



**NORTH CENTRAL REGIONAL TRANSIT DISTRICT  
BOARD MEETING AGENDA**

**October 9, 2015**

**9:00 AM - 1:00 PM**

**Jim West Regional Transit Center  
Board Room**

**CALL TO ORDER:**

1. PLEDGE OF ALLEGIANCE
2. MOMENT OF SILENCE
3. ROLL CALL
4. INTRODUCTIONS
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – September 4, 2015
7. PUBLIC COMMENTS

**PRESENTATION ITEMS:**

- A. **Recognition of Mr. Tim Vigil's Service to the North Central Regional Transit District Board of Directors**  
*Sponsor:* Daniel Barrone, Chairman of the Board.
- B. **Introduction of North Central Regional Transit District Human Resources Director**  
*Sponsor:* Anthony J. Mortillaro, Executive Director.

**ACTION ITEMS:**

- C. **Discussion and Consideration of Resolution No. 2015-29 Updating the North Central Regional Transit District's Financial Policies**  
*Sponsor:* Anthony J. Mortillaro, Executive Director and Troy Bingham, Finance Director.  
*Attachment.*
- D. **Discussion and Consideration of FY 2016 5310, 5311 Capital, Cash Reserves, and Capital Outlay Budget Bus Procurement**  
*Sponsor:* Anthony J. Mortillaro, Executive Director Gary Guinn, Fleet and Facilities Maintenance Manager. *Attachment.*
- E. **Discussion and Consideration of Resolution No. 2015-30 Adopting System Wide Route Modifications**  
*Sponsor:* Anthony J. Mortillaro, Executive Director and Stacey McGuire, Planning, Projects and Grants Manager. *Attachment.*

## **DISCUSSION ITEMS:**

- F. Discussion and Review of Performance Measures for ADA Paratransit and Demand Service**  
*Sponsor:* Anthony J. Mortillaro, Executive Director and Michael Kelly, Transit and Facilities Operations Director. *Attachment.*
- G. Financial Report for September 2015:**  
*Sponsor:* Anthony J. Mortillaro, Executive Director and Troy Bingham, Finance Director. *Attachment.*
- H. Finance Subcommittee Report:**  
*Sponsor:* Chair Pete Sheehy and Anthony J. Mortillaro, Executive Director.
- I. Tribal Subcommittee Report:**  
*Sponsor:* Chair Lonnie Montoya and Anthony J. Mortillaro, Executive Director.
- J. Executive Report for September 2015 and Comments from the Executive Director:**
- 1) Executive Report
  - 2) Performance Measures for August 2015
  - 3) Ridership Report for August 2015

## **CLOSED SESSION**

Closed Session for the limited purposes of discussing threatened litigation pursuant to NMSA 1978, Section 10-15-1 (H) (7) regarding certain demands for refunds made by the NCRTD to the Internal Revenue Services.

- K. Reconvene in Open Session:** Possible action item(s) from closed session.

## **MATTERS FROM THE BOARD**

## **MISCELLANEOUS**

## **ADJOURN**

**NEXT BOARD MEETING: November 6, 2015 at 9:00 a.m.**

If you are an individual with a disability who is 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.



**North Central Regional Transit District**  
**Board Meeting**  
**Friday, September 4, 2015**  
**Town of Taos - Council Chambers**  
**130 Civic Plaza Drive, Taos New Mexico**  
**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 Mayor Daniel Barrone, Chair, at 9:16 a.m. at the Town of Taos Council Chambers, 130 Civic Plaza Drive, Taos, New Mexico.

Commissioner Fambro welcomed everyone to Taos.

- 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:

<b>Members Present:</b>	<b>Elected Members</b>	<b>Alternate Designees</b>
Los Alamos County	<i>Councilor Pete Sheehey</i>	
Rio Arriba County	Absent	
Taos County	<i>Commissioner Jim Fambro</i>	
Town of Taos	<i>Mayor Daniel Barrone</i>	
Santa Fe County	<i>Commissioner Miguel Chávez</i>	
Nambé Pueblo		Mr. Lonnie Montoya(Telephonically)
Ohkay Owingeh	<i>Ms. Christy Mermejo</i>	

Pojoaque Pueblo	<i>Gov. Cameron Martínez</i>	
Santa Clara Pueblo		<i>Ms. Mary Lou Valério</i>
City of Santa Fe	Absent	
San Ildefonso Pueblo	<i>Ms. Lillian Garcia (Telephonically)</i>	
Tesuque Pueblo	Absent	
City of Española	Absent	
Town of Edgewood	Absent	
Rio Metro (ex officio)	Absent	

**Staff Members Present**

Mr. Anthony J. Mortillaro, Executive Director  
 Ms. Dalene Lucero, Executive Assistant  
 Mr. Michael Kelly, Transit Operations Manager  
 Ms. Stacey McGuire, Projects and Grants Specialist  
 Mr. Jim Nagle, Public Information Officer  
 Mr. Troy Bingham, Finance Director

**Others Present**

Mr. Peter Dwyer, Legal Counsel  
 Mr. Carl Boaz, Stenographer  
 Mr. Ray Matthew, Santa Fe County

**4. INTRODUCTIONS**

Everyone present introduced themselves to the Board and public.

**5. APPROVAL OF AGENDA**

**Commissioner Fambro moved to approve the agenda as presented. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

**6. APPROVAL OF MINUTES – August 7, 2015**

Commissioner Chávez moved to approve the minutes of August 7, 2015 as submitted. Councilor Sheehey seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).

## 7. PUBLIC COMMENTS

There were no public comments.

## PRESENTATION ITEMS:

There were no presentation items.

## ACTION ITEMS FOR APPROVAL/DISCUSSION:

### **A. Discussion and Consideration of Resolution No. 2015-23 Authorizing a Budget Amendment to increase/adjust the FY 2016 Budget from the 5311 Federal Funding for Taos, Cash Reserves and State Capital Outlay Funds and Resolution No. 2015-24 Authorizing the Use of Fund Balance for Capital Outlay.**

Mr. Bingham said there were five items in Resolution No. 2015-23 and he would discuss each one. The amendment to the FY 2016 budget incorporates \$40,836 additional revenue from the 5311 federal funding granted to the Town of Taos and unspent in FY 2015 and other unspent funds to be carried over from the previous year. Due to the "Use of Fund Balance" Resolution 2015-24, it will confirm the purpose is in accord with the District's Financial Policies and the funds used to balance the amended expenses.

First, the Taos Chile Line had allocations that ended up with a remaining balance. The plan is to use that balance to finish the survey before purchase, legal fees, and consolidation of operations, and increased charges for bus connections.

In response to Commissioner Fambro, Mr. Bingham clarified that there are two resolutions and the second is for using the fund balance.

Ms. Mermejo asked if the RTD will apply directly for federal funds for the Chile Line.

Mr. Bingham agreed and added that the State has approved it already and Taos didn't use all the money. Secondly, The District talked about possibly having the State participating with a match for federal funds but at the time of budget submission, had to use capital outlay for match. Then, on June 17, the State Legislature approved \$117,000 for the District and the reuse the fund balance for other purposes. That will allow for expanded access. \$15,000 is allocated for renovation of office space but that doesn't cover

needed furniture. There is also need for a maintenance vehicle for the Taos facility.

The second item is \$39,000 for the on-demand service. They are just reallocating funds and not increasing funds.

The third item is an amendment made because two pueblos were not able to spend all the money given awarded. There is more money than our ability to spend for Santa Clara and San Ildefonso. The District is asking to use that money this year by adding administrative costs and a small capital outlay of \$181,000 that will be spent by the end of the Fiscal Year. The money will be used for specific routes but also for administrative costs.

The fourth item is a request to carry 2015 capital expense over to 2016. The District has ordered the buses and will move unspent money to carryover for that cost. An amount of \$127,000 has already been authorized from 2015 to spend in 2016.

The fifth item is related to a state contract for bus software. It was a 50/50 grant and the District was not able to spend as much was anticipated. So it is put in the 2016 budget and now has an 80/20 match so it is more advantageous to use this fund. \$44,813 will match a grant of \$224,067.

Mr. Mortillaro added that the plan is to put in the ITS system in the Taos fleet so that the Taos system would correspond with the rest of the system.

Mr. Bingham said those 5 add up to \$1,317,201.41 total and the net effect is a decreased local contribution. Page 25 needs a change in the second whereas where \$1.4 million needs to be \$1,317,204.41.

**Commissioner Fambro moved to approve Resolution 2015-23 as presented with the typo correction. Commissioner Chávez seconded the motion.**

Ms. Valerio asked about the carry-over from 2012.

Mr. Bingham said he did request a carryover and will pick up those remaining funds from 2012 and 2014. So everything is set now.

**The motion passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

**Councilor Sheehey moved to approve Resolution 2015-24 as presented. Mayor Barrone seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

## **B. Discussion and Consideration of Resolution 2015-25 Amending the District's Existing Procurement Card Policy**

Mr. Bingham explained that the current policy has been in effect since 2011. The District had two cards and had lots of restrictions on them. This resolution is proposed to modify the policy for current and future District policy. Seven managers will have cards and one will be kept in Taos. With more travel, lodging to cover, this will reduce the number of checks that have to be written. The cards also facilitate quicker disbursement and won't require the use of a PO anymore and they can also be used to make purchases online. It still has some restrictions - anything over \$200 requires Director's approval.

It also clarifies the responsibility on use by staff and management and requires following up with receipts which are all reviewed by the finance staff. The District doesn't carry a balance on those cards.

Councilor Sheehey asked if there are separate cards for fuel.

Mr. Bingham concurred.

**Commissioner Chávez moved to approve Resolution 2015-25 as presented, amending the District's Existing Procurement Card Policy. Commissioner Fambro seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

### **C. Discussion and Consideration of Resolution 2015-26 Amending the District's Inventory/Assets Policy**

Mr. Bingham noted the current policy was approved December, 2012. He reviewed it to ensure compliance and found some things needed to be changed. There is now a different format on finance statements which is updated to current Government Accounting Standards Board (GASB) terminology. The biggest change is on page 42 of the packet to clarify how the District treats capital assets and on page 43 to distinguish repair and replacement. Item C of GASB clarifies how government treats intangible assets - licenses, software, etc. specifically to the District such as the ADL system. So the District is able to capture the cost of the ADL system and good will from other organizations. This just brings the RTD into compliance.

Chair Barrone thought accrued leave time was to be tracked.

Mr. Bingham clarified that it is in the personnel system but not on the financial system. Sick leave isn't shown.

Chair Barrone anticipated a new policy coming forward regarding sick leave with funds set aside.

Mr. Mortillaro agreed. It is a new State requirement.

Mr. Bingham said the District has 56 employees so that would be easy to account for.

Mr. Bingham clarified that accrued sick leave isn't paid out at departure of the employee so there is no

liability.

**Councilor Sheehey moved to approve Resolution No. 2015-26 Amending the District's Inventory/Assets Policy as presented. Ms. Mermejo seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

#### **D. Discussion and Review of the District's Quarterly Investment Report**

Mr. Bingham reported that as of June 30, 2015 the investment reporting is now caught up. It has been reviewed by the Finance Subcommittee. He briefly shared the earnings on investments including an improved interest on bank account balances by 5 basis points. The District established short-term investments (no more than 12 months) in various FDIC insured institutions in New Mexico with an initial investment of \$5,975,492. The present cash balance is \$7,154,000.40, which includes the operating account balance of \$1,155,179.

The Board had no questions regarding the report.

**Commissioner Chávez moved to accept the District's Quarterly Investment Report. Councilor Sheehey seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

#### **E. Discussion and Consideration of Resolution 2015-27 Providing for the Continuation of Fare-Free Weekday non-premium Fixed Route and Flex Paratransit and Providing for Establishment of Premium Fare Service Parameters**

Mr. Mortillaro reminded the Board that the District considers the fare policy annually but recently agreed to do it every two years and this is the two-year review. The Resolution also discusses the premium fares.

Ms. McGuire said the policy will continue the no-fare policy for weekday service for non-premium fixed routes and flex paratransit (up to 3/4ths of a mile from fixed routes operated by the District) as well as to establish the premium fare service parameters. The policy approval will extend it to December 31, 2017. She commented briefly on the fare free impact. The service plan update includes premium routes such as weekends and holidays and items identified in the 5-year service plan and also recreation-focused services.

In addition, the District would look at ADA flex ride service. Those who want flex but are not ADA eligible would be part of the premium service. The staff recommendation was presented on page 54 and 55 of the packet. She also explained a two-tier system service for Taos Ski Valley. September 26 starts

service to Ski Santa Fé with a grand opening ceremony.

Mr. Mortillaro discussed the premium for flex route service as on page 55 for non-ADA service as a \$10 charge.

The Board discussed briefly the costs involved in charging fares on established routes.

Mr. Mortillaro discussed the negotiations with Taos Ski Valley and services that will be subsidized for employees. He anticipates an MOU with TSV and the District. The TSV is an incorporated city so it will be government to government.

Commissioner Fambro asked if the District will ask them about joining the District.

Mr. Mortillaro agreed.

The Board then discussed the agreement for the route to Ski Santa Fe. This is a one-year trial agreement and if it is successful, work on the agreement for future years will commence. Various alternatives for covering the costs of this route were discussed including sponsorships and 5311 funding.

**Commissioner Chávez moved to approve Resolution 2015-27 Providing for the Continuation of Fare-Free Weekday non-premium Fixed Route and Flex Paratransit and Providing for Establishment of Premium Fare Service Parameters, including the flex route non-ADA service and that Attachment A be affixed to the Resolution. Commissioner Fambro seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

Chair Barrone said he hosts a radio show every second Tuesday of each month and he would like to invite Ms. McGuire and Mr. Nagle to be guests on the radio show at 9:30 to 10:00 and explain the District's services so the community would have a better understanding of it.

**F. Resolution No. 2015-28 Federal Lands Access Program (FLAP) application submittal relating to new regional services to Santa Fe National Forest and Ski Santa Fe**

Ms. McGuire reported that, as in prior years, the District wants to apply for FLAP funding. This is a federal program and funding is to increase access to federal lands. FLAP awards about 10-11 grants in New Mexico each year. It is done on a state-by-state basis.

The content of the resolution is on page 58 and projects on page 60. The funding request is for vehicle acquisition, transit facility construction and operating expenses related to providing transit service and access to the Santa Fe National Forest and Ski Santa Fe. The application deadline is October 9, 2015 and the Staff recommendation is to approve the resolution.

The Board briefly discussed the MAP 21 funding program and the prospects for success in this

request.

**Commissioner Chávez moved to approve the Resolution No. 2015-28 Federal Lands Access Program (FLAP) application submittal relating to new regional service to Santa Fe National Forest and Ski Santa Fe. Councilor Sheehey seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, Santa Fe County, Santa Clara Pueblo, San Ildefonso Pueblo, Taos County, and Town of Taos voting in the affirmative and none voting against (9-0).**

## **DISCUSSION ITEMS:**

### **G. Financial Report for August 2015**

Mr. Bingham provided the financial report as shown on page 63 in the packet. He quoted the balances and totals for this report for revenue and expenses. In summary, he said the District is approximately where it should be now.

The Board had no questions on the report.

### **H. Finance Subcommittee Report**

Councilor Sheehey said the Board needs to replace Tim Vigil who is no longer with Pojoaque Pueblo and needs to choose one from the pueblos to be on the subcommittee. Ms. Mermejo was willing to serve.

Commissioner Chávez said a lot of the work done there is by conference call. The agendas are not heavy and meetings are usually only about 30-45 minutes. So it is not a lot of time but members need to be consistent in attending. He didn't know if the Board needed to amend the policy regarding the vice chair's role.

Mr. Dwyer agreed to look at it.

Mr. Mortillaro thought the Board should also look at the rotation of members. The only reason that provision was there was to allow a County to abdicate to a City representative. With Mr. Vigil leaving, it allows pueblo participation to change.

Governor Martínez said he would like to accept Ms. Mermejo's offer to serve. We will get a representative from Pojoaque as soon as we can.

### **I. Tribal Subcommittee Report**

Mr. Montoya said the Tribal Subcommittee is meeting on schedule and considering 5311 funding - MOAs - etc. The Subcommittee meets every couple of months.

Ms. McGuire added that they established a list for 5311. Nambé requested as well as Ohkay Owingeh.

## **J. Executive Report for August 2015 and Comments from the Executive Director**

### **1) Executive Report**

Mr. Mortillaro said the report is in the packet. He announced the kick off for Mountain Trail is September 23 at 11:30 a.m. at South Capitol Railrunner Station. Service starts on September 26.

He sadly reported that Dalene Lucero is leaving the District to join Northern New Mexico University. They saw her talent and is taking her away from us.

Ms. Lucero said she enjoyed working with the Board and Staff.

### **2) Performance Measures for July 2015**

Mr. Kelly gave the performance report that began on page 92 of the packet.

He noted that District drivers have safely driven over 1.8 million miles since the last major accident. Operating costs are within anticipated parameters. On time percentages for July are 90% with a goal of 95%.

### **3) Ridership Report for July 2015**

Mr. Kelly reported the ridership statistics with some declines in the past month.

## **MATTERS FROM THE BOARD**

### **K. Appointment of Pueblo Member to Finance Subcommittee**

Chair Barrone appointed Ms. Mermejo to the Finance Subcommittee.

## **MISCELLANEOUS**

There were no miscellaneous items to consider.

## **ADJOURNMENT**

Ms. Valério moved to adjourn the meeting. Commissioner Chávez seconded the motion and it passed by unanimous voice vote (9-0).

The meeting was adjourned at 11:13 a.m.

**Next Board Meeting: October 9, 2015, 9:00 a.m.**

Approved by:

\_\_\_\_\_  
Daniel R. Barrone, Chair

Attest:

\_\_\_\_\_  
Dennis Tim Salazar, Secretary

Submitted by:

\_\_\_\_\_  
Carl Boaz for Carl G. Boaz, Inc.



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: October 9, 2015**

**Agenda Item - C**

**Title:** Discussion and Consideration of Resolution No.2015-29 Updating the District’s Financial Policies

**Prepared By:** Troy Bingham, NCRTD Finance Director

**Summary:** The District maintains Financial Policies that provide guidance and direction to staff of how financial operations should be handled. Periodically these policies need to be updated and reviewed by the Board. This policy update has been viewed by the Finance Committee members but the committee did not meet on September 25, 2015. The Finance Committee chair and vice-chair have individually recommended these changes for approval by the full Board with no additional changes from staff recommended updates.

**Background:** The financial policy was last modified in November 2013 to create a formal framework fund balance usage and procedures for the District and Board of Directors. The District has continued to grow and expand and the need to clarify and distinguish the investment guidelines in the policy is needed. Staff is recommending removing the investment section starting on page 17 of 23 of financial policy #1 and creating a new stand-alone investment policy as financial policy #6. The changes to the actual investment language are redlined in financial policy #6 and are generally defined as follows:

- Defining the collateralization policy for the District is more restrictive than the state investment law
- How staff should view safety and liquidity in their investment strategy
- How staff should handle diversification in their investment strategy

All of the changes represent a practical approach for investment of the District’s funds for an entity of our size and character. The final investment policy should provide Board members with assurance that District funds are safeguarded and available for future needs. The same policy

should provide flexibility to staff to make decisions that will maximize the return on investment when the market changes.

**Recommended Action:** It is proposed that the Board discuss the changes and recommendations from the Finance Committee members for the investment policy and elect which changes are acceptable at this time.

**Options/Alternatives:** The Board can elect to accept the changes as recommended by the Finance Committee and staff or to initiate modifications or to do nothing at this time.

**Fiscal Impact:** None.

**Attachments:**

- Resolution 2015-29 Updating the District's Financial Policies
- Red-lined Version of the financial policies as proposed from staff and the Finance Committee members
- Finance Committee Memorandum discussing investment strategies under the new investment policy along with charts and graphs



**North Central Regional Transit District (NCRTD)**

**Resolution 2015-29**

**A Resolution Updating the November 8, 2013 Adopted Financial Policies #1 and the Creation of Financial Policy #6 “Investment Policy”**

**WHEREAS**, the Board of Directors is the statutory governing body in and for the NCRTD and finds it in the best interest of the constituents of the NCRTD to establish polices to ensure the financial stability of the District; and

**WHEREAS**, the current Financial Policies was adopted on July 4, 2011 and amended 3 times with the last change occurring in November 8, 2013; and

**WHEREAS**, the Finance Committee chair and vice-chair have reviewed and commented on the draft changes to the District’s Financial Policies and new Investment Policy and have recommended consideration of those changes to the Board of Directors; and

**WHEREAS**, the Board, after thorough consideration and upon recommendation of the Finance Committee chair and vice chair, finds that it is prudent to amend the District’s Financial Policies and create a new Investment Policy attached hereto.

**NOW THEREFORE BE IT RESOLVED, BY THE NCRTD BOARD THAT THE ATTACHED FINANCIAL POLICIES SHALL BE AND ARE HEREBY ADOPTED, AND ARE APPROVED AND ADOPTED THIS 9<sup>TH</sup> DAY OF OCTOBER 2015.**

**NOW THEREFORE LET IT BE FURTHER RESOLVED, THAT THE NCRTD BOARD DOES HEREBY DIRECT MANAGEMENT TO IMPLEMENT AND DEVELOP PROCEDURES TO INSURE APPROPRIATE ACCOUNTING AND MAXIMUM ACCOUNTABILITY IN ACCORDANCE WITH ALL LAWS AND REGULATION THAT PERTAIN TO THE INVESTMENT POLICY.**

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**Daniel Barrone, Chair**

**Approved as to form:**

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**Peter Dwyer, Counsel**

<b>NORTH CENTRAL REGIONAL TRANSIT DISTRICT</b>	
<b>SUBJECT: Financial Policies</b>	<b>NUMBER: <u>FinancialFin</u>- 01</b>
<b>EFFECTIVE DATE: <del>November 8, 2013</del><u>October 9, 2015</u></b>	<b>Adopted and amended by Board Resolution No.2011-10 on November 4, 201, 2013-04 on March 1, 2013,<del>and 2013-29</del> on November 8, 2013 <del>and 2015-XX</del> <u>on October 9, 2015.</u></b>
<b>AMENDS/SUPERSEDES:</b>  <b>Policies adopted by Board on July 14, 2011, November 4, 2011,<del>and</del> March 1, 2013,<u>November 8, 2013</u></b>	<b>APPROVED:</b>  <hr/> <b>ANTHONY J. MORTILLARO, EXECUTIVE DIRECTOR</b>

**Purpose**

The Financial Policies described herein are designed to provide a comprehensive framework for the management of financial resources for the North Central Regional Transit District (NCRTD). They provide guidelines for decision making by the NCRTD Board and management on how financial resources shall be utilized to fulfill the mission of the transit system, meet obligations and protect the public interest.

Objectives:

- Cost effective allocation and use of NCRTD financial resources in achieving the Districts mission.
- Compliance with applicable Federal and State laws, regulations and guidelines governing transit funding.
- Use of sound business and accounting practices in managing NCRTD financial affairs.
- Consistent financial practices, operational efficiencies and best practices.

**1. Budgetary Policies**

The adopted budget represents the ongoing commitment of the management and staff to operate and maintain the NCRTD in a fiscally sound manner according to the guidelines, policies and direction set forth herein. The Budget spans a fiscal year (beginning July 1 and ending June 30) and contains operating and non-operating revenues and expenses, grants, capital expenditures and reserves for the District. The budget is an appropriation document that gives the District the authority to spend funds for operating expenses, other expenditures such as contracts and capital and reserves.

Each year, the District staff will develop a budget plan that will lead to the Board's review and adoption of the subsequent year's budget. The timing of this process will be consistent with the established strategy and priorities at the District and with statutory requirements.

The District will also prepare a ten-year Long Term Financial plan for the purpose of identifying future financial challenges. It will be updated annually concurrent with the development of the annual budget.

A budget calendar for the fiscal year is to be established to make clear deliverables and deadlines.

Each year the District will establish a budget by:

- Providing a comprehensive review of the Districts sources and uses of funds for operating and capital expenditures.
- Tailoring the budget process into an effective management tool for setting financial priorities and meeting strategic objectives.
- Ensuring that the budget manages financial resources in a manner that:
  - Is prudent and sustainable
  - Meets financial requirements of medium and long-term capital needs
- Producing budget information that is:
  - Clear, comprehensible and transparent to employees and constituencies
  - Accurate, timely, and easy to access
- Monitoring and analyzing revenues and expenditures throughout the fiscal year for compliance and accountability.
- A quarterly cash and investment report and monthly one-year cash flow forecast report will be prepared.
- Current appropriations for all funds are limited to the sum available, unrestricted cash balances and revenues estimated to be received in the current budget year.
- All District divisions will operate within the adopted budget. From time to time, the District will consider spending requests for new or expanded programs during the course of the fiscal year and, to the extent possible, such increases to current operations will be funded by reoccurring current revenues unless the request is for a one time activity that does not require an ongoing funding allocation. On occasion,

there may be a need for Board action to draw funds from the Districts un-appropriated balance in order to meet unforeseen financial requirements.

- Capital assets owned by the District shall be maintained on a regular schedule. The District will recognize the impact of wear and tear of existing capital assets in the operating budget. Maintenance costs will be identified and incorporated into the annual operating budget as necessary. These costs include items such as renovations, maintenance and service contracts.
- District funds will be reconciled at the close of the fiscal year to determine the available cash balance at year end.
- Reports to the Board shall include Fiscal Impact discussions as to how they may affect the budget plus the estimated cost and benefit of the program or service in the current and future years.

**Budgetary Control:**

Budget control is maintained at the departmental/divisional level. The Executive Director has the authority to approve appropriation transfers between programs, divisions or departments. In no case may total expenditures adopted for the fiscal year exceed that which is appropriated by the District Board without budget amendment.

**2. Operating Program:**

The District utilizes a general operating fund, which will be used to account for all financial transactions required for the current operation of the public transportation system. The two primary components of this fund are:

**A. Operating Income (Income Sources)**

- Operating income includes revenues derived from the Regional Transit Gross Receipts Transit tax (RT GRT), operating and capital assistance (federal and state funds), passenger fares, contractual reimbursements or contributions, interest income, and other miscellaneous sources of revenue.
  - For all federal transit grants awarded from New Mexico Department of Transportation (NMDOT), adherence to financial rules, regulations, and reporting will be complied with by NCRTD as per the New Mexico State Management Plan for the Administration of Federal Transit Grants, the annual Federal Transit Administration (FTA) Certifications and Assurances, and any subgrantee federal funding contract/memorandum of agreement with NMDOT.
- The District will continuously seek new revenues and will, to the extent consistent with its public transit objectives, pursue a diverse revenue base in an effort to

maintain a stable revenue stream. Seeking revenue diversity will help shelter the District from short-term fluctuations in any one revenue source.

