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 9:09 a.m. at the Jim West Regional Transit Center, Española, New Mexico.

1. Roll Call

Ms. Hernandez 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>
</tr>
</thead>
<tbody>
<tr>
<td>Town of Edgewood</td>
<td>Councilor Linda Holle</td>
<td></td>
</tr>
<tr>
<td>Los Alamos County</td>
<td>Councilor Antonio Maggiore</td>
<td></td>
</tr>
<tr>
<td>Rio Arriba County</td>
<td></td>
<td>Manager Tomás Campos</td>
</tr>
<tr>
<td>Santa Fe County</td>
<td>Commissioner Ed Moreno</td>
<td></td>
</tr>
<tr>
<td>Taos County</td>
<td>Commissioner Jim Fambro</td>
<td></td>
</tr>
<tr>
<td>Nambé Pueblo</td>
<td></td>
<td>Mr. Marcus López</td>
</tr>
<tr>
<td>Ohkay Owingeh</td>
<td>Ms. Christy Van Burel</td>
<td></td>
</tr>
<tr>
<td>Pojoaque Pueblo</td>
<td>Councilwoman Anna Sanchez</td>
<td></td>
</tr>
<tr>
<td>San Ildefonso Pueblo</td>
<td></td>
<td>Ms. Lillian Garcia</td>
</tr>
</tbody>
</table>
Staff Members Present
Mr. Anthony J. Mortillaro, Executive Director
Ms. Delfina Hernandez, Executive Assistant
Mr. Peter Dwyer, Legal Counsel
Mr. Hector Ordoñez, Finance Director
Ms. Stacey McGuire, Development Director
Ms. Delilah Garcia, Transit and Facilities Operations Director
Mr. Jim Nagle, Public Information Officer

Others Present
Lee Baldwin, Ricci & Company (Auditor)
Ray Matthews, Santa Fe County
Austin Fisher, Rio Grande Sun
Carl Boaz, Stenographer

2. INTRODUCTIONS

There were no introductions.

3. Pledge of Allegiance

The Pledge of Allegiance was recited.

4. Moment of Silence

5. APPROVAL OF AGENDA

Commissioner Fambro moved to approve the Agenda as amended, Mr. López seconded
the motion and it passed by unanimous (14-0) roll call vote with Town of Edgewood, Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Clara Pueblo, City of Santa Fe, Santa Fe County, Town of Taos, Taos County, Tesuque Pueblo, and Village of Chama voting in favor and none against.

6. APPROVAL OF MINUTES — February 2, 2018

Mr. Escudero moved to approve the minutes of November 3, 2017 as presented. Ms. Garcia seconded the motion and it passed by unanimous (14-0) roll call vote with Town of Edgewood, Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Clara Pueblo, City of Santa Fe, Santa Fe County, Taos County, Town of Taos, Tesuque Pueblo and Village of Chama voting in favor and none against.

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS

A. Above and Beyond Safe Driver Awards

Mr. Francis Talamante, was presented the Above and Beyond Safe Driver Award because on an incident on the Chama Route to Jicarilla when he saw a child unattended in the roadway and he stopped to ensure their safety. Chair Barrone presented the certificate to him.

Councilor Flurry said he always rides Pancho’s bus (his nick name) and related how dedicated Pancho is to his work when a driver was needed in Española. He drove his personal car from Dulce to Española and ran the route before returning home.

Mr. Mortillaro noted the other awardees were not present today.

B. Years of Service Recognition

Ms. Cara Fazio, in the Marketing Department, was recognized for one year’s service.

Mr. Mortillaro said the District recognizes drivers for safe driving at 1 year, 5 years, 10 years, 15 years, and 20 years. Twenty-seven employees qualified for the 1-year safe driving award and most were driving today. A number are here for 5-year and 10-year driver safety awards. These drivers average about 60,000 miles in their route for a year with no accidents, and
even more for 5 and 10-year awards.

