North Central Regional Transit District  
Board Meeting  
Friday, January 10, 2014  
9:00 a.m. - 1:00 p.m.

CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Commissioner Dan Barrone, Chair, at 9:14 a.m. at the Jim West Transit Center, 1327 Riverside Drive, Española, New Mexico.

1. Pledge of Allegiance

2. Moment of Silence

3. Roll Call

Ms. Lucero called the roll and it indicated the presence of a quorum as follows:

<table>
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<tr>
<th>Members Present:</th>
<th>Elected Members</th>
<th>Alternate Designees</th>
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<tbody>
<tr>
<td>Los Alamos County</td>
<td>Councilor Geoff Rodgers</td>
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<td>Rio Arriba County</td>
<td>Commissioner Barney Trujillo</td>
<td>Tomás Campos</td>
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<td>Taos County</td>
<td>Commissioner Daniel Barrone</td>
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<td>Santa Fé County</td>
<td>Commissioner Miguel Chávez</td>
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<td>Nambé Pueblo</td>
<td>Mr. Lonnie Montoya</td>
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<td>Pojoaque Pueblo</td>
<td>Mr. Tim Vigil</td>
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<td>Ohkay Owingeh</td>
<td>Ms. Christy Mermejo</td>
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<td>San Ildefonso Pueblo</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>Tesuque Pueblo</td>
<td>Ms. Sandra Maes</td>
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<tr>
<td>City of Santa Fé</td>
<td>Mr. Jon Bulthuis</td>
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<td>City of Española</td>
<td>Mayor Pro Tem D. Tim Salazar</td>
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<td>Town of Edgewood</td>
<td>Councilor Chuck Ring</td>
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<td>Rio Metro (ex officio)</td>
<td>Absent</td>
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**Staff Members Present**
- Mr. Anthony J. Mortillaro, Executive Director
- Ms. Glenda Aragon, Finance Manager
- Mr. Pat López, Financial Specialist
- Mr. Jim Nagle, Public Information Officer
- Ms. Dalene Lucero, Executive Assistant
- Mr. Michael Kelly, Transit Operations Manager
- Ms. Stacey McGuire, Projects and Grants Specialist
- Mr. Gus Martínez, Fleet/Facilities Maintenance Manager
- Mr. Nicholas Molina, Driver

**Others Present**
- Mr. Peter Dwyer, Legal Counsel
- Mr. Carl Boaz, Stenographer
- Mr. Erick Aune, Santa Fé MPO
- Mr. Andrew Martínez, Rio Arriba County
- Mr. Farley Vener, CPA
- Mr. Pete Sheehy, Los Alamos County
- Mr. Carl Dickens, La Cienega Valley Association
- Mr. David Harris, NMDOT

4. **INTRODUCTIONS**

All present introduced themselves to the Board.

5. **APPROVAL OF AGENDA**

Commissioner Trujillo moved to approve the agenda as presented. Commissioner Chávez seconded the motion and it passed by unanimous voice vote.

6. **APPROVAL OF MINUTES – December 6, 2013**
Councilor Ring moved to approve the minutes of December 6, 2013 as presented. Councilor Rodgers seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Río Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

7. PUBLIC COMMENTS

There were no public comments.

PRESENTATION ITEMS:

A. Presentation and Discussion of Annual Auditor’s Report

Mr. Mortillaro said the NCRTD Audit for 2013 was submitted on time and as required by the Office of the State Auditor on December 2, 2013. The CAFR was approved by the Office of the State Auditor and was now open to public release.

Mr. Mortillaro introduced Mr. Farley Vener with the auditing firm, Hinkle + Landers Certified Public Accountants who was present to make the report.

Mr. Vener reviewed the report with the Board and indicated that the audit was straightforward. Ms. Katelyn Constantin also worked on the audit, both of whom had communications with those charged with governance (as required by SAS 114). He explained that management was responsible for accounting policies, internal controls, significant estimates and the Management Representation Letter. The Auditor was responsible for the opinion on financial statements, reasonable assurance and understanding of internal controls sufficient to plan the audit. The audit looked at internal controls and sampled accounting practices.

The conclusion was that the accounting practices were consistent with past years. There were no current year findings in FY 2013 and one carry-over finding from 2008. From prior years, four findings were resolved and one comment was repeated - identification of federal expenditures. He noted that current finance staff had made significant changes in the NCRTD accounting practices to conform to accounting standards. Overall he considered it a very good trend.

