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 9:10 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 Present:</th>
<th>Elected Members</th>
<th>Alternate Designees</th>
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<tbody>
<tr>
<td>Village of Chama</td>
<td>Councilor Scott Flury</td>
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<tr>
<td>Town of Edgewood</td>
<td>Councilor Linda Holle</td>
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<tr>
<td>City of Española</td>
<td>Councilor Dennis Tim Salazar</td>
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<tr>
<td>Los Alamos County</td>
<td>Councilor Antonio Maggiore</td>
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<td>Namné Pueblo</td>
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<td>Mr. Marcus López</td>
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<td>Ohkay Owingeh</td>
<td>Absent</td>
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<td>Pojoaque Pueblo</td>
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<td>Mr. Jeff Montoya</td>
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<tr>
<td>Rio Arriba County</td>
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<td>Manager Tomas Campos</td>
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<td>San Ildefonso Pueblo</td>
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<td>Ms. Lillian Garcia</td>
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<td>Santa Clara Pueblo</td>
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<td>Ms. Mary Lou Valério</td>
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<td>City of Santa Fe</td>
<td>Councilor Carol Romero-Wirth</td>
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<tr>
<td>Santa Fe County</td>
<td>Commissioner Ed Moreno</td>
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<tr>
<td>Town of Taos</td>
<td>Mayor Dan Barrone</td>
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<tr>
<td>Taos County</td>
<td>Commissioner Jim Fambro</td>
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</tbody>
</table>
Taos Ski Valley  Mayor Christoff Brownell
Tesoque Pueblo  Absent
Village of Questa  Councillor Charlie Gonzales

Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Mr. Stephen Dahlquist, Executive Assistant
Mr. Hector Ordoñez, Finance Director
Mr. Peter Dwyer, Legal Counsel
Ms. Delilah Garcia, Transit and Facilities Operations Director
Mr. Jim Nagle, Public Information Officer
Mr. Michael Valverde, Regional Transit District Planner

Others Present
Elizabeth Martin, Stenographer
Chris Cordova, Southwest Planning and Marketing
A. Rachelle Howell, Southwest Planning and Marketing

2. INTRODUCTIONS

No introductions were made.

3. PLEDGE OF ALLEGIANCE

4. MOMENT OF SILENCE

5. APPROVAL OF AGENDA

MOTION: Commissioner Fambro moved, seconded by Commissioner Moreno, to approve the agenda as presented. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

6. APPROVAL OF MINUTES B June 14, 2019

MOTION: Chair Barrone moved, seconded by Councillor Salazar to approve the minutes of June 14, 2019 as submitted. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County,
Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

Mr. Joe Palmeri, new HR Director, introduced himself to the Board.

Chair Barrone welcomed Mr. Palmeri to the NCRTD.

7. PUBLIC COMMENTS

Ms. Donna House, a user of the RTD routes in northern New Mexico, made the following comments:

She commended all the parties for establishing the service but had a strong concern on RTD management. She was concerned that the RTD Transit software has real time challenges and problems for pick up and drop off. She has to call in frequently to make sure within the time frame she requested. Who is monitoring the data and studying the data for errors? She gave examples. Another issue is regarding when she goes to the doctor in Santa Fe and never seems to be able to get the time she needs in the early mornings. She would like RTD to do an assessment or audit on the on-demand program.

Training and communications are needed on cultural diversity and mannerisms. The RTD needs to address the shortage of drivers. They should form a task force to review routing and timing issues especially on-demand. Drivers need to be part of this. She sees divisions between hierarchy and employees. They need to trust more in what the drivers say and include them in solutions. Give all the drivers a raise. Consider electric vehicles because fuel plays a big role in climate change. She suggests you have a public committee, so you hear more from the public. She will put her notes together and write it up and send it to each of the Board members.

Chair Barrone asked Director Garcia to comment.

Director Garcia said the AVAIL system is used for real time information for our buses. We use ADEPT for scheduling software for computer-aided dispatch. We know we have some issues with that and need to do some updates. We use Tom-Tom maps and adjusting policies.