For 5 years of safe driving, the drivers recognized were Belen de Santiago, Daniel Gavurnik, Tommy Martinez, Charlene Padilla, De Ann Vigil, and Roger Weahkee. Chair Barrone read the certificates for them. And gave each of them a lapel pin.

For 10 years of safe driving, the drivers recognized were Joe Casias and Cynthia Romero Garcia.

Mr. Mortillaro said they’ve probably driven over 600,000 miles. Chair Barrone gave certificates and gold pins as their award.

C. Presentation of FY 2017 Comprehensive Annual Financial Report (CAFR)

Mr. Ordoñez said this culminated a six-month effort that began at the closing of the 2017 fiscal year that included the review of District operations and general controls and financial statements by an independent audit firm, Ricci & Company. Mr. Lee Baldwin is here to talk about what they found and what they think about our financial status, controls, and reporting.

Lee Baldwin, Audit Manager, noted this is their first year to audit the NCRTD. They came in during summer as the former Finance Director was leaving, and that caused a slowdown. Mr. Ordoñez came in at November and hit the ground running and he is great to work with. He got information to us timely. It is a clean audit for this year. And after the first year, the audit tends to be smoother.

He highlighted parts of the Audit and noted at the top of page 3 that the audit is unmodified, which is the best opinion possible. On page 57, at the end of the report, they looked at controls, and found a clean audit of federal programs. There are no findings in the financial statement and no deficiencies in the controls. So it is a very clean organization. In the financial results on page 15, Ricci documented what was added in the year - $927,000 for the year.

He explained that part of their communication with the Board is to identify difficulties. There were no difficulties and no material adjustments were needed.

There were no questions from the Board.

Mr. Ordoñez said he was an auditor and had never seen this high quality. He thanked his staff for their good work.

Mr. Baldwin added that there was a delay from the State Auditor. The Board should have received this a month earlier- Hopefully next year, it will be available earlier.
PUBLIC HEARINGS

There were no public hearings.

ACTION ITEMS


Mr. Mortillaro asked Mr. Ordoñez for comments on the CAFR.

Mr. Ordoñez said the CAFR includes the audit of financial statement and is divided into five sections.

The Introduction has a letter of transmittal and talks about who we are and how we fit in with the State of New Mexico. It touches on GRT and where that comes from. It has an organization chart and list of officers.

Section 2 has the financial statements.

Section 3 is the Fiscal Section and gives the unqualified opinion from the auditor and specifies there are no findings. It has the management discussion and analysis, talking about our financials with an explanation of the changes. Page 82 had the demographic information and financial information presented differently. Pages 86-87 showed the GRT broken down by TRD sectors.

Section 4 is the Single Audit Section required by the Feds.

Section 5 has the supplementary information on investments, etc.

The District could be getting the award for the third consecutive year and Mr. Ordoñez was very comfortable with it. He thanked the Staff for helping him with it and the other Directors who helped compile the information needed.

Chair Barrone said it was great to see these accomplishments. The Town of Taos had almost similar audits and the first clean audit in 20 years. So he thanked everyone who helped make it happen.

Commissioner Fambro thanked Mr. Ordoñez. He related that he worked on the team for Taos and tried 7 times for the award and got it 4 times. He asked for an electronic edition, so he could take it to his County Commission.

Councilor Maggiore asked which GRT sector on page 86 that Los Alamos County falls under.
Mr. Ordoñez thought it was under Public Administration but was not sure. The report from TRD divides them but doesn’t provide much information.

Councilor Maggiore commented that it is a good-looking document.

Commissioner Moreno said the Finance Committee reviews finances and from his perspective - not a numbers person, but he has confidence in the organization. We have good people who bring their talents and information.

Only about 15 entities in New Mexico received such an award.

Commissioner Moreno moved to Accept the FY 2017 Comprehensive Annual Financial Report. Commissioner Fambro seconded the motion and it passed by unanimous (14-0) roll call vote with Town of Edgewood, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Clara Pueblo, City of Santa Fe, Santa Fe County, Taos County, Town of Taos, Tesuque Pueblo and Village of Chama voting in favor and none against.