Mr. Vener summarized the Balance Sheet Analysis which showed that over the past 5 years the organization has grown quite a bit so that equity is now over $13 million. He addressed assets over time and liabilities over time, property, equipment and depreciation as well as the net position over time. He noted there was no financing of debt because there was no debt. He identified the 2013 expenses by personnel, operations and non-operating expenses.

In response to a question from Councilor Ring, Mr. Vener said the listing of what falls under non-operating expenses was shown on page 16.
Commissioner Chávez asked if the District was compensated for any of the pass-through funds to other agencies.

Mr. Mortillaro said they weren’t compensated. Pass-through was done in agreements with the Rio Metro Rail Runner, Santa Fé Trails and Los Alamos Transit and done on annual basis. The Rail runner received 50% of GRT revenue received by the District from Santa Fé County GRT on a monthly basis. Currently, pass through funds totaled $4.3 million and was about 60% of the District budget.

Mr. Mortillaro pointed out that in past audits there were as many as 11 findings. The one they were still facing from past years should be resolved by next year. He publicly recognized Ms. Shannon Sandoval, Mr. Pat López and Ms. Glenda Aragon for their hard work to improve the audit.

There were no public comments regarding the FY 2013 Audit.

Councilor Ring moved to accept the audit for FY 2013 as presented. Mr. Vigil seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

**ACTION ITEMS FOR APPROVAL/DISCUSSION:**

**B. Discussion and consideration of Resolution 2013-32 Open Meetings Act**

Mr. Mortillaro reviewed the resolution and noted that the only meetings that deviated from the first Friday were January and July meetings. There were no other changes from the prior year resolution. This resolution follows the State Open Meetings Act.

Mr. Dwyer pointed out that there were some changes in the state act including a 72 hour notice.

Commissioner Chávez moved to approve Resolution 2013-32 Open Meetings Act, as presented. Mr. Bulthuis seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

**C. Discussion and Consideration of Resolution 2013-31 Authorizing the Disposal of Assets/Fleet.**

Ms. Aragon referenced the report in the packet and recommended approval of the resolution.

Mr. Gus Martínez stated that the NCRTD Property Disposal Committee [Councilor Rodgers, Mr. Bulthuis, and Mayor Pro Tem Salazar] met prior to this Board Meeting to inspect and review the recommendations for
disposal of certain vehicles and miscellaneous property deemed to be obsolete. Those items were pointed out in a written report for Fleet Disposal Priority List and Miscellaneous Inventory/Non-Inventory Items for Disposal in the Board packet.

Commissioner Chávez moved to approve Resolution 2013-31 as presented. Mayor Pro Tem Salazar seconded the motion.

Commissioner Chávez asked for confirmation that staff used the criteria set in place by NMDOT for maximum mileage on the vehicles. He understood one of them was out on the road and the time they were inspected.

Councilor Rodgers confirmed those statements.

Mr. Dwyer said last year the State Auditor had an issue about fleet disposals and that was now resolved.

The motion to approve Resolution 2013-31 passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

D. Discussion and Consideration of Resolution 2014-01 Authorizing a Budget Amendment for Fiscal Year 2014 so as to incorporate funding adjustments for the acquisition of replacement fleet.

Mr. Mortillaro noted that in December, 2013 the Board authorized purchase of two vans and had to make budget adjustments to make those purchases. This is that budget adjustment.

Ms. Aragon detailed the adjustment which was to add $20,500 to complete the purchase. The increase required a resolution. Resolution 2014-01 was shown on page 37 in the packet.

Councilor Ring moved to approve Resolution 2014-01 as presented. Commissioner Chávez seconded the motion.

Chair Barrone asked Ms. Aragon to provide detail on fares.

Ms. Aragon explained how riders were charged for on-call fares.

Mr. Montoya asked if the District had to modify the buses in any way that would cost more.

Ms. Aragon said no. The two 14-passenger buses would be purchased to the District’s specifications.

Mr. Martinez added that they had it set up so that when it arrived, it would be properly detailed. They just had to add an overlay unit.

Chair Barrone knew they had a contract for advertising on those vehicles and asked if the ad would get
transferred from the old buses to the new ones.

Mr. Mortillaro agreed.

Ms. Maes how the District received the extra $9,900.

Ms. Aragon said it was just an internal transfer from existing assets.

There were no comments from the public.

