to serve as our EEO officer for NCRTD. The EEO Officer will report directly to the Executive Director. The EEO Officer will be responsible for ensuring that we comply with all EEO responsibilities.
We are committed to an Equal Opportunity Program including goals and timetables for good-faith efforts to achieve full utilization of minorities and women at all levels and segments of NCRTD’s workforce where deficiencies may exist.

All management personnel share in this responsibility and will be assigned specific tasks to assure compliance is achieved. The performance of managers, supervisors and others will be evaluated based on their contribution to the success of the EEO program the same way as their performance on other NCRTD goals is evaluated.

Employees and applicants will have the right to file complaints and reports alleging discrimination with the appropriate official(s). All such complaints and reports will be thoroughly investigated. Retaliation is strictly prohibited and will not be tolerated. No adverse action or retaliation will be taken or permitted against any employee or applicant who reports issues of workplace discrimination or harassment.

The NCRTD is committed to developing a written nondiscrimination program to which the District is committed, and which will be available upon request.

SIGNED:

Anthony J. Mortillaro
Executive Director
II. POLICY DISSEMINATION

The NCRTD Equal Employment Opportunity (EEO) Program will be communicated in the following manner:

   a. **Internal Dissemination**

   The EEO Policy statement and posters will be permanently posted and conspicuously displayed in areas available to employees. NCRTD’s EEO Program Plan and related documents will be posted on the internet.

   The EEO Policy will be placed in all future employee handbooks and manuals with a presentation and discussion held during New Employee Orientation and in training programs.

   The EEO Policy and Program will be discussed with top management officials at a minimum semiannually to discuss the EEO program and its implementation.

   The EEO Officer will meet with all employees and affinity groups to seek input on the program implementation.

   EEO Officer will conduct periodic EEO trainings for all employees and for managers and supervisors.

   EEO Officer will conduct EEO trainings for all new supervisors or managers within 90 days of their appointment.

   b. **External**

   The dissemination of NCRTD’s EEO policy will be disseminated to recruitment entities when there is outreach or advertising to recruitment entities.

   The dissemination will include all recruitment ads and will contain a statement that the District “is an equal employment opportunity employer.”
III. DESIGNATION OF PERSONNEL RESPONSIBILITY / EEO OFFICER RESPONSIBILITIES

a. Equal Employment Opportunity (EEO) Officer Responsibilities

The Human Resources Director will assume the position of the Equal Employment Opportunity Officer and perform the following duties and functions:

1. Developing and recommending an EEO policy, a written program, and internal and external communication procedures;

2. Assist management in collecting and analyzing employment data, identifying problem areas, setting goals and time tables, and developing programs to achieve goals;

3. Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and required action;

4. Review the agency’s nondiscrimination plan with managers and supervisors;

5. Concur in the hiring and promotion process;

6. Periodically review employment and EEO policies, procedures, performance evaluations, and union agreements;

7. Report at least semiannually to the Executive Director on each department’s progress in relation to the agency’s goals;

8. Serving as a liaison between the District, Federal, State and Local governments, regulatory agencies, minority, veterans, disabled and women’s organizations, and other community groups;

9. Maintain awareness of current EEO laws, and ensure dissemination to responsible officials;

10. Investigate complaints of EEO discrimination;

11. Provide EEO training for employees and managers;

12. Advise employees and applicants of training programs and professional development opportunities;

13. Assuring that current legal information affecting affirmative action is disseminated to responsible officials;
14. Audit postings of the EEO policy statement to ensure compliance information is posted and up to date.

b. **Responsibilities of Executive Director, Managers and Supervisors:**

1. Participate actively in periodic audits of all aspects of employment to identify and to remove barriers obstructing the achievement of specified goals and objectives;

2. Executive Director will hold regular discussions with managers, supervisors, and employees to ensure the district’s policies and procedures are being followed;

3. The Executive Director, in conjunction with the EEO officer, will maintain and update the personnel database for generating reports required for the nondiscrimination program;

4. The Executive Director, managers and supervisors, will cooperate with the EEO officer in review of information and investigation of complaints;

5. Will encourage employee participation to support the advancement of the EEO program.

IV. **ASSESSMENT OF EMPLOYEES PRACTICES**

   a. **Recruitment and Selection**

Applicants for employment shall be considered and placed without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, military status or disability.

The NCRTD shall display equal employment opportunity notices in conspicuous places available to all employees and applicants for employment. Employment application forms shall comply with applicable federal laws. A copy of the NCRTD EEO Policy may be obtained from the EEO Officer, manager, supervisor or on the NCRTD’s website.

Applications and supporting documents shall be reviewed by individual managers for evaluation considering this EEO Policy. Applicants deemed most suited for available position may be asked to submit additional supporting data for further evaluation, and/or may be asked to submit themselves for an interview. Before a formal offer is made, the EEO officer shall be consulted to ascertain that a good faith effort to implement this EEO Policy has indeed been made. The EEO Officer shall obtain evidence to confirm that the applicant pool from which the selection (hiring) was made had been established without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, or disability. If this cannot be confirmed, the EEO Officer may object to the hiring and the Executive Director shall consider alternatives prior to filling the position.
In order to enhance the employment opportunities of minorities, women, veterans, and individuals with disabilities, managers are especially urged to develop a better understanding of minorities, women, veterans, the disabled in the workforce and the conditions, problems and expectations of the groups.

The recruitment of persons to fill vacancies will be accomplished without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, military status or disability. NCRTD will maintain contacts with various minority, women, military and handicapped groups and organizations concerning manpower resources and requirements when necessary.

1. The EEO Officer will have primary responsibility for recruitment activities with direct assistance from other NCRTD staff involved in the hiring process.

2. Whenever practical all job openings will be advertised in the news media. They will also be advertised in any news media forum that targets women and minorities as well as organizations and institutions catering predominantly to minorities, women, veterans and they disabled. Where visual media (such as online posts, posters or flyers) is used, all pictures that show visual representations of the NCRTD staff shall include minorities and/or females. The NCRTD may choose not to advertise vacancies when more than 5 current (three months or less) applications are on file for a position, or selections can be made from a pre-selected standing list of qualified applicants, or a collective bargaining agreement or law does not permit advertising the position.

3. The latest job listing will be posted in such a manner that all employees and potential employees have equal access to this information.

4. Communications will be maintained with educational institutions and vocational schools for recruitment, including predominantly minority and women’s institutions.

5. The Executive Director will determine where to advertise vacant positions; either in-house only or in the local news media.

A Utilization Analysis will be reviewed annually by both the EEO Officer and other appropriate NCRTD staff to ensure that identified qualified groups are provided opportunities at rates substantially like those of qualified men and non-minority employees. NCRTD will strive to employ and retain qualified individuals with disabilities in all levels of its workforce.

b. Selection

The selection of persons to fill job vacancies will be accomplished through approved procedures only, adhering to the documented NCRTD hiring process. Persons will be hired without regard to non-merit factors following a completely objective appraisal of each eligible individual interested in the position.
c. **Testing**

The NCRTD will identify tests and description of test administration procedures, including weighting test scores (including setting individual question cut-off scores) and establishing threshold scores for passing the test.

The NCRTD will provide an explanation as to whether the test was validated to predict or measure job performance and, if so, an assessment of its nondiscriminatory impact with a description of the validation study test and selection procedures.

d. **Promotions and Transfers**

Promotion and / or transfers will be proposed in accordance with applicable rules, on a nondiscriminatory basis. The procedures used in selecting persons for promotion and / or transfers will be evaluated periodically to ensure that they are realistic and relevant. Any employee who feels he or she has not been accorded fair and impartial treatment regarding employment will be offered an opportunity to discuss this problem. In order to encourage merit-based promotions the NCRTD shall seek to fund and provide assistance as follows.

1. Continued emphasis will be placed on the NCRTD’s educational assistance programs.

2. Training programs shall be designed to upgrade the skills of employees so that they can improve performance in their present position.

3. On-the-job training will be designed so that employees have an opportunity to acquire skills needed to qualify for promotions and/or an enhanced position with the NCRTD.

4. Employees with managerial ability will be encouraged to acquire skills on-the-job or through more formalized training prior to their advancement into a management position.

e. **Seniority Practices**

The District will work with the union during negotiations to ensure that the seniority practices for the district will be conducted in a nondiscriminatory manner. Both the district and the union are responsible for nondiscrimination under the federal equal employment opportunity laws and regulations, and both will review and revise the agreements.

f. **EEO Training**

All personnel involved in the recruitment and selection process will be trained to ensure they understand the EEO Program Plan and are committed to its intent. Training shall also be provided annually to appropriate personnel including the NCRTD Executive Director, the EEO Officer and all Department Heads.
Evaluation of the training will be conducted to provide the EEO Officer information to evaluate the impact of the District’s policy and procedure and to ensure all employee’s, applicants and potential applicants are being evaluated based on best practices for the protected classes.

Periodic evaluations will be conducted by the EEO Officer to review employees’ training and promotion potential of minority and female employees. The EEO officer will encourage eligible employees to apply when openings are available.

g. **Compensation and Benefits**

NCRTD complies with the Equal Pay Act of 1963 which requires all employers subject to the Fair Labor Standards Act to provide equal pay for men and women performing similar work.

NCRTD will evaluate current salaries to ensure appropriate range placement based on job related experience, skills and abilities. NCRTD will provide description of wages, salary levels, and other forms of compensation and benefits policies and procedures. The district will review benefits (e.g., retirement plans, medical, dental and vision plans) and conditions of employment to ensure that they are equally available to all employees.

Periodically the district will evaluate the impact of the agency’s compensation and benefits practices on any protected class. Such reviews will compare job descriptions and actual job functions of jobs held by employees in protected classes, the length of service, and other factors affecting pay rates.

NCRTD will examine salary anomalies and ensure equality among male and female employees.

h. **Disciplinary Procedures and Termination Practices**

An employee may be disciplined for any of the reasons provided under the NCRTD’s Personnel Rules and Regulations. Any NCRTD employee who feels that he or she has been wrongfully subjected to disciplinary action has the right to appeal the action, either verbally or in writing, pursuant to the procedures set forth in the NCRTD Personnel Rules and Regulations.

This EEO Policy may serve as grounds for disciplinary action against employees. Any employee, who is found to have violated this policy may be subject to prompt and appropriate disciplinary action, up to and including termination.

The EEO Officer will be apprised of all verbal and written appeals based upon EEO compliance issues.

If an employee believes any disciplinary action against him or her is EEO related, he/she has the right to request a review from the EEO Officer to ensure compliance with NCRTD’s EEO Policy. The NCRTD will review and chart the various forms of discipline imposed on employees, cross-referenced by demographic category to ensure that the district maintains personnel action logs to be used in completing the required statistical employment practices to evaluate and monitor any
potential disparate impact. Separate analyses will be conducted for bargaining unit represented employees, non-represented employees and at-will employees.

The statistical data to document the impact of the employment practices by sex and race will contain the following information:

- Number of applicants for employment in each job category and the number hired, cross-referenced by sex and race;
- Number of employees in each job category who applied for promotion or transfer and the number promoted or transferred, cross-referenced by sex and race;
- Number and types of disciplinary actions;
- Number of voluntary/involuntary terminations cross-referenced by sex and race;
- Job category training that fosters promotion potential, cross-referenced by sex and race;
- Number of applicants that are individuals with disabilities and are veterans for employment and promotions in each job category, and the number hired and promoted, cross-referenced by sex and race;

Exiting and / or lay off (Reduction-In-Force [RIF] employees shall be afforded the opportunity to participate in an optional exit interview conducted by Human Resources or other appropriate staff that will allow them to:

- Discuss the precise reason(s) for the termination;
- Voice any concerns they may have been reluctant to express while employed;
- Provide positive and negative comments and suggestions related to their employment experience.

NCRTD will review recorded terminations’ information to identify if women and minorities leave the Agency at rates substantially different from those of men, non-minority employees, and employees without disabilities.

NCRTD will work with the union to ensure seniority practices regarding layoff or Reduction in Force (RIF) union agreements are reviewed or revised wherever current provisions are identified as barriers to equal employment.

i. **Statistical Impact on Employment Practices and Minorities and Women**
NCRTD will provide statistical data that show potential impact of employment practices on minorities and women since the last EEO Program submission. This includes:

- The number of applicants for employment in each job category and the number hired, cross-referenced by sex and race;
- The number of employees in each job category who applied for promotion or transfer and the number in each job category promoted or transferred, cross-referenced by sex and race;
- The number and types of disciplinary actions tailored to the language used in union contracts and district policies and procedures;
- The number of voluntary / involuntary terminations cross-referenced by sex and race.

The district will protect self-identifying information, including self-identification for veterans and persons with disabilities. The self-identifying information will be separate from application materials. The NCRTD will have limited access to the self-identifying information and it will be stored in the Human Resources Office.

j. Individuals with Disabilities and Veterans

The NCRTD will provide statistical data that show any potential impact on an agency’s employment practices on persons with disabilities and veterans. The data gathered will include the number of applicants for employment and promotions in each job category and the number of hired and promoted, cross-referenced by sex and race.

The data will be used to measure the effectiveness of outreach and recruitment efforts for persons with disabilities and veterans. Raw data will be traced for number applied, number hired, number applied for promotion, and number promoted.

V. MONITORING AND REPORTING PLAN

a. Monitoring

The NCRTD will monitor the results of action plan taken since the last program submission. This will allow the District to evaluate their EEO Program during the year and to take any necessary corrective action regarding the development and execution of programs, goals, and timetables. The district will conduct evaluations semiannually, at a minimum. The review will identify whether the policy was disseminated internally and externally, consistent with non-discriminatory employment practices, identify potential barriers, and action plan progress.

The NCRTD and the Human Resources Office will monitor the collective bargaining agreement and union practices to identify potential discriminatory employment practices and take appropriate action to ensure there is no disparate impact for represented or non-represented employees.
Issue Resolution Procedures are as follows:

1. The EEO Officer will receive all written complaints of discrimination. These complaints may be direct from the employee, applicant or referred from a supervisor or manager who has received a complaint from an employee.

2. All discrimination complaints filed under this procedure will be accepted for investigation up to and including 30 days after the date of the alleged discriminatory act.

3. All complaints will be properly recorded and signed by the complainant. Employees will be advised and counseled as to other avenues of redress including, but not limited to, the following:
   - New Mexico Department of Workforce Solutions, Human Rights Bureau

4. All complaints will be investigated and processed by the EEO Officer within 30 days of receipt.

5. The complainant will receive written notification regarding the results of the investigation and the final disposition of the complaint including remedial actions to be taken.

6. If the complainant disagrees with the findings and decisions of the EEO Officer, he/she will be advised and counseled as to other avenues of redress including, but not limited to, the following:
   - New Mexico Department of Workforce Solutions, Human Rights Bureau

7. The EEO Officer will take necessary steps to ensure the confidentiality complainant records and of any counseling done in the course of the complaint procedure to the maximum extent permitted by law.

Utilization of this issue resolution procedure will not in any way jeopardize current or prospective employment status and shall be independent of, and in addition to, any other procedural rights afforded to employees under the NCRTD Personnel Rules and Procedures.

The EEO Officer will monitor complaints and work with Human Resources to ensure that data is collected and reviewed monthly to ensure that trends can be identified and investigated in a timely manner, but no more than 30 days from the submission of the complaint.
After the investigation is completed, the EEO Officer and the Human Resources Office will make recommendations for resolution(s) and report finding to Executive Director.

The EEO Office in collaboration with the Human Resources Office will maintain a log that documents the name of the complainant, basis of the complaint(s), the protected group, date of initial contact, date of resolution, the resolution reached, and the name of the investigator.

The data received from the records will be used for trainings and to prepare and identify where the program isn’t working or is working effectively enough to meet the districts goals.

b. Reporting

The EEO Officer will hold meetings between the Executive Director and EEO Officer to discuss the progress of the EEO Program and the results of the monitoring. Categories to review will be hiring, promotions, conflicting union agreements, status of EEO complaints, identified training opportunities, etc.

The meetings held by the EEO Officer and the Executive Director or management will include documented topics covered and follow-up action, if necessary.

The EEO Officer will hold meetings with Human Resources and hiring managers or supervisors to review current EEO goals and statistics on employment practices and goals. The meetings held will have documented agenda’s and sign-in sheets.
VI. SIGNATURE AND APPROVAL

NORTH CENTRAL REGIONAL TRANSIT DISTRICT

Approved by Executive Director:

_________________________________  Date: __________________________
Anthony J. Mortillaro

Approved as to form and legal sufficiency by the NCRTD legal counsel:

_________________________________  Date: __________________________
Name
VII. ATTACHMENTS

1. Annual goals and timetable chart from the previous program submission

2. Organizational Chart

ANNUAL GOALS AND OBJECTIVES

The North Central Regional Transit District’s goal is to make its workforce more closely reflect the labor force in North Central New Mexico. The Agency will make specific good faith efforts to identify the underutilization of women and minorities and make the necessary changes to remove any existing barriers to their employment. NCRTD will also work to recruit and retain qualified minorities, women, military veterans, and individuals with disabilities at all employment levels.

Underutilization may be caused by barriers to employment. Therefore, the NCRTD’s hiring officials will review their recruitment, selection, and promotion process as well as the on-the-job treatment of employees to ensure that women, minorities, military veterans and individuals with disabilities receive equal employment opportunity to secure employment and promotion.

The NCRTD Executive Director, with the assistance of the Equal Employment Opportunity Officer, will annually perform the following activities necessary to prepare and update the goals and objectives of the Affirmative Action Plan for Equal Opportunity:

A. Analyze current staff and staffing patterns to determine the race/ethnicity and sex composition of NCRTD employees and of the four-county regional area workforce to establish benchmark ratios of race/ethnicity and sex.

B. Based on the ratios developed under “A” above, establish short range (less than 1 year) employment goals and objectives to address any areas of under-utilization of minorities, military veterans, and/or females which would further equal employment opportunity for NCRTD employees or the projected workforce.