Mr. Mortillaro said he would like to meet with Ms. House and talk with her specifically about her concerns. All transit systems have issues with retaining drivers and we continue to address that here. Thank you for coming today.

Manager Campos asked what area she lives in.

Ms. House said there is an organization called Chainbreaker in Santa Fe working with transit and doing studies and surveys for low-income residents. It might be advantageous to work with and talk with them.

Mr. Mortillaro informed her that today, the Board is awarding a contract for the service update. We will be doing a systemwide analysis and we plan on having 16 district-wide meetings in all the areas we serve and hope to get good participation from community members. You will be getting an in-depth analysis of
needs and requests. We will make sure Ms. House is aware of those meetings. We have talked with Chainbreaker on a variety of issues.

PRESENTATION ITEMS

A. Government Finance Officers Association (GFOA) Award for the NCRTD Popular Annual Financial Report (PAFR)

Mr. Mortillaro announced that the District received an award for its quality of financial report.

Mr. Jim Nagle and Ms. Cara Fazio accepted the award and Mr. Nagle spoke briefly about the award and said they were very proud to be receiving this award for excellence in financial reporting.

B. Above and Beyond Award/Years of Service/Safe Driver Awards

Chair Barrone presented Brandon Tafoya with the Above and Beyond Award and read the reason for the award which involved helping with a car he saw in the ditch with a man in distress stuck under the car.

Mr. Mortillaro presented 1-year milestone awards to the following employees:
Michele Chato
Gustavo Rosales Montoya
Amanda Martinez
Angel Padilla
Susie López
Brandon Tafoya

One-Year safe driver awards were given to:
Gustavo Rosales Montoya
Brandon Tafoya
Angel Padilla
Amanda Martínez
Susie López

A 5-year service award was presented to Carlene Sherwood, and a ten-year service to Juan Ortiz.

The Board applauded all those who received awards.

PUBLIC HEARINGS

C. Discussion and Consideration of Resolution No. 2019-29 Approving the 4th Quarter Financial Report for FY 19
Chair Barrone opened the Public Hearing at 9:40 am.

Mr. Mortillaro said the public hearing is a requirement to present the report to DFA for the 4th quarter.

Mr. Ordoñez described the process and reviewed the report as presented in the packet.

There were no speakers from the public and the public hearing was closed at 9:46 am.

MOTION: Commissioner Fambro moved, seconded by Councilor Maggiore, to approve Resolution No. 2019-29 Approving the 4th Quarter Financial Report for FY 19. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

ACTION ITEMS

D. Discussion and Consideration of Resolution No. 2019-30 Adoption of the FY 20 Annual Service Plan submitted by the City of Santa Fe and Los Alamos County Providing for Specific Regional Routes Funded by NCRTD Regional Transit Gross Receipts Tax (RTGRT)

Mr. Mortillaro said this resolution is part of our finance policy as part of allocation of regional transit GRT. Two of our members provide regional services - the City of Santa Fe and Los Alamos County. Annually they submit a resolution adopted by their board that accepts those routes. There are no changes in this year's service plan from prior years. The County of Santa Fe also annually submits a resolution for confirmation of service and award of funds.

MOTION: Councilor Maggiore moved, seconded by Councilor Salazar, to approve Resolution No. 2019-30 Adoption of the FY 20 Annual Service Plan submitted by the City of Santa Fe and Los Alamos County Providing for Specific Regional Routes Funded by NCRTD Regional Transit Gross Receipts Tax. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

E. Discussion and Consideration of Resolution No. 2019-31 Adopting Amendments to the ADA Complementary Paratransit Service and Demand Response and Dial-a-Ride Policies and Procedures.

Mr. Mortillaro brought these amendments to the Board, based on the technical site visit from NMDOT. They called out some items on policies for Dial-a-Ride, Demand and Paratransit that the State DOT felt needed to be addressed.
Director Garcia gave a brief overview of the proposed changes starting on page 46. Among them, the distance from fixed route for ADA service would be reduced from 15 miles to 1.5 miles. Transit drivers are not to lift passengers but can push them onto and off the lift.

Councilor Romero-Wirth asked how the District is communicating what the drivers can and cannot do.