Ms. Carter arrived at 9:47.

E. Discussion and Consideration of Resolution No. 2018-08, Drug and Alcohol Policy

Mr. Dwyer said this is a new and updated policy. On page 20, we added the list of opioids that drivers are tested for. It doesn’t fit smoothly in our outline, so it was just added as an addendum to instruct the tester (independent contractor). This impacts the way they handle samples and what they test for. We will publish the facts to our driver. Those with prescriptions are not hampered by this procedure.

Ms. Van Buren asked what does #2 mean.

Mr. Dwyer explained they are just different versions of the same drug. It is a federal standard for testing labs. The Federal Lab doesn’t have to test the samples. They trust the lab that does the work.

Ms. Delilah Garcia said the District has a staff member who monitors the program.

Ms. Van Buren asked which lab is used.

Ms. Delilah Garcia said the samples go to the USDA lab. Her Administrative Assistant serves this task to make sure all testing complies with federal legislation. She is also responsible for submitting the annual report for alcohol and drugs. It lists accidents and that they have passed the testing for any post-accident testing that needs to be done, to make sure we have all the paperwork for it.
Councilor Maggiore noted the list of drugs opioids still doesn’t include panthanol which is an abused drug.

Mr. Dwyer didn’t know why. This is a federal decision. It used to be no opioids were on the list. It could be that there are no reliable tests or costs too much.

Ms. Delilah Garcia added that it takes years for the approvals to be completed. She reviewed the costs of testing.

Manager Campos moved to approve Resolution No. 2018-08, Drug and Alcohol Policy. Councilor Maggiore seconded the motion and it passed by unanimous (14-0) roll call vote with Town of Edgewood, Los Alamos County, Ohkay Owingeh, Pojoaque Pueblo, Rio Arriba County, San Ildefonso Pueblo, Santa Clara Pueblo, City of Santa Fe, Santa Fe County, Taos County, Town of Taos, Tesuque Pueblo and Village of Chama voting in favor and none against.

DISCUSSION ITEMS

F. Presentation of Marketing Efforts and Strategic Plan for FY 2019

Mr. Mortillaro said that annually, the District provides the Marketing Efforts and Strategic Plan to the Board, so we can discuss current marketing efforts and future plans and any other approaches to incorporate into the plan for the 2019 budget.

Mr. Nagle shared information on the web site, social media, Jicarilla lunch, advertising program, Pus and Print, route maps and schedules, community outreach, etc. He was unsuccessful in getting to the home page. He described how the rider system works on Google Maps. It allows a seamless connection with the Rail Runner. Under “Where’s My Bus?” is the information on tracking their bus with a new rider alert system. Riders can also sign up for text messages from NCRTD.

In 2015, they redesigned web site for easier navigation and saw a 60% increase in use. More than 50% reach it through mobile phones. Other platforms include Twitter, Facebook, Instagram and YouTube.

Jicarilla Lunch publicity has a nice clean look to it. And updated system map to the Northwest Quadrant is available. For print, Rio Grande Sun, Los Alamos Monitor, Taos News, and Santa Fe New Mexican have ongoing advertising and pull out sections. Some are used for up to a year. Those are distributed at businesses around town. They also have print in the Albuquerque Winter Guide, Santa Fe Reporter, Green First Times, Round the Roundhouse, Chama Valley Times and Rio Arriba County Fair. Reporter gives free ads to the RTD. Guest Life New Mexico, a hard-bound book, has RTD included; Jicarilla Chieftain; The Independent in Edgewood, and other digital advertising placements were listed.

Mr. Nagle also addressed radio advertising, publications, route brochures with schedules and
Tourism Rack Cards are now being redesigned for clearer use. Veterans were recognized at the Transportation Summit. He also mentioned the community events where NCRTD is exposed to the public. He explained how these events help people understand the route schedules and how to use the bus to get to places in Northern New Mexico.