C. Based on the ratios developed under “A” above, establish longer range (1-5 years) employment goals and objectives to address any areas of under-utilization of minorities, military veterans, females and/or which would further equal employment opportunity for NCRTD employees or the projected workforce.
## GOALS 2016

<table>
<thead>
<tr>
<th>Goals Set for 2016</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| 1. **Increase White females’ representation.**  
  White females represent only 13.3% of the workforce which is 53.3% of the market average. | The White females’ representation as of August 4, 2017 is updated by .1% or 13.4%. It remained flat throughout the timeframe. |
| 2. **Increase Hispanic/Latino representation in the Officials and Managers functions.** | The NCRTD Hispanic/Latino representation in the Officials and Managers function is up from 30% to 50%, which is an increase of 20% |
| 3. **Increase female representation in all job functions.**                        | The female representation has remained flat at 40%.                                                                                     |
| 4. **Increase American Indian participation in the Officials and Managers functions.** | This objective has not been achieved.                                                                                                   |
| 5. **We are fully committed to embracing diversity and inclusion in all aspects of our operation. Our Diversity and Inclusion Goal:** | The NCRTD has recruited for vacant positions with consideration to all ethnicities and races.                                         |
| The NCRTD aspires to developing a workforce that reflects the changing Labor Market and continues to build a multicultural and diverse team by embracing other minorities in the Labor Market such as African Americans and Asians. | Through the recruitment process, the NCRTD is continuing to recruit for all ethnicities and races in the Labor Market area.        |
## Goals set for 2017 / 2018

<table>
<thead>
<tr>
<th>Goals</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Increase NCRTD’s American Indian participation in all job categories within the NCRTD.</td>
<td>This objective has remained flat for the past evaluation period. The NCRTD currently has four (4) employees in the American Indian category or .06% of all employees who have self-identified.</td>
</tr>
<tr>
<td>2. Increase the female representation in all job categories within the NCRTD.</td>
<td>The NCRTD has had a decrease in the number of females within the total job categories. Currently there are 70 filled positions within the NCRTD women are at 35% of the total category. This is down 5% from last evaluation period. There are some categories that have increased female representation, such as the First/Mid-Level Officials and Managers. This category has seen an increase from 43% to 50% female representation. The categories that have seen a decrease in female representation are Professionals, down 50% or 1 position, Administrative Support 50% or 1 position, and operatives down 4% or 1 position.</td>
</tr>
<tr>
<td>3. Recruit individuals in a Veteran Status and with Disabilities that can perform the essential functions of the job.</td>
<td>This category has increased by three 3%. It went from 6% to 9% of the district’s current employees. The increase can be attributed to working with the Department of Workforce Solutions to find eligible applicants, which in turn has contributed to the increase in hiring Veterans.</td>
</tr>
<tr>
<td>4. The NCRTD will work towards more diversity in the of Labor Market categories such as, African Americans and Asians.</td>
<td>From the last evaluation period, the district hired one (1) employee in the category. The employee left due to personal reasons. This category is difficult to increase due to the limited applicants from the category.</td>
</tr>
</tbody>
</table>
## Goals 2019

<table>
<thead>
<tr>
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<th>Outcome</th>
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<td>1. Increase NCRTD’s American Indian participation in all job categories within the NCRTD.</td>
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</tbody>
</table>
Title: Discussion and Consideration of Adoption of Resolution No. 2019-11 A Resolution Authorizing Actions by the District and Its Agents in the Event of an Emergency

Prepared By: Peter Dwyer, Legal Counsel

Summary: The District recently had occasion to respond to an emergency situation in Dulce where residents needed District assistance to obtain critical dialysis health care. The incident raised the issue of the District's process for handling emergency situations. The attached resolution is intended to address how the District including the Board, Executive Director, staff and contractors are to respond to Emergency situations.

Background: The State of New Mexico Open Meetings Act makes provision for "Emergency Meetings." The definition for such an emergency situation was used in developing a policy for handling emergencies. The Resolution authorizes the Board, Board Chair and staff to take steps without full Board approval in the event of "Exigent Circumstances" where the situation can be handled by action of the Executive Director that does not require more than $100,000.00 of district resources. $100,000.00 is the current threshold for Board approval of expenditures and is the equivalent of approximately 5 full days of District operations. Therefore, the policy would allow the Executive Director authority to deal with minor emergencies under his existing monetary threshold or for situations not extending past 5 days without the Chair having to convene an Emergency Meeting. Emergency Meetings are the preferred method for declaring and dealing with emergencies. But action by the Board Chair and Executive Director are authorized by the resolution in order to ensure that they have authority and direction during a declared emergency to take prompt action with or without an Emergency Meeting.

Recommended Action: Staff recommends adoption of the Resolution No. 2019-??

Options/Alternatives:

1. Take no action; or
2. Provide Direction on alternative thresholds and procedures for emergency situations; or
3. Adopt the Resolution as proposed. (Recommended)
**Fiscal Impact:** The Fiscal impact of adopting the resolution is zero but the resolution does authorize emergency expenditures and actions without board approval up to the current $100,000.00 authority of the Executive Director.

**Attachments:**

- Resolution No. 2019-11
North Central Regional Transit District (NCRTD)

Resolution No. 2019-11

A RESOLUTION AUTHORIZING ACTIONS BY THE DISTRICT AND ITS AGENTS IN THE EVENT OF AN EMERGENCY

WHEREAS, the North Central Regional Transit District ("NCRTD") is the Regional Transit District serving the City of Española, City of Santa Fe and Rio Arriba, Santa Fe, Los Alamos, Taos counties and the Towns of Chama, Edgewood and Taos, and the Pueblos of Nambé, Ohkay Owingeh, Santa Clara, Pojoaque, Tesuque, and de San Ildefonso, known together as the District; and

WHEREAS, the NCRTD was authorized by legislative enactment of the Regional Transit District Act NMSA 1978, Section 73-25-1 et. seq., and is a sub-division of the State of New Mexico; and

WHEREAS, the District is governed by a Board that includes a Chair, Vice Chair, and Secretary/Treasurer, and

WHEREAS, the District has authorized the Executive Director to sign checks up to $20,000.00 without a second signatory and to make expenditures of up to $100,000.00 without seeking Board approval, and

WHEREAS, the District wishes to provide for authority to respond to emergency situations including but not limited to; reallocation of District resources, execution of agreements, expenditure of funds, procurement of goods and services, and delegation of authority during emergency situations.

NOW THEREFORE BE IT RESOLVED by the NCRTD Board that:

EMERGENCY POLICY

It is the Policy of the NCRTD that District resources may be devoted or reallocated to address emergency situations at the Discretion of the Board and the Executive Director consistent with this policy and the laws of the State of New Mexico. Nothing herein shall be deemed to permit the donation of District property or resources in violation of the Constitution and laws of the State of New Mexico including but not limited to the State Constitution's "Anti-donation" provisions.
EMERGENCIES DEFINED

An "Emergency" for purposes of this policy shall mean a declared emergency by the executive branch of state, federal or local government or as declared by the Board of Directors of the NCRTD.

An "Emergency Meeting" for purposes of this policy shall mean a meeting of the NCRTD Board convened for unforeseen circumstances that, if not addressed immediately by the Board, will likely result in injury or damage to persons or property or substantial financial loss to the District.

"Exigent Circumstances" for purposes of this policy shall mean a written or oral determination of the Executive Director delivered to the Board Chair that there is an event that will likely result in injury or damage to persons or property or substantial financial loss to the District and that the immediate reallocation of District resources may remedy the injury, damage or loss.

REALLOCATION OF DISTRICT RESOURCES

In the event of an Emergency the Board Chair shall make best efforts to convene an Emergency Meeting to authorize action by the District and its agents. In the event that there is insufficient time to convene an Emergency Meeting, or it is not possible to obtain a quorum for such a meeting the Board Chair shall give written direction to the Executive Director that the District staff and its agents and contractors are authorized to take such actions as the Executive Director deems prudent to avoid injury or damage to persons or property or substantial financial loss to the District.

In the event of Exigent Circumstances, the Executive Director shall be authorized to expend district funds and reallocate District resources up to $100,000.00 to avoid injury or damage to persons or property or substantial financial loss to the District. However, if the Exigent Circumstances require the suspension of District operations and services for a protracted period of time the Executive Director shall make best efforts to contact the Chair and have the Chair convene an Emergency Meeting as soon as reasonably possible.

In the event of a declared Emergency the Executive Director is authorized to reallocate the District's resources to protect the health, safety and welfare of persons and property in and around the geographical area of the District. Reallocations that reduce or delay the delivery of existing transit services at the existing service levels shall only be permitted to the extent required to mitigate Emergency situations during a declared Emergency.

EXECUTION OF AGREEMENTS

The Executive Director is authorized to enter into any agreements during an Emergency or Exigent Circumstances that s/he deems prudent to ameliorate the impacts of the Emergency and may subsequently seek ratification of said agreements by the Board.
EXPENDITURE OF FUNDS

For checks in an amount exceeding twenty thousand dollars ($20,000.00), the signatures of two of the following authorized signers shall generally be required:

Chairman
Secretary/Treasurer
Executive Director
Finance Director

However, in the event that two signatories are not available during an Emergency or Exigent Circumstances the signature of any one of the above listed persons shall be authorized but shall require the subsequent ratification of the Board.

If an expenditure made during an Emergency or Exigent Circumstances would normally require a budget adjustment request, the requirement for prior board approval shall be suspended during the Emergency or Exigent Circumstances. District staff shall present any such budget adjustment request at the next Board meeting or as soon after the Emergency or Exigent Circumstances as reasonably possible.

PROCUREMENT OF GOODS AND SERVICES

Emergency procurements shall be authorized pursuant to the District's Procurement Policy during any Emergency. The Chief Procurement Officer shall be consulted on any emergency procurement to the extent feasible during any Emergency.

DELEGATION OF AUTHORITY

The Board Chair is authorized to delegate authority to any employee of the District to serve in the capacity of Executive Director for purpose of this policy during an Emergency. The Executive Director is authorized to delegate his or her authority to any officer, employee, agent or contractor of the District by verbal or written actions during and Emergency to the maximum extent permitted by law.

Daniel Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel
Title: Discussion and Consideration of Resolution No. 2019-12 Adoption of Amendments to the Sustainability Committee Charter, the Sustainability Plan, Sustainability Goals and Metrics and Ratification of Appointments of the Sustainability Committee Members

Prepared By: Delilah D. Garcia, Transit Operations and Facilities Director

Summary: On September 18, 2018, the Sustainability Subcommittee met for the first time since 2016. During that meeting subcommittee members determined that it was necessary to update the existing Sustainability Charter, and Sustainability Plan, Goals and Metrics to reflect current practices.

The subcommittee most recently met again on Tuesday, February 19, 2019, during the meeting the committee members discussed and made changes to the Sustainability Committee Charter, and Goals and Metrics.

Changes to the Charter and Plan include minor updates to the meeting schedule, identifying the months of quarterly meetings and updating the Goals and Metrics for each four areas identified in the Sustainability Plan.

Background: In February 2014, the Board adopted the Sustainability Plan. The plan calls for the establishment of a Sustainability Committee that would recommend goals, and measurements and provide reports of progress on sustainability initiatives to the Board. Since then the Board approved a seven Committee as set forth in the Sustainability Plan.

In January 2015, the Committee met and agreed on goals and metrics that would effectively guide and measure the working of the Sustainability Plan. The goals and metrics address all areas of the Sustainability Plan with the following specific objectives:
• **Alternative Fuels:** Reduce greenhouse gasses and reduce the carbon footprint within the District.

• **Existing Facilities:** Manage facilities in a manner of best practices with green initiatives in the areas of utilities usage, waste reduction/recycling, alternative power source and the maximum benefit of facility use.

• **Field Facilities:** Produce excellent field facilities of bus stops and shelters that maximize customer use, educate the community of the environmental benefits of public transit and the green initiatives of the NCRTD and utilization of alternative energy.

• **Future Facilities and Land Use:** Establish sustainable guidelines for planning and design that will be required for future facilities and/or third-party development of District property.

**Recommended Action:** It is recommended that the board consider adopting Resolution No. 2019-12 an Amendment of the Sustainability Committee Charter and Sustainability Plan, Goals and Metrics.

**Options/Alternatives:**

• Do not adopt the amendment of the Sustainability Plan. That would be contrary to the Board’s prior direction and approval; or

• The Board could recommend no action at this time; or

• The Board could request that staff return with modifications to address their concerns.

**Fiscal Impact:**

None

**Attachments:**

• Resolution 2019-12
• Amended Sustainability Charter
• Amended Sustainability Plan
• Amended Sustainability Goals and Metrics
North Central Regional Transit District (NCRTD)

Resolution 2019-12

ADOPTION OF AMENDMENTS TO THE SUSTAINABILITY COMMITTEE CHARTER, THE SUSTAINABILITY PLAN, SUSTAINABILITY GOALS AND METRICS AND RATIFICATION OF APPOINTMENTS OF THE SUSTAINABILITY COMMITTEE MEMBERS

WHEREAS, the NCRTD was created through legislative enactment (NMSA 1978, Sections 73-25-1 through 73-25-19); and

WHEREAS, the NCRTD is a subdivision of the State of New Mexico with all the authority and duties of the same; and

WHEREAS, the Board has the authority to make and pass resolutions necessary for the execution of the powers vested in the District; and

WHEREAS, the Board adopted Resolution 2014-03, Sustainability Plan on February 7, 2014; and

WHEREAS, the Board Approved Sustainability Plan Goals and Metrics on January 9, 2015.

NOW THEREFORE BE IT RESOLVED THAT: The Board adopts the following actions:

1. The attached amendments to the District's Sustainability Charter are hereby approved; and
2. The attached amendments to the District's Sustainability Plan are hereby approved; and
3. The attached amendments to the District's Sustainability Goals and Metrics are hereby approved; and
4. The appointment of the following persons to serve on the sustainability committee are hereby ratified and approved.

Neal Denton, Sustainability Specialist, Santa Fe County
Antonio Maggiore, County Councilor, Los Alamos County
Colin Messer, Director/Coordinator, Land of Enchantment Clean Cities Coalition
Anthony Mortillaro, Executive Director, North Central Regional Transit District
Delilah Garcia, Operations and Facilities Director, North Central Regional Transit District
PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 1st DAY OF MARCH 2019.

Daniel Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel
North Central Regional Transit District
Sustainability Committee Charter

Introduction

In February 2014, the Board adopted the NCRTD Sustainability Plan (the “Plan”). The plan identifies sustainability measures such as the purchase and use of alternative fuel vehicles. The Plan establishes and promotes sustainable practices within existing facilities, the sustainable design and construction of new facilities, and encourages opportunities for the sustainable design of transit-oriented development and the production of alternative energy on vacant land and unused space owned by the district. The plan calls for the establishment of a sustainability committee that will embrace the vision and mission of the plan, set goals for achievement of the plan, and report the status and progress of the NCRTD in meeting the sustainability goals.

The sustainability committee will utilize the Vision and Mission Statement: “To be an environmentally conscious, sustainable partner, enhancing the quality of life of the North Central New Mexico communities and beyond,” as the foundational support for the setting of goals, objectives and metrics evidenced within the sustainability plan.

The Sustainability Committee:

Membership:

1. The Board shall appoint, up to 7 persons to serve on the Sustainability Committee. The Executive Director will serve as an ex-officio member along with any other staff he may assign.

2. The seven-member Sustainability Committee should consist of: two Board members, up to 2 NCRTD staff, 1 Professional serving in the sustainability, alternative energy or environmental field, 1 Professional Educator serving in the sustainability, alternative energy or environmental field and a member at large. One alternate and/or designee will be allowed for each committee member.

Terms/Appointments:

Appointments to the committee shall be made by action of the Board. Committee members shall serve at the pleasure of the Board until such time as they resign or are replaced.
1. The terms will be 2 year staggered terms: 3 – 2 year terms and 3 – 1 year terms for the initial members of the committee and 2 year terms for all subsequent members.
2. Appointees may continue for an additional 2 year terms or until their successor is appointed.
3. There are no term limits.

Meetings:

1. Meetings shall be held every 3 months (January, April, July and October). However, the committee may choose to meet more frequently or monthly in the early stages to establish initial goals and guidelines as needed.
2. A schedule of specific meeting dates will be determined by the committee members once appointed.
3. Meeting dates may change from year to year depending on the committee makeup, availability and desires of the Board or committee members. But the date, time and place of the meetings shall be established in compliance with the NCRTD’s Open Meetings Act resolution.
4. All committee meetings shall be open to the public, with such exceptions as permitted under the Open Meetings Act.

Structure:

1. The committee shall elect from its members, a chairman to preside over the meetings and a co-vice chairman to preside in the chairman’s absence. Any NCRTD staff who are committee members are excluded from these positions. Officers will be elected annually in January.
2. Any NCRTD staff member may serve as a recording secretary to record and maintain meeting minutes. This position shall be an additional non-voting member of the committee. District staff members may be appointed by the Executive Director for the sole purpose of taking notes and minutes.

Function:

The purpose of the committee is to facilitate successful implementation of the Sustainability Plan. Specific duties of the committee shall include but are not be limited to:

- Advising the Board on policy issues addressing relevant to NCRTD sustainability goals;
- Advising the Board regarding alternative fuels and advanced powertrain technologies; Analysis and testing adopted by the Board in 2013;
- Advising on sustainable practices and technologies within existing and future District facilities;
- Advising on the development of sustainable operations, transit-oriented development (TOD) and community benefits at bus stops/passerenger amenities;
- Advising on the sustainable design and development of the District’s property for its own use and for transit oriented development (TOD).
• Advising on alternative energy production, alternative fuel storage and dispensing options using District property.
• Advising the Board on how to strategically accelerate the District’s progress towards sustainability and recommending priorities in order to promote leadership in sustainability;
• Advising the Board on ways to drive constituency awareness, education, and participation in best practices;
• Reviewing Federal, State and regional policies related to sustainability which impact the District’s goals and policies.
• Reviewing the District’s progress in meeting goals by gathering and measuring data regarding sustainable initiatives and practices and comparing it with historical data.
• Identifying benchmarks for setting and achieving sustainable goals using comparable organizations and industries as standards.