Director Garcia said they let the drivers and the passengers know the updates to the policies. The District has started enforcing the no show policy, as well. When school starts we send out the whole policy to school students and parents.

Councilor Romero-Wirth was worried about the part about not lifting passengers or handling their belongings.

Director Garcia said she will mail out the new policy and call out the changes.

Councilor Romero-Wirth pointed out a discrepancy where it says transit operators cannot handle passenger items, but Director Garcia stated they are willing to assist.

Director Garcia clarified that drivers will maneuver the wheelchair but not lift them.

Councilor Romero-Wirth felt the policy needs to be really clear on this.

Director Garcia referred to page 64, 6th paragraph that outlines that part of the policy.

Councilor Romero-Wirth asked if the transit driver can push the wheelchair onto the lift and pull it off the lift.

Director Garcia agreed.

Councilor Romero-Wirth suggested the policy should be more specific in the wording to say that.

Director Garcia agreed.

Councilor Romero-Wirth said she just wanted to be sure we are communicating the policy clearly for what drivers can and cannot do.

Director Garcia agreed.

Councilor Romero-Wirth asked at whose discretion the decision is made.

Director Garcia said it is the transit operator's discretion.

Councilor Romero-Wirth noted that is not what the policy says. It also does not talk about distance. Just flag that. She was confused about the boundary issue.
Director Garcia said drivers could not maneuver the wheelchair from the house to the lift or from the lift to a store. The distance was at issue and at the discretion of the driver.

Councilor Romero-Wirth just be clear in the language.

Mr. Dwyer asked Councilor Romero-Wirth if she wanted to make an amendment to the language.

Councilor Romero-Wirth-Wirth asked if we adopt this, we adopt the language as it is.

Mr. Dwyer said yes.

Mr. Dwyer offered to change some language to make it clear. He read the amended policy as, Drivers are not permitted to maneuver the passenger's wheelchair except to assist in moving the wheelchair onto or off the lift.

Councilor Romero-Wirth was fine with that language, but it does not address the distance issue. If the driver's discretion could elect to push the wheelchair from the house.

Director Garcia said the driver could do that.

Mr. Dwyer said the policy was intentionally meant to be open.

Councilor Romero-Wirth thought it would depend on the capability of the driver.

Mr. Dwyer explained that this item was taken from the NMDOT's technical assistance review.

Councilor Romero-Wirth said she did like the proposed language but asked if it needs to say the driver has some discretion to make some modifications.

Councilor Maggiore suggested it would be better to put it back on the passenger. Something like be aware drivers are not always able to assist above and beyond loading and unloading.

Councilor Romero-Wirth said that opens the door.

Councilor Maggiore said it is a driver's discretion.

Director Garcia pointed out that it does cause an issue when one employee does the service and others do not. Her recommendation was to either say we assist, or we do not.

Councilor Romero-Wirth recommended adoption of this language and add driver's discretion to assist or not.

Commissioner Moreno asked what volume of calls for this service the District has. How many people use this service?
Director Garcia said that in Española, we have four vehicles assigned to this service. In Rio Arriba County and Santa Fe County, we have 70 regular clients that we transport throughout the week; Home to work, home to medical appointment and home to school.

Chair Barrone asked if we run into this situation frequently for people needing help to move from home to vehicle.

Director Garcia said there are 10 passengers who require assistance from home to vehicle.

Commissioner Moreno wondered if the District could have a program where we identify those people and have an attendant with the RTD assistant who is certified and professional for those people. He thought it would not be a problem with 10 a week have an additional person on the route.

Councilor Romero-Wirth said that sounds expensive.

Mr. Mortillaro said the policy is that those passengers would arrange for their own assistant.

Director Garcia agreed. At curbside is the operator’s responsibility. The service is curb to curb.

Commissioner Fambro added that it clearly says drivers are not to enter the home. He asked if this was prepared with Director Garcia’s expertise in response to the audit and if this policy meets the issues of the audit.

Director Garcia said yes to both.

Commissioner Fambro said he respects the staff expertise. The narrower we make this the more it could come back on us.

Director Garcia said she passed the language through our reviewer and he was fine with it.