- Revenues from the RT GRT are tracked in a line item dedicated to that purpose. According to the ballot initiative that created the RT GRT, the funds are to be used to expand regional public transit in the four-county area. The District interprets this to mean that RT GRT funds should be used to implement approved service plans per Board adopted resolutions. Approved service plans may include, but are not limited to, establishing entirely new regional routes; increasing the frequency of service on existing routes; purchasing more and larger vehicles so more riders may avail themselves of public transit; acquiring fixed capital assets and technology to solely be utilized on those approved regional routes, converting pilot projects to regular services; and coordinating with other service providers, such as Santa Fe Trails, Taos Chili Line, Atomic City Transit, the Rail Runner, and Park & Ride to improve services and strive to provide a seamless transit experience to those in the District’s service area.

The following definition has been adopted by the Board and will be utilized to ascertain whether a proposed regional route is eligible to be funded by RT GRT:

1. It connects to a service that leaves the district such as the Rail Runner or Park & Ride; or
2. It crosses a jurisdictional line between Members;
3. It connects two or more Members;
4. It is solely within a single Member’s local area but directly connects both in time and location with a service or route that makes possible travel outside the local area to another Member’s area;
5. It connects two distinct and separate communities within one Member’s area such as Questa and Red River in Taos County or Los Alamos and White Rock in Los Alamos County;
6. The Board of Directors will annually review all service plans within the region in order to determine regional routes by the qualification stated above. The board will have the ability to add or eliminate routes based on criteria for efficiency within the District.

The following funding allocation method will be used to determine the amount of RT GRT that will be allocated toward Board approved services on an annual basis, as provided below.

Entity	Percentage of Total Fiscal Year Projected NCRTD Transit GRT Revenue
City of Santa Fe	14%
Los Alamos County	20%

Rail Runner	26%
NCRTD (Santa Fe County, Rio Arriba County, and Taos County)	40%

In the event that RT GRT revenue(s) do not materialize as projected in the adopted fiscal year budget, it is the Board’s stated desire that funding for services will be retained to the extent feasible. In order to achieve this priority the Board will consider the adjustment of the percentage allocations described in the above allocation methodology excluding the Rail Runner whose funding is prescribed through an Intergovernmental Agreement dated February 2009. The modification in the revenue percentage allocations will be proportionate to the reduction in the RT GRT revenue.

It is also the Board’s priority that as a last resort, transit services provided solely and directly by the NCRTD should not be reduced. In the event that such a reduction is likely, the Executive Director may recommend to the Board for its consideration the use of operating reserves to the extent necessary and without violating the Reserve Policy requirements herein.

RT GRT revenue that is deemed to be reoccurring revenue and not allocated for regional routes is placed in the operating reserve balance and reserve for service enhancements and as such maybe be available for allocation in the following year for expanded service of regional routes as recommended by the Executive Director and adopted by the Board on the bases of the methodology for the allocation of RT GRT as described above. Prior to commitment of any remaining RT GRT reserve operating balance in the ensuing fiscal year to expanded regional service routes, these routes must be included in the requesting entities annual service plan and adopted by the NCRTD Board as well. In no event will these funds be allocated for new or expanded service regional routes if it will result in the diminishment of the reserve operating balance requirements as described within these policies or if it will impact the Districts ability to meet its capital equipment and infrastructure requirements.

The District is responsible for seeing that RT GRT funds are spent appropriately. For those entities operating their own transit services an invoice shall be submitted quarterly to the District requesting reimbursement of funds spent in accordance with RT GRT funded service plans and adopted cost allocation methodology. Invoices shall contain sufficient line-item detail to support the appropriateness of the expenditure and concurrence with the intended use of the funds. Upon receipt and review of the invoice, the District will reimburse the entity, provided sufficient RT GRT funds have been received.

- B. In reference to Tribal Transit Funds if awarded by the Federal Transit Administration (FTA) to a Tribal Entity, the Tribal Entity maintains the authority to 1) utilize all Tribal Transit Funds received for Tribal Transit / Transportation Initiatives; 2) allocate through an agreement a portion of Tribal Transit Funds to the NCRTD; 3) allocate through an agreement all Tribal Transit Funds received to the NCRTD.

- 1) Tribe utilizes all FTA Tribal Transit Funds for Tribal Transit / Transportation Initiatives.
  - a. No Agreement with the NCRTD.
  
- 2) Tribe allocates through an agreement a portion of FTA Tribal Transit Funds to the NCRTD. The process for managing these funds includes the following steps:
  - a. Tribe determines a need for additional services requiring a portion of Tribal Transit funds be allocated through an agreement to the NCRTD to provide contracted transit services.
  - b. The NCRTD will assess the additional services requested by the Tribe and provide the Tribe with a Scope of Work, Budget & Budget Narrative.
  - c. The Tribe will review and make any necessary changes to documents and return to NCRTD for review and re-submittal.
  - d. Upon agreement of transit services to be contracted to the NCRTD, the Tribe and NCRTD will sign a Professional Services Contract detailing agreement between Tribe as the recipient of FTA Tribal Transit Funds and the NCRTD as the sub contractor to include: Scope of Work, Budget, and Budget Narrative.
  - e. Contract, Scope of Work, Budget and other Program Information will be entered into the Federal Transit Authority's (FTA) TEAM web system by the Tribe or authorized NCRTD personnel if stated in agreement.
  - f. Reports: Quarterly Financial, Monthly Progress, Monthly Ridership Reports are submitted to the FTA / [FederalReporting.gov](http://FederalReporting.gov) / TEAM web portal and will be completed by Tribe or authorized NCRTD personnel. Copies of all reports will be sent to Tribe for record keeping if the NCRTD personnel perform the reporting requirements.
  - g. Any changes or modifications to the Scope of Work, Budget, and Budget Narrative must be approved and documented by the Tribe prior to NCRTD changing services or requesting reimbursement or payment for services provided under agreement.
  - h. The NCRTD will advance funds to cover operating costs of contracted transit services.
  - i. NCRTD will submit a detailed "Invoice" of work, services performed and provided to the Tribe per Scope of Work and Agreement for approval and processing.
  - j. Tribe will approve "Invoice" of work and services performed and provided by the NCRTD and request a drawdown from the FTA.
  - k. Upon receipt of funds from the FTA, the Tribe within 7 days will process payment to the NCRTD.
  - l. The Tribe and the NCRTD will meet periodically to evaluate the effectiveness of the services being provided, available budget, and discuss any necessary changes.

- 3) Tribe allocates through an agreement all FTA Tribal Transit Funds received to the NCRTD for the provision of contract transit services. The process for managing these funds includes the following steps:
- a. Tribe determines a need to allocate through an agreement all FTA Tribal Transit funds to the NCRTD for the provision of FTA funded contractual transit services to be continued.
  - b. The NCRTD and the Tribe will assess current FTA funded services being provided to the Tribe and provide the Tribe with a Scope of Work, Budget and Budget Narrative of the FTA funded current services and how these funds will be utilized to continue transit services.
  - c. The Tribe will review and make any necessary changes to documents and return them to the NCRTD for review and re-submittal.
  - d. Upon agreement of transit services to be contracted to the NCRTD, the Tribe and NCRTD will sign a Professional Services Contract detailing agreement between Tribe as the recipient of FTA Tribal Transit Funds and the NCRTD as the sub contractor to include: Scope of Work, Budget, and Budget Narrative.
  - e. Contract, Scope of Work, Budget and other Program Information will be entered into the Federal Transit Administration's (FTA) TEAM web system by the Tribe or authorized NCRTD personnel if stated in agreement.
  - f. Reports: Quarterly Financial, Monthly Progress, Monthly Ridership Reports are submitted to the FTA / FederalReporting.gov / TEAM web portal and will be completed by Tribe or authorized NCRTD personnel. Copies of all reports will be sent to Tribe for record keeping if the NCRTD personnel perform the reporting requirements.
  - g. Any changes or modifications to the Scope of Work, Budget, and Budget Narrative must be approved and documented by the Tribe prior to the NCRTD changing services or requesting reimbursement or payment for services provided under agreement.
  - h. The NCRTD will advance funds to cover operating costs of contracted transit services.
  - i. NCRTD will submit a detailed "Invoice" of work, services performed and provided to the Tribe per Scope of Work and Agreement for approval and processing.
  - j. Tribe will approve "Invoice" of work and services performed and provided by the NCRTD and request a drawdown from the FTA.
  - k. Upon receipt of funds from the FTA, the Tribe within 7 days will process payment to the NCRTD.
  - l. The Tribe and the NCRTD will meet periodically to evaluate the effectiveness of the services being provided, available budget, and discuss any necessary changes.

Application Process:

- 1) When requested by Tribe, the NCRTD will assist with the Grant Application to include a set percentage (5%) for Administrative costs. If the Grant is awarded the Tribal Transit Funds Policy will be utilized to manage these funds.
- 2) The NCRTD, if requested and there is a signed agreement by all the Tribe's, will submit a Joint Application on behalf of the Tribe's in agreement. Prior to submittal of Joint Application, the Tribes will review and approve the Application, Scope of Work, Budget, and Budget Narrative being submitted on their behalf. If the Grant is awarded the Tribal Transit Funds Policy will be utilized to manage these funds.
- 3) The Tribe's on their own behalf may apply for Tribal Transit Funds. If the Grant is awarded the Tribal Transit Funds Policy will be utilized to manage these funds.

C. Operating Expenses

Operating expenses are defined as the day-to-day costs incurred for public transit delivery, administrative overhead, and other common and normal expenses.

D. Operating Balance (difference between operating income and operating expenses)

The operating balance is utilized to fund the capital program and reserve requirements.

E. Administrative Overhead Costs

Direct and Indirect costs that are incurred for common or joint purposes in support of transit service or capital programs. Costs are allocated to programs based on allocation methods which comply with Federal and State guidelines.

### **3. Reserve Policy**

This Financial Reserve Policy contains practices that govern the management of the District's financial reserves in order to:

- Maintain access to capital markets and other sources of capital funding at the most efficient cost of funds for the District;
- Manage financial risks prudently by maintaining required and additional financial reserves to meet the District's financial needs;
- Meet New Mexico State Department of Finance and Administration (DFA) requirements for minimum reserve balance requirements and any Board requirements;
- Provide the District with the ability to withstand national, regional and local major economic disruptions, unanticipated expenditure demands and meet

the need for other non-recurring expenses except for as provided within the reserve policies.

- Meet or exceed all debt coverage requirements, if any; and
- Establish prudent levels of liquidity.

The District will maintain at all times one month of operating revenue as a cash reserve to meet DFA requirements.

The District will seek to maintain at all times an amount equaling 25% of its operating revenue as an unrestricted cash reserve which is inclusive of the DFA requirement distributed as follows:

- A. Reserve for Operations (budget stabilization): It is the goal of the Board of Directors to annually direct 15% of the unrestricted reserves into this fund to meet unexpected decreases of more than 5% in the levels of total revenues and subsidies, as well as unexpected increases of more than 5% in total operating costs such as unanticipated and unbudgeted increases in fuel costs or other operating materials that cannot be rebalanced within existing budgeted resources in any given year in order to protect against reducing service levels when these fluctuations occur. This reserve will be maintained at a maximum of twenty percent (25%) of the annual operating revenues.
- B. Reserve for Capital and Capital Replacement: It is the goal of the Board of Directors to annually direct 5% of the unrestricted reserves into this fund. In addition revenues from the sale of surplus property or fixed assets will be directed towards this reserve fund. This reserve fund will provide the District with funds to meet matching requirements or non-matched purchases for fleet replacement, new fleet and replacement or acquisition of fixed assets. This reserve will be maintained at a maximum of fifteen percent (15%) of the annual operating revenues.
- C. Reserve for Service Enhancements: This fund will be developed to build up fiscal resources in anticipation of future service enhancements. The intent is to build up a reserve of operating funds before potential service enhancements would be enacted in order to smooth the impact on the operating budget of a higher level of service and operating costs. When the Board has authorized existing service enhancements or new service enhancements then the Resolution approving such may also include the authorization to use this reserve fund for that purpose as required by section "E" below. The targeted balance of this reserve fund should be sufficient to cover operating expense of the proposed service enhancement for a three-year period.
- D. Reserve for Debt Service: When the District issues debt this reserve will be funded through bond proceeds equal to the highest year debt service obligation of the District. These funds are held by the trustee for payment of related debt service.
- E. Approval for Use of Reserve Fund: Each proposed use of the reserve fund will be subject to Board approval. For each use of the aforementioned reserve funds, the

Board will approve a resolution which will describe the need to use the reserve fund, and the uses for which reserve funds will be expended. By Resolution of the Board the Board upon recommendation of the Executive Director may consider the modification of the allocations herein in order to avoid any service reductions.

#### **4. Capital Program**

The NCRTD Capital Investment Plan (CIP) shall describe capital expenditures to be incurred to meet capital needs arising from long-term plans, asset maintenance or other capital needs. It sets forth each project in which the NCRTD will be involved and specifies the resources estimated to be available or required to finance the projected expenditures. The Executive Director shall submit to the NCRTD Board a proposed Capital Investment Plan prior to or in conjunction with the annual proposed budget. The Board shall approve the CIP no later than June 1 of each year. In the event that this date falls on a weekend, the preceding Friday shall prevail.

- A. The Executive Director reviews all District capital projects to be recommended for inclusion in the CIP subject to the oversight and approval of the Board. In this capacity the Executive Director or a designee will:
  - a. Affirm the linkage between proposed Capital Projects and the Districts strategic goals and objectives;
  - b. Asses the linkage between the capital and operating budgets to ensure appropriate allocation of resources;
  - c. Reaffirm the validity of a proposed CIP for annual approval by the District Board;
  - d. Provide discipline and enforcement to the approved CIP;
  - e. Monitor the progress of Capital Projects. Major changes in project scope or direction shall be presented to the Board for approval;
  - f. Review the qualitative and quantitative (including financial analysis) evaluation of Capital Projects to determine the priority of projects;
  - g. Review, assess and approve or deny the placement of proposed Capital Projects on the CIP;
  - h. Review CIP policies and procedures periodically and implementing changes as necessary;
  - i. Provide a mechanism for financial and resource planning for the District;
  - j. Authorize total project cost and fiscal year cost allocation changes.
- B. The CIP is a planning document only. Any appropriations for specific project must be approved by the Board during the annual budget process.
- C. The Districts CIP either creates a new asset or significantly extends the life of an existing asset.

- D. Large Capital equipment purchases may be included in the CIP.
- E. The Districts Capital Program will be used to account for the planning/design, acquisition, construction and reconstruction/rehabilitation of major capital facilities and equipment. It may include Federal and State grants as well as local funds to be used for capital acquisition and construction with and without benefit of grant funding including transfers from the Annual Operating Reserve Balance, project-related reimbursements, debt financing or other sources of capital funding.
- F. Capital Expenditures are defined as expenditures incurred to meet capital needs arising from the District CIP, asset capital maintenance or other capital needs.
- G. Capital Expenditure
- a) Items/acquisitions that have a useful life in excess of one year and an acquisition cost of greater than or equal to \$5,000.
  - b) Direct and eligible indirect costs, which are related and add value to a capital project, shall also be defined as capital expenditures.
- H. Capital Performance Policy Objectives
- a. The NCRTD will seek to obtain maximum Federal and State financing by pursuing all appropriate funding available for public transportation systems.
  - b. A portion of the annual CIP will be allocated to the proper maintenance of the Districts capital assets including regular replacement of the fleet and equipment and the rehabilitation or replacement of facilities.
- I. Capital Investment Plan Funding

Funding of the CIP will endeavor to fund capital needs from a combination of sources including:

- Pay-as-you-Go (cash funded, PAYGO)
- Grants from Federal/State/Other Sources
- Debt Financing and special loans

The CIP funding strategy will emphasize the use of PAYGO as a means to meet transit funding requirements with debt used as a secondary source. The level of PAYGO funding will be dependent on a number of factors including availability of funds from the RT GRT and other sources, the appropriate levels of retained fund balances, economic and other factors.

## 5. Debt Policy

The purpose of the Debt Policy is to establish guidelines for the issuance and management of the Districts debt. The District has the ability to issue debt under its statutory authority. This Debt Policy confirms the commitment of the Board, management, staff, advisors and other decision makers to adhere to sound financial management practices, including full and timely repayment of all borrowings, and achieving an appropriate level of capital within prudent risk parameters. The following objectives of the Debt Policy include the following:

- Obtain and maintain a high credit rating;
- Provide for an efficient overall cost of borrowing for the District;
- Provide specific guidelines with respect to the overall management of debt if incurred;
- Set forth a process for selecting various consultants who will assist the District in the issuance and management of the Districts debt;
- Support for the District's strategic plan objectives;

This Debt Policy shall govern the issuance and management of all debt and lease financings (excludes small item leasing such as copiers, etc...) funded from the capital markets, and shall include all obligations including investment of bond proceeds.

While adherence to this Debt Policy is required in applicable circumstances, the District recognized that changes in capital markets and unforeseen circumstances may produce situations that are not covered by the Debt Policy or require modifications or exceptions to achieve Debt Policy goals. In these cases, specific authorization from the Board is necessary to provide management appropriate flexibility. However, long term debt will be used on an as needed basis to fund the Districts capital investment needs.

The Debt Policy requires that each debt be specifically authorized by the District Board.

Debt Financing:

- i. Principal maturity for debt will be linked to asset life and will not exceed thirty (30) years.
- ii. Variable rate or other short term maturing debt maybe issued for capital purposes in anticipation of receipt of approved Federal and/or State grants, with the goal of repaying a portion or all of the debt issued upon receipt of funds.
- iii. Issuance of debt must be linked to:
  1. Adequate encumbrance capacity to let contracts for the entire capital program in the most effective sequence.
  2. Cash flow requirements.
  3. Fund balance to guard against anticipated/unanticipated risks

- iv. RT GRT will be used for the payment of annual debt service costs.
- v. Debt will not be used for annual operating costs.

#### Lease Financing:

Lease obligations are a routine and appropriate means of financing capital equipment. These types of obligations may be considered for equipment and assets that are not financed as a cost item under normal operating expenditures. The useful life of the equipment, the terms and conditions of the lease, and the direct impact on debt capacity and budget flexibility will be evaluated prior to the implementation of a lease program. Efforts will be made to fund capital equipment with a pay-as-you-go financing where feasible. Cash flow sufficiency, capital program requirements, lease program structures and cost and market factors will be considered in conjunction with a pay-as-you-go strategy in lieu of financing. Short-term equipment leases that do not access the capital markets are not covered by this policy.

#### Debt Service Coverage Ratios:

Debt Service coverage ratios establish a guideline for levels of annual operating costs relative to current and future debt service costs. This performance objective for Net debt service coverage is that the Operating Balance shall be greater than 1.25 times the annual debt service cost; however, the actual terms and conditions specific to each bond issue are controlled by the bond documents.

The net debt service coverage ratio is calculated as follows:

- i. Operating income less operating expense equals the operating balance
- ii. Operating balance divided by the annual debt service costs equals net debt service coverage ratio

The performance objective for Gross debt service coverage ratio (i.e. annual regional transit gross receipts tax/annual cumulative debt service cost) shall be maintained at a minimum of 3.0 times.

The maintenance of a debt service coverage ratio together with other performance measures provides multiple measures for the financial soundness of the NCRTD.

#### Refunding Bonds:

A present value analysis must be prepared that identifies the economic effects of any refunding to be proposed to the Board. It is acknowledged that some refunding may be executed for other than economic purposes, such as to restructure debt, change the type of debt instruments being used, or to retire a bond issue and

indenture in order to achieve more desirable covenants. Approval by the Board is required for any refunding.

#### Method of Bond Sale:

The District will generally utilize a competitive sale process when complex bond structuring and marketing requirements are not an issue and the perceived pricing differential between competitive and negotiated sale is negligible. There are three potential methods of sale: competitive, negotiated, and private placement. Each type of bond sale has the potential to provide the lowest cost given the right conditions. The conditions under which each type of bond sale is best used are provided below. All or some of the conditions discussed will affect the method of sale.

#### A. Competitive Sale

1. Bond prices are stable and/or demand is strong.
2. Issuer has a strong credit rating.
3. Issuer is well known to investors.
4. There are no complex explanations required during marketing, regarding: issuer's projects, media coverage, political structure, political support, funding, or credit quality.
5. The bond type and structural features are conventional.
6. Bond insurance is included or pre-qualified (available).
7. Manageable transaction size.
8. Market timing and interest rate sensitivity are not critical to the pricing.

#### B. Negotiated Sale

1. Bond prices are volatile and/or demand is weak or supply of competing bonds is high.
2. Market timing is important, such as for refunding.
3. Coordination of multiple components of the financing is required.
4. Issuer has lower or weakening credit rating.
5. Issuer is not well known to investors.
6. Sale and marketing of the bonds will require complex explanations about the issuer's projects, media coverage, political structure, political support, funding, or credit quality.
7. The bond type and/or structural features are non-standard, such as for a forward bond sale, issuance of variable rate bonds or where there is use of derivative products.
8. Bond insurance is not available or not offered.
9. Early structuring and market participation by underwriters desired.
10. Pre-qualified underwriter's pool.

11. Large transaction size.
12. Expected high retail demand.

### C. Private Placement

A Private Placement is a sale that is structured specifically for one purchaser such as a bank. The District reserves the right to privately place its securities if the need arises. Furthermore, any member of the active underwriting pool who presents the District with a cost savings financing plan, will be awarded to manage the financing/restructuring transaction.

#### Bond Consultants:

The District will select its financial advisors and its bond counsel by competitive process through a Request for Proposals (RFP). The District's contracting policies, which are in effect at the time, will apply to all contracts with finance professionals. Selection may be based on a best value approach for professional services or the lowest responsive cost effective bid based upon pre-determined criteria.

All financial advisors, bond counsel and underwriters will be selected through a Request for Proposals (RFP) or Request for Qualifications (RFQ) process, whichever is most appropriate given the circumstances. In isolated instances, such contracts may be awarded on a sole source basis if it is clear that a RFP/RFQ process would not be feasible or in the District's interests.

#### Financial Advisors:

The District may retain one or more financial advisory firms to provide general advice on the District's debt management program, financial condition, budget options, arbitrage rebate review, and rating agency relations. Additionally, a financial advisor may assist with the structuring of the District's Revenue Bond issuances and may be used on an as-needed basis to provide financial advisory services that do not fall into the other categories of District debt obligations.

#### Financing Teams:

Financial advisors, bond counsel, and underwriters, where applicable, will be selected through a competitive process. Depending on particular expertise and consultant availability, some firms may be used on more than one program. However, efforts will be made to establish different teams to provide a number of firms the opportunity to participate in District contracts.

#### Bond Counsel:

The District debt will include a written opinion by legal counsel affirming that the District is authorized to issue the proposed debt, that the District has met all constitutional and statutory requirements necessary for issuance, and a determination of the proposed debt's federal and state income tax status. An appropriately experienced bond counsel firm (or firms) will prepare this approving opinion and other documents relating to the issuance of debt with extensive experience in public finance.

Disclosure Counsel:

The District will hire Disclosure Counsel(s) to prepare official statements in the event of any debt restructuring/refinancing or new bond issue. Disclosure Counsel(s) will be responsible for ensuring that the official statement complies with all applicable rules, regulations and guidelines. Disclosure Counsel(s) will be a well recognized firm(s) with extensive experience in public finance.

Disclosure by Financing Team Members:

The District expects that all of its financial advisory team will at all times provide the District with objective advice and analysis, maintain the confidentiality of the financial plans if required, and be free from any conflicts of interest. All financing team members will be required to provide full and complete disclosure, under penalty of perjury, relative to any and all agreements with other financing team members and outside parties that could compromise any firm's ability to provide independent advice that is solely in the best interests of the District or that could be perceived as a conflict of interest. The extent of disclosure may vary depending on the nature of the transaction.

Note: The aforementioned financial performance measures are established as policy objectives for the District management to strive to achieve in managing the affairs of the District and may be temporarily suspended, modified or amended upon management review and Board approval.