Goals:
The committee may set goals pertinent to specific parts of the plan such as:

• Waste reduction and recycling;
• Pollution/emissions reduction;
• Energy usage reduction;
• Sustainable construction guidelines;
• Sustainable contributions to facilities and community;
• Alternative energy production;
• Explore and develop strategic partnerships with member entities in sustainable practices.

Reporting:
The committee will on a quarterly, semiannual and annual basis, provide reports to the Board of the measurable progress made in reaching the sustainable initiatives and goals.

Relationship of Committee to Board of Directors:
It is the role and sole prerogative of the Board of Directors to adopt and enact policy. The Sustainability Committee is expected to offer recommendations and to provide information relevant to the adopted Sustainability Plan and to recommend goals, objectives and metrics for the environmental sustainability program.

Implementation:
The Sustainability Committee Charter will serve as the guide for the Sustainability Committee to guide the successful implementation and operation of the NCRTWD Sustainability Plan. This framework will be used to assist in preparation of future work plans and budgets.

Future implementation may include partnerships and commitments from the District’s members and other community partners.
Introduction

Across America, government entities and jurisdictions of all sizes and influence are tasked with continuing to provide services in an era of waning resources and growing concerns about the effects of climate change amidst ever increasing regulations. Whether it be by a legislative mandate, a common environmental conscience or a combination of the two, the majority of these entities have established sustainability plans that require environmentally green practices for their communities and within their own organizations. These may range from purchasing alternative fueled vehicles, building energy efficient structures, recycling of solid wastes and providing incentives for the purchase and installation of alternative forms of renewable energy production.

The NCRTD is no different. The District is a governmental entity that provides a public service, which owns, develops and manages property and facilities. Those of us who make up the human element of the NCRTD, share similar environmental concerns and are responsible for establishing a sustainable plan that will minimize the impact of its existing facilities and future infrastructure and building investments within North Central New Mexico.

Vision and Mission Statement
To be an environmentally conscious, sustainable partner, enhancing the quality of life of the North Central New Mexico communities and beyond.

Sustainability Plan

1. Transportation Alternative Fuels Analysis

1. In 2013, the NCRTD Board approved an Alternative Fuels Analysis that provided for:

   a) Purchasing alternative test vehicles: The District will continue to identify viable alternative fuel vehicles for purchase. Two alternative fuel vehicles identical vehicles in FY2015, one powered by compressed natural gas (CNG) and one by liquid propane gas (LPG).

   b) Establishing an alternative fuel type for future fleet purchases: Based on the performance and maintenance testing of the two vehicles, one alternative fuel will be recommended as the new standard to the Board for future purchases on new vehicles where applicable.

   c) Developing required fueling infrastructure: Each alternative fuels will require a specific fueling infrastructure. When one alternative fuel type is chosen, that will determine what kind of fueling infrastructure will need to be designed and the amount of funding that will be sought.

   d) Operating vehicles more efficiently: The District operates a variety of vehicles in regions where climates vary seasonally and temperatures can drastically change on a daily basis. Many times, engines are left idling to maintain cabin temperatures for passenger comfort. District staff will determine reasonable best practices on the matter, and then establish an idling policy that saves on fuel consumption but also minimizes any negative impacts to our operators riders.

   e) Reducing emissions/carbon footprint: The ultimate goal of engaging in the use of alternative fuels while using less gasoline and diesel fuel, is to reduce emissions and lessen the carbon footprint within the region the District it serves.

2. Sustainable Facilities

   In July of 2012, the District moved into a newly reconstructed 12,000 square foot administrative-operational facility on a 10-acre site in July of 2012 and The district has over 400 bus stops throughout the region, including 75 bus shelters, also has many bus stop and shelter facilities located on bus routes throughout the region.
In July of 2015, the Town of Taos transferred their local transit system to the NCRTD. Included in the transfer were one (1) mobile office and an eight (8) bay medium duty maintenance facility.

a) Existing Admin/Operations Facilities, Green Best Practices;

   District staff actively participate in is engaged with, utilizing green best practices in our current facilities by utilizing:

   i. **Minimized energy use with motion sensor light switches** that were installed during construction in offices and rooms and with locking thermostat access covers that were installed post construction by facilities staff. The thermostats are set for comfort levels of 69-70 degrees during operational hours from 5 am to 8 pm. And set to be reduced to 65 degrees from 8 pm to 5 am and on weekends. Energy usage has also been reduced by the omission of personal office fans and heaters. A self-monitoring adapting thermostat (NEST type) is being researched for more accurate temp regulations and additional energy savings.

   ii. **General waste reduction utilizing recycling receptacles.** District Facilities staff have installed individual recycling receptacles for aluminum, paper, and plastic, and general waste in the Española and Taos buildings. A portion of the papers (non-sensitive subject matter) recycled are given to local schools to be used for scratch paper for students.

   iii. **Timed managed and motion censored water usage** in landscaped areas and restrooms were installed during construction. Fleet and Facilities staff utilize pressure washers that regulate/minimize water usage when washing buses.

   iv. **Water Harvesting – Runoff from Rooftops** captured into storage for landscape watering. This item is to be added with a future construction project.

   v. **Natural gas fired back up electrical generator for the main facility.** This is to be purchased and installed in the FY15 budget year to insure continual operations should any electrical supply brownout or blackout occurs.

   vi. **Multi-use of transit facility with other government entities.** Making the facility board room available to other governmental entities for meeting purposes during District non-use times will maximize facility use while minimizing the utilities variances.

b) Field Facilities – Bus Stops and Shelters

Public transit in and of itself is a sustainable component and practice within the communities it serves. The District currently has approximately 200 over 400 bus stops with signs and approximately 33 75 bus shelters located on routes throughout the District-region with more to be installed. Appearance and functionality of these
facilities should also reflect sustainability practices. These facilities will benefit the communities they are located in and the general region by:

i. **Solar lighting for existing and new shelter installations**: Purchasing solar lighting for new shelters and for retrofitting older shelters. This will negate the need and expense for land line, fossil fuel generated electricity as solar energy is the sustainable alternative. Additionally, this will increase visibility in dark hours and provide a level of security for passengers and aid in reducing graffiti and vandalism in various locations;

ii. **Install and maintain trash receptacles at bus stops**: Providing transit generates waste in and around these locations. It is critical as a sustainable entity and service, that the District minimize any residual visual footprint within the served communities. Installing and maintaining trash receptacles will reduce the clutter of trash accumulation around bus stops and improve the appearance of the locations and transit’s presence within the communities in the region;

iii. **User friendly signage and route information at bus stops**: This is more than a bus stop sign on the side of the road; it is providing user friendly signage with pertinent route information via posted schedules and scan codes. These features will reduce the need for multi printing of paper schedules as has been the norm for many transit agencies. These are part of the current and future transit plans.

iv. **Seek multi modal locations for future bus stops**: Work, school, shopping and medical locations are the norm for transit stops, but the District can enhance access to a broader source of potential transit riders by looking at the larger multi modal picture. Transit can aid in sustaining communities by including stops at recreational intersections like hiking trails, bicycle paths and sport/entertainment centers.

3. **Future Development of Transit Facilities and Land Use**

The District occupies and will more than likely develop one half to two thirds of the current 10 acre Espanola site for transit operations. As it develops the site for its own use and offers the remaining portion for Transit Oriented Development, the application of sustainable standards will be required for any and all future development.

a) **Sustainable design and build of transit facilities to be energy efficient**: Any future District development for transit use will seek LEED certifications in the design and build within the affordability limitations as directed by the Executive Director and the Board.

b) **Sustainable design and build in a sustainable manner of Transit Oriented Development (TOD) of transit properties (vacant land)**: Any considerations of future third party development will be Transit Oriented Development (TOD)
preferred and will also seek LEED certified within affordability of the project’s scope.

c) **Seek green energy producing opportunities for multi-use of vacant space:** Any district property not set aside for third party development, vacant land or rooftops could be utilized for sustainable green energy production such as alternative energy functions of solar or wind energy development.

### 4. Goal Setting and Benchmarks

It is important that the District set goals and benchmarks to determine if the Sustainable Plan is functional and beneficial to the region with desired outcomes.

a) **Resolution to Board for acceptance:** At the February 7, 2014 Board meeting, the Board A approved resolution of support-2014-03 in support of the Board for the Sustainability Plan, will be first step in moving the plan forward and the setting of goals. An update to the plan was submitted during the January 5, 2018, Board meeting.

b) **Establish an Environmental Sustainability Committee:** The committee should be made up of key District staff and interested parties, which will administer the plan, set the goals, measure progress and produce reports.

c) **Set goals and benchmarks:** The committee should set the goals and comparable benchmarks that can be measured periodically in areas of recycled waste, pollution reduction, energy saved, and energy produced.

d) **Collaborate with our member agencies in sustainable practices:** Where practical and agreeable, the District should look to its members to observe any sustainable best practices currently being done, ones that are in. This should include planning and potential sharing of green resources i.e. utilizing a member’s recycle facility or simulating a successful alternative energy installations.

e) **Provide monthly/annual reports on meeting goals and benchmarks:** Based on the kinds of goals and benchmarks set forward by the committee and approved by the Board, the measurements captured at scheduled intervals will be reported. Examples are: the weight of items recycled, dollar amount of utility bills reduced, the amount of sustainable energy produced, and the number or weight of pollutants reduced.
1. Alternative Fuels

Objective:

To reduce greenhouse gases produced by traditional fossil fuel combustion and to lessen the carbon footprint in the areas served by the District.

Goals:

1. Establish viable alternative fuels to be used for future bus specifications and procurements that will become the standard spec for future bus purchases.
2. Develop the infrastructure for storage and fueling at district locations.
3. Optimize routes for deadhead mile reduction wherever possible.

Metrics:

1. Perform the Alternative Fuels Analysis on an ongoing basis using DOE AFLEET to test and determine LPG, CNG, or E-85 as the future fuel.
2. Track maintenance and repairs particular to each fuel type and track performance.
3. Track alternative fuel usage and costs.
4. Provide annual reports of reduced pollutants and cost of operation to the committee and the board.
5. Analyze cost of infrastructure development for each fuel type and their respective storage and fueling operations.
6. Analyze the long-term supply, availability and cost of each fuel type.

2. Existing Facilities

Objective:

To manage facilities using best practices and green initiatives in the areas of utilities usage, waste reduction, recycling, alternative sources of power and for maximum benefit of facilities use.

Goals:

1. Minimize energy use while maximizing energy efficient practices.
2. Reduce internal waste while practicing recycling of all possible waste products.
3. Minimize water use and maintain efficiencies.
4. Provide backup power sources.
5. Promote alternative, sustainable forms of energy for future uses.
6. Research funding sources for alternative energy procurement and installations.

Metrics:

1. Utilizing EPA’s ENERGY STAR Portfolio Manager program, assess utilities bills and identify monthly energy use of gas and electricity and water during working hours of 5 a.m. to 8 p.m., Monday-Friday. Monitor and adjust thermostats for maximum energy efficiency. Track seasonally and report improvements on savings to committee and the Board. (Recommend energy audit if warranted.
2. Recycle plastics, paper, cardboard and aluminum. Weigh outgoing recyclables and report to committee and Board.
3. Maintain all water faucets and restroom fixtures to maximum efficiencies with minimal water use.
4. Track and report alternative use of facilities of other governmental agencies.
5. Evaluate existing system for future efficiency upgrades.
6. Research funding sources for alternative energy procurement and installations.

3. Field Facilities

Objective:

To provide excellent field facilities, including bus stops and shelters and passenger amenities that maximize customer use, educate the community of the environmental benefits of public transit, and the NCRTD green initiatives of the NCRTD, and utilize alternative energy use.

Goals:

1. Incorporate solar lighting on all new purchases of shelters and retro-fit older shelters where warranted.
2. Placement of benches at moderate use stops.
3. Placement of trash and recyclable receptacles at major use bus stops.
4. Develop bus stop amenities guidelines.
5. Improvement and installation of customer-friendly signage with pertinent route information.
6. Place more bus stops to improve accessibility and multimodal opportunities.

Metrics:
1. Review and approve bus shelter solar design and installation annually. Facilities with renewable energy components and/or adaptations prior to purchase or installation.

2. Recommend for adoption Review annually Operation’s bus stop amenities plan (currently in development) for meeting the Goals above.

3. Review periodic progress reports of new installations within Operation’s bus stop amenities plan.

3-4. Evaluate bus stop accessibility and multimodal opportunities.

4. **Future Facilities** and Land Use

   **Objective:**

   To establish sustainable guidelines for planning and design, that will be required for future facilities, and/or third-party developments of District property, or both.

   **Goals:**

   1. Plan new facilities within LEED or other accepted green – sustainable building standards.

   2. Require LEED standards for third-party developers of District Property.

   3. Promote alternative, sustainable energy production on District property.

   **Metrics:**

   1. Review and approve any new design plans of new District facilities for sustainable installations.

   2. Review and approve any new design plans of new third-party developments for sustainable installations.

   3. Review and approve any sustainable projects for renewable energy installations.
Title: Discussion and Approval of Contract with Gallagher & Kennedy, PA.

Prepared By: Peter Dwyer, Legal Counsel

Summary: On December 7th, 2018 the Board sought and received legal counsel regarding City of Albuquerque, et al. v. John Monforte and New Mexico Department of Taxation and Revenue; D-202-CV-2018-08036. After consulting with Geene Creely, his co-counsel and the Counsel for District Members who are already parties to the litigation, the attached Legal Services Agreement was prepared for your consideration.

Background: City of Albuquerque, et al. v. John Monforte and New Mexico Department of Taxation and Revenue; D-202-CV-2018-08036 was filed at the end of October of 2018. The case seeks damages from the State of New Mexico for alleged incorrect tabulation of Gross Receipts Taxes. The District has been a recipient of Gross Receipts Taxes since July of 2008 and any improper tabulation of the amounts of the Regional Transit Gross Receipts Tax would constitute damages to the District. The attached Legal Services Agreement would compensate Gallagher & Kennedy, PA for representing the District in this litigation.

Recommended Action: Approve the attached Legal Services Agreement.

Options/Alternatives:

1. Direct the Staff to seek alternative terms for a legal services agreement
2. Direct staff to seek alternative counsel to represent the District
3. Direct staff to refrain from joining the litigation
Fiscal Impact: See the terms of the attached Legal Services Agreement for the District's commitment to the payment of legal fees and costs. Because the agreement is a contingency fee arrangement the District's maximum exposure (barring a counterclaim or crossclaims) is the amount set forth in the Costs provision.

Attachments:

- Legal Services Agreement with Gallagher & Kennedy, PA. (To be distributed at meeting.)
Summary

The North Central Regional Transit District (NCRTD) is currently reporting seven months of financial activity as of January 31, 2019. Expenses and Revenues reported for the period through January 31, 2019 represent 58.00% of the budget.

Total revenue received thus far is $6,581,125 and $4,862,365 of expenses have incurred; this means that the District has received $1,718,760 more in revenues than it has spent. This amount does not include contributions that will be made to Los Alamos County and City of Santa Fe of Approximately $977,254.57

Monthly budget figures for GRT, federal and capital grant revenues as well as expenses were calculated utilizing trends from the last three fiscal years.

Financial Highlights

Revenue:

As of January 31, 2019, total revenue received for this fiscal Year was $6,581,125 this represents 49.95% of total revenues budgeted for the year.

Expenditures:

As of January 31, 2019, the District recognized expenditures totaling $4,862,365 this represents 36.90% of total budgeted expenditures for this fiscal year.

Significant Variances:

- Revenues –
  - Federal Revenues are $286,986 more than the prior year because no draw-downs requests were made to NMDOT the same period the last Fiscal Year, the difference is expected to even out in the month of February.
  - 5311c Program- An increase of $187,731 is related to 5311 funds received from FTA on behalf of the Jicarilla Apache Nation for 2018 operating and capital expenses paid by the District with GRT.
  - Local match decrease from the prior year is due to contributions received from Los Alamos County, Rio Metro and Santa Fe County in January of 2018. These contributions were billed for this month and Rio Metro and Santa Fe County’s contributions are expected to be received by the end of the month.
• Expenses –
  o Contributions to Other Transit Agencies – The net difference of $676,788 is related to 2 Contributions to Los Alamos Atomic Transit Contribution processed last year in the amount of $691,885, $237,273 in Contributions to City of Santa Fe and the related increase in GRT contributions to Rio Metro in the amount of $282,370 for better than expected GRT from Santa Fe County.
  o Contractual Services- Increase of $54,652 related to payments made to Huitt-Zollars for the Design of the Taos Facility
  o Fuel –Increase of $29,102 is related to increase in fuel price.

GRT Revenue:

GRT Revenue received in January was $643,374 this is $71,712 more than budgeted and $22,170 more than what we received the same month last year.

GRT Revenue by County:

• Los Alamos County receipts were $121,919 this is $21,803 more than the same month last year and $44,137 more than budgeted.
• Rio Arriba County receipts were $39,306 this is $4,196 less than the same month last year and $5,361 less than budgeted.
• Santa Fe County receipts were $409,987 this is $8,674 more than the same month last year and $36,058 more than budgeted.
• Taos County receipts were $72,162 this is $4,111 less than the same month last year and $3,122 less than budgeted.

Grant Revenue:

Grant Revenue received in January is $177,584; this is $55,785 less than we budgeted and $31,625 less than what we received the same month last year. This is due to decreases in Capital Expenditures related to ADA Phase III Project from FY2018.

Expense Categories:

Total Expenses for the month of September are $4,862,365. The net effect between the administrative, operating and capital expense categories is a decrease of $642,916 from the prior year which correlates to the differences in the amount of $642,916 that were discussed in the Statement of Revenues and Change in net Position.