Mr. López left the meeting at 10:14 a.m.

Mr. Nagle spoke about the Transit Advertising Program (ads on the buses) and efforts for the upcoming Sunset Ballot survey through Research & Polling followed by public awareness campaign. Travel training will continue this month at Santa Clara, Ohkay Owingeh and Jicarilla. Dump the Pump 2018 is a statewide campaign for public transportation. Bike to Work Week will be May 12-19, 2018. There are also specific route community campaigns to build ridership.

There were no questions on his presentation.

Councilor Holle said, as a new member, the web site is very easy to navigate.

Mr. Nagle thanked her for the comment. He does get a lot of positive comments on it.

Mr. Mortillaro told about a teacher who took students all the way to Albuquerque and came back two days later.

Ms. Delilah Garcia shared the details of the trip from El Llano School with 35 students riding the blue bus to school. 20 of them took the Blue Bus to Santa Fe and caught the Rail Runner with their overnight gear and went to Albuquerque Ride. The teacher was very nervous, but Ms. Garcia helped her go to the trip planner for the entire trip. They took Santa Fe Trails to Meow Wolf. After the trip she reported having a great time. Google Transit helped them do that and make it easy.

Mr. Mortillaro offered to come talk about travel training with people at senior centers to help them understand and not be afraid to use the bus.

G. Presentation of Planning and Run Cutting Scheduling Software

Mr. Mortillaro was excited about this software and what it could do. He provided a handout for members. All this work was done manually before the software and that meant they might miss things. The new software allows route planning, route adjustments and schedule adjustments.

Ms. McGuire explained how this software helps to construct a more efficient transit system where we serve and an improved workplace for drivers and staff, who will see new efficiencies, a more efficient use of staff time, and reduction of overtime. Remix has two modules - Scheduling and planning.
Our system now uses 55 vehicles in our fleet. We hope to see decreases in fleet needs. She hoped this will allow a decrease in fleet and to get more in line with spare vehicle ratios. The high spare ratio is for backup vehicles. It will take 2-3 years for us to realize the full benefits.

There are 38 driver shifts now and the extra boards are the folks signed up to be extra drivers. That is for covering those out sick and those on annual leave. They will know all the routes. We hope that long-term will result in a decrease of shifts necessary for the routes. This is like what UPS uses. For time savings and safety improvement and streamlining.

We have three vacancies in Taos, so the extras drivers are filling in. We expect to see savings in overtime with this new system. It helps to know exact times for running routes, stops for gas, etc.

The Planning Component provides a platform for making modifications in real time and what impact it will have on various factors. She demonstrated with the westside route and explored modifications - and with each change, it shows in real time, the way it would affect other factors.

All of Title VI data comes from census data. Remix provides more layers than we can do manually.

Mr. Escudero asked how they get the data.

Ms. McGuire didn’t know how Remix puts it in there, but they do it. We know there is under reporting in the pueblos but is the best information available. This will bring us to the next level. In the past, we would have to work with a consultant to get this. We put in the cost information based on analysis reports.

Ms. McGuire used a Taos route and compared the costs of using a consultant for a snapshot in time, vs. Remix which is available all the time. A consultant would cost about $30,000 and Remix can help utilize all the work time for drivers.

Mr. Mortillaro thanked Ms. McGuire for showing what had to go on behind the scenes. Every six months, the drivers bid on routes and we are working to get fewer split shifts.

Ms. Delilah Garcia added this is only a sample but 24 out of 27 runs that are full time schedules.

H. January 2018 Financial Summary

Mr. Ordoñez presented the report for 7 months or 63% of the budget. He went first to page 87 showing data as of Jan 31, 2018.

Mr. Ordoñez reviewed the financial sections in the packet. GRT is at 47% for six months and 6.4% more than expected. He reviewed the GRT by County and noted the District got
$183,000 more in GRT at the end of the calendar year.