**6. Investment Policy**

~~It is the policy of the NCRTD to invest public funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow demands of the District and conforming to all state statutes governing the investment of public funds.~~

Delegation of Authority

~~Responsibility for the management of the District's investment portfolio is delegated to the District's Finance Manager by the Executive Director. The District's Finance Manager will~~

~~establish and maintain written procedures for the operation of the cash management and investment program consistent with this policy. Such procedures shall include explicit delegation of authority to persons responsible for investment transactions. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the Finance Manager.~~

#### Prudent Person Rule

~~Investments on behalf of the District will be made in accordance with the “prudent person” rule; i.e. investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.~~

#### Scope of Policy

~~Unless otherwise noted, this investment policy will apply in its entirety to all monies of the District over which it has direct control as well as those funds that the District is responsible for as custodian and/or trustee.~~

#### Investment Objectives

~~The District seeks to balance three primary objectives for its cash portfolio:~~

- ~~• Maintaining sufficient liquidity to meet financial obligations;~~
- ~~• Earning a market rate of return (subject to permitted investment constraints); and~~
- ~~• Diversifying investments among asset classes to ensure safety of principal.~~

~~The liquidity goal is achieved by matching investment maturities with the expected timing of obligations. Attainment of a market return is measured by benchmarking the portfolio against a relevant market index. Diversification (safety) is accomplished through implementation of a strategic asset allocation, derived from modern portfolio theory concepts.~~

#### Performance Standards

~~The Districts’ objective is to obtain a market average rate of return throughout budgetary and economic cycles that corresponds with invest risk constraints and cash flow needs.~~

~~The Districts investment strategy is passive. Given this strategy, the Finance Manager shall determine whether market yields are being achieved by comparing the average District~~

~~portfolio yield to the 90-day U.S. Treasury Bill or the treasury security that most closely matches the duration of the portfolio.~~

### ~~Ethics and Conflicts of Interest~~

~~Officers and employees involved in the investment process shall refrain from personal business activity that could conflict with proper execution of the investment program, or which could impair their ability to make impartial investment decisions. Employees and officials who are involved in investing public funds or have the authority to decide how public funds are invested shall disclose to the District Board any material financial interests in financial institutions that conduct business within the Districts jurisdiction, and they shall further disclose the conduct of personal business with, receipt of pecuniary benefit from, or financial interest they have in any entities in which investments are being made.~~

#### ~~1. Permitted Investments (any investment not mentioned herein is prohibited)~~

- ~~i. Direct obligations of, or obligations the principal of and interest on which are unconditionally guaranteed by, the United States of America or certificates or receipts established by the United States government or its agencies or instrumentalities representing direct ownership of future interest or principal payments on direction obligations of, or obligations fully guaranteed by, the United States of America or any of its agencies or instrumentalities, the obligations of which are backed by the full faith and credit of the United States.~~
- ~~ii. Accounts, certificates of deposit and time deposits with banks and savings banks located in the District's service area provided that the collateral securing the investment permitted by this paragraph, are secured by the FDIC.~~
- ~~iii. Bonds or securities of the State of New Mexico or of any agency or political subdivision or school district thereof which has a taxable valuation of real property for the last year of at least one million dollars and has not defaulted in the payment of interest or sinking fund obligation or failed to pay any bonds at maturity at any time within five years preceding the date of investment.~~
- ~~iv. The "short-term investment fund" described in Section 6-10-10.1 N.M.S. A. 1978 or other similar pooled funds maintained by the State of New Mexico for the investment of public funds of the local public bodies of the state.~~
- ~~v. Shares of pooled investment funds managed by the state investment officer, as provided in Subsection (G) of Section 6-7-8 NMSA 1978.~~
- ~~vi. Any other investment permitted at the time of the investment by a statute of the State of New Mexico for public entities.~~

~~2. Funds available for investment for more than one year, including monies appropriated to permanent and irrevocable trust funds may be invested as provided in Section 6-10-10.G NMSA 1978. The Investment Officer shall conduct a thorough investigation prior to investing in any pool or fund and on a continuing basis once an investment is made. Information gathered will include a written statement of policy and objectives, eligible~~

~~securities, interest calculation and distribution, securities settlement and safekeeping, handling gains/losses, audit opinions, and fee schedules and statements.~~

### ~~3. Collateralization~~

~~New Mexico state law require that all certificates of deposit, money market, checking accounts, and any other investments not backed by the full faith and credit of the United States Government, other than investments in the New Mexico State Investment Council long term investment funds, be secured by pledged collateral of at least 50 percent of the current market value. This collateral will be pledged in the name of the District and held by a third party institution, Federal Reserve Bank, or by a trust institution within the same bank as approved by the Financial Manager. The institution will issue safekeeping receipts to the District for securities held by a third party. The District will require that at all times; pledged collateral will be equal to, or greater than, 50 percent of the current market value of the Districts' applicable investments.~~

### ~~4. Selection of appropriate Investments~~

~~i. Individual investments are selected to meet anticipated cash flow requirements and provide adequate liquidity. Within this cash flow perspective, the investment manager will select those securities that will best meet the District's overall portfolio strategy.~~

~~ii. Criteria for selecting investments and the order of priority are:~~

~~1. Safety. The safety and risk associated with an investment refers to the potential loss of principal, interest or a combination of these amounts. The objective is to select only those investments that seek to ensure the preservation of capital in the overall portfolio and to mitigate credit risk and market risk.~~

~~2. Liquidity. This refers to the ability to "cash in" at any moment in time with a minimal chance of losing principal or interest. Liquidity is an important investment quality, especially when the need for unexpected funds occurs. The objective is to remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated within one hundred and eighty (180) days.~~

~~3. Yield. Yield is the potential dollar earnings an investment can provide, also referred to as the rate of return. The objective is to attain a rate of return that equals or exceeds the yield for the three month treasury bill.~~

## ~~5. Diversification~~

~~The District will diversify its use of investment instruments to eliminate nonsystematic risk. Strategic and tactical asset allocations shall be determined and revised periodically. In establishing asset allocations strategies, the following general policies and constraints shall apply: Portfolio maturities shall be staggered to avoid undue concentration of assets in a specific maturity range. With the exception of U. S. Treasury securities and authorized pools, no more than 50% of the total investment portfolio will be invested in a single sector or with a single financial institution or in a single maturity range. Maturities selected shall provide for stability of income and reasonable liquidity.~~

- ~~1. Liquidity shall be assured through practices ensuring that the next disbursement date and payroll date are covered through maturing investments.~~
- ~~2. Interest rate risk shall be controlled through duration management such that overall portfolio duration is set to a target based on existing market interest rates and rate expectations.~~

## ~~Selection of Brokers/Dealers~~

~~The Financial Manager shall develop and maintain a list of banks and securities dealers approved for securities transactions initiated by the district, and it shall be the policy of the District to purchase securities only from those authorized firms. To be eligible, a firm must meet at least one of the following criteria:~~

- ~~1. Be recognized as a Primary Dealer by the Federal Reserve Bank of New York or have a Primary Dealer within its holding company structure;~~
- ~~2. Report voluntarily to the Federal Reserve Bank of New York;~~
- ~~3. Qualify under Securities and Exchange Commission (SEC) Rule 15c3-1 (Uniform Net Capital Rule).~~

~~The Finance Manager will select broker/dealers on the basis of their expertise in public investing and their ability to provide service to the Districts account. Each authorized broker/dealer shall be required to submit and annually update a District approved Broker/Dealer Information Request form that includes the firm's most recent financial statements.~~

~~Approved broker/dealers shall attest in writing that they have received and read this Policy.~~

## ~~Safekeeping and Transaction Settlement~~

~~The Financial Manager shall approve one or more financial institutions to provide securities safekeeping services for the District. All investment securities purchased by the District will be held in third party safekeeping by the District's safekeeping agent. The District's safekeeping agent will be required to furnish the District a list of holdings on at least a monthly basis. The purchase and sale of securities and repurchase agreement transactions shall be settled on a delivery versus payment basis. Ownership of all securities shall be perfected in the name of the District. Sufficient evidence to title shall be consistent with modern investment, banking, and commercial practices.~~

### Competitive Transactions

~~Securities purchases and sales will be executed after obtaining at least two competitive bids or offerings whenever feasible. If the District is offered a security for which competitive offerings cannot be obtained, quotations for comparable securities will be documented~~

## **76. Risk Management Policy**

The District is to be protected to a prudent extent against liability or loss, which could significantly affect personnel, property, finances or the ability of the District to continue to fulfill its responsibilities as a regional transit entity. This is to be accomplished through the continuous identification, analysis, and control of risk exposures, the determination of the best methods of preventing or limiting losses and the selection of the most economical method of insurance or other means.

### Policy

- I. After identification of loss potential and development of loss prevention programs, the mitigation of the financial impact of loss, as it may occur, shall be based on the most economical method of providing funds to meet the obligations of the District and to restore its facilities and/or equipment.
- II. Risk management techniques shall include:
  - a. Assumption of loss
  - b. Use of available government programs
  - c. Purchase of insurance
  - d. Any other program that will provide the District with the most economical method of financing losses
- III. The purchase of insurance shall be considered when:

- a. The estimate of the cost of potential loss exceeds an amount considered as an allowable retention of risk and there are no other techniques available at a lesser cost
- b. Services of loss adjustment and loss prevention are best secured through an insured program
- c. Legal or contractual obligations require insurance

#### **8.7. Periodic Review and Amendment**

The Financial Policies delineated herein shall be subject to review and revision by the District at least every three (3) years. This does not preclude the District from revising specific policies included herein nor from adding policies should the District determine that the best interest of the public and/or NCRTD would be served by making such a revision.

Amendments or revision to these financial policies may be initiated or proposed by any member of the District Board or by the Executive Director of the NCRTD.

Proposed amendments or revisions to these Financial Policies shall be first presented to and reviewed by the Board's Finance and Consolidation Subcommittee. The Subcommittee shall make a recommendation on any proposed amendment or revision to the District Board.

The District Board must approve any amendment or revision by majority vote before said amendment or revision shall become official policy of the NCRTD.

#### **98. Management Reporting Requirements**

The Executive Director will provide the District Board with an annual report on the Districts actual versus budget performance at the end of the fiscal year once the books have closed.

<b>NORTH CENTRAL REGIONAL TRANSIT DISTRICT</b>	
<b>SUBJECT: Investment Policy</b>	<b>NUMBER: Financial - 06</b>
<b>EFFECTIVE DATE: October 9, 2015</b>	<b>Adopted and amended by Board Resolution No. 2015-<del>XX</del></b>
<b>AMENDS/SUPERSEDES:</b>  <b>Policies adopted by Board on July 14, 2011, November 4, 2011, March 1, 2013, and November 8, 2013.</b>	<b>APPROVED:</b>  <hr/> <b>ANTHONY J. MORTILLARO, EXECUTIVE DIRECTOR</b>

**Purpose**

The Investment Policy described herein is designed to provide a comprehensive framework for the management of resources for the North Central Regional Transit District (NCRTD). They provide guidelines for decision making by the NCRTD Board and management on how financial resources shall be utilized to fulfill the mission of the transit system, meet obligations and protect the public interest.

Objectives:

- Cost effective allocation and use of NCRTD financial resources in achieving the Districts mission.
- Compliance with applicable Federal and State laws, regulations and guidelines governing transit funding.
- Use of sound business and accounting practices in managing NCRTD financial affairs.
- Consistent financial practices, operational efficiencies and best practices.

**Investment Policy**

It is the policy of the NCRTD to invest public funds in a manner which will provide the highest investment return with the maximum security while meeting the daily cash flow

demands of the District and conforming to all state statutes governing the investment of public funds.

### Delegation of Authority

Responsibility for the management of the District's investment portfolio is delegated to the District's Finance Director by the Executive Director. The District's Finance Director will establish and maintain written procedures for the operation of the cash management and investment program consistent with this policy. Such procedures shall include explicit delegation of authority to persons responsible for investment transactions. No person may engage in an investment transaction except as provided under the terms of this policy and the procedures established by the Finance Director.

### Prudent Person Rule

Investments on behalf of the District will be made in accordance with the "prudent person" rule; i.e. investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

### Scope of Policy

Unless otherwise noted, this investment policy will apply in its entirety to all monies of the District over which it has direct control as well as those funds that the District is responsible for as custodian and/or trustee.

### Investment Objectives

The District seeks to balance three primary objectives for its cash portfolio:

- Maintaining sufficient liquidity to meet financial obligations;
- Earning a market rate of return (subject to permitted investment constraints); and
- Diversifying investments among asset classes to ensure safety of principal.

The liquidity goal is achieved by matching investment maturities with the expected timing of obligations. Attainment of a market return is measured by benchmarking the portfolio against a relevant market index. Diversification (safety) is accomplished through implementation of a strategic asset allocation, derived from modern portfolio theory concepts.

### Performance Standards

The Districts' objective is to obtain a market average rate of return throughout budgetary and economic cycles that corresponds with invest risk constraints and cash flow needs.

The Districts investment strategy is passive. Given this strategy, the Finance Director shall determine whether market yields are being achieved by comparing the average District portfolio yield to the 1 year U.S. Treasury Bill or the treasury security that most closely matches the duration of the portfolio.

### Ethics and Conflicts of Interest

Officers and employees involved in the investment process shall refrain from personal business activity that could conflict with proper execution of the investment program, or which could impair their ability to make impartial investment decisions. Employees and officials who are involved in investing public funds or have the authority to decide how public funds are invested shall disclose to the District Board any material financial interests in financial institutions that conduct business within the Districts jurisdiction, and they shall further disclose the conduct of personal business with, receipt of pecuniary benefit from, or financial interest they have in any entities in which investments are being made.

1. Permitted Investments (any investment not mentioned herein is prohibited)
  - i. Direct obligations of, or obligations the principal of and interest on which are unconditionally guaranteed by , the United States of America or certificates or receipts established by the United States government or its agencies or instrumentalities representing direct ownership of future interest or principal payments on direction obligations of, or obligations fully guaranteed by, the United States of America or any of its agencies or instrumentalities, the obligations of which are backed by the full faith and credit of the United States.
  - ii. Accounts, certificates of deposit and time deposits with banks and savings banks located in the District's service area provided that the collateral securing the investment permitted by this paragraph, are secured by the FDIC and NCUA.
  - iii. Bonds or securities of the State of New Mexico or of any agency or political subdivision or school district thereof which has a taxable valuation of real property for the last year of at least one million dollars and has not defaulted in the payment of interest or sinking fund obligation or failed to pay any bonds at maturity at any time within five years preceding the date of investment.
  - iv. The "short-term investment fund" described in Section 6-10-10.1 N.M.S. A. 1978 or other similar pooled funds maintained by the State of New Mexico for the investment of public funds of the local public bodies of the state.
  - v. Shares of pooled investment funds managed by the state investment officer, as provided in Subsection (G) of Section 6-7-8 NMSA 1978.

- vi. Any other investment permitted at the time of the investment by a statute of the State of New Mexico for public entities.
2. Funds available for investment for more than one year, including monies appropriated to permanent and irrevocable trust funds may be invested as provided in Section 6-10-10.G NMSA 1978. The Investment Officer shall conduct a thorough investigation prior to investing in any pool or fund and on a continuing basis once an investment is made. Information gathered will include a written statement of policy and objectives, eligible securities, interest calculation and distribution, securities settlement and safekeeping, handling gains/losses, audit opinions, and fee schedules and statements.

### 3. Collateralization

New Mexico state law require that all certificates of deposit, money market, checking accounts, and any other investments not backed by the full faith and credit of the United States Government, other than investments in the New Mexico State Investment Council long-term investment funds, be secured by pledged collateral of at least 50 percent of the current market value. The District will require 100% collateralization of funds over \$250,000 by all banks and credit unions. This collateral will be pledged in the name of the District and held by a third party institution, Federal Reserve Bank, or by a trust institution within the same bank as approved by the Finance Director. The institution will issue safekeeping receipts to the District for securities held by a third party. ~~The District will require that at all times, pledged collateral will be equal to, or greater than, 50 percent of the current market value of the Districts' applicable investments.~~

### 4. Selection of appropriate Investments

- i. Individual investments are selected to meet anticipated cash flow requirements and provide adequate liquidity. Within this cash flow perspective, the investment manager will select those securities that will best meet the District's overall portfolio strategy.
- ii. Criteria for selecting investments and the order of priority are:

1. Safety. The safety and risk associated with an investment refers to the potential loss of principal, interest or a combination of these amounts. The objective is to select only those investments that seek to ensure the preservation of capital in the overall portfolio and to mitigate credit risk and market risk. Interest rate risk shall be controlled through duration management such that overall portfolio duration is set to a target based on existing market interest rates and rate expectations. Credit risk shall be mitigated by limitation on concentration of non-collateralized investments

~~1.~~

~~2. Liquidity. This refers to the ability to "cash in" at any moment in time with a minimal chance of losing principal or interest. Liquidity is an important investment quality, especially when the need for unexpected funds occurs. The objective is to remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated within one hundred and eighty (180) days. Liquidity shall be assured through practices ensuring that the next disbursement date and payroll date are covered through maturing investments.~~

~~2.~~

~~3. Yield. Yield is the potential dollar earnings an investment can provide, also referred to as the rate of return. The objective is to attain a rate of return that equals or exceeds the yield for the 1 year treasury bill.~~

~~3. \_\_\_\_\_~~

### 5. Diversification

The District will diversify its use of investment instruments to eliminate nonsystematic risk. Strategic and tactical asset allocations shall be determined and revised periodically. In establishing asset allocations strategies, the following general policies and constraints shall apply:

Portfolio maturities shall be staggered to avoid undue concentration of assets ~~in on~~ a specific maturity ~~rangedate~~. Maturities selected shall provide for stability of income and reasonable liquidity.

With the exception of U. S. Treasury securities and authorized pools, no more than ~~5065~~50% of the total investment portfolio will be invested in a single sector or with a single financial institution or in a single maturity ~~rangedate~~. ~~Maturities selected shall provide for stability of income and reasonable liquidity.~~

~~1. Liquidity shall be assured through practices ensuring that the next disbursement date and payroll date are covered through maturing investments.~~

~~1. Interest rate risk shall be controlled through duration management such that overall portfolio duration is set to a target based on existing market interest rates and rate expectations.~~

~~2. \_\_\_\_\_~~

### Selection of Brokers/Dealers

The Financial Director shall develop and maintain a list of banks and securities dealers approved for securities transactions initiated by the district, and it shall be the policy of the District to purchase securities only from those authorized firms. To be eligible, a firm must meet at least one of the following criteria:

1. Be recognized as a Primary Dealer by the Federal Reserve Bank of New York or have a Primary Dealer within its holding company structure,
2. Report voluntarily to the Federal Reserve Bank of New York,
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The Finance Director will select broker/dealers on the basis of their expertise in public investing and their ability to provide service to the District's account. Each authorized broker/dealer shall be required to submit and annually update a District approved Broker/Dealer Information Request form that includes the firm's most recent financial statements.

Approved broker/dealers shall attest in writing that they have received and read this Policy.

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The Financial Director shall approve one or more financial institutions to provide securities safekeeping services for the District. All investment securities purchased by the District will be held in third-party safekeeping by the District's safekeeping agent. The District's safekeeping agent will be required to furnish the District a list of holdings on at least a monthly basis. The purchase and sale of securities and repurchase agreement transactions shall be settled on a delivery versus payment basis. Ownership of all securities shall be perfected in the name of the District. Sufficient evidence to title shall be consistent with modern investment, banking, and commercial practices.

### Competitive Transactions

Securities purchases and sales will be executed after obtaining at least two competitive bids or offerings whenever feasible. If the District is offered a security for which competitive offerings cannot be obtained, quotations for comparable securities will be documented

### **Periodic Review and Amendment**

The ~~Financial Policies~~ Investment Policy delineated herein shall be subject to review and revision by the District at least every three (3) years. This does not preclude the District from revising specific policies included herein nor from adding policies should the District

determine that the best interest of the public and/or NCRTD would be served by making such a revision.

Amendments or revision to these financial policies may be initiated or proposed by any member of the District Board or by the Executive Director of the NCRTD.

Proposed amendments or revisions to these Financial Policies shall be first presented to and reviewed by the Board's Finance ~~and Consolidation~~ Subcommittee. The Subcommittee shall make a recommendation on any proposed amendment or revision to the District Board.

The District Board must approve any amendment or revision by majority vote before said amendment or revision shall become official policy of the NCRTD.

# Memorandum

**To:** Finance Committee  
**From:** Troy Bingham, Finance Director  
**Thru:** Anthony J. Mortillaro, Executive Director  
**Date:** September 25, 2015  
**Re:** **Revised District Investment Policy**

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## **Background:**

The NCRTD last updated the District's Financial Policies in November 2013 to provide for an alternative investment source of the Local Government Investment Pool (LGIP). Over the last 6 months, the District's Finance Department has presented the quarterly investment reports to both the Finance Committee and Board. As the part of that reporting the District's rate of return has been compared to the return of a 1-year Treasury Note or T-bill as a general goal for the District's passive investment strategy. As of June 30, 2015 the District's rate of return was 0.27% and the 1-year Treasury Note was 0.28%. Staff has reviewed the investment policy and prior Board recommendations for investments and is proposed changes to the current policy and proposing a new investment strategy to maximize the District's rate of return on investments.

## **Current Investment Strategy:**

All funds be diversified according to the following percentage allocations:

- 40% of available funds are in the LANB checking account and the LGIP to insure liquidity/availability within 24-48 hours
  - Savings and Checking account LANB at 12% of budgeted revenue (less Use of Fund Balance)
  - LGIP investment pool has the remaining 28% of available funds.
- 60% of available funds are in CD's that have a higher yield and the same security but less liquidity at a term of 12 months or less

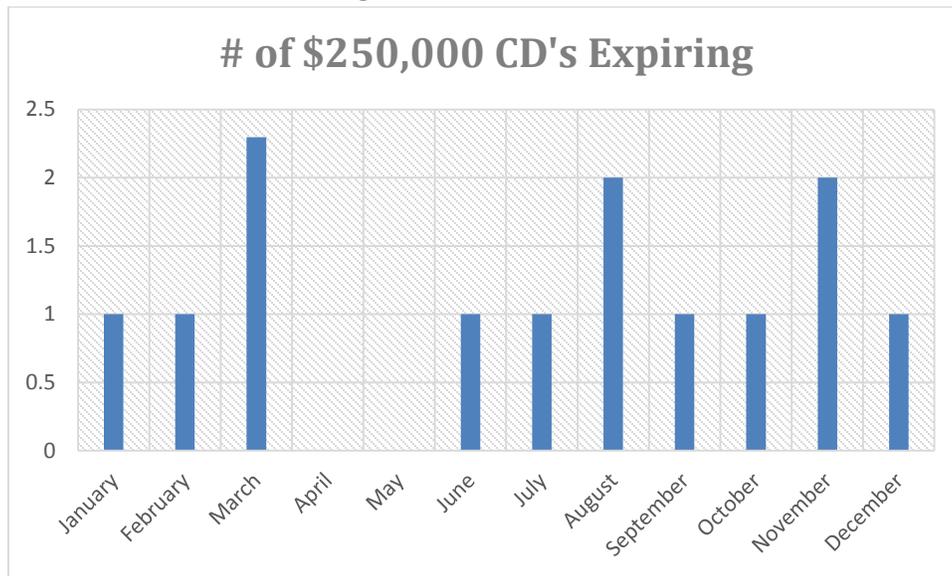
Safety:

- All CD's are at Banks/Credit Unions with in our service area per NMSA 6-10-10(B)
- Investments are insured by the FDIC/NCUA up to \$250,000
- CD's at LANB are collateralized at 102%

Liquidity:

- LANB Checking Account Balance per the General Ledger lowest point was \$208,421.45 in August 2014

- The highest amount was \$2,080,262.71 in February 2015
- 12% of budgeted revenues for FY2016 is \$1,423,198.91
- Average balance in the LANB Checking Account for FY2015 was \$1,184,798.35
- LGIP has \$1,904,280.79 as of June 30, 2015 and is available within 24-48 hours in the LANB Checking Account
- Shortest term CD with Guadalupe Credit Union for 7 months, the remaining CD's are all one year
- At least \$250,000 of one year CD's expire monthly (except April and May)
- August, November, and March additional \$250,000 CDs expiring due to doubled up issues or March's CD is larger than \$250,000 at \$574,199



#### Yield

- 12% of investments are in LANB Checking Account that earns 0.05%
- 28% of investments are in the LGIP that earns 0.12% on average
  - LGIP Stakeholder Meeting looking for change in interest rate at September 17<sup>th</sup>  
Federal Reserve Meeting will increase rate of return to 0.25% in the LGIP
- 60% of investments are in CD's with the 0.40% as the lowest rate of return and 0.75% for the highest rate of return
- Our total rate of return for the investment portfolio as of June 30, 2015 was 0.27%
- We benchmark to the one year treasury note that was earning 0.28% as of June 30, 2015
- Interest Revenue for FY2015 was \$24,021.94 which is almost the starting salary of driver which is \$28,745.60

**Recommendation:**

It is recommended that the Finance Committee discuss and review the information about the current investment policy and current strategy. The staff further recommends the following changes for discuss and review for final recommendations to the Board on October 9, 2015:

- Approve removal of investment section from general Financial Policy #1 and create a standalone policy #6 Investment Policy for future updates and changes
- Approve redline changes to investment policy based on discussion
- Current monthly liquidity is approximately \$3,339,079 (average Checking + LGIP + Expiring CD's) and should be lowered to maximize the rate of return
  - Develop a recommendation to reduce monthly liquidity to \$2,500,000 initially and revisit in December 2015 as a Finance Committee
    - 12% Checking Account balance is sufficient
    - LGIP balance should be reduced to 10% from 28% of total investment
    - If LGIP not returning 0.25% by December 2015 revisit as Finance Committee
    - Increase total investment in CD's from 60% to a range of 75% - 80%
    - Have \$245,000 - \$250,000 CD's expiring every month including April and May
    - Layer additional \$245,000 - \$250,000 increments of CD's with the additional investment in CD's for every month
- Explore selection of a Broker/Dealer authority in current investment policy and discuss at December 2015 Finance Committee meeting staff findings

**Attachment:**

- North Central Regional Transit District-Financial Policies Redlined to remove the Investment Policy section
- North Central Regional Transit District- Investment Policy Redlined as a stand-alone policy
- North Central Regional Transit District Certificate of Deposit Report as of 6/30/2015
- Graph – LANB Checking Account Balance per the General Ledger
- Current Investment Policy Adherence as of 8/31/2015



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: October 9, 2016**

**Agenda Item – D**

**Title:** Discussion and Consideration of FY 2016 5310, 5311 Capital, Cash Reserves, and Capital Outlay Budget Bus Procurement

**Prepared By:** Gary Guinn, Fleet and Facilities Maintenance Manager

**Summary:** Procurement of four 14 passenger buses, and two 13 passenger vans with full Smart Floor, and two 13 passenger vans with Economy Smart Floor

**Background:** In April, 2015 the FY 2016 5310 Disabled and Elderly Transport Grant Capital Funding of \$261,000 was awarded to the District by the New Mexico Department of Transportation for the purchase of 4 ADA vehicles. Simultaneously the FY 2016 5311 Rural Transit Grant of \$251,838 was awarded to the district for an additional 4 buses for rural transit. At this time the District desires to purchase these buses: 4-13 passengers vans for \$247,340 and 4-14 passenger cutaway buses for \$294,672 in the total amount of \$542,012. The FY16 Budget for both grants totaled to \$512,838 with the remaining funds coming from cash reserves in the amount of \$39,000 previously budgeted for a 2015 Transit Demo Bus, \$2,732 of cash reserve saving from 5310 Match, as well as the remaining \$1,102 coming from Bus Stop Improvements previously budgeted in the capital budget as cash reserves.

The 13 passenger ADA Vans will be replacements for the demand service. As 5310 vehicles cannot be used on rural transit routes, this is the only place in our system for them. By doing this all four vehicles will match in size and type as all are Ford Transits with a variation in only the Smart Floor size. Two buses will have a three wheelchair capacity with two having a single wheel chair capacity. The smart floor design will allow up to 13 passengers, seats can be quickly removed within 30 seconds from the floor to allow a more versatile vehicle. The buses will be equipped with 2 bike capacity bike rack. The Transit Vans will be purchased from Creative Bus Sales through the New Mexico State Pricing Agreement, meeting the District's Procurement Policy guidelines.

The 14 passenger cutaway buses will be replacement of the oldest buses still in full active service that have surpassed useful service life according to FTA guidelines. All four buses will be equipped with a 2 bike rack capacity as well as ADA Stop Request. The buses will be purchased from Creative Bus Sales through the New Mexico State Pricing Agreement, meeting the District's Procurement Policy guidelines.

**FY2016**

*5310 Grant – 4 ADA Vehicles:*

4-13 Passenger Bus \$247,340

*5311 Grant – 4 Rural Transit Buses:*

4-14 Passenger Bus \$294,672

TOTAL \$542,012

**Recommended Action:** Authorize the Executive Director to purchase 4- ADA Passenger Vans and 4- ADA Cutaway buses in the amount of \$542,012 from Creative Bus Sales.

**Options/Alternatives:**

1. Not approve award which would jeopardize funding allocation;
2. Approve the recommendations;
3. Provide staff with further Board direction. .