The monthly Expenditures are allocated in the following categories:

• Administrative expenses totaled $132,906 this is $6,654 less than the same month last year and $40,163 less than we budgeted (administrative expenses are at 50.22% of their annual budget)
- Operating expenses totaled $615,952 this is $447,047 less than the same month last year and $494,422 less than we budgeted (operating expenses are at 41.46% of the annual budget). The difference will even out in February due to GRT Contributions made to Los Alamos County of approx. $751,000.
- Capital expenses totaled $24,363 this is 122,906 less than the same month last year and $275,036 less than we budgeted (capital expenses are at 7.37% of their monthly budget)

Other Matters:

N/A
## North Central Regional Transit District

**Statement of Revenues, Expenses and Change in Net Position - (Cash Basis)**

**As of January 31, 2019**

**FY2019 (July 1, 2018 to June 30, 2019)**

<table>
<thead>
<tr>
<th>Revenues:</th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>% Year to Date vs Budget</th>
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<tr>
<td>Gross Receipt</td>
<td>$4,074,199</td>
<td>$7,300,000</td>
<td>$5,134,209</td>
<td>$1,060,010</td>
<td>70.04%</td>
</tr>
<tr>
<td>Fed Grant</td>
<td>848,574</td>
<td>3,436,221</td>
<td>1,135,560</td>
<td>286,986</td>
<td>33.05%</td>
</tr>
<tr>
<td>S311c/Member Contributions</td>
<td>-</td>
<td>306,552</td>
<td>187,731</td>
<td>187,731</td>
<td>61.24%</td>
</tr>
<tr>
<td>State Capital/Outlay</td>
<td>-</td>
<td>195,000</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>Local Match</td>
<td>400,308</td>
<td>482,114</td>
<td>-</td>
<td>(400,308)</td>
<td>0.00%</td>
</tr>
<tr>
<td>Use of Fund Balance</td>
<td>-</td>
<td>1,262,920</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>Charges for Services</td>
<td>23,445</td>
<td>42,500</td>
<td>29,519</td>
<td>6,074</td>
<td>69.46%</td>
</tr>
<tr>
<td>Misc Revenues</td>
<td>37,720</td>
<td>120,600</td>
<td>94,106</td>
<td></td>
<td>78.03%</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>$5,384,247</td>
<td>$13,175,907</td>
<td>$6,581,125</td>
<td></td>
<td>49.95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses:</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$1,395,044</td>
<td>$2,900,940</td>
<td>$1,468,103</td>
<td></td>
<td>50.61%</td>
</tr>
<tr>
<td>Overtime</td>
<td>110,551</td>
<td>147,500</td>
<td>132,006</td>
<td></td>
<td>89.50%</td>
</tr>
<tr>
<td>Employee Benefits</td>
<td>623,377</td>
<td>1,353,299</td>
<td>666,579</td>
<td></td>
<td>49.26%</td>
</tr>
<tr>
<td>Contributions to Other Transit Agencies</td>
<td>2,165,863</td>
<td>4,743,220</td>
<td>1,489,075</td>
<td>(676,788)</td>
<td>31.39%</td>
</tr>
<tr>
<td>Office</td>
<td>22,128</td>
<td>51,928</td>
<td>21,762</td>
<td></td>
<td>41.91%</td>
</tr>
<tr>
<td>Utilities</td>
<td>48,267</td>
<td>90,782</td>
<td>29,305</td>
<td>(18,962)</td>
<td>32.28%</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>165,137</td>
<td>525,978</td>
<td>282,173</td>
<td>117,036</td>
<td>53.65%</td>
</tr>
<tr>
<td>Advertising</td>
<td>45,901</td>
<td>112,295</td>
<td>60,336</td>
<td></td>
<td>53.73%</td>
</tr>
<tr>
<td>Equipment &amp; Building</td>
<td>31,221</td>
<td>33,500</td>
<td>10,959</td>
<td>(20,262)</td>
<td>32.71%</td>
</tr>
<tr>
<td>Insurance</td>
<td>104,622</td>
<td>111,811</td>
<td>64,007</td>
<td>(40,615)</td>
<td>57.25%</td>
</tr>
<tr>
<td>Employee Related</td>
<td>30,692</td>
<td>71,601</td>
<td>14,730</td>
<td>(56,871)</td>
<td>20.57%</td>
</tr>
<tr>
<td>Travel, Meetings, Lodging and Per Diem</td>
<td>22,816</td>
<td>71,869</td>
<td>12,840</td>
<td>(59,029)</td>
<td>17.87%</td>
</tr>
<tr>
<td>Fuel</td>
<td>234,771</td>
<td>400,000</td>
<td>263,874</td>
<td>29,102</td>
<td>65.97%</td>
</tr>
<tr>
<td>Vehicle Maintenance/Repairs</td>
<td>183,489</td>
<td>338,500</td>
<td>179,076</td>
<td>(62,424)</td>
<td>52.90%</td>
</tr>
<tr>
<td>Bus &amp; Shelter Ammenities</td>
<td>-</td>
<td>6,000</td>
<td>-</td>
<td></td>
<td>0.00%</td>
</tr>
<tr>
<td>Other</td>
<td>300</td>
<td>1,870</td>
<td>5,023</td>
<td>4,723</td>
<td>268.59%</td>
</tr>
<tr>
<td>Capital</td>
<td>321,102</td>
<td>2,214,814</td>
<td>162,518</td>
<td>(158,584)</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$5,505,281</td>
<td>$13,175,907</td>
<td>$4,862,365</td>
<td>(642,916)</td>
<td>36.90%</td>
</tr>
</tbody>
</table>

| Change in Net Position                         | $ (121,034) | $ -         | $1,718,760  |                                         | 13.04%                   |

### Statement of Revenues vs Expenses

![Graph showing the comparison of Total Revenues and Total Expenses between Budget FY19 and Actual FY19](image)
## Gross Receipts Revenue - By Month (Cash Basis)

### As of January 31, 2019

**FY2019** (July 1, 2018 to June 30, 2019)

### Budget to Actual FY2019

<table>
<thead>
<tr>
<th>Month</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Year-to-Date Budget Variance</th>
<th>% Increase or (decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$637,283</td>
<td>$798,916</td>
<td>$161,633</td>
<td>25.36%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>752,132</td>
<td>759,415</td>
<td>7,283</td>
<td>0.97%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>612,854</td>
<td>764,560</td>
<td>151,706</td>
<td>24.75%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>604,186</td>
<td>638,122</td>
<td>33,935</td>
<td>5.62%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>778,984</td>
<td>808,554</td>
<td>29,570</td>
<td>3.80%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>524,277</td>
<td>721,267</td>
<td>196,990</td>
<td>37.57%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>571,662</td>
<td>643,374</td>
<td>71,712</td>
<td>12.54%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>629,933</td>
<td>-</td>
<td>-629,933</td>
<td>-100.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>588,374</td>
<td>-</td>
<td>-588,374</td>
<td>-100.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>520,255</td>
<td>-</td>
<td>-520,255</td>
<td>-100.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>555,675</td>
<td>-</td>
<td>-555,675</td>
<td>-100.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>554,385</td>
<td>-</td>
<td>-554,385</td>
<td>-100.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$7,330,000</strong></td>
<td><strong>$5,134,209</strong></td>
<td><strong>(2,195,791)</strong></td>
<td><strong>-29.96%</strong></td>
</tr>
</tbody>
</table>

### Prior Year vs. Current Year FY2019

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual FY18</th>
<th>Actual FY19</th>
<th>(Inc/Dec) from Prior Year to Current Year</th>
<th>% Increase or (decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$710,922</td>
<td>$798,916</td>
<td>$87,994</td>
<td>12.38%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>843,852</td>
<td>759,415</td>
<td>(84,437)</td>
<td>-10.01%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>669,620</td>
<td>764,560</td>
<td>94,939</td>
<td>14.18%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>658,919</td>
<td>638,122</td>
<td>(20,798)</td>
<td>-3.16%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>881,679</td>
<td>808,554</td>
<td>(73,124)</td>
<td>-8.29%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>559,911</td>
<td>721,267</td>
<td>161,356</td>
<td>28.82%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>621,205</td>
<td>643,374</td>
<td>22,170</td>
<td>3.57%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>682,867</td>
<td>-</td>
<td>-(682,867)</td>
<td>-100.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>655,087</td>
<td>-</td>
<td>-(655,087)</td>
<td>-100.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>571,516</td>
<td>-</td>
<td>-(571,516)</td>
<td>-100.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>596,378</td>
<td>-</td>
<td>-(596,378)</td>
<td>-100.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>607,593</td>
<td>-</td>
<td>-(607,593)</td>
<td>-100.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$8,059,548</strong></td>
<td><strong>$5,134,209</strong></td>
<td><strong>(2,925,340)</strong></td>
<td><strong>-36.30%</strong></td>
</tr>
</tbody>
</table>
### LOS ALAMOS COUNTY

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>Year-to-Date Budget Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$215,014</td>
<td>$167,048.03</td>
<td>$246,238</td>
<td>$31,224</td>
<td>$79,190</td>
</tr>
<tr>
<td>AUG 18</td>
<td>276,922</td>
<td>215,145.04</td>
<td>172,593</td>
<td>(104,329)</td>
<td>(42,552)</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>127,129</td>
<td>98,768.79</td>
<td>205,402</td>
<td>78,727</td>
<td>106,633</td>
</tr>
<tr>
<td>OCT 18</td>
<td>121,353</td>
<td>94,281.25</td>
<td>50,942</td>
<td>(70,411)</td>
<td>(43,340)</td>
</tr>
<tr>
<td>NOV 18</td>
<td>334,441</td>
<td>259,833.21</td>
<td>263,096</td>
<td>(71,346)</td>
<td>3,263</td>
</tr>
<tr>
<td>DEC 18</td>
<td>36,324</td>
<td>28,220.73</td>
<td>188,925</td>
<td>152,601</td>
<td>160,704</td>
</tr>
<tr>
<td>JAN 19</td>
<td>100,116</td>
<td>77,782.18</td>
<td>121,919</td>
<td>21,803</td>
<td>44,137</td>
</tr>
<tr>
<td>FEB 19</td>
<td>102,279</td>
<td>79,462.59</td>
<td>-</td>
<td>(102,279)</td>
<td>(79,463)</td>
</tr>
<tr>
<td>MAR 19</td>
<td>189,345</td>
<td>147,105.20</td>
<td>-</td>
<td>(189,345)</td>
<td>(147,105)</td>
</tr>
<tr>
<td>APR 19</td>
<td>124,148</td>
<td>96,452.99</td>
<td>-</td>
<td>(124,148)</td>
<td>(96,453)</td>
</tr>
<tr>
<td>MAY 19</td>
<td>53,389</td>
<td>41,479.13</td>
<td>-</td>
<td>(53,389)</td>
<td>(41,479)</td>
</tr>
<tr>
<td>JUN 19</td>
<td>121,533</td>
<td>94,420.87</td>
<td>-</td>
<td>(121,533)</td>
<td>(94,421)</td>
</tr>
</tbody>
</table>

Total: $1,801,994 | $1,400,000 | $1,249,114 | ($552,880) | ($150,886)
### North Central Regional Transit District

**Gross Receipts Revenue- By County (Cash Basis)**

As of January 31, 2019

**FY2019 (July 1, 2018 to June 30, 2019)**

#### RIO ARRIBA COUNTY

<table>
<thead>
<tr>
<th>Date</th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>Year-to-Date Budget Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>47,069 $</td>
<td>48,329.48 $</td>
<td>(8,433) $</td>
<td>(9,693) $</td>
</tr>
<tr>
<td>AUG 18</td>
<td>43,519</td>
<td>44,684.42</td>
<td>(33)</td>
<td>(1,198) $</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>43,970</td>
<td>45,147.82</td>
<td>(3,227)</td>
<td>(4,405) $</td>
</tr>
<tr>
<td>OCT 18</td>
<td>48,121</td>
<td>49,409.38</td>
<td>(5,200)</td>
<td>(6,489) $</td>
</tr>
<tr>
<td>NOV 18</td>
<td>50,166</td>
<td>51,547.82</td>
<td>(6,767)</td>
<td>(8,110) $</td>
</tr>
<tr>
<td>DEC 18</td>
<td>42,469</td>
<td>43,606.30</td>
<td>(2,206)</td>
<td>(3,344) $</td>
</tr>
<tr>
<td>JAN 19</td>
<td>43,502</td>
<td>44,666.98</td>
<td>(4,196)</td>
<td>(5,361) $</td>
</tr>
<tr>
<td>FEB 19</td>
<td>48,097</td>
<td>49,385.33</td>
<td>(48,097)</td>
<td>(49,385) $</td>
</tr>
<tr>
<td>MAR 19</td>
<td>34,905</td>
<td>35,839.80</td>
<td>(34,905)</td>
<td>(35,840) $</td>
</tr>
<tr>
<td>APR 19</td>
<td>35,149</td>
<td>36,089.95</td>
<td>(35,149)</td>
<td>(36,090) $</td>
</tr>
<tr>
<td>MAY 19</td>
<td>39,973</td>
<td>41,043.73</td>
<td>(39,973)</td>
<td>(41,044) $</td>
</tr>
<tr>
<td>JUN 19</td>
<td>39,237</td>
<td>40,287.41</td>
<td>(39,237)</td>
<td>(40,287) $</td>
</tr>
</tbody>
</table>

**Total: $ 516,177** $ 530,000 $ 288,753 $ (227,424) $ (241,247)
North Central Regional Transit District
Gross Receipts Revenue - By County (Cash Basis)
As of January 31, 2019
FY2019 (July 1, 2018 to June 30, 2019)

**SANTA FE COUNTY**

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>Year-to-Date Budget Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$382,000</td>
<td>$355,934</td>
<td>$445,926</td>
<td>$63,926</td>
<td>$89,992</td>
</tr>
<tr>
<td>AUG 18</td>
<td>440,066</td>
<td>410,037</td>
<td>462,694</td>
<td>22,628</td>
<td>52,657</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>418,301</td>
<td>389,758</td>
<td>439,788</td>
<td>21,487</td>
<td>50,030</td>
</tr>
<tr>
<td>OCT 18</td>
<td>408,961</td>
<td>381,055</td>
<td>461,103</td>
<td>52,142</td>
<td>80,048</td>
</tr>
<tr>
<td>NOV 18</td>
<td>415,851</td>
<td>387,475</td>
<td>427,474</td>
<td>11,623</td>
<td>39,999</td>
</tr>
<tr>
<td>DEC 18</td>
<td>405,811</td>
<td>378,120</td>
<td>415,311</td>
<td>9,500</td>
<td>37,191</td>
</tr>
<tr>
<td>JAN 19</td>
<td>401,313</td>
<td>373,929</td>
<td>409,987</td>
<td>8,674</td>
<td>36,058</td>
</tr>
<tr>
<td>FEB 19</td>
<td>443,285</td>
<td>413,037</td>
<td>-</td>
<td>(443,285)</td>
<td>(413,037)</td>
</tr>
<tr>
<td>MAR 19</td>
<td>358,636</td>
<td>334,164</td>
<td>-</td>
<td>(358,636)</td>
<td>(334,164)</td>
</tr>
<tr>
<td>APR 19</td>
<td>346,691</td>
<td>323,034</td>
<td>-</td>
<td>(346,691)</td>
<td>(323,034)</td>
</tr>
<tr>
<td>MAY 19</td>
<td>422,307</td>
<td>393,490</td>
<td>-</td>
<td>(422,307)</td>
<td>(393,490)</td>
</tr>
<tr>
<td>JUN 19</td>
<td>386,328</td>
<td>359,966</td>
<td>-</td>
<td>(386,328)</td>
<td>(359,966)</td>
</tr>
<tr>
<td></td>
<td>$4,829,550</td>
<td>$4,500,000</td>
<td>$3,062,283</td>
<td>$1,767,266</td>
<td>$(1,437,717)</td>
</tr>
</tbody>
</table>

As of January 31, 2019
FY2019 (July 1, 2018 to June 30, 2019)
## North Central Regional Transit District

**Gross Receipts Revenue - By County (Cash Basis)**

**As of January 31, 2019**

**FY2019 (July 1, 2018 to June 30, 2019)**

### TAOS COUNTY

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY18</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>Year-to-Date Budget Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$66,839</td>
<td>$65,972.04</td>
<td>$1,277</td>
<td>$2,144</td>
</tr>
<tr>
<td>AUG 18</td>
<td>83,346</td>
<td>82,265</td>
<td>(2,704)</td>
<td>(1,623)</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>80,220</td>
<td>79,179</td>
<td>(1,593)</td>
<td>(552)</td>
</tr>
<tr>
<td>OCT 18</td>
<td>80,485</td>
<td>79,441</td>
<td>2,672</td>
<td>3,716</td>
</tr>
<tr>
<td>NOV 18</td>
<td>81,220</td>
<td>80,167</td>
<td>(6,635)</td>
<td>(5,581)</td>
</tr>
<tr>
<td>DEC 18</td>
<td>75,307</td>
<td>74,330</td>
<td>1,462</td>
<td>2,438</td>
</tr>
<tr>
<td>JAN 19</td>
<td>76,273</td>
<td>75,284</td>
<td>(4,111)</td>
<td>(3,122)</td>
</tr>
<tr>
<td>FEB 19</td>
<td>89,205</td>
<td>88,048</td>
<td>(89,205)</td>
<td>(88,048)</td>
</tr>
<tr>
<td>MAR 19</td>
<td>72,201</td>
<td>71,265</td>
<td>(72,201)</td>
<td>(71,265)</td>
</tr>
<tr>
<td>APR 19</td>
<td>65,528</td>
<td>64,678</td>
<td>(65,528)</td>
<td>(64,678)</td>
</tr>
<tr>
<td>MAY 19</td>
<td>80,708</td>
<td>79,662</td>
<td>(80,708)</td>
<td>(79,662)</td>
</tr>
<tr>
<td>JUN 19</td>
<td>60,495</td>
<td>59,710</td>
<td>60,495</td>
<td>59,710</td>
</tr>
<tr>
<td></td>
<td>$911,827</td>
<td>$900,000</td>
<td>$534,058</td>
<td>$(377,769)</td>
</tr>
</tbody>
</table>