The motion to approve Resolution 2014-01 passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambé Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española, City of Santa Fé and Town of Edgewood voting in favor and none voting against.

E. Discussion and Consideration of Service Plan Update Recommendation.

Mr. Mortillaro reminded the Board that Ken Hosen (KFH Group), at the December Board meeting, presented a recommended service plan and alternatives in Tech Memo #5. The next step was for him to bring service adjustments and in order for him to do that, the Board needed to discuss those recommendations. He referred to page 40 of the Board packet, to the matrix of existing services and abbreviated recommendations as alternatives were presented along with the staff recommendations. In it, the anticipated funding sources for each of the recommendations was also identified.

Mr. Mortillaro said they needed a sense of the Board at this meeting whether those staff recommendations aligned with the Board’s desires. The final service recommendations would come back next month so this was not the only opportunity for the Board to discuss or the public to comment.

Mr. Bulthuis excused himself at 10:00 from the meeting.

The first category was modifications to Existing Services:

• Pojoaque – Nambé: Three recommendations were made. Staff endorsed only one, the Dial-a-Ride service at no increase in costs to be implemented at the time of CAD system implementation.

Ms. McGuire explained how Dial-a-ride service worked and how it provided more flexibility. Required notice time had not yet been considered. This route was not to take riders to Santa Fé.

Mr. Kelly explained how premium service would work with fares of $5 or $10 in the flex service, depending on how far the rider lived from a regular fixed route. Within ¾ mile range from fixed routes there was no additional charge and further would require a double fare for ADA clients and a premium fare for non ADA riders. It would enhance ridership during mid-day and not increase costs to the District. It was not limited to ADA riders but open to all. The District was bringing all routes into ADA compliance. It worked similar to a cab fare. It was only a disincentive for able-bodied people but they were not coming to bus stops at the
present time. He added that subscriptions were allowed up to 50% of their service. Regular riders could call weekly and not have to call on a daily basis after a certain period of time. Or they could call weekly to make the schedule or modify the subscription with one call.

Mr. Vigil thought the Pojoaque tribal council would approve it.

From the discussion Mr. Mortillaro assumed that dial-a-ride was a Board recommendation.

- San Ildefonso Route: KFH had two recommendations and staff supported both. They were to extend into the Pueblo and add a mid-day run at $26,500 cost.

In response to Board questions, Mr. Mortillaro said stops at El Rancho and Battleship View were included in the recommendations for this route or the route to Los Alamos.

- Riverside Route: Route modifications were proposed with flexibility enhancements at no increase in budgeted costs. Stops at the Dream catcher would only be made at commuter times. There were no objections to this recommendation.

- Westside Route: The staff suggested the crosstown configuration which would provide service at current levels and better serve the east side (El Llano and McCurdy) provided buses can get through there.

Councilor Salazar agreed with this recommendation for the west side to east side coverage.

- UNM Taos Route: The recommendation had a lot of cost reallocation and depended on modifications with Chili Line service and have them provide the last 1.5 miles to the Klauer location. If approved, it would save $138,000. We have discussed this with town of Taos. Last week the Town Manager and I met and he committed to get this moving. The concept is that they would take on the last one and a half miles of the Klauer route with District compensation.

- NM 599 Route had no proposed changes.

- Questa – Taos: Staff agreed with KFH recommendations to provide better hours.

- Peñasco – Taos: The recommendation was just modifications of the existing route at no added cost and would add stop at Picuris Pueblo.

Ms. McGuire said they would figure out the best stop location for Picuris. Sipapu began service on the Peñasco route a couple of weeks ago and the service was offered when the riders most need it.

Ms. Mermejo had consulted with the Picuris Governor. The community meeting on December 15 had 100% in favor of the service. A turn-around at the governor's office would work so they are ready.

- Taos – Española: Staff agreed with the recommendations except for the additional hours which was cost prohibitive at $95,000.
• Española – Santa Fé: Staff agreed with both recommendations which had no cost implications. The Board had no objections.

• Española – Los Alamos: Staff agreed with the modifications of a mid-day route and added stops.

  Councilor Rodgers liked the changes but the only stop shown was at the transit center. He would like to see stops added downtown like Smith’s Market.

  Mr. Mortillaro said that was possible and Mr. Shelton also asked for an airport stop. That would be looked at as well as the new shopping center.

• Española – Chimayó: Staff supported both alternatives which had no cost implications.