**Fiscal Impact:** The expenditure of \$39,000 of cash reserves previously budgeted for purchase of a Demo 8 passenger ADA Ford Transit Van that did not meet district needs and \$3,834 from cash reserves

**Attachments:**

- Pricing and Options Summary

8/31/2015

S2K #



# NMDOT CONTRACT

**Contract # NMDOT 50-805-14-11788**

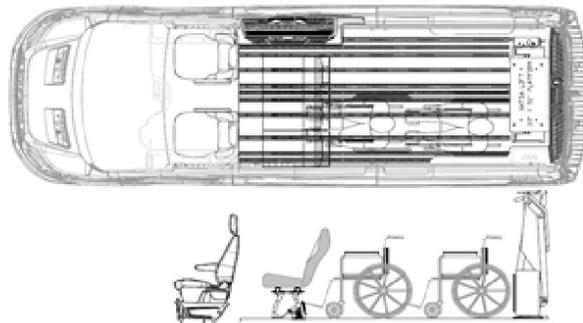
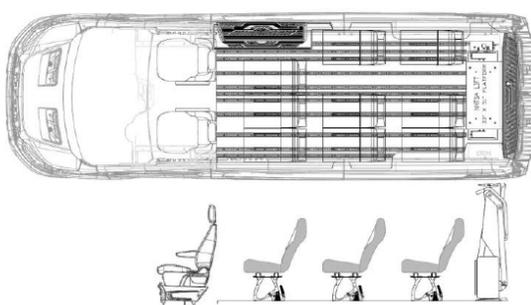
Preparer: Mike Shultz

<b>BASE MODEL</b>				<b>Unit Price</b>
Mobility Works Paratransit Van				<b>Base Price:</b> \$51,920.00
<small>Mobility Works Paratransit Van , 19', 3-3W/C</small>				<b>Additional Options:</b> \$10,855.00
			<b>Number of Passenger Seating</b>	
<b>Base Model</b>	Vehicle Length	Lift Position	Wheelchair positions	<b>Subtotal:</b> \$62,775.00
	19'	Side	3	<b>Quantity:</b> 1
<b>Adjusted Model</b>				<b>Total:</b> \$62,775.00

<b>Proposal For:</b>	NCRTD		
<b>Contact:</b>	Gary Guinn		
<b>Delivery Address:</b>	1327 N. Riverside Dr. Espanola, NM 87532		
<b>Office:</b>	505-629-4679	<b>Mobile:</b>	505-410-6992
<b>Email:</b>	<a href="mailto:garyg@ncrtd.org">garyg@ncrtd.org</a>		

## Floorplan

**You will be able to have 10 Passengers Plus Driver or 2 WC/4 Passengers Plus Driver**



BASE MODEL		Unit Price	
Mobility Works Paratransit Van Up to 19' Van, 148" Wheelbase, 3 Passenger, 3 W/C		\$52,725.00	
Model: Mobility Works Paratransit Van		Capacity: 3 Passenger w/ 3 Wheelchair	
Chassis Components	Vehicle shall be Ford Series Code X2C; Transit 350 XL Wagon Medium Roof or Approved Equal Engine is 3.7 liter TI-CVT V6, E85 Flex-Fuel Capable Drive train will be adequate for GVWR and will maintain 70mph Equipped with Fast Idle 9000 pounds GVWR 6-speed Automatic overdrive with SelectShift Factory standard 25 Gallon Gas Tank OEM Factory Installed Front and Rear Heating System Privacy Glass Rear Window Defogger 2-way manual (Fore/Aft/Recline) Front Driver and Passenger seat with inboard armrests and Vinyl Fabric. Exterior color shall be Oxford White OEM interior or approved equal. Includes OEM headliner with A/C ducts OEM Rear Lighting System	Conversion Specifications	Fast Engine Idle system shall be installed. System must contain both Automatic and Manual control functions. Aluminum Extrusion subfloor shall be installed. Aluminum L track mounted vertically in the vehicle shall be flush mount in the subfloor. The floor system shall be in vehicle tested to prove it meets or exceeds all FMVSS regulations pertaining to Wheelchair Tracks, Seats and Seat Belts. Subfloor shall be covered with Altro 2.2mm transit floor covering. Three (3) Seats shall be installed in each van with additional seats available as an option. Each seat shall be Freedman SPT or equal and shall be mounted into the L Track. Seats shall be removable without the use of tools. FMVSS compliant Shoulder Belt for the Wheelchair Position shall be mounted and tested. Shoulder Belt location shall be mounted above the OEM Air Bag System. Shoulder Belt Location cannot be located in the Occupant Protection Zone shown in the Body Builder Book provided by Ford. Three (3) Q'Straint Shoulder belts part number Q8-6326-A1-HR131 or approved equal shall be provided. Three (3) Q'Straint GRT Deluxe Tie Downs part number Q-8101-L or approved equal shall be provided. A Tie Down storage container shall be provided for each tie down kit provided. Stainless Steel Exterior Steps shall be provided for the Driver, Passenger doors. Stainless Steel Exterior Steps at Side and Rear Cargo Doors.
Electrical	12v Dual Battery System 220 Amp Alternator Modified Vehicle Wiring System Auxiliary Fuse Panel		

### Additional Options

Mobility Works Paratransit Van		qty	total	price each
<b>Chassis Upgrades</b>	Upgrade Engine to 3.5L Eco Boost V6 (Cannot be selected with Diesel Engine Upgrade)		-	\$ 1,870.00
	Upgrade Engine to 3.2L I5 Diesel (Cannot be selected with Eco Boost Engine Upgrade)		-	\$ 6,012.00
	Cruise Control	1	325.00	\$ 325.00
	Cloth 10-Way Power Driver Seat		-	\$ 475.00
	OEM Paint Upgrade		-	\$ 155.00
	Increase Vehicle Height. Order High Roof Wagon with an Exterior Height of 108 inches.		-	\$ 1,900.00
	Decrease Vehicle Length. Order Regular Wheelbase (130 inches) in lieu of the Long Wheelbase. (Will Reduce Number of Passengers and GVWR) Base Model Series Code would be K1C. USE NEGATIVE QTY.		-	\$ 3,366.00
	16 inch aluminum wheels in lieu of steel wheels		-	\$ 396.00
<b>Conversion Upgrades</b>	Rear mounted Braun Century Series 2 NHTSA compliant lift. (Deletes Rear Cargo Step.) This option shall include an ADA compliant Interlock system.		-	\$ 4,950.00
	Side mounted Braun Century Series 2 NHTSA compliant lift. (Deletes Side Cargo Step.) This option shall include an ADA compliant Interlock system.		-	\$ 4,950.00
	Upgrade floor covering to Black Lon-Coin 2		-	\$ 184.00
	Additional 1P Removable seats. (Seats shall be removable without the use of tools)	-3	(2,220.00)	\$ 740.00
	Change seats to Fixed seats in lieu of removable. (Cost is per single Seat). USE NEGATIVE QTY.		-	\$ 141.00
	Level 4 Repel Fabric in Lieu of Level 1 Vinyl (cost per passenger position) Not Available for Driver and Passenger Seats.		-	\$ 53.00
	Electric Slide out Step in Lieu of Fixed Step (Rear Lift or No Lift only)		-	\$ 1,412.00
	Appollo 4 Camera Audio/Video Surveillance System	1	5,800.00	\$ 5,800.00
	Bike Rake	1	3,000.00	\$ 3,000.00
	Full Body Paint	1	4,000.00	\$ 4,000.00
	Logo & Lettering	1	750.00	\$ 750.00
	Delete Tie Down Position (Per Single Position). USE NEGATIVE QTY.	-2	(800.00)	\$ 400.00
<b>Total</b>			10,855.00	



Creative Bus Sales

# NMDOT CONTRACT

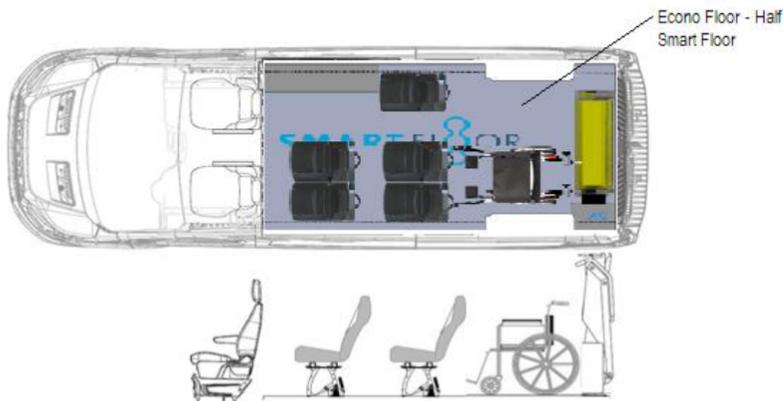
**Contract # NMDOT 50-805-14-11788**

Preparer: Mike Shultz

BASE MODEL				Unit Price
Mobility Works Paratransit Van				Base Price: \$51,920.00
<small>Mobility Works Paratransit Van , 19', 3-3W/C</small>				
				Additional Options: \$8,975.00
			Number of Passenger Seating	
Base Model	Vehicle Length	Lift Position	Wheelchair positions	Subtotal: \$60,895.00
Adjusted Model	19'	Side	3	Quantity: 1
				Total: \$60,895.00

Proposal For:	NCRTD		
Contact:	Gary Guinn		
Delivery Address:	1327 N. Riverside Dr. Espanola, NM 87532		
Office:	505-629-4679	Mobile:	505-410-6992
Email:	<a href="mailto:garyg@ncrtd.org">garyg@ncrtd.org</a>		

## Floorplan



Price includes 3 removable seats-when no W/C onboard you can transport 9 passengers.

<b>BASE MODEL</b>		<b>Unit Price</b>	
Mobility Works Paratransit Van Up to 19' Van, 148" Wheelbase, 3 Passenger, 3 W/C		\$52,725.00	
<b>Model: Mobility Works Paratransit Van</b>		<b>Capacity: 3 Passenger w/ 3 Wheelchair</b>	
<b>Chassis Components</b>	Vehicle shall be Ford Series Code X2C; Transit 350 XL Wagon Medium Roof or Approved Equal Engine is 3.7 liter TI-CVT V6, E85 Flex-Fuel Capable Drive train will be adequate for GVWR and will maintain 70mph Equipped with Fast Idle 9000 pounds GVWR 6-speed Automatic overdrive with SelectShift Factory standard 25 Gallon Gas Tank OEM Factory installed Front and Rear Heating System Privacy Glass Rear Window Defogger 2-way manual (Fore/Aft/Recline) Front Driver and Passenger seat with inboard armrests and Vinyl Fabric. Exterior color shall be Oxford White OEM interior or approved equal. Includes OEM headliner with A/C ducts <u>OEM Rear Lighting System</u>	<b>Conversion Specifications</b>	Fast Engine Idle system shall be installed. System must contain both Automatic and Manual control functions. Aluminum Extrusion subfloor shall be installed. Aluminum L track mounted vertically in the vehicle shall be flush mount in the subfloor. The floor system shall be in vehicle tested to prove it meets or exceeds all FMVSS regulations pertaining to Wheelchair Tracks, Seats and Seat Belts. Subfloor shall be covered with Altro 2.2mm transit floor covering. Three (3) Seats shall be installed in each van with additional seats available as an option. Each seat shall be Freedman 3PT or equal and shall be mounted into the L Track. Seats shall be removable without the use of tools. FMVSS compliant Shoulder Belt for the Wheelchair Position shall be mounted and tested. Shoulder Belt location shall be mounted above the OEM Air Bag System. Shoulder Belt Location cannot be located in the Occupant Protection Zone shown in the Body Builder Book provided by Ford. Three (3) Q'Straint Shoulder belts part number Q8-6326-A1-HR131 or approved equal shall be provided. Three (3) Q'Straint QRT Deluxe Tie Downs part number Q-8101-L or approved equal shall be provided. A Tie Down storage container shall be provided for each tie down kit provided. Stainless Steel Exterior Steps shall be provided for the Driver, Passenger doors. Stainless Steel Exterior Steps at Side and Rear Cargo Doors.
<b>Electrical</b>	12v Dual Battery System 220 Amp Alternator Modified Vehicle Wiring System Auxiliary Fuse Panel		

## Additional Options

Mobility Works Paratransit Van		<b>qty</b>	<b>total</b>	<b>price each</b>
	Cruise Control	1	325.00	\$ 325.00
	Decrease Length of Smart Floor - ECONO Floor with Half Smart Floor	-1	(4,900.00)	\$ 4,900.00
	Appollo 4 Camera Audio/Video Surveillance System	1	5,800.00	\$ 5,800.00
	Bike Rake	1	3,000.00	\$ 3,000.00
	Full Body Paint	1	4,000.00	\$ 4,000.00
	Logo & Lettering	1	750.00	\$ 750.00
<b>Total</b>			<b>8,975.00</b>	



# NMDOT CONTRACT

**Contract # NMDOT 50-805-14-11788**

Preparer: Mike Shultz

**BASE MODEL**

Unit Price

StarCraft Allstar 22' 12-2 W/C Base Price: \$46,225.00

22 ft Cutaway Van, 12 Passenger, 2WC, 158" WB, GAS, E-350 6.8L

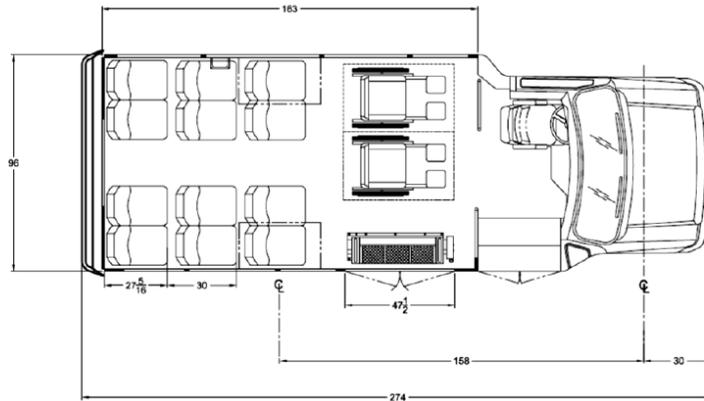
Additional Options: \$30,243.00

	Vehicle Length	Lift Position	Wheelchair positions	Number of Passenger Seating	
Base Model	22'	Back	2	12	Subtotal: \$76,468.00
Adjusted Model					Quantity: 1
					Total: \$76,468.00

Proposal For:	North Central Regional Transit District		
Contact:	1327 N. Riverside Dr.		
Delivery Address:	Española, NM 87532		
Office:	505-629-4679	Mobile:	505-410-6992
Email:	<a href="mailto:garyg@ncrtd.org">garyg@ncrtd.org</a>		

**Floorplan**

**We will add a 2 Passenger Foldaway in the WC area**



BASE MODEL		Unit Price	
StarCraft Allstar - 22' 12-2			
22ft Cutaway van with Wheelchair lift, 12 passenger, 2 W/C		\$45,024.00	
<b>*Items to Delete or Change</b>			
Model: StarCraft Allstar 22'		Capacity: 12 Passengers w/ 2 Wheelchair	
Allstar Ford E350	Allstar 22' 158" WB E-350 5.4L V-8 Gas Engine W/225 AMP OEM ALT	Lift Fast Idle With 403 Interlock	STARCRAFT Fast Idle with FM/SS 403 Interlock Ford Gas/Dsl RCT-01363
Special Build Order	Front End Alignment - toe-in caster camber - include printout Back Up Alarm 107 DB	Q Straint W.C. Securement Kits, Accessories	Q-8301-L Max Retrctr Tie Down, Q8-8326-A1 Comb Lap/Shldr, L Trk (2) Q-Straining Belt Cutter (ship loose)
Sidewall/Rearwall/Ceiling	Sidewall: Grey FRP Rearwall: Grey Cloth Ceiling: Grey Cloth Driver Area: Grey Padded Vinyl	Misc Accessories	Priority Seating Sign **Required for ADA Compliance** (2)
Flooring - White Nosing is Standard	Aisle: Gerflor Sirius NT #6801 Graphite (Black) Under Seats: Gerflor Sirius NT #6801 Graphite (Black)	Safety Options	5 Lb Fire Extinguisher 16 Unit First Aid Kit Emergency Triangle Kit Interior Convex Mirror 6"x9" Wide Angle Lens 11" X 14", Fresnel Emergency Exit Decal RED (Over Emergency Window) (2)
Chassis	Front Mud Flaps, pair Mor-Ryde RL Suspension	Grab Rail/Stanchion/Panels	Right Hand Entry Vertical Grab Rail - 1 1/4" Stanchion and Modesty Panel Behind Driver
Tie-In Systems Ceiling Mount Evaporator	R2365T TIE-IN 55K 23023 EVAP - 25065 2 Fan Skirt Cord R2365T Ford	Seating - Driver	SHIELD FC Recliner (GM&Ford), RH Arm, 4 Position Lumbar, Mesh Pocket Driver Seat Cover - Level 2 Vinyl w/ Sherpa or Shire Inserts
Heaters	Hot Water Heater, 65K BTU-Mounted to Seat Frame	Driver Seat Fabrics	
Misc	Defroster Fan - Mount Location Right Side of Defrost Fan	Passenger Seating - STD Rigid Seats	Mid High Double Seat (6)
Electrical	Battery Box and Tray Light in Engine Area	Passenger Seat Fabrics	Seat Cover - Level 1 Newport Vinyl; Oxen Vinyl; Olefin (12)
Exterior Lights	LED Rear Center Mount Brake Light Rectangular	Seat Options	Anti-Vandal Grab Handal, Black Ea on all seats (12)
Audio/Visual	Deluxe AMFMCD 4-Speakers w/MIC Input & Clock	Seat Belts	Seat Belt, Freedman USR Retractable (Per Person) for Rigid Seats (12)
Doors/Hatch/Windows	Passenger Door, Electric (Standard)	Paratransit Options	Double W.C. Doors w/ Windows, Interior Light, Leaf Spring, LED Exterior Lighting
Luggage Rack/Storage	Driver Storage in Cab Overhead with Lock		
Braun Lifts	Braun Century NCL919-2 Wheelchair Lift (34" X 51")		

## Additional Options

StarCraft -Starlite/Allstars		qty	total	price each
<b>(5) Fuel System Options</b>		-		
	B. Fuel Tank Access Plate	1	50.00	\$ 50.00
<b>(9) Tires and Wheels</b>		-		
	B. Extended Valve Stems on Rear Wheels - Includes Jack	1	150.00	\$ 150.00
	C. Spare Tire and Rim to Match Other Wheels Provided	1	400.00	\$ 400.00
<b>(17) Paint Entire Bus</b>		-		
	Paint Entire Bus	1	2,200.00	\$ 2,200.00
<b>(18) Apply Logo - Installed - Percent Discount from Vendor's Current Year Catalog</b>		-		
	B. Dealers Supplied According to Purchasers Specifications	1	650.00	\$ 650.00
<b>(19) Lettering (Per Character) - Installed</b>		-		
	C. 24-Inch Height Roof Numbers	1	200.00	\$ 200.00
<b>(20) Floor Options</b>		-		
	G. Alternate subflooring that meets or exceeds the standard detailed spec - 5/8" Marine Grade	1	450.00	\$ 450.00
<b>(23) Romeo Rim "Help" Bumper</b>		-		
	B. Rear Step Bumper	1	175.00	\$ 175.00
<b>(24) Tow Hooks (rear)</b>		-		
	Tow Hooks (rear set)	1	125.00	\$ 125.00
<b>(25) Antenna Ground Plane</b>		-		
	Minimum 18" square or 18" diameter for UHF, 40" for VHF x 1/16" thick steel plate, attached to roof of body. Customer to supply antenna.			
	A. Two Way Radio Prep	1	75.00	\$ 75.00
<b>(27) Passenger Entrance</b>		-		
	D. Exterior Key Entry	1	70.00	\$ 70.00
<b>(30) Emergency Door</b>		-		
	A. Starter interrupt for rear emergency door to disable ignition	1	610.00	\$ 610.00
<b>(32) Driver's Seat</b>		-		
	C. Power Seat	1	650.00	\$ 650.00
<b>(34) Forward Facing Foldaway Seat W/Non-Retracting Seat Belt</b>		-		
	B. Double Foldaway Seat	1	680.00	\$ 680.00
<b>(35) Additional Passenger Seats Including Specified Seat Belts</b>		-		
	B. Double Passenger Seat (Add or Deduct)	-3	(1,227.00)	\$ 409.00
	b. Double Child Restraint Passenger Seat w/ One Child Seat	3	1,848.00	\$ 616.00
<b>(36) Passenger Seat Material</b>		-		
	Driver	1	80.00	\$ 80.00
	Passenger	14	742.00	\$ 53.00
	F. Seat Arm Rest	9	225.00	\$ 25.00
<b>(42) Retractable Wheelchair Securements (In Lieu of Standard)</b>		-		
	D. Other Securement Storage TDSS	2	162.00	\$ 81.00
	F. Webbing Loops	8	96.00	\$ 12.00
<b>(46) Grab Rail</b>		-		
	A. Additional Ceiling Grab Rail Extending the Length of Bus	1	115.00	\$ 115.00
<b>(48) Air Conditioning</b>		-		
	A. Air Conditioning In Lieu of Spec - ACC TC 70	1	6,320.00	\$ 6,320.00
	C. Delete Standard Air Conditioning (Use Neg Qty)	-1	(4,500.00)	\$ 4,500.00
<b>(50) Rear Heater</b>		-		
<b>(54) Additional LED Rear Exterior Lights</b>		-		
	Additional LED Rear Exterior Lights - Upgrade Package	1	120.00	\$ 120.00
	A. LED Lights	1	160.00	\$ 160.00
<b>(58) Additional Storage</b>		-		
	Overhead Storage Both Sides	1	550.00	\$ 550.00
<b>(59) AM/FM/PA/CD/Digital Radio (In Lieu of Standard)</b>		-		

	AM/FM/PA/CD Digital Radio In Lieu of Standard	1	145.00	\$ 145.00
<b>(65) Body Fluid Clean-Up Kits</b>		-		
	Body Fluid Clean-Up Kit	1	40.00	\$ 40.00
<b>(66) Additional STS Equipment</b>		-		
	Additional STS Equipment Blanket and Strap, XL Reflective Vest	1	120.00	\$ 120.00
<b>(71) Windows</b>		-		
	A. Bonded Windows	7	1,120.00	\$ 160.00
	B. Black Out Windows	1	380.00	\$ 380.00
	A. Pull Cord Chimes System	1	495.00	\$ 495.00
<b>(84) Destination Sign</b>		-		
	B. Electronic - Transign Front LED Sign w/V5500 USB Controller	1	2,500.00	\$ 2,500.00
<b>(85) Bus Camera System</b>		-		
	Appollo Security Includes Installation	1	5,800.00	\$ 5,800.00
<b>(90) Bike Racks</b>		-		
	Sportworks DL2 Stainless Steel	1	2,300.00	\$ 2,300.00
<b>(95) Miscellaneous Not Included In Options - To Be Completed by Vendor</b>		-		
	J. 2 Extra Sets of Keys (comes with 2)	2	70.00	\$ 35.00
	K. Heavy Duty Anti-Slip Aluminum Running Board on Driver Side	1	100.00	\$ 100.00
	L. FRP on Ceiling	1	240.00	\$ 240.00
	M. FRP on Rearwall	1	120.00	\$ 120.00
	N. Yellow Step Nosing - Per Step	3	30.00	\$ 10.00
	O. Seat Belt Cutter	1	10.00	\$ 10.00
	P. Exterior Mirror Set, Remote/Heated w/LED Turn Signal in Head F	1	610.00	\$ 610.00
	Q. Red Light Over Emergency Exit Ea	2	80.00	\$ 40.00
	A. Delivery/Freight Charge from Bus Manufacturer to Albuquerque NM	1	1,995.00	\$ 1,995.00
	B. One-Way Delivery cost, per mile, from Vendor to Recipient's destination (price should include cost for one hour of recipient orientation)	80	112.00	\$ 1.40
	C. Delivery Time Frame after receipt of purchase order (days): 120 DAYS FROM RECEIPT OF CHASSIS		-	
	D. Estimated 2016/2017 Price Increase For Budget Reasons	1	2,800.00	\$ 2,800.00
		<b>Total</b>	30,243.00	



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: October 9, 2015**

**Agenda Item - E**

**Title:** Six Month Assessment of System Wide Route Modifications and Consideration of Resolution No. 2015-30 Adopting System Modifications

**Prepared By:** Stacey McGuire, Planning, Projects and Grants Manager; Michael Kelly, Operations Director

**Summary:**

Assessment results and related modifications to be considered:

1. 110 Westside/Crosstown- consider eliminating Walmart stop on all eastbound trips
2. 180 El Rito- consider adjusting times away from peak and toward mid-morning and midafternoon
3. 190 Chama- consider operating the midday roundtrip year-round, continue service through winter on a trial basis
4. 210 Pojoaque-Nambé- consider adding an origin/destination of Pojoaque Valley High School to the Dial-A-Ride service area along NM502
5. 220 Tesuque- consider eliminating Flea Market bus stop
6. 270 Turquoise Trail- consider eliminating Golden bus stop
7. 280 Eldorado/ 290 Edgewood- consider eliminating the midday service
8. 300 Taos- consider adding two stops on the commuter trips: Ranchos Post Office and NM75 @ 1105 Rd (Dixon Turnoff)
9. 305 Taos Express- consider adding a bus stop at Embudo Valley Clinic
10. 320 Questa- consider eliminating Walmart timepoint; adding a bus stop on Paseo near Civic Plaza Dr to serve downtown Taos government center on commuter trips
11. 330 Peñasco- consider adding a bus stop on Paseo @ Bertha (CAV)
12. 360 Tres Piedras- consider operating the one day/week service year-round, continue service through winter on a trial basis; operating deadhead trips in service to provide one additional trip each direction; consider adding bus stops at the Earthships, Rim Rd, Rim Rd @ Rd 2, KTAO
13. 400 Los Alamos- consider adjusting the service to start earlier, add a return trip to Pojoaque

**Background:** The assessment of the systemwide route modifications provides Staff and Board the opportunity to weigh the costs and benefits of the modifications. Based upon the discussion, Board can then provide Staff direction as to any further modifications necessary and/or desired.

**Recommended Action:** Board direction to Staff regarding the systemwide assessment of the route modifications that were implemented March 2015 and possible adoption of Resolution No. 2015-30 implementing the modifications to improve operational efficiency and to better serve the four county area.

**Options/Alternatives:**

- Option 1- Direct Staff to assess and implement (where applicable operationally) the suggested changes to NCRTD routes as outlined within the Systemwide Route Modifications Assessment Report and Resolution No. 2015-30 (recommended); or
- Option 2- Direct Staff to assess specific alternate service modifications and return to Board to provide additional information and seek its approval (not recommended); or
- Option 3- Board to direct Staff to continue operating the routes as they have been operating since the systemwide route modifications that were implemented in March 2015, regardless of operational efficiency and prudence (not recommended).