**FY2019 (July 1, 2018 to June 30, 2019)**

**TAOS COUNTY**

$911,827

North Central Regional Transit District

Gross Receipts Revenue - By County (Cash Basis)

As of January 31, 2019

FY2019 (July 1, 2018 to June 30, 2019)
## North Central Regional Transit District

**Grant Revenue – By Month (Cash Basis)**

**As of January 31, 2019**

**FY2019 (July 1, 2018 to June 30, 2019)**

### Budget to Actual FY2018

<table>
<thead>
<tr>
<th></th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Year-to-Date Budget Variance</th>
<th>% Year to Date vs Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$168,529</td>
<td>$99,705</td>
<td>($68,824)</td>
<td>59.16%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>$180,587</td>
<td>$158,743</td>
<td>($21,844)</td>
<td>87.90%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>$247,616</td>
<td>$240,773</td>
<td>($6,843)</td>
<td>97.24%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>$176,941</td>
<td>$28,041</td>
<td>($148,900)</td>
<td>15.85%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>$169,900</td>
<td>-</td>
<td>($169,900)</td>
<td>0.00%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>$204,810</td>
<td>$430,714</td>
<td>$225,904</td>
<td>210.30%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>$233,369</td>
<td>$177,584</td>
<td>($55,785)</td>
<td>76.10%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>$197,074</td>
<td>-</td>
<td>($197,074)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>$278,783</td>
<td>-</td>
<td>($278,783)</td>
<td>0.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>$203,918</td>
<td>-</td>
<td>($203,918)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>$423,187</td>
<td>-</td>
<td>($423,187)</td>
<td>0.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>$951,507</td>
<td>-</td>
<td>($951,507)</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$3,436,221</td>
<td>$1,135,560</td>
<td>($2,300,661)</td>
<td>33.05%</td>
</tr>
</tbody>
</table>

### Prior Year vs. Current Year FY2018

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Actual FY19</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
<th>Inc/(Dec) from Prior Year to Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$151,082</td>
<td>$99,705</td>
<td>($51,377)</td>
<td>65.99%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>$161,892</td>
<td>$158,743</td>
<td>($3,149)</td>
<td>98.05%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>$221,981</td>
<td>$240,773</td>
<td>18,792</td>
<td>108.47%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>$158,623</td>
<td>$28,041</td>
<td>($130,582)</td>
<td>17.68%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>$152,311</td>
<td>-</td>
<td>($152,311)</td>
<td>0.00%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>$183,607</td>
<td>$430,714</td>
<td>$247,107</td>
<td>234.58%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>$209,209</td>
<td>$177,584</td>
<td>($31,625)</td>
<td>84.88%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>$176,672</td>
<td>-</td>
<td>($176,672)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>$249,922</td>
<td>-</td>
<td>($249,922)</td>
<td>0.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>$182,807</td>
<td>-</td>
<td>($182,807)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>$379,376</td>
<td>-</td>
<td>($379,376)</td>
<td>0.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>$853,001</td>
<td>-</td>
<td>($853,001)</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$3,080,483</td>
<td>$1,135,560</td>
<td>($1,944,923)</td>
<td>36.86%</td>
</tr>
</tbody>
</table>
### Administrative Expenses FY18 - FY19

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc (Dec) 2018 vs 2019</th>
<th>Year to Date Budget Variance</th>
<th>% Month (Year) to Date vs Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$102,251</td>
<td>$126,802</td>
<td>$55,792</td>
<td>$46,459</td>
<td>$(71,010)</td>
<td>44.00%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>107,481</td>
<td>133,287</td>
<td>145,371</td>
<td>37,890</td>
<td>12,084</td>
<td>109.07%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>119,392</td>
<td>148,059</td>
<td>120,935</td>
<td>1,543</td>
<td>(27,124)</td>
<td>81.68%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>108,441</td>
<td>134,478</td>
<td>185,241</td>
<td>76,800</td>
<td>50,763</td>
<td>137.75%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>92,475</td>
<td>114,679</td>
<td>114,740</td>
<td>22,265</td>
<td>61</td>
<td>100.05%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>103,590</td>
<td>128,462</td>
<td>113,075</td>
<td>9,485</td>
<td>(15,387)</td>
<td>88.02%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>139,560</td>
<td>173,069</td>
<td>132,906</td>
<td>(6,654)</td>
<td>(40,163)</td>
<td>76.79%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>107,551</td>
<td>133,374</td>
<td>-</td>
<td>(107,551)</td>
<td>(133,374)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>164,395</td>
<td>203,866</td>
<td>-</td>
<td>(164,395)</td>
<td>(203,866)</td>
<td>0.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>104,971</td>
<td>130,175</td>
<td>-</td>
<td>(104,971)</td>
<td>(130,175)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>91,106</td>
<td>112,980</td>
<td>-</td>
<td>(91,106)</td>
<td>(112,980)</td>
<td>0.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>152,611</td>
<td>189,254</td>
<td>-</td>
<td>(152,611)</td>
<td>(189,254)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

$1,393,823 $1,728,486 $868,060 $525,763 $860,426 50.22%

### Operating Expenses FY18 - FY19

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc (Dec) 2018 vs 2019</th>
<th>Inc/Dec of Budget vs Actual</th>
<th>% Month (Year) to Date vs Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$308,538</td>
<td>$322,288</td>
<td>$172,069</td>
<td>$136,468</td>
<td>(150,219)</td>
<td>53.39%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>288,854</td>
<td>301,728</td>
<td>411,265</td>
<td>122,410</td>
<td>109,537</td>
<td>136.30%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>582,554</td>
<td>608,517</td>
<td>638,172</td>
<td>55,618</td>
<td>29,655</td>
<td>104.87%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>498,698</td>
<td>520,924</td>
<td>946,524</td>
<td>447,826</td>
<td>425,601</td>
<td>181.70%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>1,136,316</td>
<td>1,186,959</td>
<td>516,392</td>
<td>(619,924)</td>
<td>(670,567)</td>
<td>43.51%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>533,670</td>
<td>557,454</td>
<td>531,481</td>
<td>(2,189)</td>
<td>(25,973)</td>
<td>95.34%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>1,062,999</td>
<td>1,110,374</td>
<td>615,952</td>
<td>(447,047)</td>
<td>(494,422)</td>
<td>55.47%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>538,627</td>
<td>562,632</td>
<td>-</td>
<td>(538,627)</td>
<td>(562,632)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>904,175</td>
<td>944,472</td>
<td>-</td>
<td>(904,175)</td>
<td>(944,472)</td>
<td>0.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>873,562</td>
<td>912,495</td>
<td>-</td>
<td>(873,562)</td>
<td>(912,495)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>829,014</td>
<td>865,961</td>
<td>-</td>
<td>(829,014)</td>
<td>(865,961)</td>
<td>0.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>1,291,112</td>
<td>1,348,654</td>
<td>-</td>
<td>(1,291,112)</td>
<td>(1,348,654)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

$8,848,118 $9,242,457 $3,831,855 $5,016,263 $5,410,602 41.46%

### Capital Expenses FY18 - FY19

<table>
<thead>
<tr>
<th></th>
<th>Actual FY18</th>
<th>Budget FY19</th>
<th>Actual FY19</th>
<th>Inc (Dec) 2018 vs 2019</th>
<th>Inc/Dec of Budget vs Actual</th>
<th>% Month (Year) to Date vs Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL 18</td>
<td>$2,435</td>
<td>$4,950</td>
<td>-</td>
<td>$2,435</td>
<td>$(4,950)</td>
<td>0.00%</td>
</tr>
<tr>
<td>AUG 18</td>
<td>3,001</td>
<td>6,101</td>
<td>-</td>
<td>(3,001)</td>
<td>(6,101)</td>
<td>0.00%</td>
</tr>
<tr>
<td>SEPT 18</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>OCT 18</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>NOV 18</td>
<td>125,258</td>
<td>254,650</td>
<td>118,290</td>
<td>(6,968)</td>
<td>(136,360)</td>
<td>46.45%</td>
</tr>
<tr>
<td>DEC 18</td>
<td>42,500</td>
<td>86,403</td>
<td>19,797</td>
<td>(22,703)</td>
<td>(66,606)</td>
<td>22.91%</td>
</tr>
<tr>
<td>JAN 19</td>
<td>147,269</td>
<td>299,399</td>
<td>24,363</td>
<td>(122,906)</td>
<td>(275,036)</td>
<td>81.4%</td>
</tr>
<tr>
<td>FEB 19</td>
<td>22,522</td>
<td>45,787</td>
<td>-</td>
<td>(22,522)</td>
<td>(45,787)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAR 19</td>
<td>100,200</td>
<td>203,707</td>
<td>-</td>
<td>(100,200)</td>
<td>(203,707)</td>
<td>0.00%</td>
</tr>
<tr>
<td>APR 19</td>
<td>36,444</td>
<td>74,091</td>
<td>-</td>
<td>(36,444)</td>
<td>(74,091)</td>
<td>0.00%</td>
</tr>
<tr>
<td>MAY 19</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.00%</td>
</tr>
<tr>
<td>JUN 19</td>
<td>604,955</td>
<td>1,229,876</td>
<td>-</td>
<td>(604,955)</td>
<td>(1,229,876)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

$1,084,584 $2,204,964 $162,450 $922,134 $2,042,514 7.37%
CALL TO ORDER: Charles Dorame

1. ROLL CALL: Stacey McGuire

2. Welcome, Introductions and Blessing: Ohkay Owingeh Governor, Peter Garcia Jr.

   Chair Dorame inquires if elections will be held for Chair and Vice Chair; Ms. McGuire answers that this is not an Agenda item, Chair Dorame requests that this be addressed in the future.

   Members introduce themselves.

3. Approval of Agenda: Chair Dorame reads Agenda, asks for motion to accept the Agenda as read.

   Motion: Pueblo of Ohkay Owingeh Pueblo
   Second: Pueblo of Santa Clara
   All in favor, motion carries.

4. Approval of July 26, 2018 Meeting Minutes (Handout): Chair Dorame asks for motion to accept July 26, 2018 minutes.

   Motion: Pueblo of Santa Clara
   Second: Pueblo of Nambé
   All in favor, motion carries.
5. **Tribal Transportation Program Coordinating Committee (TTPCC) Update—Annual Report to the Department of the Interior:** *Chair Dorame* turns meeting over to *Christy Van Buren* to present.

*Ms. Van Buren* points out that Agenda items 5 through 8 are hers and offers to present all without interruption in order to expedite the process; offer accepted.

*Ms. Van Buren* hands out TTPCC letter and report (see meeting packet).

Travels to Washington, D.C. in September of each year to give annual report to the Department of Interior (“DOI”) and Indian Affairs; reviews highlights from report.

Met with Tara Sweeny, Assistant Secretary of Indian Affairs, Tim Hess, Associate Administrator for Federal Lands and Brandye Hendrickson, Federal Highway Administration.

Page 3, discussion of TTAP. Ending second year of two-year pilot project. Bottom line is TTPCC is recommending program be removed from Office of Innovative Programs at Federal Highway and returned to local jurisdictions.

Skipping ahead, seeking 2019 host site, stipulating that they can’t host at casinos or resorts, which are the preferred facilities for many tribes.

*Ms. McGuire* asks what the issue was with hosting at a resort or casino, the answer to which is that it is against Federal FHWA guidelines that they can’t host at a casino, which was confirmed by DOI. Discussion arises around this point as it underscores a tone-deafness frequently encountered when dealing with Federal agencies.

*Ms. Van Buren* summarizes TTAP as a failure. *Chair Dorame* asks if a solicitor’s opinion should be requested, *Ms. Van Buren* states solicitors are involved on both sides.

Mentions that Victoria Peters who runs the TTAP program out of the Federal Lands office in Denver has been unresponsive and is misrepresenting the facts. Feels the program should be removed from her office and placed locally.

*Chair Dorame* suggests to *Mr. Mortillaro* that questions regarding Federal DOI regulations that inhibit progress to Tribal issues (e.g. not allowing events at resorts or casinos) may be better served if they are raised by the entire Board and proposes that the TTAP issue be scheduled for Board discussion, hoping to get support from the member cities and counties.

*Mr. Mortillaro* recommends that when updates are provided through Tribal Subcommittee reports, to ask the Board if it could be placed on the December Agenda as an Action item.

*Ms. Van Buren* volunteers to work on the resolution for the Board.

Moves on to Quality Assurance, Quality Control Team; review of Road Inventory Data System (RIDS), which is undergoing a major overhaul; requirement of what goes on National database is changing.
Discusses GIS (Geographic Information System) pilot project and the shortfalls of the way it’s being rolled out.

5704 inventory form; field form tribes use to collect data that goes into the RIDS system.

Organizational documents, how the Federal government works with the tribes, are being revised. Mentions initiatives to get Federal funding for railroad and airport expansions through FAA and other Federal transportation agencies.

Native Act (Native American Tourism and Improving Visitor Experience Act). Enacted in 2016 to enhance tourism. (Provides handouts detailing act.)

Chair Dorame compliments Ms. Van Buren on the information provided and suggest it be presented to the Board to illustrate what the Pueblos have to deal with regarding the way they are hampered by both Federal and State government.

Mr. Mortillaro clarifies that Chair Dorame wants Ms. Van Buren to present under Tribal Subcommittee Reports, to which Chair Dorame suggests both he and Ms. Van Buren present. Mr. Mortillaro suggests a summary of the issues and challenges and then let the Board know that they can support the tribal members through a resolution to be considered at the next meeting.

An involved discussion ensues about the issue of the busing of school children from the Pueblos, the difficulty local school boards make for these children and the need for this to be brought to the Board to help raise awareness of the issues facing Pueblos that are not heard outside of those communities. Chair Dorame explains that BIA roads are tied to school access, BIA is supposed to maintain these roads, but funding is not available.

Ms. Van Buren moves on to the report on the Indian Affairs Committee (Joint committee with the Transportation committee) at Santa Clara. Asked to attend to provide the national update. Got dressed down by Representative Patricia Lundstrom, regarding project funding for District 5, which turned out to have received $20 million dollars, none of which went for project funding; marvels at disconnect between all parties involved.

Issue of GRT tax comes up and how the upcoming vote to remove the sunset is being misunderstood as raising taxes, and how it’s disturbing that representatives of State Transportation Committee are unsure on this matter.

6. NTTIC Conference Presentation (PowerPoint)

Spinoff of TTAP. Presents PowerPoint (refer to handout from meeting for details).

7. NM State Legislature/Transportation Joint Subcommittee Update (this and next two items covered as stated above).

8. Tribal Technical Assistance Program (TTAP) – Call for Training Locations
9. FY18 NTD Reports- Process Initiated; New This Year- Route Data Inclusion for Social Services Eligible

Chair Dorame gives floor to Stacey McGuire. Ms. McGuire wanted to give heads up that it’s time for the annual National Transit Database report submittals process and that an email will be going out shortly detailing the process. To deal with website lockouts, requests Tribes log in and request their sites be unlocked. Mentions that this is the first year that the Federal Government is allowing the inclusion of Social Service information tied to NTD reporting. Believes Ohkay Owingeh is only NCRTD member Pueblo affected; confirmed by Ms. Van Buren.

Asks and receives permission from Chair to move on to next item.


Attended RIBTC in Breckenridge, Colorado along with Anthony Mortillaro, NCRTD Board Chairman Barrone and Delilah Garcia, recaps what transpired. Mr. Mortillaro presented on Consolidations; NCRTD received FTA’s Rural Transit Provider of the year award (only 6 presented throughout the nation).

Mentions TCRP (transportation research board project) relating to sustaining and enhancing tribal transit services. Hands out information packet from event.

11. Five Year Service Plan Update in FY19 (Funds to be Identified)

Alerts committee to upcoming Service Plan Update. Feels this will be a crucial update that will affect rural transportation planning in New Mexico well into the future. Outlines that it will be a lengthy process that will involve all members across the District.

12. NCRTD Tribal Member Updates, Travel Training Requests

Asks if there are any travel training requests from Tribal members. Ms. Van Buren discusses a number of RFPs relating to infrastructure improvement.

13. Miscellaneous, Future Meeting Schedule and Topics

Discussion ensues to establish a meeting time to work on the Board resolution mentioned earlier.

ADJOURN Chair Dorame asks for motion to adjourn
Motion: Santa Clara
Second: Nambé
All in favor, motion carries.
Board Members Present: Colin Messer, Land of Enchantment Clean Cities, Antonio Maggiore, Los Alamos County; Neal Denton, Santa Fe County

Staff Present: Anthony Mortillaro, Executive Director; Delilah Garcia, Operations and Facilities Director

Absent: None

Transcribed By: Delilah Garcia, Operations and Facilities Director

WELCOME AND INTRODUCTIONS: Anthony Mortillaro, Executive Director and Delilah Garcia, Operations and Facilities Director

Mr. Mortillaro gave a brief explanation of the committee’s hiatus, due to staff turnover in the Operations and Facilities Director position, as well as allowing Ms. Garcia the opportunity to get her feet planted firmly in the ground with the position in general.

Ms. Garcia gave an overview of the committee and the agenda packet.

REVIEW OF SUSTAINABILITY COMMITTEE CHARTER:
The committee reviewed the charter, the current charter calls for a seven-member board. We currently have six members including, Mr. Mortillaro and Ms. Garcia.

Mr. Denton mentioned that if we needed one additional member, we could ask Brett Clavio, with Santa Fe County.

Ms. Garcia explained that we have one board member, two staff members, two professionals, one member at large. We are missing one member from the education field.

Mr. Mortillaro mentioned the possibility of Northern New Mexico College.

Mr. Maggiore mentioned that possibly Santa Fe Community College.

Ms. Garcia suggested we reach out to UNM – Taos also.
The committee agreed to two-year terms for each of their respective positions.

Mr. Messer mentioned that the real concern is if we need to take action or when we need a quorum for updates, special meetings could be held if needed.