• Española – El Rito: The recommended route revision would result in $47,000 savings yet kept service level the same and reduced riding time. It might have added stops on this route as well.

• Chimayó – Las Trampas: The recommended revised route timing at no cost was endorsed by staff.

• Chama – Española: The recommendation was a revised schedule with 5 day service. Staff recommended a 6-month trial to see if ridership increases.

  Ms. McGuire said the ridership was relatively robust and at the community meeting there was a lot of discussion that Chama folks could get to LANL so 5 days per week needed to happen and provide a closer tie in with Ghost Ranch and regional visitors and connect with the NM Rail runner.

  Mr. Mortillaro said initially it was two days per week only and with 5311 funding this route went up to three days per week.

  Mr. Kelly said they were experiencing full buses from Chama a couple of times per week and might need a larger bus for it. Lots of people were going to Tierra Amarilla.

  Ms. Memmojo said people had to go up for court and for jury duty often.

  Ms. McGuire said they were working on that too. It was the county seat so there needed to be a little massaging.

  Mr. Campos said the County did a study and 25% of employment in Los Alamos was from Rio Arriba County from the north. They identified at least 25 people from that area that worked at the Labs.

  Mr. Dwyer agreed the District should coordinate with the District Court. He used to go that route a lot. The court there needed to be accessible to the public to get justice. He recommended to incorporate those service changes.

• Questa – Red River: The recommendation was to adjust the route on seasonal levels and reduce costs
by $28,000. There was some concern about the proposed reduction by the Mayor of Red River. Staff made diligent efforts to get other input there and had not succeeded. At this time staff still recommended seasonal adjustment and would continue to look at ridership.

Chair Barrone agreed to help get them in touch with Ms. McGuire.

- **Eldorado – Santa Fé:** Staff concurred with the recommended alternatives resulting in $38,000 savings.

- **Edgewood – Santa Fé:** the recommendation was to add a mid-day trip and staff agreed to a six-month trial at an annual cost of $47,500. There was merit to try it. It all would depend on marketing. The District had been able to use one commuter as the driver as a part time employee. They had two but one of them left town so they were down to one and that one has had personal issue. So the District has had to have a driver commute to Edgewood at 4 am. And at the end of each shift commute back to Santa Fé. They tried to recruit another person but haven’t yet.

Councilor Ring agreed to help. With a potential route change he would contact the Town Clerk.

Mr. Mortillaro said they did advertise in the newspaper there.

- **Tesuque – Santa Fé:** Staff concurred with the alternates which had no cost implications.

- **Santa Clara Route:** Staff concurred with both alternatives which had no cost implications.

The total cost implications for Existing Services was approximately $130,000 in cost savings. So they could consider allocating that amount to New Services.

- **Eastside Española Route:** Staff concurred with the recommendation and combining it with Westside and eventually have a standalone east side route. It would require some road improvements and that would take time. But eventually the District would like to see that happen. The cost would be $228,000 and $76,000 for added fleet. The only way to accomplish that would be from grant funding and local funding for road improvements in that area.

- **La Cienega:** Staff recommended this service when funding became available. It would cost $114,000 and the staff would recommend a six month trial. A man from La Cienega was present.

Mr. Carl Dickens, President of La Cienega Valley Community Association, thanked the RTD for bringing this possible service. He gave history of the community, including 25% growth in population since 2000. They had a growing Mexican immigrant population and senior population. This was very important to the community. It would provide access to health service and job opportunities. They saw future growth in residential and commercial development in their community.

Mr. Dickens shared one example of a retired lawyer who couldn’t drive her car. Just getting to the doctor was an incredible hassle for her. The Association would support the District’s consideration to establish a route through La Cienega and Las Cieneguilla.
• Golden Route: Mr. Mortillaro said staff agreed with one day per week recommended service to Golden on a trial basis.

• Tres Piedras: The recommendation was for one day per week service on a six month trial basis. Staff thought trying it would be worthwhile and see how ridership developed.

Chair Barrone requested consideration of a stop on Colorado Road and Rim Road.

• Regional Premium Express Service: Staff would like this to be considered using other funding. Weekend services is the next step of the District’s direction.

• Ski Service: The District is still working on Ski Santa Fé service that also needs alternate funding.

• Shoppers Shuttle: This would need added staff in order to generate funds for this service.

• Weekend Española Service: Staff said if ridership grows so that weekend service was justified they would bring it back to the Board later.