**Fiscal Impact:**

Redirection of funds (utilize Five Year Service Plan Update information and \$76/hour to calculate approximate cost; all costs shown are annual unless noted otherwise)

1. 110 Westside/Crosstown- Walmart stop eastbound not served- estimated that this will result in \$3900 in savings
2. 180 El Rito- no impact as a similar level of service will be provided, just at different times
3. 190 Chama- midday trip costs about \$20,000 to continue through winter trial
4. 210 Pojoaque-Nambé- anticipated that additional stop would result in less than \$1000 additional cost
5. 220 Tesuque- anticipated that Flea Market stop elimination will result in about \$1000 saved
6. 270 Turquoise Trail- Golden stop elimination would result in approximately \$4000 saved
7. 280 Eldorado/ 290 Edgewood- midday round trip elimination would save approximately \$19,000
8. 300 Taos- adding two stops on the commuter trips: Ranchos Post Office and NM75 @ 1105 Rd (Dixon Turnoff)- anticipated additional cost to be less than \$1000
9. 305 Taos Express- adding a bus stop at Embudo Valley Clinic- no anticipated fiscal impact
10. 320 Questa- eliminating Walmart timepoint; adding bus stop on Paseo near Civic Plaza Dr- savings estimated to be \$10,000-\$20,000
11. 330 Peñasco- adding a bus stop on Paseo @ Bertha (CAV)- no anticipated fiscal impact
12. 360 Tres Piedras- additional cost anticipated to be \$19,000 for winter trial with additional stops and additional service
13. 400 Los Alamos- adjusting the service to start earlier, add a return trip to Pojoaque- anticipated cost of \$19,000

**Overall anticipated net additional cost of service changes outlined herein and in the attached Systemwide Route Modifications Assessment Report: \$12,100- \$22,100.** These net additional costs can be absorbed within the existing operations budget.

**Attachments:**

- Resolution 2015-30 Six Month Assessment of System Wide Route Modifications
- System Wide Route Modifications Assessment Report



**North Central Regional Transit District (NCRTD)  
Resolution 2015-30**

**A RESOLUTION AUTHORIZING THE NORTH CENTRAL REGIONAL  
TRANSIT DISTRICT TO ADOPT THE SIX MONTH ASSESSMENT OF  
SYSTEMWIDE ROUTE MODIFICATIONS AS PRESENTED AT THE  
OCTOBER 9, 2015 BOARD MEETING**

**WHEREAS**, the NCRTD was created through legislative enactment (NMSA 1978, Section 73-25-1 et seq.); and

**WHEREAS**, the NCRTD is a sub-division of the State of New Mexico; and

**WHEREAS**, the NCRTD was approved and certified by the New Mexico Department of Transportation on the 14<sup>th</sup> day of September 2004; 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 supports the transit needs of the communities of the NCRTD and the responsibility of the District to provide public transportation in a fiscally responsible manner; and

**WHEREAS**, the Board directed the District Staff at the October 9, 2015 Board meeting to modify multiple routes as described in the Attached Board Agenda- Action Item. The routes modified are:

- 110 Westside/Crosstown
- 180 El Rito
- 190 Chama
- 210 Pojoaque-Nambé
- 220 Tesuque
- 270 Turquoise Trail
- 280 Eldorado/ 290 Edgewood
- 300 Taos
- 305 Taos Express
- 320 Questa
- 330 Peñasco
- 360 Tres Piedras
- 400 Los Alamos

**NOW, THEREFORE, BE IT RESOLVED** by the NCRTD Board that the multiple route modifications as presented to the Board be adopted to continue serving our member communities in a sustainable fashion.

**PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 9<sup>th</sup> DAY OF OCTOBER, 2015.**

\_\_\_\_\_  
Daniel Barrone, Chairman

Approved as to form:

\_\_\_\_\_  
Peter Dwyer, Counsel

### Systemwide Route Modifications Assessment Report

ROUTE NAME	ROUTE #	ROUTE DESCRIPTION	CHANGES SUGGESTED/REQUESTED	NOTES
Riverside	100	Serves Ohkay Owingeh Pueblo and Española	no changes	
Westside-Crosstown	110	Serves Española	consider eliminating Walmart on all eastbound trips	will streamline route; EB trip will result in 11 min longer ride for Walmart passengers
Chimayo	150	Serves Las Trampas, Truchas, Cordova, Chimayo, La Puebla, Santa Cruz, and Española	no changes	
Santa Clara	160	Serves Santa Clara Pueblo, Chamita, Ohkay Owingeh Pueblo, Española Transit Center, Cities of Gold Park & Ride, and Santa Fe	no changes	2 new bus stops awaiting placement and Tribal concurrence (South Housing @ Red Clay/White Lightning and NM30 @ Health Clinic); 1 new bus stop awaiting NMDOT approval (roadway currently under construction)
El Rito	180	Serves El Rito, Ojo Caliente, and Española Transit Center	consider adjusting times to not be commuter times; multiple passenger requests outline a need to be able to hit essential services and shopping in Espanola, but not jobs....Prior schedule times were better (loop, though, was not)	
Chama	190	Serves Chama, Tierra Amarilla, Canjilon, Ghost Ranch, Abiquiu, and Española Transit Center	consider operating midday round trip year round based multiple passenger requests; consider adding a new stop near Medanales as well as a stop on US84 near CR306	operate midday trip for 6 month trial and reassess and present to Board for further direction
Santa Fe	200	Serves Santa Fe, Tesuque, Pojoaque, and Española Transit Center	no changes	
Pojoaque- Nambe DAR	210	Dial-A-Ride Serves Pojoaque and Nambe areas from 700-1030a and from 200-600p; boundaries are: CR113 (north), Poechunu Poe (east), 84/285 Frontage Rd south of Gabriel's (south), Barrone Ln (west)	consider adding a specific drop off and pick up location at PVHS* as a trial for this spring semester; PVHS is approximately 2.1 miles west of current western boundary of Barrone Ln	*full complementary paratransit coverage along NM502 between US84/285 provided thru San I flex option
Tesuque	220	Serves Santa Fe, Tesuque, Pojoaque, and Española Transit Center	consider eliminating Flea market bus stop due to lack of ridership	
San Ildefonso	230	Serves San Ildefonso, El Rancho, Jaconita, and Pojoaque	no changes	
Mountain Trail	255	Serves the South Capitol Rail Runner Station, Downtown Santa Fe, Fort Marcy Park, NM 475 and Hyde Park Road to Ski Santa Fe	trial currently underway	winter service assessment to Board APR 2016
Turquoise Trail	270	Serves Santa Fe, Turquoise Trail, Los Cerrillos, Madrid, and Golden	consider eliminating Golden bus stop due to lack of ridership	3 trips for the 6 month trial of Golden
Eldorado	280	Serves Santa Fe, Eldorado, Galisteo, Stanley, Moriarty, and Edgewood		100 riders midday in 6 months
Edgewood	290	Serves Santa Fe, Eldorado, Galisteo, Stanley, Moriarty, and Edgewood	consider eliminating the midday service to Edgewood/Eldorado due to low ridership on that specific trip- suggest that decision be made after public notice of potential service change and assessment of public response	consider preplanning for (state) snow days, 1/2 days, etc. and incorporate Eldorado stops into Edgewood route
Taos	300	Serves Taos, Pilar, Dixon, Velarde, Alcalde, and Española Transit Center	consider adding two stops on the commuter trips (AM and PM) based on passenger request: at Ranchos PO; on NM75 @ 1105 Rd near Dixon turnoff	awaiting NMDOT approval for NM75 @ 1105 Rd stop
Taos Express	305	Serves Taos, Española and Santa Fe	consider adding a bus stop at the Embudo Valley Clinic, multiple passenger requests	
Red River	310	Serves Questa and Red River	no changes	
Questa	320	Serves Costilla, Cerro, Questa and Taos	consider eliminating Walmart timepoint, (*assuming we can add Paseo @ Bertha- CAV stop on Penasco) Walmart already served by Chile Line Red and Penasco; consider adding a bus stop on Paseo near Civic Plaza Dr to better serve the Town government and employment center	streamline service, eliminate duplication, relieve delays due to congestion in Town
Penasco	330	Serves Taos, Las Trampas, Chamisal, Picuris Pueblo, Peñasco, and, seasonally, Sipapu Ski Resort	consider adding Paseo @ Bertha- CAV stop to serve Questa passengers*	MAR route modifications were not well received and ridership dropped; route was remodified, now ridership returned to pre-MAR levels
Chile Line Red	340	Serves Taos and Taos Pueblo	began operation JUL 2015	assessment to Board AUG 2016
Chile Line UNM	350	Serves Taos and UNM- Taos Klauer campus	began operation JUL 2015	assessment to Board AUG 2016
Chile Line TSV	355	Serves Taos, Arroyo Seco, Valdez, Village of Taos Ski Valley	operation to begin DEC 2015	assessment to Board AUG 2016
Chile RIDE	370	Paratransit service in Taos to complement Chile Line Red route	began operation JUL 2015	assessment to Board AUG 2016
Tres Piedras	360	Serves Tres Piedras, US64, El Prado and Taos	consider continuing the one day/week service for winter; consider operating current deadhead trips in service beginning in Spring/Summer 2016; assess passenger requests to add bus stops at Earthships, Rim Rd, KTAO, Rim Rd @ Rd 2 (Flag Rd)	297 trips for 6 month trial
Los Alamos	400	Serves Los Alamos, Pojoaque, Santa Clara Pueblo, San Ildefonso, and Española Transit Center	consider adjusting the service to start earlier in the day to better accommodate late-start lab passengers; include 2nd trip to Pojoaque so that a return trip is provided	
Demand	500/550	Demand response service (within 15 mile radius of Espanola Transit Center) in Espanola, Alcalde, Velarde, Chimayo	no changes	

**THE IMPLEMENTATION OF ANY AND ALL SUGGESTED AND REQUESTED CHANGES HEREIN ARE DEPENDENT UPON BOARD APPROVAL, MUST BE DEEMED OPERATIONALLY PRUDENT AND SAFE, AND MUST ADHERE TO ANY EXISTING AGREEMENTS WITH OTHER GOVERNMENTAL AGENCIES (SUCH AS NMDOT)**



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: October 9, 2015**

**Agenda Item - F**

**Title:** Discussion of the Demand Response ADA / Paratransit Performance Measures for use for paratransit management and for reporting to the Board.

**Prepared By:** Mike Kelly, Transit Operations and Facilities Director

**Summary:** The proposed Demand Response ADA / Paratransit Performance Measures are for discussion by the Board for future use by staff as a management tool for paratransit operations and for reporting to the Board.

**Background:** The NCRTD has been tracking and reporting performance measures since the beginning of its operations in 2007. This information has been reported to the NMDOT to support 5311 and 5316 federal grant funding under MAP 21 and also have been reported to the Board on a monthly basis. These measures are used as a management tool to evaluate the strengths and weaknesses of transit operations and to make any necessary adjustments where needed in order to provide efficient service. Some of the adjustments can be met by making modifications within operations while others are dependent of future budgets and other or new funding sources.

One of the current sources available to the District is the Federal 5310 grant funding. This is capital funding for equipment used in providing service to people with disabilities, commonly known as paratransit services or ADA service. These are complimentary services to fixed route transit systems that provide rides, origin to destination, for people with disabilities who are unable to utilize the fixed route system based on their disability. There is an eligibility process and requirement to schedule a ride ahead of time with the District. These are covered in the District's ADA Policy. In the future it will be necessary to track the demand response / ADA

performance measures separately from the total operations performance measures that are currently being reported to the Board on a monthly basis.

The performance measures range from:

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

Transit agencies have separate dedicated ADA paratransit programs to provide these services. Performance measures are simply tracked as they are part and parcel of the whole ADA paratransit program. The district is unique in that it, has since the beginning and to date, provided paratransit service within its demand response program to the general public. This service has only been provided within a 15 mile radius of the Espanola Park and Ride and only within Rio Arriba County. Also, with the inception of the Transit Plan Update, modifications have been made to fixed routes to provide ADA services (rides) to eligible riders by flexing up to  $\frac{3}{4}$  of a mile off of a fixed route. The recently consolidation of the of the Town of Taos' Chile Line with the NCRTD also has a paratransit service. Formerly called the Handi-Van and now has been renamed the Chile Ride. This service operates up to a  $\frac{3}{4}$  mile radius of the Chile Line Red route in Taos. The new computer aided dispatch (CAD) software program tracks the demand response trip information and is able to query a variety of reports. This system is currently installed and operating on existing NCRTD transit vehicles and will be installed on the Taos Chile Line and Chile Ride vehicles in the future. The challenge to the District is that the ADA paratransit information is imbedded within the demand response general public service and is currently difficult to extract. Staff will continue to familiarize itself with the abilities of the CAD program, and will continue to work with the Finance Department to better hone the delineation of paratransit expenses with associated data to further refine performance measures.

**Recommend Action:** – N/A Informational Items

**Options/Alternatives:**

- Do Nothing (Not Recommended) or
- Approve Demand Response ADA / Paratransit Performance Measures (Recommended)  
or
- Give further direction to staff to make changes and return for approval.

**Fiscal Impact:** N/A

**Attachment:**

- Draft Demand Response / ADA Paratransit Performance Measures



**PARATRANSIT  
Performance Measures**

**for**

**Fiscal Year 2016**

**August 2015**



## **DEMAND RESPONSE / PARATRANSIT Performance Measures for Fiscal Year 2015**

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**

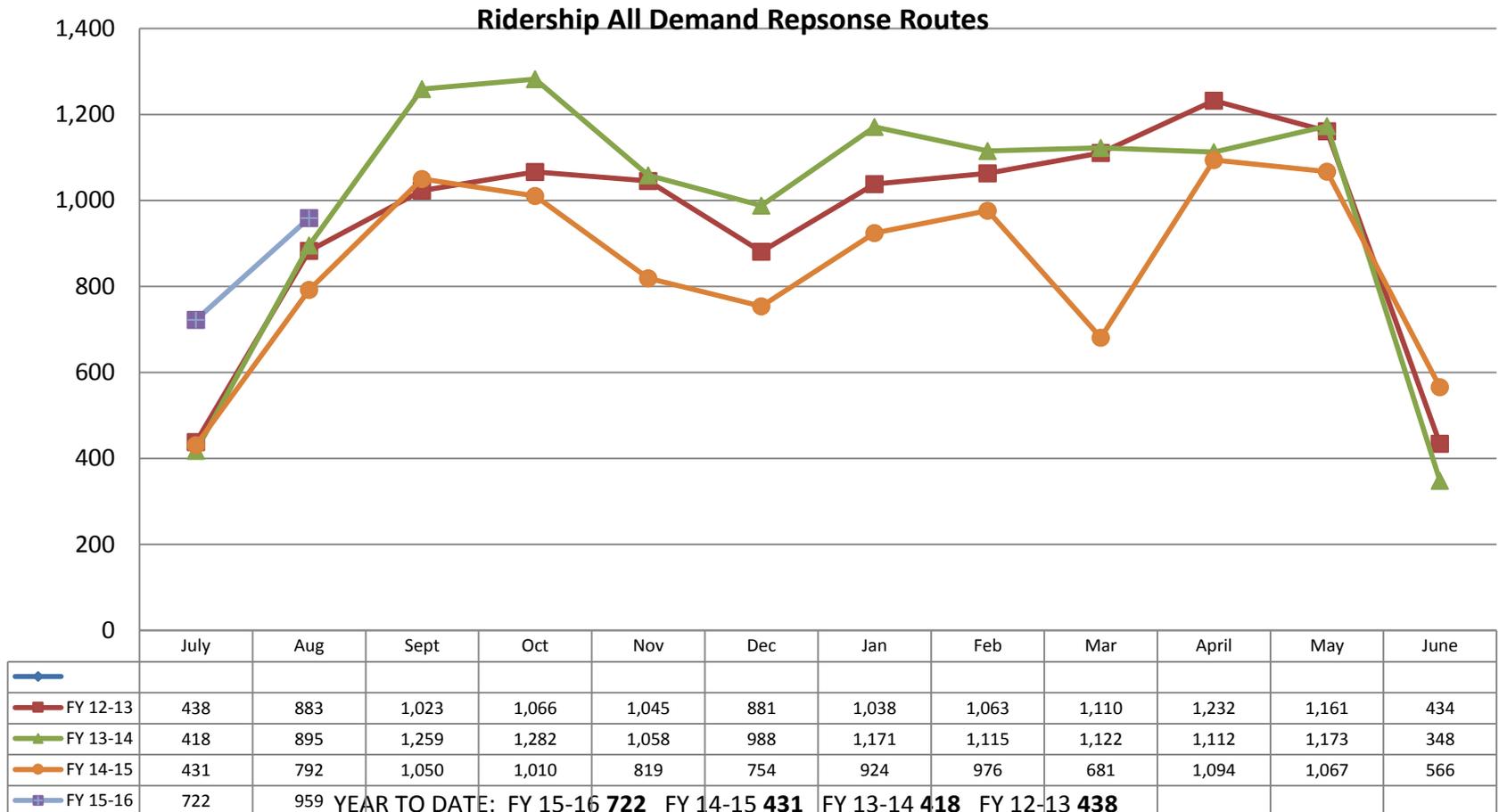
The closest peer comparison is Rio Metro Regional Transit District-Sandoval/Valencia County for 2014. Theirs covers a large area as does NCRTD giving a close comparable to cost per mile. Their percentage of Demand Response trips are 46% of their total ridership, higher than NCRTD's at 4.7%, showing a 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.



## Performance Measure - Administrative:

### 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.



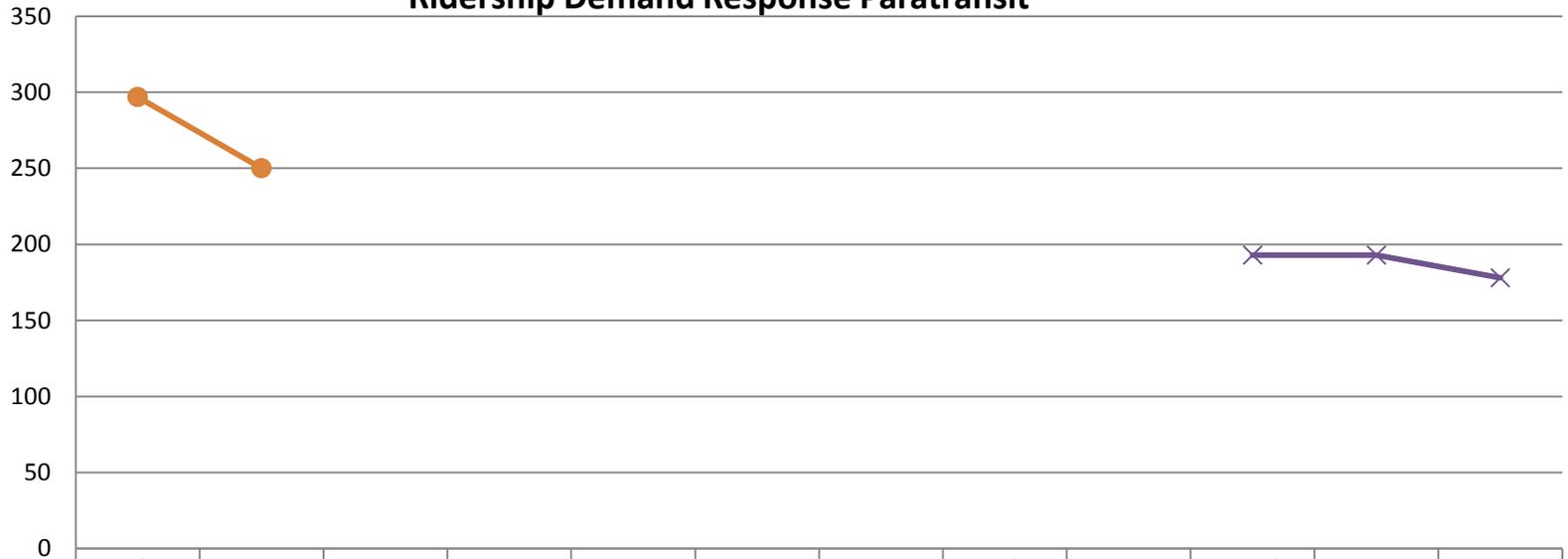


## Performance Measure - Administrative:

### 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**



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
◆												
■ FY 12-13												
▲ FY 13-14												
× FY 14-15										193	193	178
● FY 15-16	297	250										

YEAR TO DATE: FY 15-16 **547**

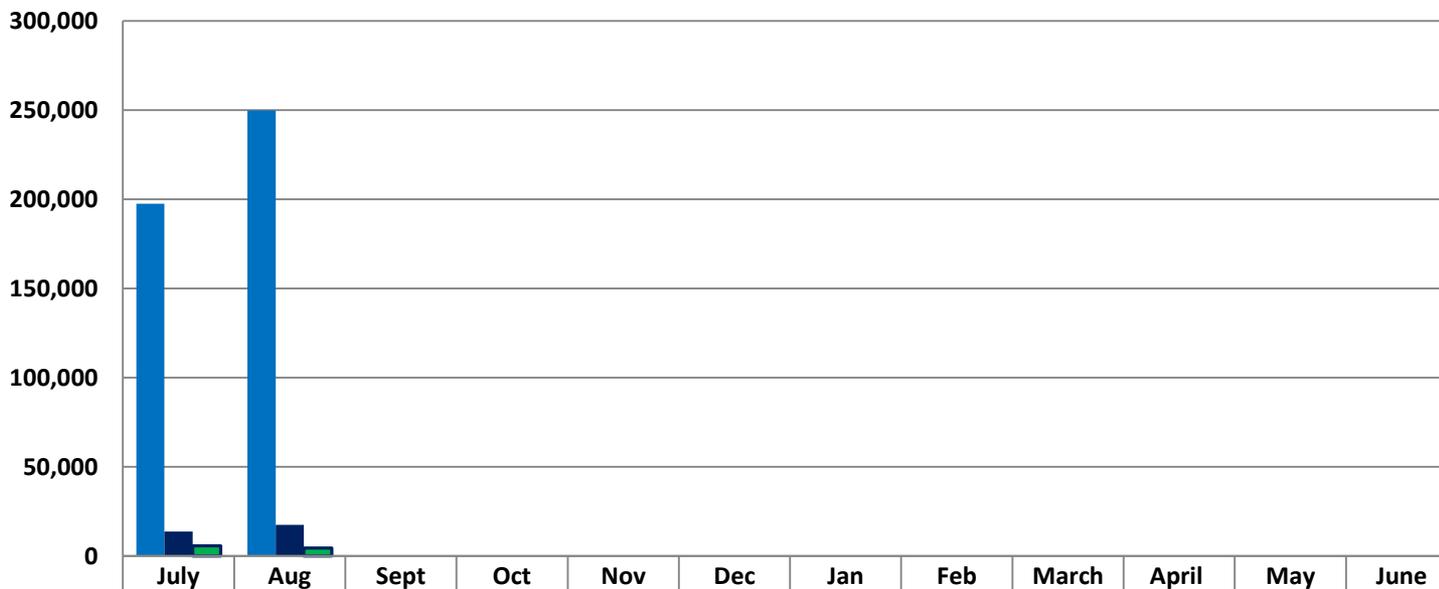


## Performance Measure - Administrative:

### 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.

### Monthly Demand Response & ADA Paratransit Operational Cost FY 14- 15



■ Total Operations	\$197,484	\$249,820										
■ Demand Ops	\$13,765	\$17,412										
■ Paratransit Cost	\$5,663	\$4,527	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

YEAR TO DATE: FY 15-16 \$10,190



## Performance Measure - Administrative:

### 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 2014 Rural Transit Data Fact Book with data from 2012, specifically FTA's District 6 (our district) annual cost per trip is included as a benchmark.

#### Paratransit Operating Cost Per Vehicle Mile



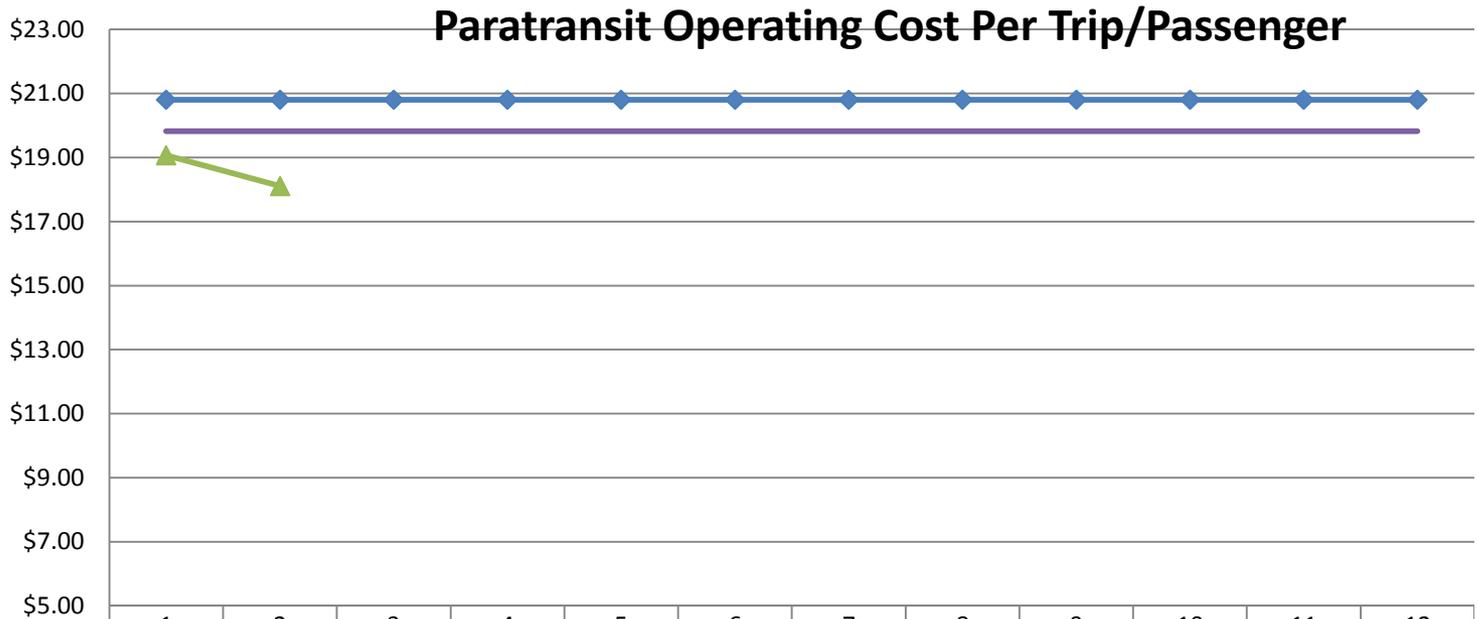
	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Mile	\$2.40	\$2.36		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sandoval/Valencia County	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74	\$3.74
Region 6 Total Cost Per Mile	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14	\$2.14



## Performance Measure - Administrative:

### Paratransit Operating Cost per Trip

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 2014 Rural Transit Data Fact Book with data from 2012, specifically FTA's District 6 (our district) annual cost per trip is included as a benchmark.