Ms. Garcia explained that with the current charter, meetings are to be held every two months, are we interested in updating the charter. This is an opportunity for the group to discuss and look at making changes to the meeting schedule do we want to meet quarterly. That would give us an opportunity to set a real schedule for meeting such as every March and June.

The Sustainability plan currently calls out that we would submit reports to the board quarterly. If we meet quarterly, then we would be meeting and reporting to the board in the same time frame.

The group discussed future meeting dates and decided that a meeting poll will be the best way to schedule meetings until we get used to each other’s schedule.

The group also decided to hold off on appointing officers until we have a full committee.

ITEMS FOR DISCUSSION/RECOMMENDATION

A. Review of Sustainability Plan and Goals

Mr. Messer asked for a brief update on what has happened with the District since the committee last met and what has developed around the goals and mission of the Sustainability Committee.

Ms. Garcia explained that the District is always looking at ways to become more resourceful, looking at our fuel consumption, the types of fuel we are using and the vehicle types we are procuring. Are they the best fit for us, is there an opportunity for alternative fuel types? We currently have three alternative fuel vehicles an CNG, LPG and E85 Flex Fuel bus.

Mr. Denton asked where we fuel the vehicles. Ms. Garcia stated that the E-85 bus is fueled at Nambe Falls gas station, the CNG is fueled at the public fueling Clean Energy site off of Rufina Street in Santa Fe and the LPG is fueled at Ferrell Gas on Cerrillos.

Mr. Mortillaro explained that we had gone to the Board two or three years ago as part Sustainability Committee to look at alternative fuel vehicles. These were the two fuels that we were going to test, we bought two vehicles one with LPG and one with CNG. In order for us to get similar operating data we station these vehicles in Santa Fe. After we had a year’s worth of operating data we went to the board and recommended that due to the maintenance data contained in the report we would purchase our future vehicles with E-85 Flex Fuel. Mr. Mortillaro also mentioned that further on in the packet reports, we also explore the possibility of Electric Vehicles.

Mr. Maggiore mentioned that they should hopefully be able to provide a little info on Electric vehicles.
Mr. Mortillaro, mentioned that Los Alamos Atomic City Transit, was recently awarded federal funding for two Electric buses. He also mentioned that Las Cruces was also awarded funding and was working on their procurement of the buses and the City of Albuquerque was also purchasing Electric buses for the ART project.

Mr. Messer, wanted to exercise caution with the Electric buses, he mentioned that he works with the shops in Albuquerque a lot and has seen a lot of the Electric buses come in. He said that he would steer away from BYD products. He also mentioned that Albuquerque recently went out for procurement for CNG articulator buses and fueling station at the Daytona Center, it almost appears that they are veering away from the ART application.

Mr. Mortillaro mentioned that it looks like the entire section one may need to be updated and revised. We have purchased the vehicles in the original plan, but now have made a recommendation to move forward with the E-85. We don’t have the resources to purchase electric buses, we would have to get grants to set up the infrastructure. We would also want to look at eliminating the CNG and LPG or taking another look at them. The only place we can use the CNG is in the City of Santa Fe.

Ms. Garcia explained that because of the current infrastructure there are times that we are only able to partially fuel because we are waiting for the trash trucks to fuel.

Mr. Messer asked if we had any issues with the propane fueling.

Ms. Garcia explained that the problem we have with the propane fueling is that there are no automotive fueling sites for propane and too much pressure is built up in the tank so we can’t fuel up completely.

Mr. Messer, asked if we have spoken with Amerigas and asked for a propane drop? They will build the infrastructure.

Mr. Mortillaro mentioned that we also need to take into consideration the need for providing maintenance on alternative fueled vehicles. As we move forward with the construction of our maintenance facility, we need to look at future proofing the building for alternative fueled vehicles.

Mr. Denton mentioned that Santa Fe County is also discussing the possibility of converting their fleet to CNG so that may be another option for fueling in Santa Fe.

Mr. Messer recommended that we should reconsider the use of LPG if it was managed right and if we had the right fuel vendor. The technology is really good, and it could be very economical.

Mr. Denton and Mr. Maggiore suggested that we continue to monitor alternative fuel types as technology changes.

B. Taos Maintenance Facility
Ms. Garcia explained that we are also looking at ensuring our facilities are also sustainable. We have a site in Taos that the District acquired as part of the consolidation of service.

Mr. Mortillaro mentioned that we are currently finalizing a maintenance design facility in Taos. We would need almost four acers to accommodate that planned expansion for our needs. We would need to find a new site to accommodate this expansion we are looking at three sites.

C. **Espanola Maintenance Facility**
Ms. Garcia mentioned that in our existing sites we currently have recycling bins in each of our facilities. We take all of our recyclables to Los Alamos for recycling.

Mr. Denton asked if we take our recyclables to the Alcalde Transfer station.

Ms. Garcia explained that we have always taken them to Los Alamos but will explore the possibility of using the Alcalde Transfer station.

Ms. Garcia stated that we installed a water fountain with a water bottle dispenser earlier in the spring, and so far, we have filled over 5,000 bottles or eliminated the use of 5,000 plastic water bottles.

Mr. Denton asked if we were familiar with Energy Service company’s? He went on to explain that their business model is to come in and evaluate everything about a building and provide recommendations to make operations more efficient. It’s a free service and they are not paid unless savings are found in your electric bill.

D. **Long Range Capital Plan**
Ms. Garcia gave a brief overview of the Long-range capital plan. We currently have 468 bus stops over a 10,000 square mile service area. We recently went out for an RFP for the purchase of Bus Shelters. We have four different styles of shelter and are now looking at standardizing the bus shelters.

E. **Future Vehicle Purchases**
   a. **Fuel/Power Source**
      Item not discussed

**MATTERS FROM THE SUBCOMMITTEE**
None

**ADJOURN**
Meeting adjourned at 2:30 p.m.

**NEXT SUSTAINABILITY SUBCOMMITTEE MEETING:** TBD

If you are an individual with a disability in need of a reader, amplifier, qualified Sign Language interpreter or any other form of auxiliary aid or service to attend or participate in the hearing of the meeting, please contact the NCRTD Executive Assistant at 505-629-4702 at least one week prior to the meeting, or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats.
EXECUTIVE REPORT
February 2019

EXECUTIVE

- Participated in selection process for SOQ’s for maintenance facility design
- Made presentation at quarterly drivers meeting
- Attended various Legislative Committee Hearings to testify on SB 11, Gross Receipts Tax for Non-Profit Organizations (LANL), HB 76 Yield to Buses, HB 6 Tax Bill and HB 321 State Transit Fund
- Conducted Orientation of new Rio Arriba County member
- Participated with staff at Santa Fe Chamber annual legislative reception
- Attending House Transportation committee hearing on Yield to Buses legislation
- Attended Santa Fe County Commissioners meeting regarding Mountain Trail funding agreement
- Drafted letter to Governor regarding funding for new maintenance facility
- Meet with staff regarding vehicle licensing and accident reporting process and responsibilities
- Discussed state transit funding and rail runner issues with RMRTD
- Drafted letter to LAC regarding release of funding. Continued micro transit discussion with staff
- Continued discussions regarding expired Agora agreement (Eldorado park and ride) with land owner
- Reviewed and issued final RFQ/RFP for Maintenance Facility
- Reviewed and issued final RFP for Asset Management and Fleet Maintenance Software
- Participated in Tribal Subcommittee meeting
- Participated in Sustainability committee meeting
- Participated in Northern Providers Group Meeting with NMDOT
- Participated in meeting with surveyor regarding the Española site
- Conducted HR transition meeting
- Conducted grievance transition meeting
- Continued discussion with NEO Gov regarding computerized recruitment tracking, onboarding and performance evaluation systems
- Meet with consultant regarding rebranding concept and scope of services
- Continued conducting project meetings for ADA Phase V and VI, Maintenance Facility Design and Construction project, Taos Facility Masterplan, Fleet and Facilities Asset Management Software Acquisition and Short-Range Service Plan update
- Conducted NMTA Legislative Advocacy subcommittee meeting
- Participated in new employee orientations
- Participated in NMTA Board meeting
- Attended monthly MPO TCC meeting
- Attended APTA Small Operations Committee (telephonically)
- Met with Attorney and Staff regarding various legal issues and associated documents
- Met weekly as needed (telephonically) with Board Chair Barrone on various issues
Continued review, revision and creation of various NCRTD policies
Maintained continuous communication with board members, subcommittee members, and Chair
Attendance at various NCRTD staff and subcommittee meetings, including Board, Finance and Tribal subcommittees meeting
Addressed a variety of employee human resources issues and prepared memorandums to document district actions

LEGAL
- Review and assist in preparation of Board Packet materials
- Research on TIFIA financing options for the District's Capitol Projects
- Draft Emergency Policy Resolution
- Work on Real Property Issues with City of Espanola and Surveyor and District Staff
- Research on City of Albuquerque v. Tax and Rev GRT case
- Records Management Follow Up
- Follow Legislative Initiatives Potentially Impacting District
- Assist in various personnel matters
- Prepare Legal Updates for Staff Meetings
- Review various contracts and amendments
- Revise Short Range Plan Update Contract
- Draft Obsidian Contract
- Revise Solicitation Documents and Contract for Asset Management Software
- Work on Contract Enforcement Issues
- Assist Staff responding to Grievance
- Review Standard SSEPP Plan
- Review EEO Plan

MARKETING/PUBLIC INFORMATION
- Participated in the Taos High School Career and Job Fair
- Presented to the Santa Fe Centro Rotary Club on general RTD history and services
- Attended the APTA Marketing and Communications Workshop in New Orleans (Jim Nagle and Cara Fazio)
- Along with Operations, met with Ski Santa Fe Operations to discuss parking lot issues and increased lines of communication
- Attended a Rio Arriba Health Council meeting February 13
- Concluding work on an NCRTD Branding Guidelines book. Waiting on information to complete final two sections
- Wrote, produced and printed updated Quick Facts tri-fold
- Met with training director for the Santa Fe Chamber of Commerce Bienvenidos group of volunteers
- Began securing dates for upcoming spring, summer and fall events for NCRTD to participate in
- Provided the Taos Senior Center with copies of all the NCRTD Taos area routes
- Provided maintenance, updates and alerts to the ncrtd.org website
- Worked diligently with the Finance Department on invoices and accounts payable
- Issued alert regarding Presidents Day – in-service notifications
- Issued press release on the GFOA Budget Award
- Issued various rider alerts throughout the month – both print and digital
- Provided near daily posts and tweets on our Facebook and Twitter pages, as well as Instagram, leading to additional followers and connections to local businesses
- Attended status meetings on Maintenance Facility construction project and on Short-Range Service Plan Update
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in February excluding Saturdays and Sundays
- KSWV 810-AM in Santa Fe, :30 sec spots ran 20 times in February as well as 30 :20 sec promos announcing RTD sponsorship during the 7:30 AM drivetime
- KTAOS 101.9 FM in Taos, 14 :30 sec radio spots ran each week in February
- One banner ad ran in the Taos News and one in Los Alamos Monitor. One 1/8-page ad ran in the Rio Grande Sun. A strip ad ran on the front page of the Locals Section for the New Mexican. Signed commitment to run in the Rio Grande Sun cartoon map
- A series of digital ads ran on Santa Fe Today, Valley Daily Post and Los Alamos Daily Post
- Ads also continued running on the Taos News website as well as Facebook pages in the Taos County area
- Ads ran in the Chama Valley Times and Round the Roundhouse this month

**OPERATIONS**

- Deal with multiple personnel issues
- Participate in Joint Uniform RFP conference call
- Order furniture for Transit Manager’s office
- Review and submit MIS report
- Work with Tolar Manufacturing on Bus shelter order
- Work with Security officer on route coverage
- Participate in Maintenance Facility Project meetings
- Set up Transit Manager with log in credentials for various programs needed
- Met with Ski Santa Fe to identify and address issues and concerns
- Participate in Northern Providers Group meeting with NMDOT
- Worked on and revised Supervisor schedule
- Scheduled the delivery and placement of a snack vending machine for employees
- Schedule, coordinate and participate in Sustainability meeting
- Various passenger complaints
- Assist with Supervisor opening and closing duties
- Update and revise the Cell phone policy
- Worked on employee evaluations
- Worked with vendor for update to PSA for Radio Study
- Worked with Finance and Fleet on FY2019 Vehicle funding allocations and bus orders
- Work with NMDOT on the transfer of a disposal vehicle to PATS
- Reviewed and provided comments on the draft RFP for Short Range Service Plan update
- Worked on Out of state travel for Drug & Alcohol conference
- Worked on and distributes Bus Road-eo notice to staff
- Distributed NMTA conference agenda to staff
- Review daily pre-trip (DVCR) reports
- Schedule/coordinate preventive maintenance on buses and commuter vehicles
- Schedule/coordinate repairs on buses and commuter vehicles
- Assist with opening and supervisor coverage in Espanola
- Schedule buses for routes
- Schedule commuters for operators
- Schedule buses/commuters for cleaning/washing
- Schedule staff to pick up trash at bus stops
• Schedule staff to clean, cut weeds, and repair bus stops
• Review, process, and submit invoices for payment
• Review and address Vehicle defect and deficiency reports
• Review and submit timesheets for staff
• Schedule leave for staff
• Schedule facility inspection report
• Coordinate addressing concerns found in facilities report
• Request POs as appropriate
• Disseminate POs as appropriate
• Provide fleet data as requested by other staff
• Coordinate install of components on new buses
• Coordinate installation and removal of ads on buses
• Work on RFP for asset management software
• Coordinate Avail system repairs
• Coordinate Camera system repairs
• Coordinate replacement of Angel Track camera systems in Taos
• Work on new bus estimates (2019 and 2020)
• Conduct interviews for Custodian position - Carlos Atencio hired (External)
• Conduct interviews for Facilities Maintenance Specialist position - Neil Garinger hired (Internal)
• Assist Operations supervisors as needed
• Coordinate repairs to hot water circulation system
• Order buses from Creative

• Tally sheet ridership reconciliation support as necessary
• Ongoing bimonthly meetings with Santa Fe Trails Staff to provide progress updates, discuss opportunities to collaborate
• Ongoing quarterly meetings with Los Alamos and Atomic City Transit
• Coordinated and facilitated Tribal Subcommittee; prepared agenda, solicited topics from members, supported Vice-Chair in running of meeting
• Updated previously submitted FLAP application (for bus stop improvements in Carson National Forest at Taos Ski Valley) to include a support letter from Carson National Forest
• Ongoing collaboration with Wilson & Co. on the ADA Transition Plan update and the next phase of TAP ADA bus stop improvements and related construction; 60% construction plan review scheduled for the end of FEB with NMDOT District Five NMDOT Transit & Rail
• Presented to Mora County Commission a cost overview for the public transit service they have expressed interest in and may look to contract in the future
• Ongoing training and support to new Planner
• Participated in the site walk with the surveyor
• Attended the Benny J Chavez Community Center master plan discussion and open house
• Provided guidance to Cochiti Pueblo regarding potentially starting up a transit service in the future
• Represented NCRTD at NPRTPO, Chaired February meeting in Santa Fe
• Ongoing work to submit Tribal NTD reports for NCRTD member Tribes and Jicarilla Apache Nation
• Attended a Remix refresher training

SERVICE DEVELOPMENT

• January 2018 Ridership Report (via electronic tracking)
• ITS AVL/CAD project work including:
  • Ongoing feedback loop and review with Avail as necessary, email correspondence and discussion related to MDT issues, ridership data, Wi-Fi and cellular usage
HUMAN RESOURCES

- Celebrated Birthdays and Anniversaries on Tuesday, February 12, 2018
- Four (5) continued Workers Compensation issues
- One (1) Unemployment claims
- EEOC Plan for Board
- HR Desk Manual
- Birthday and Anniversary Cards to employees
- Ordered badges for employees
PARATRANSIT
Performance Measures
for
Fiscal Year 2018
January 2019
The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives.

The report data collected is grouped into 3 areas: Demand Response Administrative, Paratransit Operations and Customer Relations:

1. **Demand Response Administrative:**
   - A. Ridership, All Demand Response Routes
   - B. Ridership, Demand Response Paratransit
   - C. Demand Response Operational Cost
   - D. Cost Per Mile
   - E. Cost Per Trip

2. **Paratransit Operations**
   - A. Cancellations
   - B. Late Cancellations
   - C. No-Shows
   - D. On-Time Performance
   - E. Trip Length

3. **Customer Relations:**
   - A. Complaints
   - B. Incidents

The closest peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable to cost per mile. Their percentage of Demand Response trips are 46% of their total ridership, higher than NCRTD's at 4.7%, showing a considerable spread on the cost per trip. The FTA benchmarking data used originates from the Rural Transit Fact Book 2014. The data is for 2012 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.
Ridership Tracking of All Demand Response Routes

This measurement tracks the number of rides (trips) taken each month on all the demand response routes within the district. This graph shows the NCRTD demand response ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand.

FY12/13 = 11,374  FY13/14 = 11,941  FY14/15 = 10,164  FY15/16 = 11,937  FY16/17 = 12,017  FY17/18= 13,896  FY18/19 = 8,686
Ridership Tracking of Demand Response / ADA Paratransit Trips

This ridership data represents the number of ADA paratransit trips that occurred each month within the demand response routes. This also includes any ADA eligible trips that occurred on the fixed/flex routes. Please note that this an incomplete chart at this time will be updated as ADA Paratransit ridership can be mined from the historical data.

**Ridership Demand Response Paratransit**

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**FY 12/13 = 899  FY 13/14 = 1,539  FY 14/15 = 2,247  FY 15/16 = 3,230  FY 16/17 = 3,283  FY 17/18 = 3,249  FY 18/19 = 3,127**
Monthly Demand Response & ADA Paratransit Operational Costs

The NCRTD’s Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the operational costs to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. The operating budget for demand response is 6.97% of the overall operating budget. Each month’s operating expenditures are calculated at 6.97% to acquire a crude demand response share. That share is then calculated to a percentage of the actual ADA trips for the month to determine a cost for paratransit. This number will be used to calculate cost per mile and cost per trip.