Councilor Gonzales asked if the attorney agreed with the language that is here.

Mr. Dwyer said he agreed. He reviewed everything in the packet. He understood Councilor Romero-Wirth saying for clarity but agreed with Commissioner Fambro. We do have internal policies and training that addresses the finer issues. It is hard to put it into the policy due to the variables. He suggested making the one change Councilor Romero-Wirth has.

Motion: Councilor Romero-Wirth moved, seconded by Councilor Flury, to approve Resolution No. 2019-31 Adopting Amendments to the ADA Complementary Paratransit Service and Demand Response and Dial-a-Ride Policies and Procedures, as amended with amended language “Drivers are not permitted to maneuver the wheelchair for the passenger except to assist in moving the wheelchair onto or off the lift.”
Ms. House said she would like to send her comments later. Chair Barrone agreed that was fine.

The motion was approved on a majority 13-2 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, and Village of Taos Ski Valley voting in favor and Taos County, and Village of Questa voting against.

Councilor Romero-Wirth said regarding Mr. Dwyer’s comment about training operators that her concern was to communicate to the public the best we can where that boundary line is.

F. Discussion and Consideration of Resolution No. 2019-32 Waiving Fares for 255 Mountain Trail for Three Days in NCRTD FY 2020 in Support of the Santa Fe National Forest Fee-Free Days

Mr. Nagle explained the purpose for waiving the fare costs on those three days - National Public Lands Day on September 28, Veteran’s Day on November 11, and National Get out of Work Day on a day next June. He said Staff recommended approval. The only fiscal impact would be the fares collected on those three days.

MOTION: Manager Campos moved, seconded by Commissioner Fambro to approve Resolution No. 2019-32 Waiving Fares for 255 Mountain Trail for Three Days in NCRTD FY 2020 in Support of the Santa Fe National Forest Fee-Free Days. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

G. Discussion and Consideration of an Award of Bid for ADA Improvements Phase VI

Mr. Mortillaro asked Mr. Ordoñez to speak to the procurement process.

Mr. Ordoñez shared the process of issuing the request for bids, the review and evaluation of bids received, and decisions based on the criteria. He shared the deadline for each step in the process.

Mr. Mortillaro said Phase 5 of this was the update to the transit plan to include the Taos system. We updated the plan accordingly. He reviewed the projects in the packet.

Councilor Gonzales advised, on the engineering, to make sure the District gets a copy of all the plans after the job is complete. The KTAO parking lot is a pretty big parking area. He asked if the plans include having any restrooms in these facilities.
Mr. Mortillaro said, from a long-range perspective we think it is the ideal amenity to offer there along with signage and tourism signage. However, this project does not provide for restrooms because there are some issues with utilities for well and septic system.

Councilor Gonzales suggested considering some porta-potties.

Mr. Mortillaro was not sure we want to take on the responsibility for restrooms there.

Commissioner Fambro noted there are two charging stations there as a bonus. The infrastructure is there, and he has the person to talk to about it.

Mr. Dwyer said it is in the contract that one of the deliverables is the drawings.

Motion: Commissioner Fambro moved, seconded by Councilor Gonzales, to approve issuance of notice of Award of Bid for ADA Improvements Phase VI to the bidder selected by Staff. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.

H. Discussion and Consideration of an Award of Bid for Short Range Service Plan Update

Mr. Mortillaro asked Mr. Ordoñez to talk about procurement.

Mr. Ordoñez reviewed the packet information

Mr. Mortillaro shared an overview.

Mr. Chris Cordova Southwest Planning and Marketing was invited to speak and thanked the Board for their confidence. He noted that they have done several projects for the District, including working with the Tribes, many of whom were present. They have also worked with the Governor’s offices and will work to make sure they reach out and hear all the voices.

Mr. Mortillaro said, "We are excited about this."