Page 59 showed $1,216,000 in grant revenue which didn’t include the tribal formula grants.

Mr. Ordoñez reviewed significant differences in expenses, including overtime, insurance premium and capital expenses and then the overall expenditures by month.

Councilor Maggiore pointed out in the GRT reports, e.g. Santa Fe County, that the total of the year doesn’t add up to $4 million and is confusing. The upper table does the same thing on page 58 so it is inconsistent and confusing.

Mr. Ordoñez agreed to change that format for the month. He is modifying some of these reports which he and Mr. Mortillaro talked about. We do want it to be understandable.

Mr. Mortillaro said the YTD summary would have clarified that.

Ms. Van Buren asked if the District has received the formula funding.

Ms. McGuire said the feds told her off the record that it is coming soon.

Mr. Mortillaro thought some of the delay was because of the federal budget being on a continuing resolution.

I. **Finance Subcommittee Report**

Commissioner Moreno said there was no meeting in the last two months ago, so there is no report.

Mr. Mortillaro said the next meeting is on March 23 and there are several items to discuss then. It is usually on the last Friday of the month but this one was moved up because some items need to be put in the Board packet. They will talk about the investment policy and some possible diversification there. There are also personnel rule changes and procurement regulations.

J. **Tribal Subcommittee Report**

The next Tribal Subcommittee meeting is scheduled for April in Taos.

K. **Executive Report and Comments from Executive Director**

1) **Executive Report for February 2018**

Mr. Ordoñez went through training and is now a certified procurement officer.
With the sunset election, Rio Arriba was the first to act on the ordinance, setting a date and advertising the amendment to act on at their March 29 Board meeting. Los Alamos is scheduled for action on April 23. Santa Fe County indicated on March 13, they will take the first action. Taos County is set for March 17.

Research & Polling has commenced their survey work and will report at the May 4 Board Meeting. They can also present to each County Commission meeting.

At the Legislature, SB 17 did pass and is awaiting the Governor’s signature. Also at the Legislature, the District received $195,000 capital allocation for buses, and from that, will get two buses.

2) Paratransit Performance Measures, January 2018

3) Performance Measures for January 2018

4) Ridership Report for January 2018

Mr. Delilah Garcia gate these reports which were in the packet, starting on page 72. She shared the ridership report from page 74 and the monthly demand response and paratransit statistics.

Ms. Van Buren asked why the no-shows are so high. That costs us money.

Ms. Delilah Garcia agreed, and she is cracking down on it. The District requires a two-hour minimum beforehand to cancel.

Ms. Van Buren asked if the District has a three-strikes policy.

Ms. Delilah Garcia said they do, and a call in the morning is also a no-show in the afternoon. After so many no-shows, they won’t be able to have service for a month and an additional no-show means they are permanently out. She is preparing a mass mailing for demand response policy.

On page 78, there were no commendations for January and no complaints for the para-transit service and on page 80 - there were no customer incidents.

Under performance measures, she noted the total ridership. Also, in January, the District went to paperless reporting, so all buses now have the automatic system to track ridership. They had a good transition, and everyone did a phenomenal job on it. Year to date, we have provided 163,822 passengers trips. The spare ratio is 37 vehicles to operate and 17 spare vehicles where 20% is the recommended rate.

The average fleet age is 74,592 miles and on-time preventative maintenance is 99.35%, which meets the FTA recommended standard. There were no minor accidents and one major accident. She shared the commendations, complaints and customer incidents.
The District is enforcing policies on riders. Operators must deal with that on a daily basis.

Ms. Van Buren said how she knew the Valencia County data on operations costs/mile. Ms. Delilah Garcia said Ms. Carter provides it to us.

Manager Campos referred to page 103 and asked if the El Rito route could be changed to come around the other way.

Ms. Delilah Garcia thought those stats had to do with the modification of that route.

Ms. McGuire said it was a one-way loop before and now is up and back, so riders don’t have to ride as long. Why ridership is down is speculation, but we didn’t have ways to substantiate the numbers before.