YEAR TO DATE: FY 18-19 $60,198
Paratransit Operational Cost per Vehicle Mile

The Paratransit Cost per vehicle mile is the total operating costs per month in relation to the percentage of ADA vehicle miles per month traveled. The mileage data is logged daily for each route and compiled into a monthly report. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District’s demand response paratransit route operations. This measurement is a beneficial tool for the planning and operation’s departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 and 5310 funding. The peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable. Data from the 2015 Rural Transit Data Fact Book with data from 2013 (NTD), specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark.
The paratransit cost per trip is computed on a monthly basis by dividing the paratransit monthly operating costs from the paratransit cost (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 and 5310 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. The peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable. Data from the 2015 Rural Transit Data Fact Book with data from 2013 (NTD), specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark.

*Data Update to reflect the 2013 National Transit Data Base beginning January 2017*
Performance Measure – Paratransit Operations:

Cancellations, Late Cancellations and No-Shows

Cancellations, Late Cancellations and No-shows by the paratransit rider are tracked as a performance measure. A late cancellation (cancelled within 2 hours of the scheduled trip) is counted as a No-Show. When a rider has accumulated 3 No-Shows in a 30 day period, he/she may be subject to a 30 day suspension of service.

Cancellations = 374  Late Cancellations = 99  No-shows = 91

On Time Performance and Trip Length tracked for scheduling and driver performance. On-Time performance is considered on-time from 10 minutes before to 20 minutes after the scheduled pickup time for the scheduled ride. This is reflected in the percentages of total trips that were early, late and on time. The performance goal for this measure is to attain 90% On-time.

Early = 44.35%  On Time = 51.88%  Late = 3.10%

Trip length is measured to determine the average trip length riders are on the bus during their trip as the rides are shared with other rider’s pick up and drop offs. This is considered acceptable when ride time is not longer than twice the time it would take to make the ride on a fixed route bus. The average trip time on comparable fixed routes is 15 minutes.

Average Trip Length Per Client = 20.03 Minutes, 7.5 Miles On Board
Performance Measure – Customer Relations:

Commendations per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorize by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

No Commendations for January 2019

FY 18/19 Number of Commendations

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<th>Driver Performance</th>
<th>CSR/Dispatch</th>
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<td>Total</td>
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<td>0.00%</td>
</tr>
</tbody>
</table>
Performance Measure – Customer Relations:

Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorized by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

| No Complaints for January 2019 |

<table>
<thead>
<tr>
<th>FY 18/19 Number of Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>July</td>
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<tr>
<td>August</td>
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<tr>
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<td>March</td>
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<td>April</td>
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<tr>
<td>May</td>
</tr>
<tr>
<td>June</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>
Performance Measure – Customer Relations:

Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

No Customer Incidents for January 2019

<table>
<thead>
<tr>
<th>FY 18/19 Number of Customer Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Total</td>
</tr>
<tr>
<td>July</td>
</tr>
<tr>
<td>Aug</td>
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<tr>
<td>Sept</td>
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<tr>
<td>Oct</td>
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<tr>
<td>Nov</td>
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<td>Dec</td>
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<td>Jan</td>
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<td>Feb</td>
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<tr>
<td>March</td>
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<tr>
<td>April</td>
</tr>
<tr>
<td>May</td>
</tr>
<tr>
<td>June</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>
Performance Measures

for

Fiscal Year 2019

January 2019
The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives."

The report data collected is grouped into 3 areas: Administrative, Fleet and Customer Related:

1. Administrative:
   A. Ridership, All Funded Routes
   B. Ridership, NCRTD Operated Routes
   C. Monthly Expenditures
   D. Cost Per Mile
   E. Cost Per Trip

2. Fleet:
   A. Spare Vehicle Ratio
   B. Average Vehicle Age
   C. Percentage of “On-Time” PM / Inspections
   D. Accidents, Major/Minor Tracking

3. Customer Relations:
   A. Complaints
   B. Incidents

The In-state/local comparable is Sandoval/Valencia Counties which are operated by the Rio Metro Regional Transit District. This benchmark/peer entity was chosen since they are within New Mexico and somewhat similar to rural transit service. The FTA benchmarking data used originates from the Rural Transit Fact Book 2014. The data is for 2012 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.
Ridership Tracking of All NCRTD Funded Routes

Tracking ridership is the #1 way a public transportation agency can gauge its effectiveness of the service it provides. Ridership data for all routes funded by the NCRTD are collected by City of Santa Fe and Los Alamos County. This data is forwarded and combined with the data from the District’s operated routes. These numbers are then compiled into a monthly ridership report. This measurement tracks the number of one way trips taken on all the routes within the district. This graph shows the NCRTD combined total ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand. Sandoval/Valencia counties are used local/in-state comparison benchmark, as they are similar in service but smaller in size: a two county service of the Rio Metro Transit District.

Ridership All Funded Routes

<table>
<thead>
<tr>
<th>FY12/13</th>
<th>FY13/14</th>
<th>FY14/15</th>
<th>FY15/16</th>
<th>FY16/17</th>
<th>FY17/18</th>
<th>FY18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>41,135</td>
<td>43,836</td>
<td>36,784</td>
<td>44,537</td>
<td>35,825</td>
<td>30,576</td>
<td>35,877</td>
</tr>
<tr>
<td>48,552</td>
<td>49,624</td>
<td>49,034</td>
<td>46,976</td>
<td>37,369</td>
<td>36,320</td>
<td>40,271</td>
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<tr>
<td>46,374</td>
<td>50,295</td>
<td>46,680</td>
<td>47,152</td>
<td>37,509</td>
<td>37,422</td>
<td>40,320</td>
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<tr>
<td>46,966</td>
<td>42,682</td>
<td>52,575</td>
<td>52,528</td>
<td>40,393</td>
<td>41,584</td>
<td>40,794</td>
</tr>
<tr>
<td>41,808</td>
<td>47,195</td>
<td>41,493</td>
<td>46,289</td>
<td>34,957</td>
<td>35,640</td>
<td>40,253</td>
</tr>
<tr>
<td>521,843</td>
<td>501,936</td>
<td>517,684</td>
<td>503,011</td>
<td>505,700</td>
<td>305,385</td>
<td></td>
</tr>
</tbody>
</table>

FY12/13 = 462,173  FY13/14 = 521,843  FY14/15 = 501,936  FY15/16 = 517,684  FY16/17 = 503,011 / FY17/18= 505,700  FY18/19 = 305,385
Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes flex and commuter routes as well as the demand response and paratransit routes. Totaling the number of one way trips on NCRTD routes, allows staff to evaluate effectiveness and to ensure that the service is reaching areas in the district that have high demand for accessible mobility. Sandoval/Valencia counties were selected as a local/in-state comparison benchmark.

<table>
<thead>
<tr>
<th>FY 11-12</th>
<th>FY 12-13</th>
<th>FY 13-14</th>
<th>FY 14-15</th>
<th>FY 15-16</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
<th>FY 18-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>AUG</td>
<td>SEPT</td>
<td>OCT</td>
<td>NOV</td>
<td>DEC</td>
<td>JAN</td>
<td>FEB</td>
</tr>
<tr>
<td>13,081</td>
<td>15,739</td>
<td>16,397</td>
<td>15,567</td>
<td>14,886</td>
<td>14,167</td>
<td>17,274</td>
<td>17,071</td>
</tr>
<tr>
<td>15,200</td>
<td>16,995</td>
<td>15,052</td>
<td>17,760</td>
<td>15,317</td>
<td>13,872</td>
<td>16,642</td>
<td>15,471</td>
</tr>
<tr>
<td>17,504</td>
<td>17,934</td>
<td>18,033</td>
<td>19,205</td>
<td>14,792</td>
<td>15,069</td>
<td>17,102</td>
<td>17,380</td>
</tr>
<tr>
<td>17,415</td>
<td>17,419</td>
<td>17,781</td>
<td>17,843</td>
<td>13,155</td>
<td>14,933</td>
<td>14,545</td>
<td>15,134</td>
</tr>
<tr>
<td>19,899</td>
<td>21,768</td>
<td>23,498</td>
<td>22,962</td>
<td>18,824</td>
<td>23,033</td>
<td>22,245</td>
<td>24,214</td>
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<tr>
<td>21,241</td>
<td>25,654</td>
<td>24,227</td>
<td>23,487</td>
<td>21,364</td>
<td>22,666</td>
<td>26,341</td>
<td>25,981</td>
</tr>
<tr>
<td>20,834</td>
<td>25,875</td>
<td>23,045</td>
<td>24,173</td>
<td>21,586</td>
<td>22,097</td>
<td>26,212</td>
<td>25,783</td>
</tr>
<tr>
<td>22,789</td>
<td>26,475</td>
<td>23,168</td>
<td>24,360</td>
<td>20,952</td>
<td>22,073</td>
<td>26,872</td>
<td></td>
</tr>
</tbody>
</table>

FY12/13 = 193,027  FY13/14 = 209,750  FY14/15 = 184,320  FY15/16 = 267,870  FY16/17 = 284,285  FY17/18 = 289,441  FY18/19 = 166,689
Monthly Expenditures for Administrative and Operating

The NCRTD’s Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the expenditures to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. Tracking the budget and monitoring operational costs allows management to target specific dollar amounts when creating future budgets and requesting federal funding from the NM Department of Transportation.

### Monthly Expenditures FY 18-19

<table>
<thead>
<tr>
<th></th>
<th>JUL</th>
<th>AUG</th>
<th>SEPT</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>$97,294.8</td>
<td>$141,007.</td>
<td>$97,896.6</td>
<td>$185,241.</td>
<td>$114,703.</td>
<td>$110,557.</td>
<td>$120,720.</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total</td>
<td>$381,367.</td>
<td>$542,973.</td>
<td>$452,394.</td>
<td>$493,200.</td>
<td>$418,929.</td>
<td>$425,622.</td>
<td>$530,407.</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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</table>
Cost per vehicle mile is the total operating costs per month in relation to the total vehicle miles per month traveled on NCRTD routes. The mileage data is logged daily for each route and compiled into a monthly report. Monthly operating costs are obtained from the Monthly Expenditures (chart above) and the number of miles travelled for NCRTD operated routes. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District’s route operations. This measurement is a beneficial tool for the planning and operation’s departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per mile vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than NCRTD. Data from the 2015 Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per mile is included as a benchmark. *This Data from 2015 Rural Transit Data Fact Book has been revised for the FY17 year.

*Data Update to reflect the 2013 National Transit Data Base beginning January 2017
Operating Cost per Trip

When transit data is collected, passengers, riders and rides are counted and referred to as “trips.” One passenger can generate several trips in a day, and these are counted individually. Example, a particular rider may board in Questa (1 trip) and transfer to the Taos to Espanola bus (1 trip) and again transfer to the Santa Fe bus in Espanola (1 trip) for a total of three trips. The cost per trip is computed on a monthly basis by dividing the monthly operating costs from the Monthly Expenditures (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than the NCRTD. Data from the 2015 Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark. *This Data from 2015 Rural Transit Data Fact Book has been revised for the FY17 year (data is from 2013).

Operating Cost Per Trip/Passenger

*Data Update to reflect the 2013 National Transit Database (NTD) beginning January 2017
FTA defines the spare ratio as the percentage of spare vehicles in comparison to the number of vehicles required for annual maximum service. Recommended FTA spare vehicle ratio is 20% for fleets over 51 vehicles. NCRTD’s fleet totals 54 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of now 37 and a backup fleet of 17, the backup ratio is 45.95%. This higher number is needed and reasonable due to the variety of passenger seating requirements for specific routes throughout the District. These backup vehicles ensure consistent coverage of all routes when vehicles are off line due to routine maintenance or unexpected breakdowns.

Spare Vehicle Ratio/Combined All Vehicles

Spare Vehicle Ratio/Combined all Vehicles

<table>
<thead>
<tr>
<th>Month</th>
<th>Spare Vehicles</th>
<th># Needed to run</th>
<th>Spare Ratio</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>AUG</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>SEPT</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>OCT</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>NOV</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>DEC</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>JAN</td>
<td>21</td>
<td>36</td>
<td>58.33%</td>
<td>20.00%</td>
</tr>
<tr>
<td>FEB</td>
<td></td>
<td></td>
<td>0.00%</td>
<td>20.00%</td>
</tr>
<tr>
<td>MAR</td>
<td></td>
<td></td>
<td>0.00%</td>
<td>20.00%</td>
</tr>
<tr>
<td>APR</td>
<td></td>
<td></td>
<td>0.00%</td>
<td>20.00%</td>
</tr>
<tr>
<td>MAY</td>
<td></td>
<td></td>
<td>0.00%</td>
<td>20.00%</td>
</tr>
<tr>
<td>JUN</td>
<td></td>
<td></td>
<td>0.00%</td>
<td>20.00%</td>
</tr>
</tbody>
</table>
The FTA allows the use of years or mileage to attain usable life. The District uses mileage rather than the year of manufacture because of the large area of the district and the high number of miles traveled on an annual basis. This compares the age of specific kind of vehicles by mileage in accordance to the FTA guidelines. This is useful in fleet replacement planning. The numbers will vary month to month as mileages increase and old vehicles are replaced by new.
The federal benchmark for the percentage of "on-time" preventative maintenance (PMs) and inspections for the fleet is 87%. Inspections are required to be conducted within certain mileage timeframe by vehicle manufacturers for the various sizes of vehicles. Manufacturer's recommended maintenance schedules may range in mileage due to the component makeup of a particular vehicle. The FTA recommends they be conducted within the manufacturer’s recommended maintenance schedule. However, as a sub recipient of NMDOT we are allowed varied standards as approved by NMDOT. With the variety of sizes and component makeup of District vehicles, we have determined and hold to a standard of 6000 mile intervals for the light and medium gasoline powered fleet and 7000 miles for the diesel powered medium-heavy fleet. This ensures frequent safety inspections and PM services at reasonable intervals that result in a more dependable and safer fleet. This data is collected and tracked by the Fleet Maintenance Manager.
Accidents per Month

This measurement shows us how many accidents occur within a month and to what frequency they occur. These are logged as minor or major accidents. A minor accident for example, is one where a driver hits a stationary object while backing but there is minimal damage. A major accident is one where there may be significant damage and/or injury, and a FTA Post accident drug screen is required. All accidents are reported to the Operations and Maintenance Manager to decide on what corrective action needs to be taken. There are established internal reporting and follow up procedures. All accidents, major or minor, are investigated and documented, and dealt with accordingly by the operations management team. As a result, disciplinary measures and/or driver re-training may be required by the outcome of the investigation.

Number of Major/Minor Accidents per 249,507 Miles Avg. Driven Monthly

- **MINOR ACCIDENT DETAIL**
  - Vehicle was rearended by another vehicle
  - Vehicle was rearended by another vehicle
  - Driver backed up into a pole, scrapping side of bus

- **MAJOR ACCIDENT DETAIL**
  - Driver struck a pedestrian walking on the road

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Major Accidents</th>
<th>Minor Accidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>AUG</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>SEPT</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>OCT</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>NOV</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>DEC</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>JAN</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>FEB</td>
<td>3</td>
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<td>MAR</td>
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<td>0</td>
</tr>
<tr>
<td>JUN</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

- **Last Minor Accident - January 30, 2019**
  - Miles Driven since last Minor Accident - 8,049

- **Last Major Accident - January 18, 2019**
  - Miles Driven since last Major Accident - 96,588
## Performance Measure – Customer Relations: Commendations per Month

This performance tracks monthly the compliments received by the Operations Division of the NCRTD. The compliments are received by Operations and Admin staff. These are categorized by the different positions within Operations, and are recognized with an incentive in the “Above and Beyond” recognition program at the NCRTD. Driver’s may use recognition at the time of their evaluation.

No Commendations for January 2019

### FY 18/19 Number of Commendations

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
<th>Driver Performance</th>
<th>Dispatch</th>
<th>Miscellaneous*</th>
<th>Percent VS Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.004%</td>
</tr>
<tr>
<td>August</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0.000%</td>
</tr>
<tr>
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<td>0</td>
<td>0</td>
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</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>0.000%</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0.005%</td>
</tr>
<tr>
<td>Dec</td>
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<td>1</td>
<td>0</td>
<td>0</td>
<td>0.005%</td>
</tr>
<tr>
<td>January</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.000%</td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
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<tr>
<td>April</td>
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<td>May</td>
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<td>June</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Total</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0.014%</td>
</tr>
</tbody>
</table>
Performance Measure – Customer Relations:

Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorized by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

1. The caller wanted to know if the bus was running late to pick up her children. Dispatch explained to her the children were put on a waiting list for the morning pickup on that day and the following day. The dispatcher asked if she had received a phone call from the other dispatcher notifying her of this change. The caller stated she had not received a phone call or an email advising her of this change. She also told the dispatcher that she had sent an email to the other dispatcher in plenty of time to get her children set up for service. When the dispatcher began to explain to her why her children were not getting service for the next two days the caller interrupted her, stated she needed to go to take her children to school but would be gathering her emails and would talk to a manager then hung up on the dispatcher.