MOTION: Chair Barrone moved, seconded by Councilor Maggiore to award the contract for Short Range Service Plan Update to Southwest Planning and Marketing. The motion was approved on a unanimous 15-0 roll call vote with Village of Chama, Town of Edgewood, City of Española, Los Alamos County, Pueblo of Nambé, Pueblo of Pojoaque, Village of Questa, Rio Arriba County, Pueblo de San Ildefonso, Pueblo of Santa Clara, City of Santa Fe, Santa Fe County, Town of Taos, Taos County and Village of Taos Ski Valley voting in favor and none voting against.
DISCUSSION ITEMS

I. Review of June 2019 Financial Summary

Mr. Ordoñez reviewed the financial summary for the Board, going page-by-page from the packet. He noted the fiscal year date corrections. Chair Barrone identified one other correction and Councilor Maggiore identified two other corrections.

Chair Barrone thanked him for the report.

J. Finance Subcommittee Report

Commissioner Moreno reported that the Finance Subcommittee had not met.

Mr. Mortillaro said the Subcommittee will have a meeting on August 22nd.

K. Tribal Subcommittee Report

There was no meeting scheduled for the Tribal Subcommittee.

L. Sustainability Subcommittee Report

Mr. Mortillaro explained the Sustainability Subcommittee meets quarterly and will meet soon.

M. Executive Report and Comments from the Executive Director

a. Executive Report for July 2019

- Mr. Mortillaro noted a progress briefing on each Board member's desk along with the 2020 budget book.
- Today is the first day of operations for the Taos Ski Valley's three-month program. Hopefully it got off to a good start.
- Angel Fire service will be starting on August 12th with Monday through Friday runs and later will include weekends.
- Last week, Mora County expressed a desire for transit services within their county and reviewed their interest and met with us this week. It is outside our service area. They would like to see Mora County to Taos, Wagon Mound, Las Vegas and Peñasco. We told them they need to make a request to the Board. They are preparing the request and will attend the September meeting. They understand they would be under a contractual basis as is Angel
Fire. If authorized by the Board, we will work on Federal funding on their behalf. The time is right now to do that.

Commissioner Fambro asked if it would be the loop of Taos to Angel Fire and back to Taos.

Mr. Mortillaro asked Director Garcia to speak to that.

Director Garcia said they requested service through Peñasco to connect with the bus to Taos. For right now, that is what we are looking at.

Manager Campos suggested another process to be for them to join NCRTD as Mora County with GRT committed to the District.

Mr. Dwyer clarified that would be on a board level for long-term. For short-term, this is what we can do. We now serve areas outside the District. It is good that we are growing, and the Board should be proud of that. In the long run, the Board at some point should consider what their future is and ask other counties to join us. Or we could do contracts as we are doing now. Contracts are a good way to start to see if demand is there.

b. Performance Measures for June 2019

Director Garcia reviewed the performance reports in the packet.

c. Ridership Report for June 2019

Director Garcia reviewed the ridership reports in the packet.

Mr. Mortillaro said he would forward an article in ridership that was published in the Albuquerque Journal. Our District was the only transit service that saw an increase in ridership.

MATTERS FROM THE BOARD

Councilor Flury said the Chama Council requested a status report on the bus shelter in Chama.

Director Garcia said we put out a request for the construction and got one estimate from within the Chama area. We were not able to contact them, and we have directed staff to move forward with another vendor.

Councilor Flury invited everyone to Chama Days this coming week.

Councilor Holle announced that Edgewood will be celebrating their 20\textsuperscript{th} birthday on Saturday with a parade at 10:00.
Mayor Christoff thanked NCRTD Staff and Mr. Mortillaro for getting the summer program going at the Taos Ski Valley Village. They have activities scheduled this weekend and a wine fest and Octoberfest coming up.

Ms. Valério invited the Board members and staff to the Santa Clara Pueblo Feast Day on August 12th.

Mr. Nagle was pleased to be participating in the Edgewood parade tomorrow and the Española event. And will be participating in the "touch a truck" event in Taos, as well.

MISCELLANEOUS

There were no miscellaneous items to consider.

ADJOURN

Upon motion by Councilor Maggiore and second by Commissioner Moreno, the Board meeting was adjourned at 11:15 a.m.

NEXT BOARD MEETING: Friday, September 6, 2019, at 9:00 a.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Ed Moreno, Secretary/Treasurer

Submitted by:

Carl Boaz for Carl G. Boaz, Inc.