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Trip	\$19.07	\$18.11		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sandoval/Valencia County	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82	\$19.82
Region 6 Total Cost Per Trip	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80	\$20.80



## **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 = 8,**

**Late Cancellations = 1,**

**No-shows = 5**

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 = 34.17%**

**On Time = 65.1%**

**Late = .73%**

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 = 15.29 Minutes, 6.8 Miles**



## 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.

NONE

## Performance Measure – Customer Relations:

### Complaints per Month

**FY 14-15 Number of Complaints**

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous*	Percent VS Ridership
July	0					
August						
Sept						
Oct						
Nov						
Dec						
January						
Feb						
March						
April						
May						
June						
Total	0					

\*Miscellaneous - i.e. vehicle operation/type, route design, route schedule



## 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. Demand – Upon arrival at a person’s residence for a pick up, the rider asked to be taken to a different location than that which was on the schedule. When driver informed her that he could not do so, the rider’s son came out of the house and said that he would take her where she wanted to go.

# Customer Incidents

**FY 14-15 Number of Customer Incidents**

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	2			2		0.67%
Aug	1			1		0.40%
Sept						
Oct						
Nov						
Dec						
Jan						
Feb						
March						
April						
May						
June						
<b>Total</b>	<b>3</b>			<b>3</b>		



# North Central Regional Transit District

## Financial Summary

### As of August 31, 2015

#### **Summary:**

The North Central Regional Transit District (NCRTD) is currently reporting the second month of financial activity. The expenses/revenues that should be reported for the period through August 31, 2015, which represents 16.66% of the budget.

The monthly budget figures for the federal grant revenues and expenditure figures from the charts/tables have been divided using a straight-line method (1/12 increments). The GRT monthly budget figures are allocated utilizing trends from the last six fiscal years. NCRTD reports financials that follow GAAFR (Governmental Accounting, Auditing, and Financial Reporting). The charts/tables compare the current year revenues and expenditures to the previous year.

#### **Financial Highlights**

##### **Revenue:**

As of August 31, 2015, total revenue of \$161,323 has been received, which is 1.4% of budgeted revenues. NCRTD has no GRT and \$19,410 of Federal grant revenues to report for the month of August 2015. There is a two month lag in receiving gross receipts tax revenue (GRT) and federal funds are recognized after the funds are spent.

##### **Expenditures:**

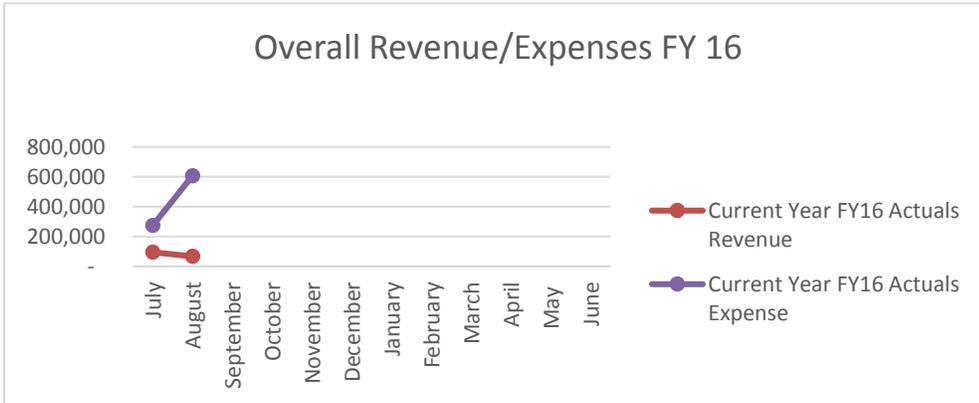
As of August 31, 2015, NCRTD recognized expenditures totaling \$881,511 which is 5.4% of total budgeted expenditures.

Of the \$607,663 spent in August, \$154,434 was in Administration, \$448,110 in Operations and \$5,119 in Capital Outlay. Administration has spent 17.2%, Operations 7.5% and Capital Outlay 0.4% of its budgets.

##### **Other Matters:**

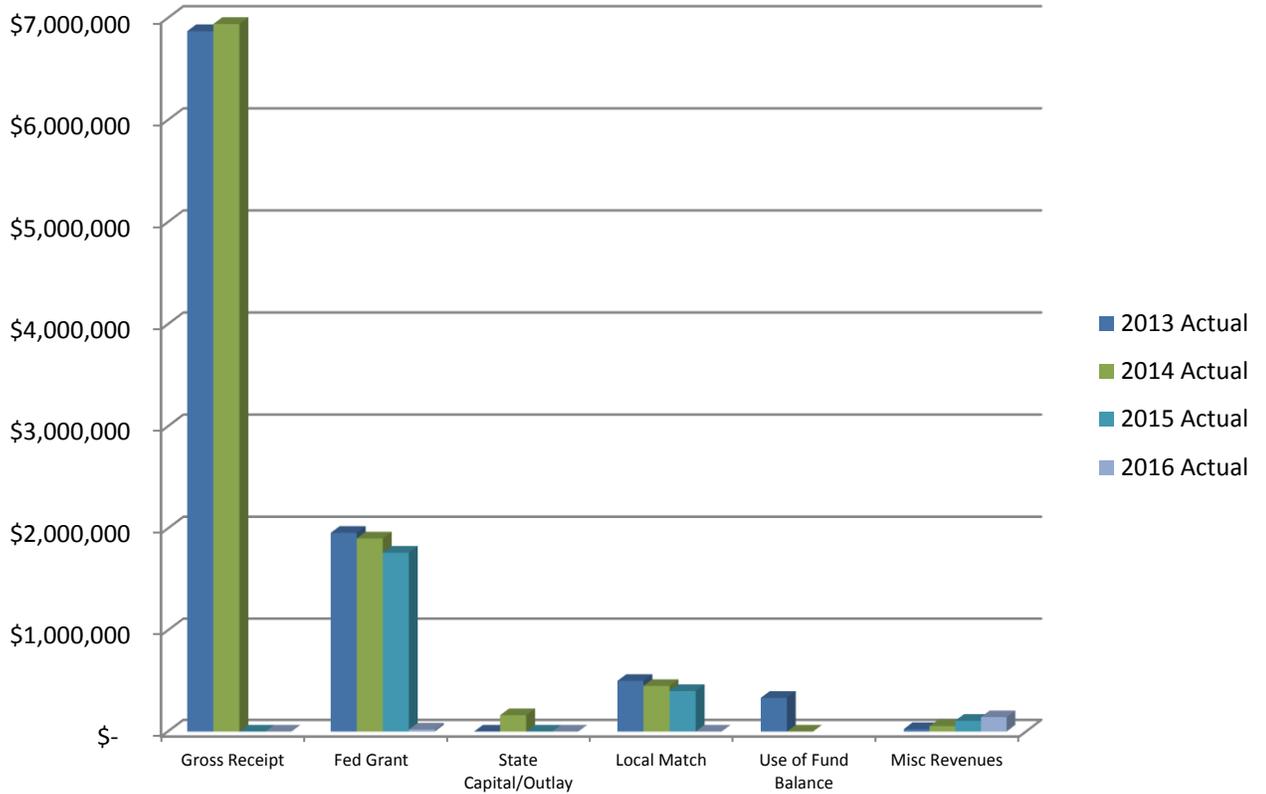
N/A

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**NCRTD Revenue and Expenses vs. Budget**  
**As of August 31, 2015**



	Budget Revenue FY16	Current Year FY16 Actuals Revenue	Budget Expenses FY16	Current Year FY16 Actuals Expense
July	935,945	94,428	935,945	273,848
August	935,945	66,895	935,945	607,663
September	935,945		935,945	
October	935,945		935,945	
November	935,945		935,945	
December	935,945		935,945	
January	935,945		935,945	
February	935,945		935,945	
March	935,945		935,945	
April	935,945		935,945	
May	935,945		935,945	
June	935,945		935,945	
<b>Totals</b>	<b>\$ 11,231,339</b>	<b>\$ 161,323</b>	<b>\$ 11,231,339</b>	<b>\$ 881,511</b>

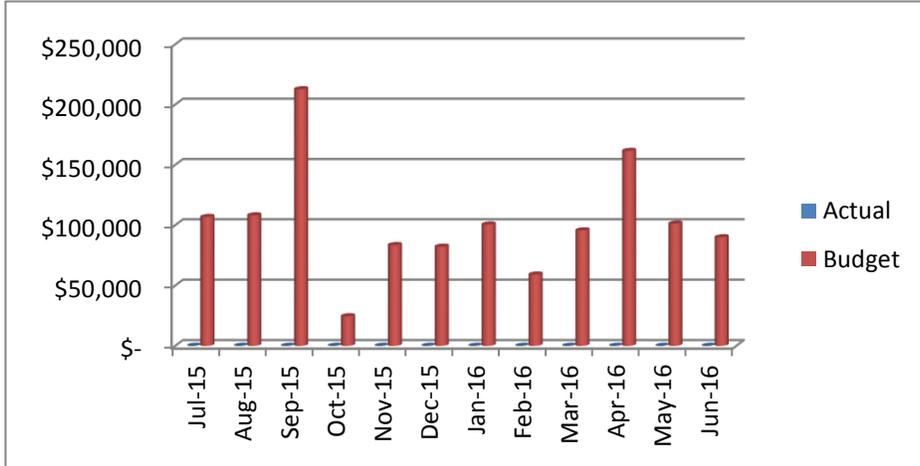
**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**NCRTD Revenue by Sources**  
**As of August 31, 2015**



	<b>2013</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>	<b>% of</b>
	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>	<b>Actual vs</b>
								<b>budget</b>
Gross Receipt	\$ 6,871,271	\$ 6,757,529	\$ 6,941,122	\$ -	\$ -	\$ 6,903,500	\$ -	0.0%
Fed Grant	\$ 1,957,128	\$ 2,198,429	\$ 1,902,036	\$ 2,727,478	\$ 1,762,384	\$ 2,937,590	\$ 19,410	0.7%
State Capital/Outlay	\$ -	\$ 170,000	\$ 161,188	\$ 175,000	\$ -	\$ -	\$ -	0.0%
Local Match	\$ 500,000	\$ 450,000	\$ 450,000	\$ 400,000	\$ 400,000	\$ 350,000	\$ -	0.0%
Use of Fund Balance	\$ 333,000	\$ -	\$ -	\$ 354,758	\$ -	\$ 516,609	\$ -	0.0%
Misc Revenues	\$ 24,312	\$ 60,500	\$ 53,637	\$ 50,000	\$ 105,967	\$ 523,640	\$ 141,913	27.1%
<b>TOTAL</b>	<b>\$ 9,685,711</b>	<b>\$ 9,636,458</b>	<b>\$ 9,507,983</b>	<b>\$ 3,707,236</b>	<b>\$ 2,268,351</b>	<b>\$ 11,231,339</b>	<b>\$ 161,323</b>	<b>1.4%</b>

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Gross Receipts Revenue By County**

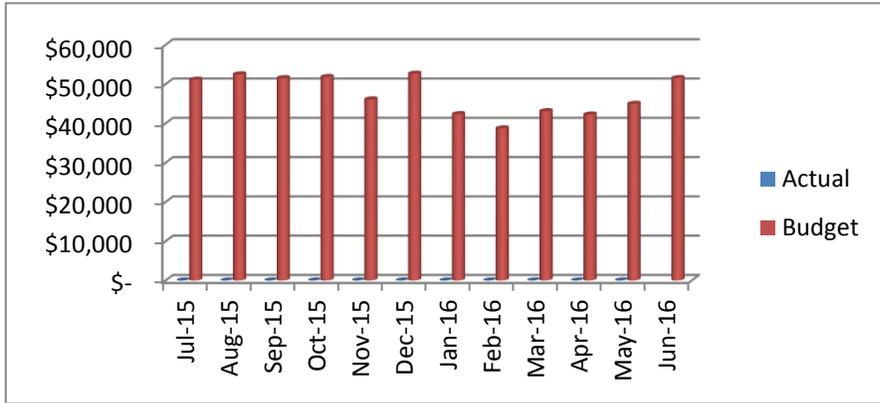
**LOS ALAMOS COUNTY**



Date Received	Actual	Budget	of Monthly Budget
Jul-15	\$ -	\$ 106,697	0%
Aug-15	\$ -	\$ 108,045	0%
Sep-15	\$ -	\$ 212,660	0%
Oct-15	\$ -	\$ 24,500	0%
Nov-15	\$ -	\$ 83,423	0%
Dec-15	\$ -	\$ 82,075	0%
Jan-16	\$ -	\$ 100,450	0%
Feb-16	\$ -	\$ 59,045	0%
Mar-16	\$ -	\$ 95,550	0%
Apr-16	\$ -	\$ 161,455	0%
May-16	\$ -	\$ 101,185	0%
Jun-16	\$ -	\$ 89,915	0%
<b>YTD Total</b>	<b>\$ -</b>	<b>\$ 1,225,000</b>	<b>0%</b>

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Gross Receipts Revenue By County**

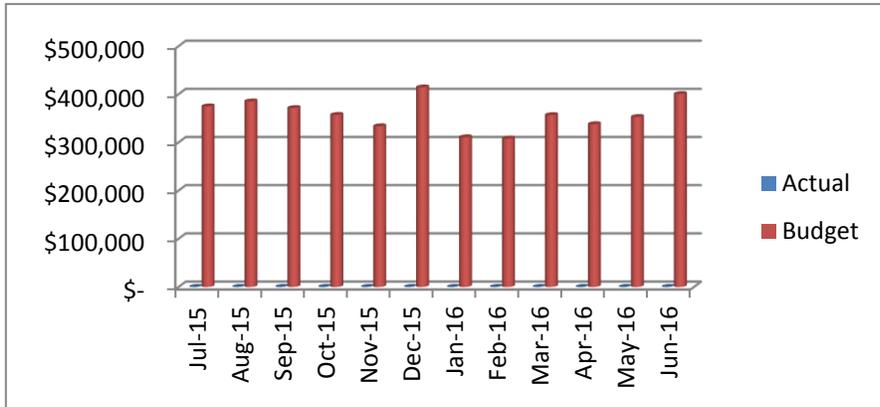
**RIO ARRIBA COUNTY**



Date Received	Actual Revenue % of Monthly Budget		
	Actual	Budget	Budget
Jul-15	\$ -	\$ 51,108	0%
Aug-15	\$ -	\$ 52,473	0%
Sep-15	\$ -	\$ 51,506	0%
Oct-15	\$ -	\$ 51,790	0%
Nov-15	\$ -	\$ 46,105	0%
Dec-15	\$ -	\$ 52,643	0%
Jan-16	\$ -	\$ 42,353	0%
Feb-16	\$ -	\$ 38,715	0%
Mar-16	\$ -	\$ 43,092	0%
Apr-16	\$ -	\$ 42,240	0%
May-16	\$ -	\$ 44,968	0%
Jun-16	\$ -	\$ 51,506	0%
<b>YTD Total</b>	<b>\$ -</b>	<b>\$ 568,500</b>	<b>0%</b>

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Gross Receipts Revenue By County**

**SANTA FE COUNTY**

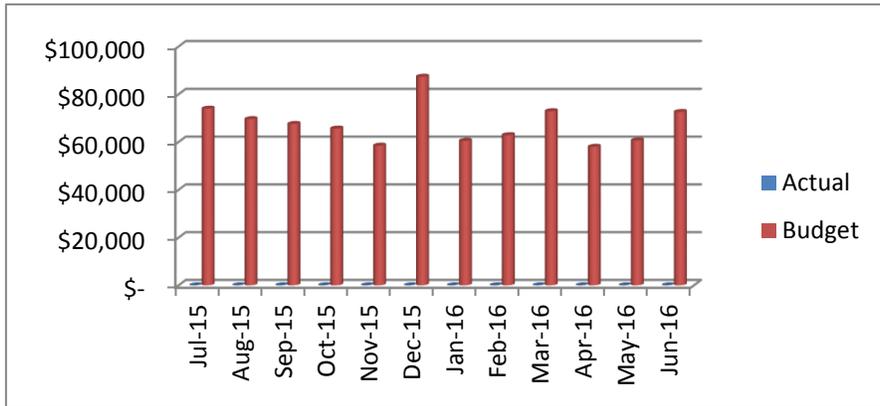


Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-15	\$ -	\$ 374,530	0%
Aug-15	\$ -	\$ 384,850	0%
Sep-15	\$ -	\$ 371,090	0%
Oct-15	\$ -	\$ 356,900	0%
Nov-15	\$ -	\$ 333,250	0%
Dec-15	\$ -	\$ 414,090	0%
Jan-16	\$ -	\$ 310,460	0%
Feb-16	\$ -	\$ 307,880	0%
Mar-16	\$ -	\$ 356,470	0%
Apr-16	\$ -	\$ 337,550	0%
May-16	\$ -	\$ 352,600	0%
Jun-16	\$ -	\$ 400,330	0%
YTD Total	\$ -	\$ 4,300,000	0%

\*\* Note one-half of the SF County GRT is allocated to Rio Metro

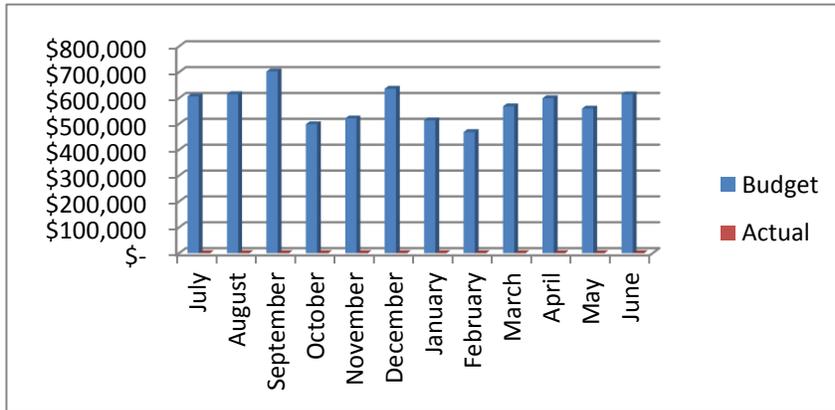
**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Gross Receipts Revenue By County**

**TAOS COUNTY**



Date Received	Actual	Budget	of Monthly Budget
Jul-15	\$ -	\$ 73,953	0%
Aug-15	\$ -	\$ 69,579	0%
Sep-15	\$ -	\$ 67,554	0%
Oct-15	\$ -	\$ 65,610	0%
Nov-15	\$ -	\$ 58,482	0%
Dec-15	\$ -	\$ 87,318	0%
Jan-16	\$ -	\$ 60,507	0%
Feb-16	\$ -	\$ 62,856	0%
Mar-16	\$ -	\$ 72,900	0%
Apr-16	\$ -	\$ 57,996	0%
May-16	\$ -	\$ 60,669	0%
Jun-16	\$ -	\$ 72,576	0%
<b>YTD Total</b>	<b>\$ -</b>	<b>\$ 810,000</b>	<b>0%</b>

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Gross Receipts Revenue Thru August 31, 2015**



**Budget to Actual FY2016**

	<b>Budget</b>	<b>Actual</b>	<b>Actual Revenue % of Monthly Budget</b>
July	\$ 606,288	\$ -	0%
August	\$ 614,947	\$ -	0%
September	\$ 702,810	\$ -	0%
October	\$ 498,800	\$ -	0%
November	\$ 521,260	\$ -	0%
December	\$ 636,126	\$ -	0%
January	\$ 513,770	\$ -	0%
February	\$ 468,496	\$ -	0%
March	\$ 568,012	\$ -	0%
April	\$ 599,241	\$ -	0%
May	\$ 559,422	\$ -	0%
June	\$ 614,327	\$ -	0%
<b>Total</b>	<b>\$ 6,903,500</b>	<b>\$ -</b>	<b>0%</b>

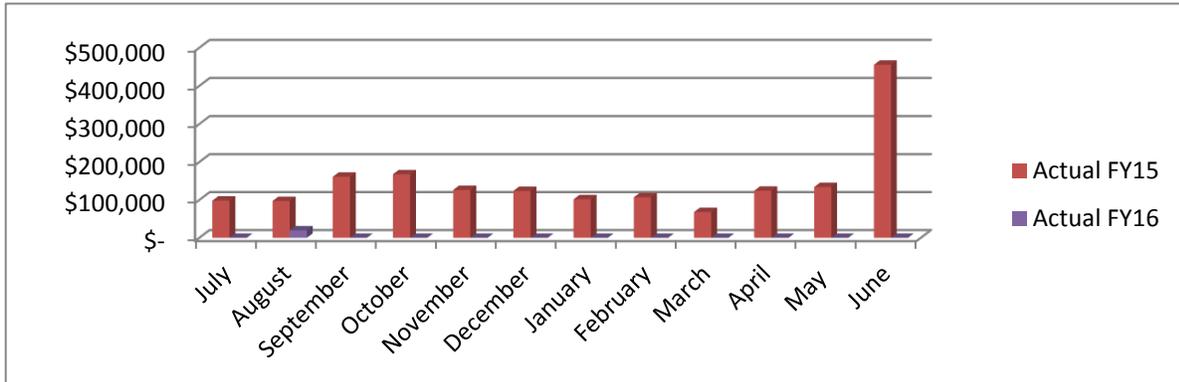
**Prior Year vs. Current Year**

	<b>Prior Year FY2015</b>	<b>Current Year FY2016</b>	<b>Inc/Dec from Prior Year to Current Year</b>
July	\$ 640,624	\$ -	\$ (640,624)
August	\$ 586,498	\$ -	\$ (586,498)
September	\$ 711,747	\$ -	\$ (711,747)
October	\$ 524,099	\$ -	\$ (524,099)
November	\$ 524,404	\$ -	\$ (524,404)
December	\$ 658,103	\$ -	\$ (658,103)
January	\$ 557,752	\$ -	\$ (557,752)
February	\$ 442,578	\$ -	\$ (442,578)
March	\$ 568,669	\$ -	\$ (568,669)
April	\$ 725,956	\$ -	\$ (725,956)
May	\$ 602,505	\$ -	\$ (602,505)
June	\$ 704,185	\$ -	\$ (704,185)
<b>Total</b>	<b>\$ 7,247,120</b>	<b>\$ -</b>	<b>\$ (7,247,120)</b>

# MONTHLY BOARD REPORT

## FY2016 (July 1, 2015 to June 30, 2016)

### Grant Revenue



#### Budget to Actual FY2015

	Budget FY15	Actual FY15	Budget FY16	Actual FY16	Actual Revenue % of Monthly	
					Budget	Budget
July	\$ 173,366	\$ 98,061	\$ 244,799	\$ -	0%	0%
August	\$ 173,366	\$ 96,946	\$ 244,799	\$ 19,410	8%	8%
September	\$ 173,366	\$ 160,962	\$ 244,799	\$ -	0%	0%
October	\$ 173,366	\$ 167,516	\$ 244,799	\$ -	0%	0%
November	\$ 173,366	\$ 126,083	\$ 244,799	\$ -	0%	0%
December	\$ 173,366	\$ 123,492	\$ 244,799	\$ -	0%	0%
January	\$ 281,214	\$ 101,591	\$ 244,799	\$ -	0%	0%
February	\$ 281,214	\$ 106,716	\$ 244,799	\$ -	0%	0%
March	\$ 281,214	\$ 67,879	\$ 244,799	\$ -	0%	0%
April	\$ 281,214	\$ 124,015	\$ 244,799	\$ -	0%	0%
May	\$ 281,214	\$ 133,931	\$ 244,799	\$ -	0%	0%
June	\$ 281,213	\$ 455,192	\$ 244,799	\$ -	0%	0%
<b>Total</b>	<b>\$ 2,727,478</b>	<b>\$ 1,762,384</b>	<b>\$ 2,937,590</b>	<b>\$ 19,410</b>	<b>1%</b>	<b>1%</b>

#### Prior Year vs. Current Year

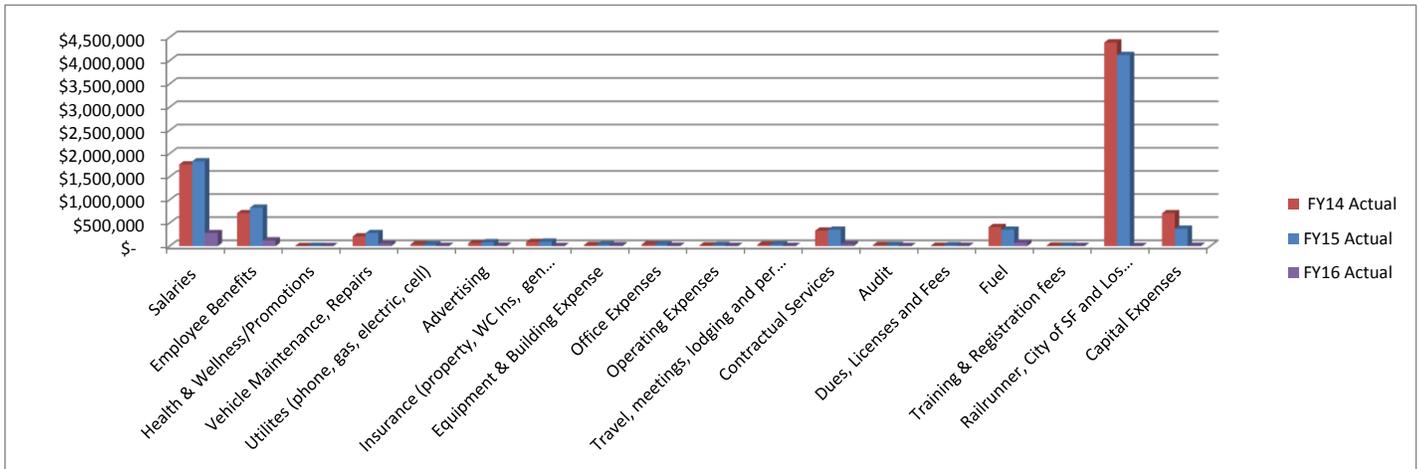
	Actual FY2014	Actual FY2015	Actual FY2016	Inc/(Dec) from Prior Year to Current Year
July	\$ 81,096	\$ 98,061	\$ -	\$ (98,061)
August	\$ 127,744	\$ 96,946	\$ 19,410	\$ (77,536)
September	\$ 195,614	\$ 160,962	\$ -	\$ (160,962)
October	\$ 113,711	\$ 167,516	\$ -	\$ (167,516)
November	\$ 150,353	\$ 126,083	\$ -	\$ (126,083)
December	\$ 102,402	\$ 123,492	\$ -	\$ (123,492)
January	\$ 112,085	\$ 101,591	\$ -	\$ (101,591)
February	\$ 123,056	\$ 106,716	\$ -	\$ (106,716)
March	\$ 221,112	\$ 67,879	\$ -	\$ (67,879)
April	\$ 221,326	\$ 124,015	\$ -	\$ (124,015)
May	\$ 137,177	\$ 133,931	\$ -	\$ (133,931)
June	\$ 316,361	\$ 455,192	\$ -	\$ (455,192)
<b>Total</b>	<b>\$ 1,902,037</b>	<b>\$ 1,762,384</b>	<b>\$ 19,410</b>	<b>\$ (1,742,974)</b>