   Supervisor called back to discuss the issues regarding the demand schedule for these children. Once the supervisor introduced herself the caller stated she was working on an email she would be sending to the Operations Director regarding her concerns. She went on to say the RTD was trying to cause problems for the dispatcher whom she had sent emails to making reservations for her children to be picked up and taken to school. The supervisor tried to explain to her the purpose of her phone call was to find out what the issue was and tried to explain to her that making reservations via email was not part of our policy. The caller became upset and very rude with the supervisor stating she needed to follow the policies and went on to advise the supervisor her concerns regarding how rude the other dispatcher is with the customers, the drivers leaving her kids out in the cold for long periods of time, allowing students to sit on the floor of the bus and drivers pulling her children by the arm requesting they pay their dollar for the ride. Again, the supervisor tried to explain why she was calling and tried to assure the caller this was the first time she had ever heard this information. The caller became more upset asking the supervisor her name and stated she would be including her in the complaint to the Operations Director because she was as bad as the rest of the people she has dealt with. The supervisor gave her name to the caller and stated for her to do what she felt was necessary.
### FY 18/19 Number of Complaints

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Schedule Issues</th>
<th>Driver Performance</th>
<th>Against other Passengers</th>
<th>Miscellaneous*</th>
<th>Percent VS Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.004%</td>
</tr>
<tr>
<td>August</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0.015%</td>
</tr>
<tr>
<td>Sept</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.004%</td>
</tr>
<tr>
<td>Oct</td>
<td>12</td>
<td>0</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>0.049%</td>
</tr>
<tr>
<td>Nov</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0.010%</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.005%</td>
</tr>
<tr>
<td>January</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.004%</td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>22</td>
<td>3</td>
<td>19</td>
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<td>0</td>
<td>0.091%</td>
</tr>
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</table>
Performance Measure – Customer Relations: Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

1. An RTD driver pulled out from a stop in front of a car thinking he had enough time.
2. When a driver reached the Taos County Court House a lady approached the driver telling him she followed him all the way from Espanola. She wanted the driver to know her and another passenger were waiting for the bus. The driver asked her where they were because he did not see anyone at the shelter. Her response was they were sitting inside a car at Allsup’s. The driver explained he was at the bus stop and did not see anyone at the shelter. He apologized to the ladies, he explained he waited his 3 minutes and then departed from the stop.
3. While in route the driver observed a man in a green safety jacket move seats. The man seemed like he was trying to hide something. The driver then observed him passing around a brown bottle to another man on the bus.
4. While getting ready to depart from a stop there were two passengers who were talking by the bus but did not seem like they were going to board the bus. As the driver closed the doors the passenger banged on the door. He asked the driver why he had closed the doors on him. The driver apologized to him, allowed him on the bus and continued on the route. The driver had to make a stop at the RTD office. When the driver got back on the bus the passenger demanded the driver turn up the radio and began giving the driver a hard time. The driver then told the passenger if he was going to continue his behavior he would need to get off the bus. When arriving in Taos the driver stated the passenger got very belligerent with him, threatening he was going to call the office and report him. As the passenger got off the bus he began to flip the driver off.
5. On the last stop for the day the driver realizes there was still a passenger on the bus, the passenger had fallen asleep on the bus. The driver asked him to exit the bus, but the passenger would not move. After several attempts to get him off the bus, the driver radioed dispatch reporting he needed police assistance to get the passenger off the bus.
6. As a driver did his end of day walk through on the bus he found a needle stuffed between the side wall of the bus and the seat.
7. A female passenger got upset with the driver and trainee because the bus she was on would not take her to the Santa Fe mall. The passenger was so upset she pushed one of the drivers with her backpack.

8. A driver had to break suddenly due to a car pulling out in front of him causing a passenger to fall on the floor. The passenger was not injured, it was not necessary to call for medical assistance.

9. A driver refused service to a man who had just drove into the parking lot at Park N Ride as the bus was departing stating he was not at the bus stop.

10. As the driver was approaching a bus stop he noticed a black truck was stuck at the stop. The NCRTD driver had to come to a complete stop. In doing so, the bus slide sideways up against a snow embankment. Taos Ski Valley sent a loader to pull out the bus. There was slight damage to the passenger door.

11. On the Penasco route a woman put two children on the bus stating their mother would be picking them up at the Talpa Community Center. When the driver approached the Talpa Community Center there was no one at the stop. The driver waited 3 minutes, called dispatch to explain the situation. Dispatch advised the driver to bring the children to the office. Dispatch then called requesting police to be sent to the office. While RTD personnel waited for the police to arrive, an RTD supervisor saw a woman staggering up to the front parking lot. The supervisor asked her if he could help her. The woman then stated she thought her children were there and then asked if she could use the restroom. One of the children went outside to greet the woman. The supervisor allowed her to use the restroom. While at the RTD office she took the children in the restroom with her. The police arrived and took control of the situation.

**FY 18/19 Number of Incidents**

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Driver-Non Rider</th>
<th>Rider-Rider</th>
<th>Driver-Rider</th>
<th>Non- Rider</th>
<th>Rider</th>
<th>% of Ridership</th>
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<tbody>
<tr>
<td>July</td>
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<td>0</td>
<td>6</td>
<td>0</td>
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<tr>
<td>Aug</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.000%</td>
</tr>
<tr>
<td>Sept</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>4</td>
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<td>0.026%</td>
</tr>
<tr>
<td>Oct</td>
<td>10</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>1</td>
<td>2</td>
<td>0.041%</td>
</tr>
<tr>
<td>Nov</td>
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<td>4</td>
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<td>2</td>
<td>0.038%</td>
</tr>
<tr>
<td>Dec</td>
<td>8</td>
<td>2</td>
<td>0</td>
<td>4</td>
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<td>5</td>
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<tr>
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</tr>
<tr>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
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</tr>
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<td>0</td>
<td>29</td>
<td>2</td>
<td>11</td>
<td>0.231%</td>
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</table>
# NCRTD Monthly Ridership Summary

January 1, 2019 through January 31, 2019

## Calendar Operating Days

<table>
<thead>
<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
<th>% Change</th>
</tr>
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<tbody>
<tr>
<td>Jul-18</td>
<td>30</td>
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<tr>
<td>Aug-18</td>
<td>31</td>
<td>31</td>
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<tr>
<td>Sep-18</td>
<td>29</td>
<td>29</td>
<td>0.00%</td>
</tr>
<tr>
<td>Oct-18</td>
<td>30</td>
<td>30</td>
<td>0.00%</td>
</tr>
<tr>
<td>Nov-18</td>
<td>27</td>
<td>27</td>
<td>0.00%</td>
</tr>
<tr>
<td>Dec-18</td>
<td>29</td>
<td>29</td>
<td>0.00%</td>
</tr>
<tr>
<td>Jan-19</td>
<td>29</td>
<td>29</td>
<td>0.00%</td>
</tr>
<tr>
<td>Feb-19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar-19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr-19</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>May-19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun-19</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

## Monthly System Totals

<table>
<thead>
<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCRTD Operated</td>
<td>26,872</td>
<td>26,212</td>
<td>2.52%</td>
</tr>
<tr>
<td>NCRTD Funded</td>
<td>16,879</td>
<td>14,041</td>
<td>20.21%</td>
</tr>
<tr>
<td>All Systems Funded</td>
<td>43,751</td>
<td>40,253</td>
<td>8.69%</td>
</tr>
</tbody>
</table>

## Year to Date Totals

<table>
<thead>
<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCRTD Operated</td>
<td>166,689</td>
<td>163,822</td>
<td>1.75%</td>
</tr>
<tr>
<td>NCRTD Funded</td>
<td>138,696</td>
<td>124,832</td>
<td>11.11%</td>
</tr>
<tr>
<td>All Systems Funded</td>
<td>305,385</td>
<td>288,654</td>
<td>5.80%</td>
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</table>

## System Daily Averages

<table>
<thead>
<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCRTD Operated</td>
<td>927</td>
<td>904</td>
<td>2.54%</td>
</tr>
<tr>
<td>NCRTD Funded</td>
<td>582</td>
<td>484</td>
<td>20.25%</td>
</tr>
<tr>
<td>Systems Total</td>
<td>1509</td>
<td>1388</td>
<td>8.72%</td>
</tr>
</tbody>
</table>

## Total Ridership YTD % Change

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-18</td>
<td>0.06%</td>
<td>0.52%</td>
<td>3.61%</td>
<td>4.73%</td>
<td>5.38%</td>
<td>5.33%</td>
<td>5.80%</td>
<td>0.06%</td>
<td>0.52%</td>
<td>3.61%</td>
<td>4.73%</td>
<td>5.33%</td>
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</tbody>
</table>

## On Time Performance

<table>
<thead>
<tr>
<th></th>
<th>Early</th>
<th>On Time</th>
<th>Late</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26.00%</td>
<td>62.49%</td>
<td>11.03%</td>
</tr>
</tbody>
</table>
## FY 18/19 January Ridership

### Comparative Ridership NCRTD Operated Routes ONLY

<table>
<thead>
<tr>
<th>Month</th>
<th>FY16/17</th>
<th>FY17/18</th>
<th>FY18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>21,241</td>
<td>20,834</td>
<td>22,789</td>
</tr>
<tr>
<td>AUG</td>
<td>25,654</td>
<td>25,875</td>
<td>26,475</td>
</tr>
<tr>
<td>SEPT</td>
<td>24,227</td>
<td>23,045</td>
<td>23,168</td>
</tr>
<tr>
<td>OCT</td>
<td>23,487</td>
<td>24,173</td>
<td>24,360</td>
</tr>
<tr>
<td>NOV</td>
<td>21,364</td>
<td>21,586</td>
<td>20,952</td>
</tr>
<tr>
<td>DEC</td>
<td>22,666</td>
<td>22,097</td>
<td>22,073</td>
</tr>
<tr>
<td>JAN</td>
<td>26,341</td>
<td>26,212</td>
<td>26,872</td>
</tr>
<tr>
<td>FEB</td>
<td>25,981</td>
<td>25,783</td>
<td></td>
</tr>
<tr>
<td>MAR</td>
<td>27,404</td>
<td>26,092</td>
<td></td>
</tr>
<tr>
<td>APR</td>
<td>20,829</td>
<td>23,699</td>
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</tr>
<tr>
<td>MAY</td>
<td>21,513</td>
<td>26,314</td>
<td></td>
</tr>
<tr>
<td>JUNE</td>
<td>23,578</td>
<td>23,731</td>
<td></td>
</tr>
</tbody>
</table>

FY16/17 = 284,285  FY17/18 = 289,441  FY18/19 = 166,689
Comparative Ridership NCRTD Funded Routes

FY16/17 = 227,142  FY17/18 = 217,301  FY18/19 = 138,696
FY16/17 = 55,197  FY17/18 = 55,692  FY18/19 = 32,241
On Time Performance: 9.7% Early / On Time 69.3% /21% Late

FY16/17 = 14,316  FY17/18 = 18,433  FY18/19 = 9,198
On Time Performance: 4% Early / 71.9% On Time / 24.1% Late
### 150-Chimayo

<table>
<thead>
<tr>
<th>Month</th>
<th>FY16/17</th>
<th>FY17/18</th>
<th>FY18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>863</td>
<td>1,097</td>
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</tr>
<tr>
<td>AUG</td>
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<tr>
<td>SEPT</td>
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<tr>
<td>OCT</td>
<td>789</td>
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<td>817</td>
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<tr>
<td>NOV</td>
<td>721</td>
<td>927</td>
<td>733</td>
</tr>
<tr>
<td>DEC</td>
<td>557</td>
<td>665</td>
<td>572</td>
</tr>
<tr>
<td>JAN</td>
<td>663</td>
<td>777</td>
<td>710</td>
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<tr>
<td>FEB</td>
<td>633</td>
<td>662</td>
<td></td>
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<tr>
<td>MAR</td>
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<td>738</td>
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</tr>
<tr>
<td>APR</td>
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<td>652</td>
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<tr>
<td>MAY</td>
<td>969</td>
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</tr>
<tr>
<td>JUNE</td>
<td>1,172</td>
<td>890</td>
<td></td>
</tr>
</tbody>
</table>

**FY16/17 = 9,673**  **FY17/18 = 10,293**  **FY18/19 = 5,438**  
**On Time Performance: 11.2% Early / 70.5% One Time / 18.3% Late**

### 160-Santa Clara

<table>
<thead>
<tr>
<th>Month</th>
<th>FY16/17</th>
<th>FY17/18</th>
<th>FY18/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>428</td>
<td>437</td>
<td>438</td>
</tr>
<tr>
<td>AUG</td>
<td>603</td>
<td>503</td>
<td>608</td>
</tr>
<tr>
<td>SEPT</td>
<td>631</td>
<td>369</td>
<td>526</td>
</tr>
<tr>
<td>OCT</td>
<td>552</td>
<td>477</td>
<td>641</td>
</tr>
<tr>
<td>NOV</td>
<td>516</td>
<td>364</td>
<td>433</td>
</tr>
<tr>
<td>DEC</td>
<td>446</td>
<td>345</td>
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</tr>
<tr>
<td>JAN</td>
<td>543</td>
<td>430</td>
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</tr>
<tr>
<td>FEB</td>
<td>486</td>
<td>438</td>
<td></td>
</tr>
<tr>
<td>MAR</td>
<td>641</td>
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</tr>
<tr>
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</tr>
<tr>
<td>MAY</td>
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</tr>
<tr>
<td>JUNE</td>
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**FY16/17 = 6,317**  **FY17/18 = 5,299**  **FY18/19 = 3,377**  
**On Time Performance: 3.6% Early / 90.4% On Time / 6% Late**
FY17/18 = 2,528  FY18/19 = 2,047  
On Time Performance: 18.7% Early / 49.7% On Time / 31.6% Late

FY16/17 = 1,290  FY17/18 = 1,510  FY18/19 = 1,134  
On Time Performance: 9.2% Early / 51.4% On Time / 39.4% Late
On Time Performance:

- **190-Chama**: 12.8% Early / 54.9% On Time / 32.3% Late

- **200-Santa Fe**: 6.2% Early / 61% On Time / 32.9% Late
220-Tesuque

FY16/17 = 7,742  FY17/18 = 7,752  FY18/19 = 4,478
On Time Performance: 8.2% Early / 79.5% On Time / 12.3% Late

230-San Ildefonso

FY16/17 = 4,861  FY17/18 = 5,535  FY18/19 = 3,125
On Time Performance: 6.6% Early / 69.1% On Time / 24.3% Late
*Santa Fe National Forest was closed during the month of June. Mountain Trails service was suspended.

On Time Performance: 22.1% Early / 50.8% On Time / 27.1% Late

260-La Cienega

On Time Performance: 2.8% Early / 89.3% On Time / 7.9% Late
### 270-Turquoise Trail

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<th>FY16/17</th>
<th>FY17/18</th>
<th>FY18/19</th>
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<tr>
<td>JUNE</td>
<td>542</td>
<td>297</td>
<td>279</td>
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**On Time Performance:** 12.3% Early / 78.9% On Time / 8.8% Late

### 280-Eldorado

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<tr>
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**On Time Performance:** 7.1% Early / 87.7% On Time / 5.2% Late
290-Edgewood

FY16/17 = 6,997  FY17/18 = 5,761  FY18/19 = 2,661
On Time Performance: 7.5% Early / 84.4% On Time / 8.1% Late

300-Taos

FY16/17 = 13,004  FY17/18 = 13,585  FY18/19 = 8,547
On Time Performance: 13.8% Early / 45.9% On Time / 40.3% Late
305-Taos Express

FY16/17 = 1,591  FY17/18 = 1,790  FY17/18 = 1,308

On Time Performance: 21.9% Early / 54.6% On Time / 23.5% Late

310-Red River

FY16/17 = 4,058  FY17/18 = 3,292  FY18/19 = 2,570

On Time Performance: 0.6% Early / 77.5% On Time / 21.8% Late
FY16/17 = 14,701  FY17/18 = 16,206  FY18/19 = 9,356
On Time Performance: 3.9% Early / 87.8% On Time / 8.3% Late

FY16/17 = 4,673  FY17/18 = 5,187  FY18/19 = 3,115
On Time Performance: 15.4% Early / 60.7% On Time / 23.8% Late
### 340-Chile Line

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**On Time Performance:** 16% Early / 70.2% On Time / 13.8% Late

### 341-Taos Ski Valley

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**On Time Performance:** 64.3% Early / 21.4% On Time / 14.3% Late
FY16/17 = 1,707  FY17/18 = 1,995  FY18/19 = 690
On Time Performance: 7% Early / 91.8% On Time / 1.3% Late

FY16/17 = 872  FY17/18 = 832  FY18/19 = 381
On Time Performance: 17.9% Early / 70% On Time / 12.1% Late
FY16/17 = 1,088  FY17/18 = 1,380  FY18/19 = 1,177

On Time Performance: 7.5% Early / 82.6% On Time / 10% Late

FY16/17 = 6,023  FY17/18 = 7,883  FY18/19 = 3,258
Pojoaque Demand Response

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FY16/17 = 3,188  FY17/18 = 3,572  FY18/19 = 2,183

Pojoaque-Dial-A-Ride

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FY16/17 = 1,095  FY17/18 = 917  FY18/19 = 389
Paratransit - ADA

FY16/17 = 1,711  FY17/18 = 1,532  FY18/19 = 3,265

* Include ADA Flex Route
Special Events

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FY16/17 = 1,509  FY17/18 = 1,001  FY18/19 = 314

Dead Head

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FY16/17 = 1,263  FY17/18 = 1,078  FY18/19 = 620

On Time Performance: 28.5% Early / 48.6% On Time / 22.9% Late
Los Alamos, 188, 1%
Rio Arriba, 1335, 5%
Taos, 12551, 47%
Tribal, 1646, 6%
Santa Fe, 4756, 18%
Espanola, 5428, 20%
Dead Head, 66, 0%
Demand Response, 491, 2%
Paratransit Services, 407, 1%
Flex Route, 4, 0%
### Santa Fe Rt 2

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**FY16/17 = 45,818**  **FY17/18 = 30,130**  **FY18/19 = 17,113**

### Santa Fe 4

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**FY16/17 = 7,103**  **FY17/18 = 5,648**  **FY18/19 = 3,054**
Santa Fe 22

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FY16/17 = 6,854  FY17/18 = 5,803  FY18/19 = 2,952

Santa Fe Pickup

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FY16/17 = 85,384  FY17/18 = 85,516  FY18/19 = 49,019
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**Los Alamos Enhanced**

**FY16/17 = 25,831   FY17/18 = 27,986   FY18/19 = 30,761**

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**Rail Runner**

**FY16/17 = 289,432   FY17/18 = 278,297   FY18/19 = 161,975**