Mr. Mortillaro said the closure of the El Rito college also affected ridership.

Mr. Dwyer said he and Mr. Mortillaro went to Tierra Amarilla for the Rio Arriba County Commission meeting to start the ballot issue and during that time Commission Naranjo said the RTD is under performing and questioned whether the GRT numbers from Rio Arriba were accurate.

Mr. Dwyer’s comment was to follow with the Jal litigation in which several cities are protesting TRD numbers and want to see the numbers for it. TRD doesn’t want to provide the numbers. Mr. Dwyer called their attorney who would like an attorney-confidential session with our Board to share the progress. The litigation is two years old now. Mr. Dwyer was not sure if his interest would be for the District to join that litigation or just to provide what he has found out. He and Mr. Mortillaro agreed, this meeting was too soon but he would invite him to the next meeting in closed session and nondisclosure documents.

Mr. Mortillaro asked if there is any interest, and Board members agreed there was interest.

Mr. Mortillaro said he would seek that at the April Board meeting.

Manager Campos was waiting for the municipal elections.

Mr. Dwyer said that was part of our consideration too, to do it after municipal elections.

MATTERS FROM THE BOARD

Commissioner Fambro said the Ranchos Piedras bus stop has turned into a homeless shelter. The complaint is that legitimate riders don’t have a way to get out of the weather and feel threatened by those in the shelter.

Ms. Delilah Garcia said their crackdown on policy will address that as well as the array of
incidents on the buses and interactions with operators. We have talked about getting the shelter cleaned up. Apparently, people are trashing the area because some people were dumping household trash in our trash receptacles.

Commissioner Fambro said at the Taos County stop, he observed people in the shelter all day.

Ms. Delilah Garcia responded that the drivers have a hard time enforcing that. So she needs help from others to enforce it. There was an incident on the Red Line in Taos where drivers reported individuals at the shelter and riders had to be outside the shelter. There were four people having a party in the shelter. The Supervisor went to get them to move on. The Española Transit Center is a huge gathering place for them.

Commissioner Fambro said he contacted police officers who said it was not a priority.

Mr. Wilson said Santa Fe has worked with local police and they can issue no trespassing citations and if not heeded, our department will enforce it.

Mr. Dwyer said we’ve discussed enhanced enforcement, but the statute only gives that authority for rail but not buses. And we are dealing with many different law enforcement agencies. It is challenging. Ms. Delilah Garcia is working with it and we may request a budget for it.

Manager Campos said is it the pan handlers at the Park and Ride in Española.

Ms. Delilah Garcia agreed that is one of the locations. We welcome the additional traffic for the Hunter Building but need to work together to clean up the area. We are working with Park and Ride to clean it up physically.

Ms. Carter said larger metro areas do an RFP and it would include police and sheriff’s offices. They are the first to respond and check for fares, etc.

Mr. Mortillaro pointed out that with 26 different law enforcement agencies, the only option is to employ some kind of security force. The question is armed or not. The statute would have to be amended to have our own police force. We are still formulating the budget and will look at transit officers for security.

Ms. Van Buren left the meeting at 11:55.

Mr. Mortillaro said it not only happens at shelters but also on buses and that deters others.

Commissioner Fambro agreed to talk with the sheriff and police to ask for more intensive monitoring.

Mr. Mortillaro said we do need to help ourselves.
Mr. Mortillaro announced that today is Frito Pie Day and a donation of $5 will generate funds for the Employee Fun Committee.

MISCELLANEOUS

There were no miscellaneous items.

ADJOURN

Upon motion and second, the meeting was adjourned at 11:57 a.m.

NEXT BOARD MEETING: April 6, 2018 at 9:00 am.

Approved by:

Daniel R. Barrone, Chair

Attest:

Dennis Tim Salazar, Secretary

Submitted by:

Carl Boaz for Carl G. Boaz, Inc.