Summary for New Service suggested expanding with trial services for Golden and Tres Piedras and adding marketing staff which would still leave $68,000 in savings. That wasn’t enough to implement anything else except as a match for a grant. If the six month trial for Golden and Tres Piedras didn’t work out, the District would not have lost anything. The other expansion was for five-day per week service at Chama and mid-day service with Edgewood.

Ms. McGuire said she was continuing to receive input from the public, especially from Tres Piedras and La Cienega.

Mr. Mortillaro said he would convey this discussion to the consultant if there was no objection by the Board and they could include it in their proposed service plan.

Councilor Ring asked if the proposed service plan could be put on our website.

Mr. Mortillaro agreed and would encourage constituents to review it and provide feedback.

Mr. Mortillaro added that staff was looking for new funding; some through NMDOT. To be used for services, it would have to be on a reoccurring basis.

This item was for discussion only and no further action was taken.

F. Discussion and Consideration Authorizing the Employee Recognition Program.

Mr. Mortillaro reported that the District did not have a formal employee recognition program. In April, 2013 he put together an employee recognition committee to work on a program. The District Staff recognizes
birthdays and anniversaries but that has been the extent. They recently had a Frito pie fundraiser for establishing an employee recognition fund and administrative staff personally paid for gift cards for drivers and dispatchers.

Mr. Mortillaro asked the committee to report to the Board. The committee consisted of Dalene Lucero, Chair, Shannon Sandoval, Secretary, Stacey McGuire, Treasurer, Jim Nagle, Nicholas Molina, Jose Palomares, Cindy Romero and Belen De Santiago.

Mr. Nagle shared the “Above and Beyond” program for service beyond expectations - drivers who saved lives or worked with law enforcement to track down drunk drivers - things that others didn’t know about to recognize them. One extraordinary employee each quarter would be presented with a certificate at the quarterly Board meeting and published in Blue Bus Times.

Mr. Molina shared the safety recognition award for safe driving or helping with safety operations as well as recognition for time without accident and helping others be safe. Employees would be urged to nominate employees for those awards.

Ms. McGuire, Ms. Lucero, and Ms. Aragon shared the vision for other recognitions of employees. They hoped a benefit could be provided to help employees with membership dues to a local gym or facility. At a rate of $15 per month it would provide $180 per year for that benefit per employee.

Ms. McGuire said they wanted to provide a program for recognition of long tenure at 1, 5, 10, 15 and 20 year intervals with the District. There is a lot of value in keeping employees a long time. Their suggested awards were listed in the packet.

Chair Barrone suggested that Ms. McGuire contact Taos County staff on how they did employee recognition awards.

Councilor Ring moved to direct staff to come back with a formal resolution for employee recognition. Mr. Vigil seconded the motion.

Ms. Maes said Tesuque Pueblo just went through a review and of their health insurance plan and it included $10 per month for their wellness program which required the employee to work out three times per week.

Mr. Mortillaro said they used the State health plan and the wellness program required a higher premium but the District could consider that in the future.

The motion passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fé County, Taos County, Nambe Pueblo, Pojoaque Pueblo, Ohkay Owingeh, Santa Clara Pueblo, Tesuque Pueblo, City of Española and Town of Edgewood voting in favor and none voting against. The City of Santa Fé was not present for the vote.

G. Review of Ski Santa Fé Update.
Ms. McGuire referred to page 134 for the update information. She had been meeting with agencies and individuals regarding this project and listed the people she met with: Ken Smithson, Director of Operations at Santa Fé Trails, David Griscom, Economic Development Manager for Santa Fé County, Duke Klauck, owner of Ten thousand Waves, George Brooks of Ski New Mexico, Benny Abruzzo, owner of Ski Santa Fé and Cynthia Delgado, Marketing Director for Santa Fé Convention and Visitors' Bureau. She also contacted National Bus Sales regarding equipment and Government Capital Corporation regarding possible bus leasing options.

As authorized by the Board in December, she requested additional 5311 funds through NMDOT, some of which was tied in with the service plan.

Commissioner Chávez asked if this level of service would provide Blue Bus service. Ms. McGuire agreed.

Ms. McGuire noted that Tesuque Pueblo voiced some concerns about access into the Santa Fé National Forest and how that might affect sacred lands in the area. That would be factored into the discussions. She was aware that it could be very sensitive.

She also reported that the FLAP application was due today and thanked those who submitted support letters. It was very positive.

Mr. Mortillaro added that they also reached out to federal legislators for letters of support.