# MONTHLY BOARD REPORT

## NCRTD Expenses by Type

As of August 31, 2015

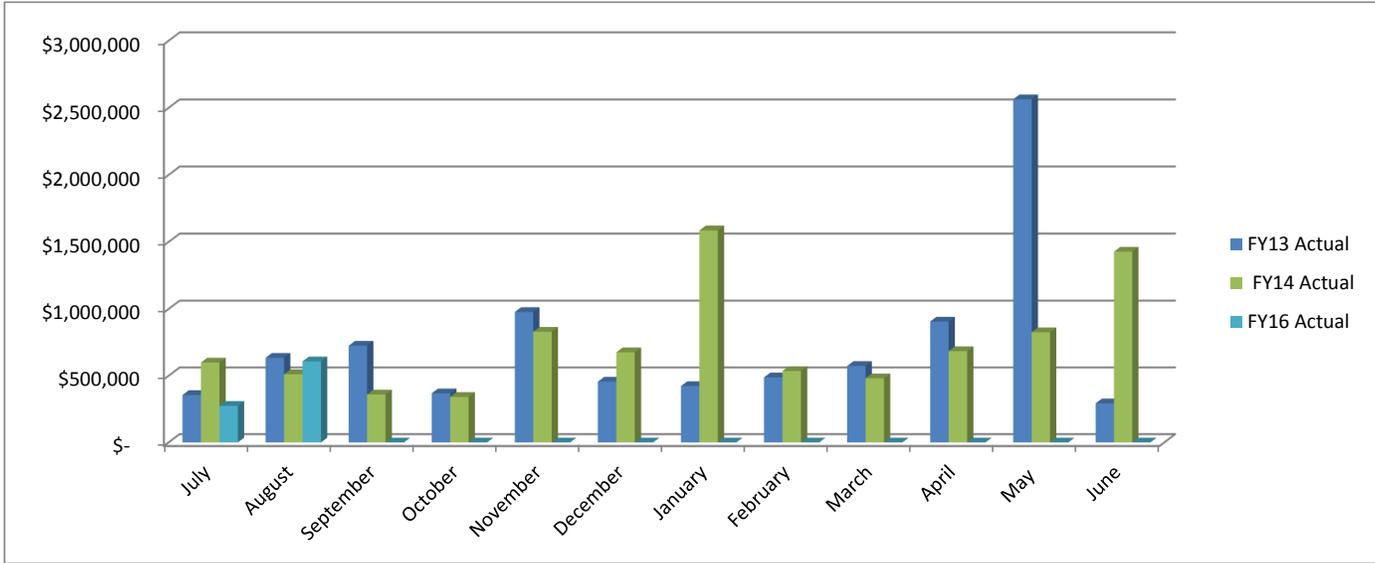
Year to Date Budget Variance 16.66%



### Comparative Expenses by Type

	Budget FY2014	FY14 Actual	Budget FY15	FY15 Actual	Budget FY16	FY16 Actual	Year to Date Budget Variance
1 Salaries	\$ 1,902,117	\$ 1,764,308	\$ 2,093,275	\$ 1,831,697	\$ 2,636,830	\$ 279,846	10.6%
2 Employee Benefits	\$ 820,232	\$ 709,864	\$ 853,516	\$ 830,082	\$ 1,245,195	\$ 122,310	9.8%
3 Health & Wellness/Promotions	\$ -	\$ -	\$ 12,000	\$ 2,555	\$ 7,500	\$ 78	1.0%
4 Vehicle Maintenance, Repairs	\$ 184,920	\$ 209,623	\$ 216,100	\$ 281,344	\$ 258,700	\$ 46,095	17.8%
5 Utilities (phone, gas, electric, cell)	\$ 44,298	\$ 38,486	\$ 35,172	\$ 33,084	\$ 51,751	\$ 4,335	8.4%
6 Advertising	\$ 70,440	\$ 61,715	\$ 73,970	\$ 82,687	\$ 100,842	\$ 8,932	8.9%
7 Insurance (property, WC Ins, gen liab, vehicle, ci)	\$ 135,000	\$ 87,589	\$ 100,311	\$ 95,406	\$ 115,196	\$ -	0.0%
8 Equipment & Building Expense	\$ 46,036	\$ 22,181	\$ 57,200	\$ 36,443	\$ 84,335	\$ 16,063	19.0%
9 Office Expenses	\$ 56,470	\$ 36,948	\$ 265,386	\$ 37,336	\$ 51,907	\$ 4,495	8.7%
10 Operating Expenses	\$ 35,700	\$ 15,024	\$ 24,160	\$ 22,812	\$ 23,820	\$ 2,351	9.9%
11 Travel, meetings, lodging and per diem	\$ 34,712	\$ 30,111	\$ 44,088	\$ 34,092	\$ 41,245	\$ 1,127	2.7%
12 Contractual Services	\$ 506,233	\$ 333,948	\$ 351,223	\$ 352,779	\$ 344,023	\$ 38,387	11.2%
13 Audit	\$ 23,433	\$ 23,219	\$ 25,000	\$ 23,433	\$ 27,000	\$ -	0.0%
14 Dues, Licenses and Fees	\$ 9,486	\$ 5,826	\$ 10,666	\$ 15,961	\$ 15,765	\$ 6,144	39.0%
15 Fuel	\$ 430,000	\$ 410,199	\$ 447,723	\$ 352,857	\$ 495,903	\$ 71,381	14.4%
16 Training & Registration fees	\$ 18,513	\$ 8,825	\$ 13,624	\$ 9,087	\$ 20,799	\$ 1,000	4.8%
17 Railrunner, City of SF and Los Alamos	\$ 4,242,874	\$ 4,387,272	\$ 4,415,094	\$ 4,118,232	\$ 4,447,190	\$ -	0.0%
18 Capital Expenses	\$ 1,075,994	\$ 709,563	\$ 1,474,828	\$ 374,409	\$ 1,263,338	\$ 5,119	0.4%
<b>TOTAL</b>	<b>\$ 9,636,458</b>	<b>\$ 8,854,701</b>	<b>\$ 10,513,336</b>	<b>\$ 8,534,297</b>	<b>\$ 11,231,339</b>	<b>\$ 607,663</b>	<b>5.4%</b>

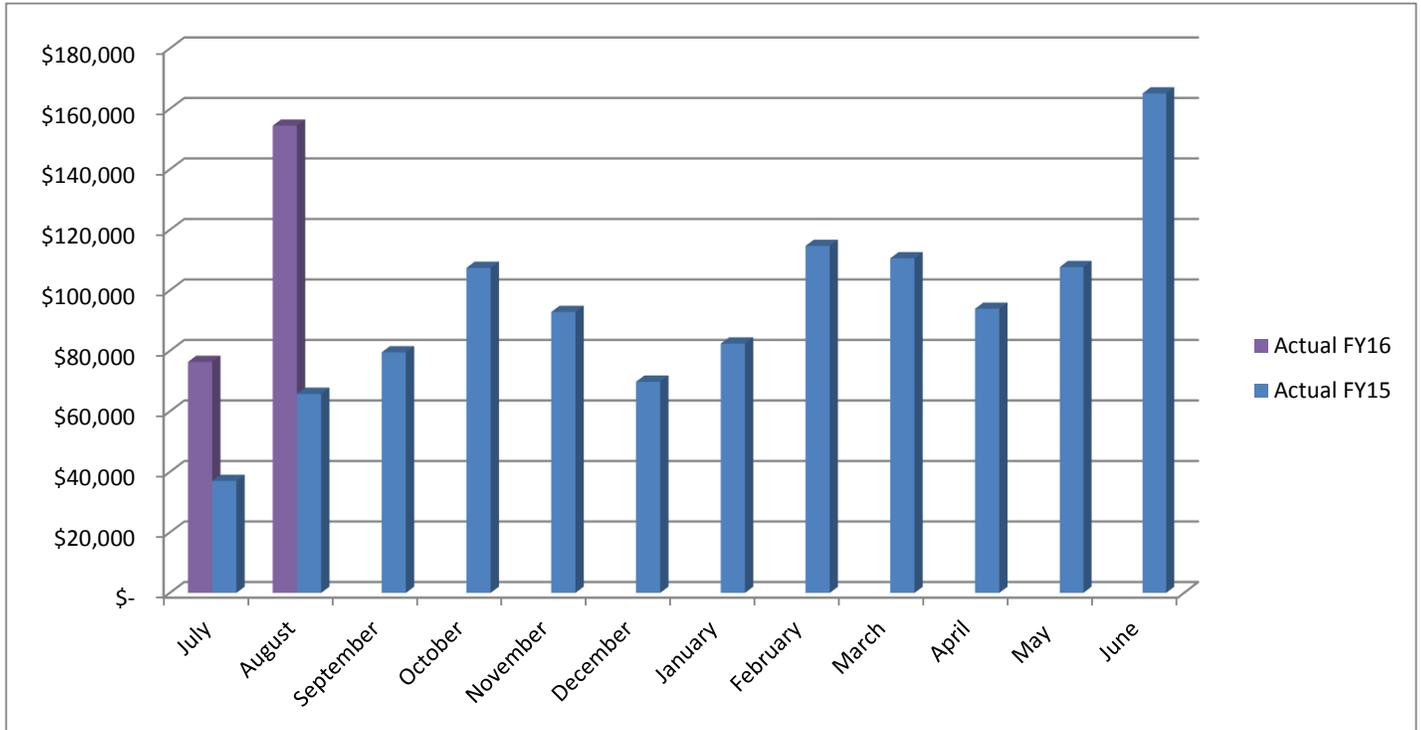
**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**NCRTD BUDGET EXPENDITURES OVERALL**



**Budget to Actual FY2015**

	<b>FY13 Actual</b>	<b>FY14 Actual</b>	<b>Budget FY15</b>	<b>FY15 Actual</b>	<b>Budget FY16</b>	<b>FY16 Actual</b>	<b>Inc/Dec of Budget vs Actual</b>	<b>Budget Variance</b>
July	\$ 355,735	\$ 598,912	\$ 813,327.17	\$ 546,007	\$ 935,944.92	\$ 273,848	\$ 662,097	<b>29.3%</b>
August	\$ 634,121	\$ 511,240	\$ 813,327.17	\$ 464,828	\$ 935,944.92	\$ 607,663	\$ 328,282	<b>64.9%</b>
September	\$ 724,752	\$ 359,189	\$ 813,327.17	\$ 313,124	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
October	\$ 367,785	\$ 341,082	\$ 813,327.17	\$ 294,912	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
November	\$ 977,721	\$ 829,750	\$ 813,327.17	\$ 783,580	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
December	\$ 455,530	\$ 675,551	\$ 813,327.17	\$ 625,552	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
January	\$ 422,342	\$ 1,585,995	\$ 939,395.17	\$ 1,534,559	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
February	\$ 487,459	\$ 534,985	\$ 939,395.17	\$ 287,772	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
March	\$ 573,082	\$ 480,519	\$ 939,395.17	\$ 429,154	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
April	\$ 905,718	\$ 684,123	\$ 939,395.17	\$ 1,339,437	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
May	\$ 2,563,210	\$ 826,045	\$ 939,395.17	\$ 934,795	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
June	\$ 292,818	\$ 1,427,310	\$ 939,397.17	\$ 1,300,982	\$ 935,944.92	\$ -	\$ 935,945	<b>0.0%</b>
	<b>\$ 8,760,274</b>	<b>\$ 8,854,701</b>	<b>\$ 10,516,336</b>	<b>\$ 8,854,701</b>	<b>\$ 11,231,339</b>	<b>\$ 881,511</b>	<b>\$ 10,349,828</b>	<b>7.8%</b>

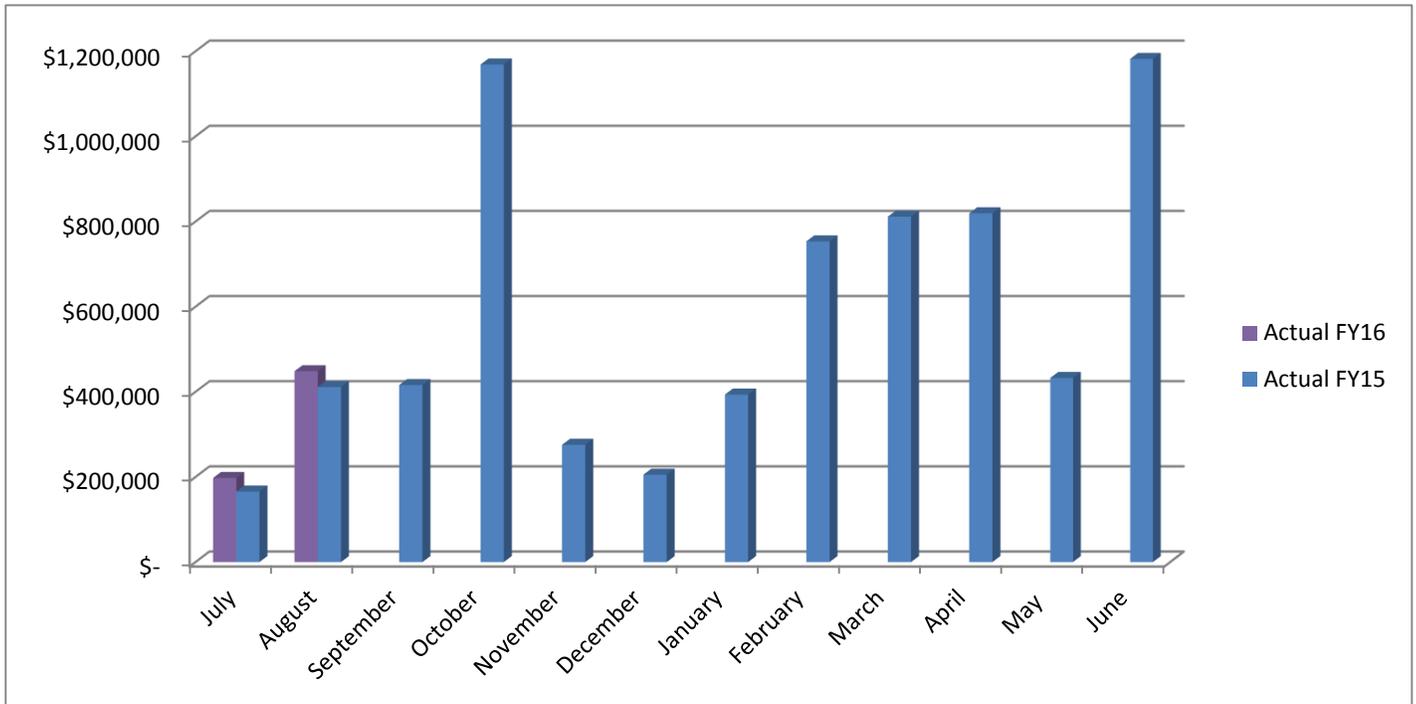
**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Administration Expense Summary**



**Budget to Actual FY2014/FY2015 Comparative**

	<b>Budget FY15</b>	<b>Actual FY15</b>	<b>Budget FY16</b>	<b>Actual FY16</b>	<b>Inc/Dec of Budget vs Actual</b>	<b>Budget Variance</b>
July	\$ 102,935	\$ 36,996	\$ 111,744	\$ 76,354	\$ 35,390	<b>68.3%</b>
August	\$ 102,935	\$ 65,796	\$ 111,744	\$ 154,434	\$ (42,690)	<b>138.2%</b>
September	\$ 102,935	\$ 79,531	\$ 111,744		\$ 111,744	<b>0.0%</b>
October	\$ 102,935	\$ 107,450	\$ 111,744		\$ 111,744	<b>0.0%</b>
November	\$ 102,935	\$ 92,871	\$ 111,744		\$ 111,744	<b>0.0%</b>
December	\$ 102,935	\$ 69,805	\$ 111,744		\$ 111,744	<b>0.0%</b>
January	\$ 108,614	\$ 82,409	\$ 111,744		\$ 111,744	<b>0.0%</b>
February	\$ 108,614	\$ 114,696	\$ 111,744		\$ 111,744	<b>0.0%</b>
March	\$ 108,614	\$ 110,596	\$ 111,744		\$ 111,744	<b>0.0%</b>
April	\$ 108,614	\$ 93,933	\$ 111,744		\$ 111,744	<b>0.0%</b>
May	\$ 108,614	\$ 107,700	\$ 111,744		\$ 111,744	<b>0.0%</b>
June	\$ 108,614	\$ 165,099	\$ 111,744		\$ 111,744	<b>0.0%</b>
<b>Total</b>	<b>\$ 1,269,297</b>	<b>\$ 1,126,883</b>	<b>\$ 1,340,926</b>	<b>\$ 230,788</b>	<b>\$ 1,110,138</b>	<b>17.2%</b>

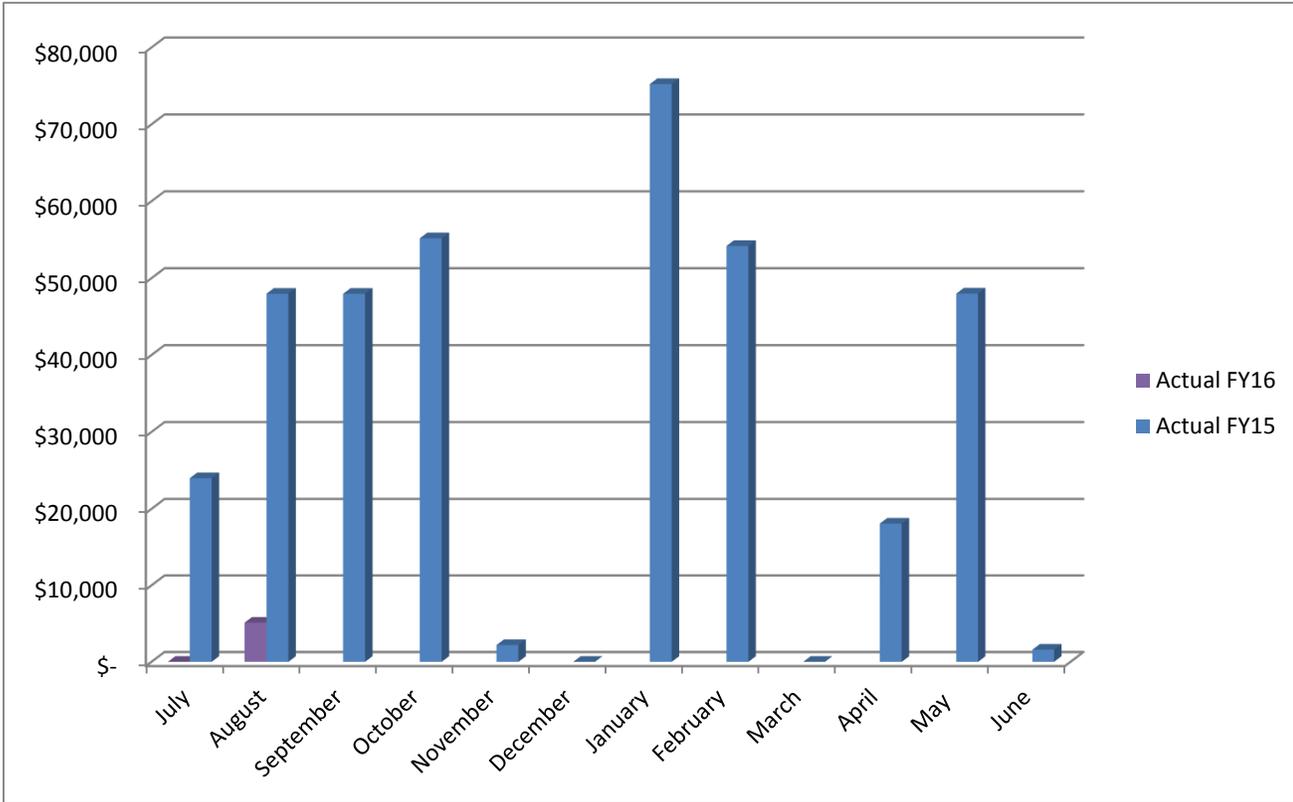
**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Operating Expense Summary**



**Budget to Actual FY2014/FY2015 Comparative**

	Budget FY15	Actual FY15	Budget FY16	Actual FY16	Inc/Dec of Budget vs Actual	Budget Variance
July	\$ 615,611	\$ 165,544	\$ 719,298	\$ 197,494	\$ 521,804	27.5%
August	\$ 615,611	\$ 411,069	\$ 719,298	\$ 448,110	\$ 271,188	62.3%
September	\$ 615,611	\$ 415,730	\$ 719,298		\$ 719,298	0.0%
October	\$ 615,611	\$ 1,168,758	\$ 719,298		\$ 719,298	0.0%
November	\$ 615,611	\$ 275,448	\$ 719,298		\$ 719,298	0.0%
December	\$ 615,611	\$ 205,224	\$ 719,298		\$ 719,298	0.0%
January	\$ 679,757	\$ 393,437	\$ 719,298		\$ 719,298	0.0%
February	\$ 679,757	\$ 753,200	\$ 719,298		\$ 719,298	0.0%
March	\$ 679,757	\$ 811,276	\$ 719,298		\$ 719,298	0.0%
April	\$ 679,757	\$ 819,256	\$ 719,298		\$ 719,298	0.0%
May	\$ 679,757	\$ 432,325	\$ 719,298		\$ 719,298	0.0%
June	\$ 679,759	\$ 1,181,739	\$ 719,298		\$ 719,298	0.0%
<b>Total</b>	<b>\$ 7,772,211</b>	<b>\$ 7,033,005</b>	<b>\$ 8,631,575</b>	<b>\$ 645,604</b>	<b>\$ 7,985,971</b>	<b>7.5%</b>

**MONTHLY BOARD REPORT**  
**FY2016 (July 1, 2015 to June 30, 2016)**  
**Capital Expense Summary**



**Budget to Actual FY2014/FY2015 Comparative**

	Budget FY15	Actual FY15	Budget FY16	Actual FY16	Inc/Dec of Budget vs Actual	Budget Variance
July	\$ 94,781	\$ 23,987	\$ 104,903	\$ -	\$ 104,903	0%
August	\$ 94,781	\$ 47,975	\$ 104,903	\$ 5,119	\$ 99,784	5%
September	\$ 94,781	\$ 47,975	\$ 104,903		\$ 104,903	0%
October	\$ 94,781	\$ 55,184	\$ 104,903		\$ 104,903	0%
November	\$ 94,781	\$ 2,194	\$ 104,903		\$ 104,903	0%
December	\$ 94,781	\$ -	\$ 104,903		\$ 104,903	0%
January	\$ 151,023	\$ 75,245	\$ 104,903		\$ 104,903	0%
February	\$ 151,023	\$ 54,185	\$ 104,903		\$ 104,903	0%
March	\$ 151,023	\$ -	\$ 104,903		\$ 104,903	0%
April	\$ 151,023	\$ 18,078	\$ 104,903		\$ 104,903	0%
May	\$ 151,023	\$ 47,993	\$ 104,903		\$ 104,903	0%
June	\$ 151,026	\$ 1,593	\$ 104,903		\$ 104,903	0%
<b>Total</b>	<b>\$ 1,474,828</b>	<b>\$ 374,409</b>	<b>\$ 1,258,838</b>	<b>\$ 5,119</b>	<b>\$ 1,253,719</b>	<b>0.4%</b>

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EXECUTIVE REPORT



September 2015

**EXECUTIVE**

- Selected for HR Director Daria Veprek after extensive set of interviews.
- Reviewed and edited final long range plan draft.
- Participated in interviews for Executive Assistant position.
- Continued weekly implementation meetings for Mountain Trail Route logistics.
- Participated in Mountain Trail kickoff event.
- Continuing Taos Consolidation land acquisition process.
- Continued review and discussion of outstanding site property issues with Attorney and Land Use consultant.
- Continued drafting of EEO Policy.
- Meet with consultant regarding compensation survey.
- Participated with staff in FTA Transit Technology Survey pre-test.
- Participated in discussions with Santa Fe National Forest Ranger regarding bike access to the forest.
- Attended MPO TCC meeting.
- Attended Rio Metro RTD Board meeting.
- Attended via conference call APTA Small Operations Committee.

- Attended via conference call APTA State Affairs Committee.
- Attended NMTA monthly Board of Directors meeting.
- Met with Attorney and Staff regarding various legal issues and associated documents.
- Prepared Board and Finance Subcommittee meeting materials.
- Met weekly 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.