Ms. Maes reported that Tesuque now had a new Governor, Lt. Governor and Tribal Council. Charles Dorame was still on the Council.

Mr. Mortillaro said he met with him and he mentioned again the sensitivity to this area and indicated there might be a letter from their Council to the District regarding this matter.

No Board action was taken on this report.

DISCUSSION ITEMS


Ms. Aragon presented the report six months of activity. GRT Revenue was as of October, 2013 and was shown on page 138 of the packet. She pointed out that Los Alamos County GRT came in $74,000 below budget. She briefly reported on fare income and other revenue and then listed the expenditure totals as how on page 144 in the packet.

There were no questions from the Board regarding the Financial Report.

I. Finance Subcommittee
Mr. Vigil said the Finance Subcommittee met on November 22, 2013. He thought this meeting had already covered everything that took place in the Finance Subcommittee meeting. The agenda and minutes were provided to Board Members for review.

Mr. Mortillaro said the Subcommittee would meet January 24 with midyear budget review and review of a draft of the sustainability plan as well.

J. Tribal Subcommittee

There was no Tribal Subcommittee Report.

Ms. McGuire announced the next meeting of the Tribal Subcommittee would be on January 14 at 2:30 p.m. She asked Board members to let her know of agenda items to be included in that meeting.

K. Executive Director's Report for December 2013 and Comments from the Executive Director

1) Executive Report

Mr. Mortillaro reported that the Legislative Finance Committee asked their staff to review the RTDs and the NCRTD got picked. The Staff met with them on January 3 and responded to their questions. They are allowed to do program review. Their process was to gather information and make a report to the LFC and would provide a copy with any responses.

He announced that NMDOT is creating a 2040 Long Range Multi-modal Transportation Plan. Ms. McGuire will represent the District at the state-wide committee. He was glad the District was asked to participate.

Lastly, the District is working with Davis-Mayo & Associates to undertake a customer service culture initiative. Board members will be receiving a questionnaire from the consultant and ask for confidential responses about customer service. It will include also a number of focus groups for employees and finance subcommittee and Tribal subcommittee to discuss customer service. The consultant will also address a customer service policy with training opportunity for board, staff and management. In the 2011 survey, they got a lot of positive comments and feedback from the 16 community meetings. It was now time to put it all down in words.

2) Performance Measures for November 2013
3) Ridership Report for November 2013

Mr. Kelly referred the Board members to the report in the packet beginning on page 157. Ridership on RTD routes was a little below last November and overall was up from the previous November but not much. He noted that usually in November, routes were driven for 20 days but this year was only 18 days in the
month because of three weekend and three holidays. Weather was also a factor. That caused increased cost per operating mile and cost per trip.

The spare vehicle ratio is up from added vehicles (20%) and will go up more for December. The ratio goal would still be met with disposal of 4 vehicles. The cost for vehicle mile went up because there were three payrolls in November. The variables would change with the new vehicles added. The fleet average mileage for this period was 98,000.

Mr. Kelly went through the performance measures which were shown in the packet beginning on page 164. Drivers had driven 56,000 since the last minor accident and 101,000 since the last major accident. Inspections were at 94% against a 95% internal target and a federal target of 87%. There were seven incidents - 5 with driver-riders and 2 with riders only.

Commissioner Chávez noted that some of the complaints were more like a request. He asked if staff did a follow up on those complaints. Mr. Kelly agreed.

MATTERS FROM THE BOARD

Chair Barrone noted that Councilor Rodgers was going off the Board and was the Secretary/Treasurer. He asked if he should appoint a temporary replacement or not.

Mr. Dwyer said he would look at the by-laws.

Mr. Mortillaro pointed out that in April of each year the Board took nominations so they had a few months before that would happen.

Mayor Pro Tem Salazar thanked Councilor Rodgers for his service on the Board and wished him the best. The Board joined him in thanking Councilor Rodgers for serving on the Board.

MISCELLANEOUS

There were no miscellaneous items.

ADJOURNMENT

Upon motion by Councilor Ring and second by Mr. Vigil the Board voted unanimously to adjourn at 12:00 noon.

The next Board meeting was scheduled for February 7, 2014 at 9:00 a.m.

Approved by:
Attest:

Dennis Tim Salazar, Secretary

Submitted by:

Carl G. Boaz, Inc. By Carl Boaz

Approved by:

Daniel R. Barone, Chair