**MARKETING/PUBLIC INFORMATION**

- Organized a Mountain trail launch event at South Capitol Rail Runner station on September 23. The event garnered a favorable piece in the Santa Fe New Mexican as well as the Los Alamos Daily Post. A piece on the service aired on KRQE
  - Co-sponsored a First Responders BBQ on 9-11 that was hosted by DMC Media and for which the Town of Taos issued a proclamation in recognition of
  - Developed a schedule brochure for Mountain Trail route
  - Built out pages on ncrtd.org for Mountain Trail Route
-

- Developed a piece on respecting ancestral native lands to be placed on the Mountain Trail route
- Created :30 sec radio spots for Mountain Trail route to run on KSWV and two Hutton stations – KBAC and Jam’n 94
- Wrote and disseminated a press release and rider alerts regarding the Labor Day closure
- Met with Ten Thousand Waves general manager, Hotel Santa Fe GM and Eldorado Hotel GM to talk about stop sponsorships for Mountain Trail
- Met with VTCLI group and NM Department of Veteran Services representatives at NMDOT to discuss marketing to veterans program
- Met with Los Alamos Daily Post and Valley Daily Post about developing a digital advertising program
- Met with representatives for “It’s the Peoples Data” who are looking to develop a NM transit app
- Began reviewing and interviewing candidate for the Marketing and Communications Specialist position that became vacant in September
- Provided various updates and rider alerts to ncrtd.org throughout the month
- Issued a rider alert on the Sheridan Street stop location change for Santa Fe Fiestas
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in September excluding Saturdays and Sundays
- KSWV 810-AM in Santa Fe, :30 sec spot ran 20 times in September as well as 30 :20 sec promos announcing RTD sponsorship during the 7:30 AM ½ hour
- KTAOS 101.9 FM in Taos, 14 :30 sec radio spots ran each week in September
- A series of 30-second spots in English and Spanish ran on KXMT in Taos, 50 additional 30-sec. spots ran on the DMC stations as part of the sponsorship of the First Responders BBQ on 9-11
- Two banner ads ran in September in the Santa Fe New Mexican, Taos News and Los Alamos Monitor. Two 1/8 page ads ran in the Rio Grande Sun
- A series of digital ads ran on the Taos News website as well as in Google searches in the Taos County area
- Ads ran in the Green Fire Times and Chama Valley Times

#### **SERVICE DEVELOPMENT**

- August 2015 5311 Ridership Report
  - Participated in the Employee Recognition Committee
  - Rode with District 5 NMDOT to locate new bus stops and assess optimal position in Dixon and at Chamisa Trailhead
  - ITS AVL/CAD project work including:
    - Oversight of ongoing tweaks and improvements to schedule, routing and map
    - Presented at Driver Safety Meeting regarding transition from ridership tracking via tally sheets to paperless
    - Continued data entry input and oversight, emphasis on trigger boxes and angles of entry
-

- TAP FY14 and FY15- weekly conference calls to update; attended PS&E meeting with NMDOT; awaiting final go ahead from NMDOT/FHWA to proceed to next phase of construction
- Continued discussion with Santa Fe National Forest about Mountain Trail route and ROW, use of federal lands, bicycle transport, special use permit
- Mountain Trail routing created and fine-tuned; bus stop locations determined, NMDOT-approved and Facilities to perform install; participated in weekly progress report meetings; met with Ski SF to discuss route and token logistics
- Involved in Long Range Plan project discussions and brainstorming regarding NCRTD goals, mission, objectives
- Worked with Taos County on a new service request to the areas of Valdez, Arroyo Seco and Des Montes; request to NMDOT District 5 to perform a ridecheck of the stops, awaiting D5 response
- Coordinated with Taos County to identify park & ride option at Taos County Administration building; location identified and approved by County, awaiting ok to provide signage to County to perform install
- Collaborated with Tribal Subcommittee on potential Tribal material content related to Mountain Trail route pilot project
- Participated in GAO Transit Technology Survey pre-test with Executive Director
- Represented the NCRTD (with PIO) and attended first responder BBQ in Taos to demonstrate support
- Met with Taos Pueblo representatives to determine bus stop location and to gain approval for signage to designate the bus stop

### **OPERATIONS**

- Worked with Executive Director and team on final planning and successfully launched the Mountain Trail Route.
  - Continued working with management team on the Long Range Plan.
  - Continue to work with management team on Avail technical FAST visit and adjustments.
-



# **Performance Measures**

**for**

**Fiscal Year 2016**

**August 2015**



## Performance Measures for Fiscal Year 2015

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. **Vehicle Back Up Ratio**
  - B. **Average Vehicle Age**
  - C. **Percentage of “On-Time” PM / Inspections**
  - C. **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.

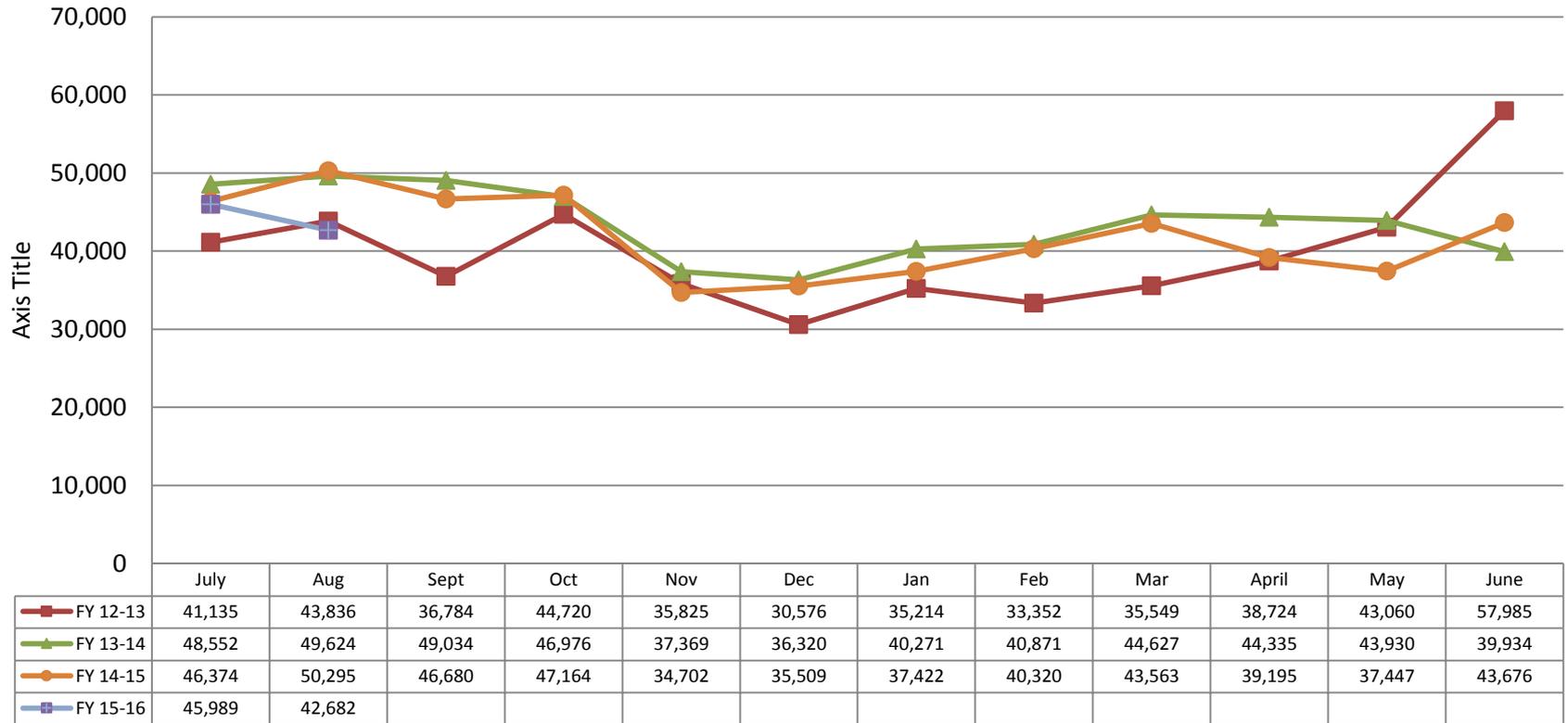


## Performance Measure - Administrative:

### 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**



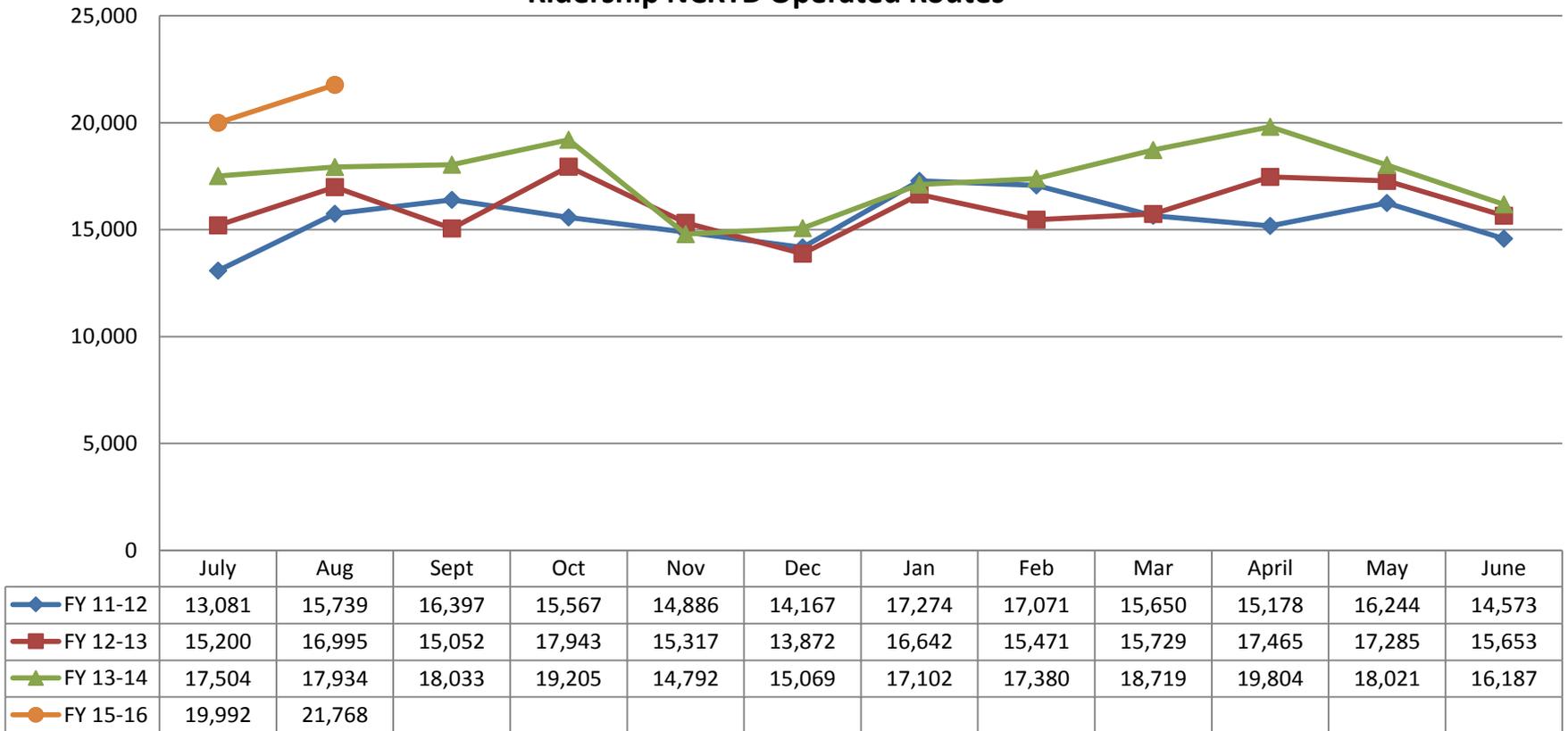


## Performance Measure - Administrative:

### Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes 20 fixed and commuter routes as well as the demand response routes. Totalling 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.

**Ridership NCRTD Operated Routes**



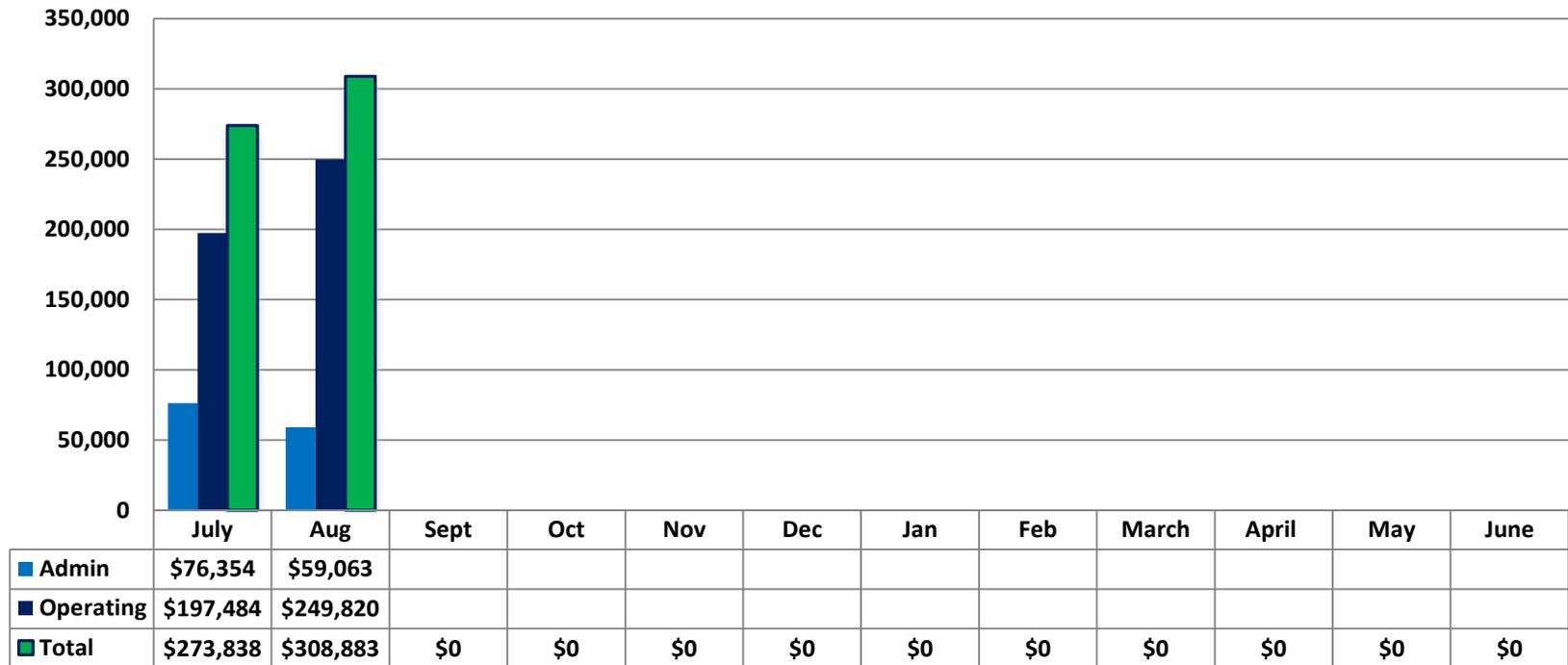


## Performance Measure - Administrative:

### 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 13-14



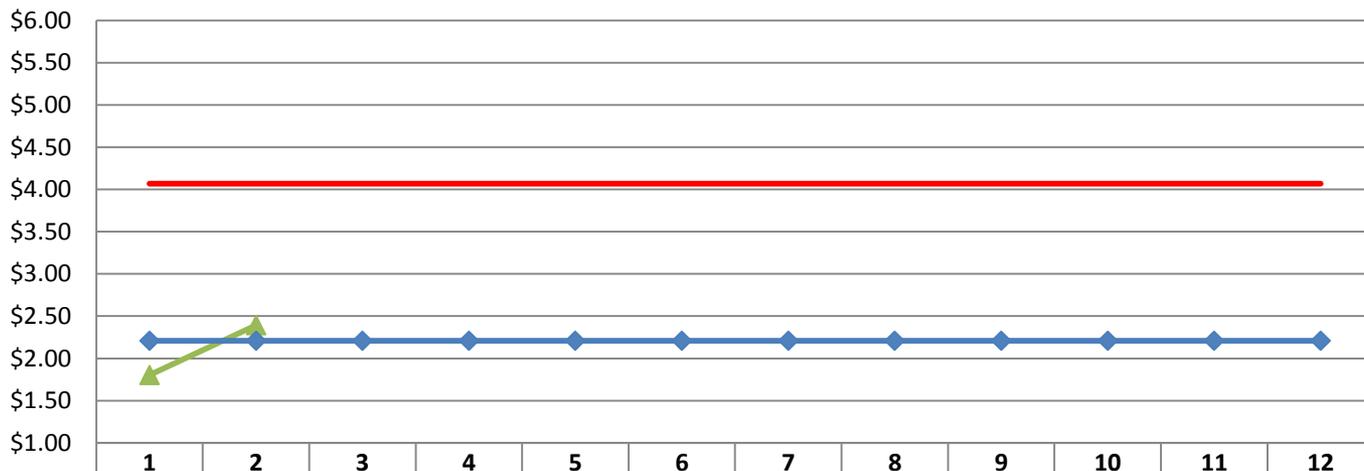


## Performance Measure - Administrative:

### Operational Cost per Vehicle Mile

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 **2014\*** Rural Transit Data Fact Book, specifically FTA's District 6 (our district) annual cost per mile is included as a benchmark. **\*This Data from 2104 Rural Transit Data Fact Book has been revised for the FY15 year.**

#### Operating Cost Per Vehicle Mile



	1	2	3	4	5	6	7	8	9	10	11	12
▲ Monthly Cost per Mile	\$1.80	\$2.39										
— Sandoval/Valencia	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07
◆ Region 6 Total Cost Per Mile	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21	\$2.21

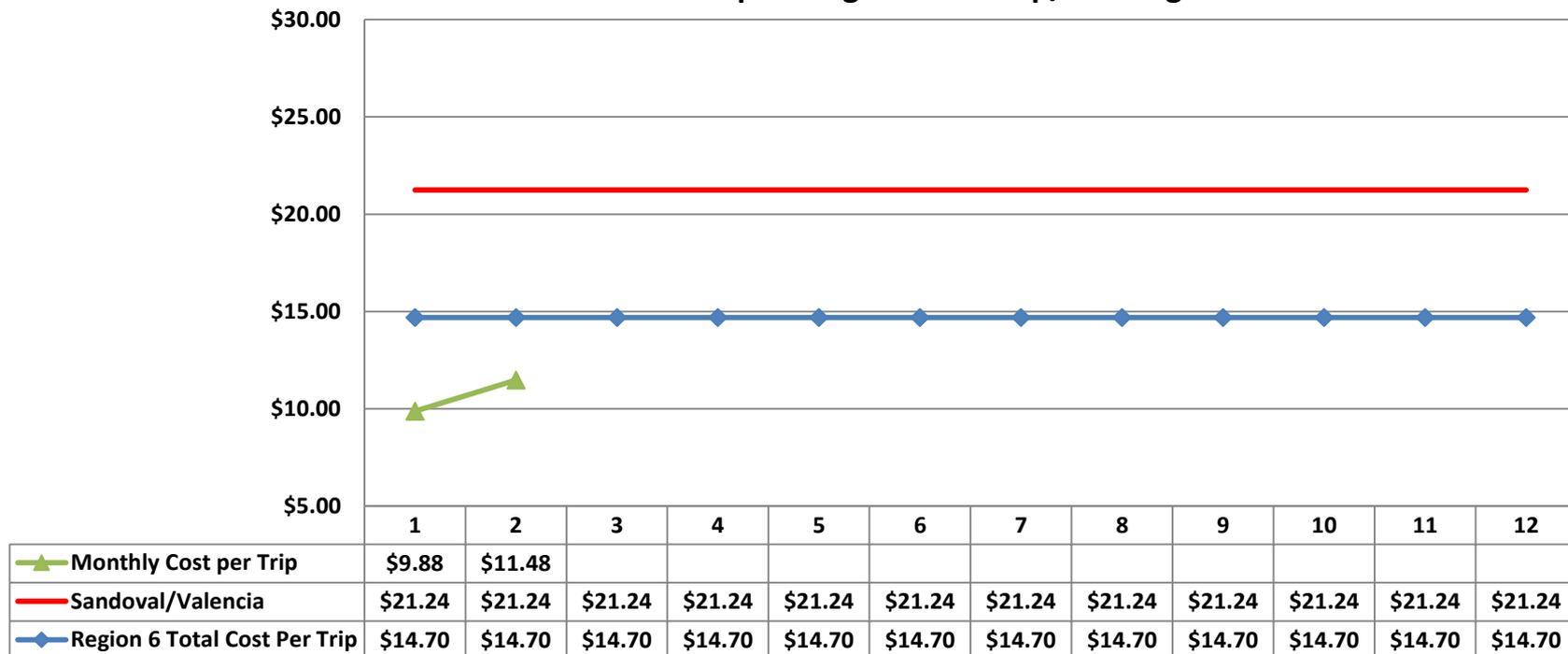


## Performance Measure - Administrative:

### 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 **2014\*** Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark. . **\*This Data from 2104 Rural Transit Data Fact Book has been revised for the FY15 year.**

Operating Cost Per Trip/Passenger



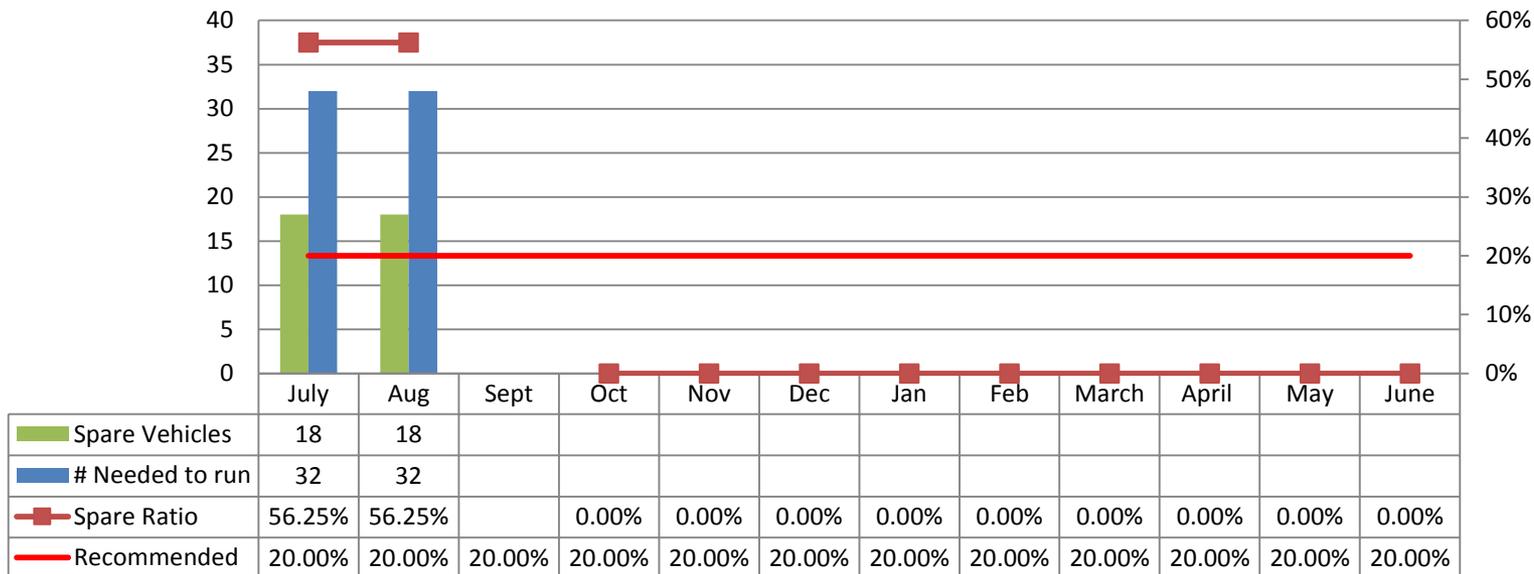


## Performance Measure - Fleet:

### Spare Vehicle Ratio/Combined all Vehicles

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 50 vehicles. NCRTD's fleet totals 35 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of 27 and a backup fleet of 8, the backup ratio is 30%. 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



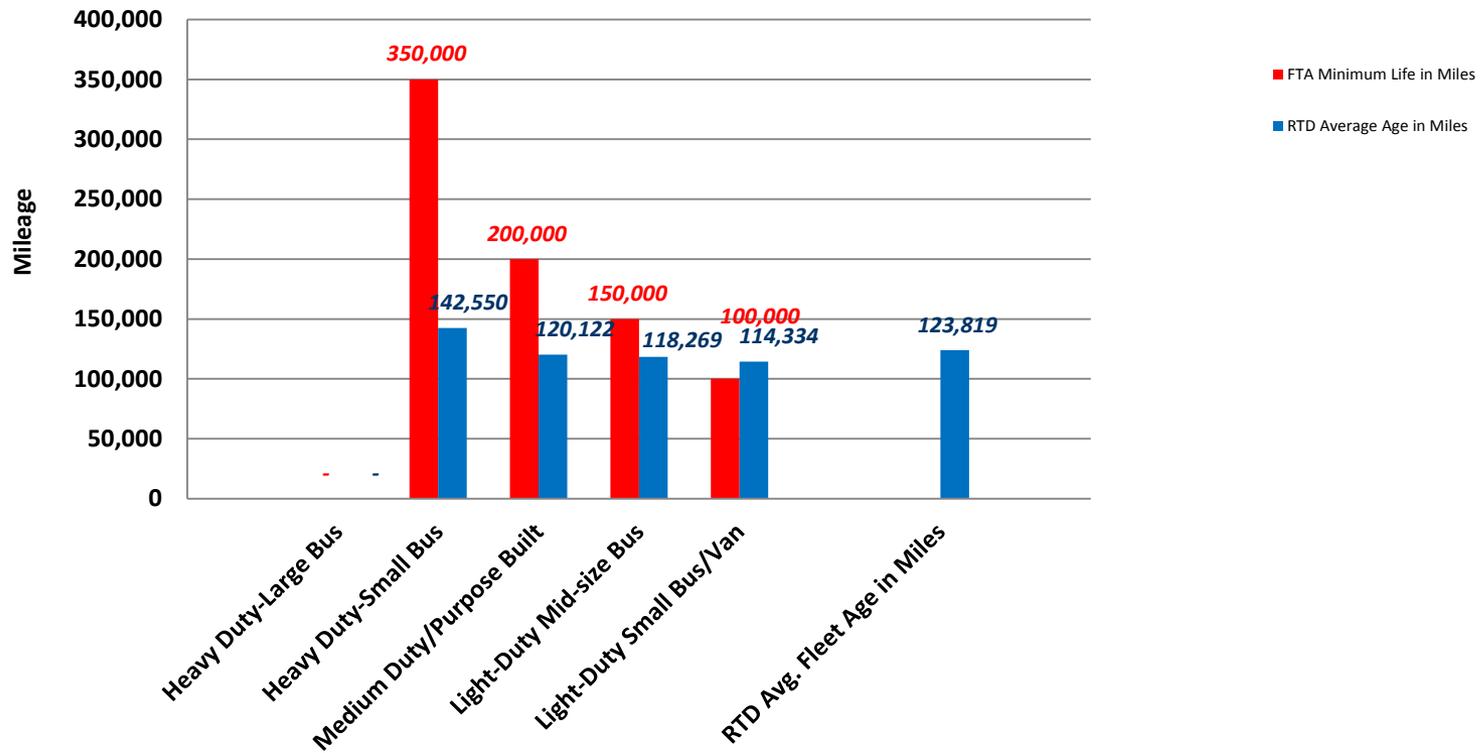


## Performance Measure - Fleet:

### Average Fleet Age

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.

### Average Fleet Age in Miles by FTA Category





# Performance Measure - Fleet:

## Percentage of “On-Time” PM / Inspections

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.

**Percent of Preventative Maintenance Completed Within Scheduled Mileage**



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>FY 13-14 RTD Maintenance</b>	<b>90</b>	<b>94</b>										
<b>FTA Recommendation</b>	<b>87</b>											

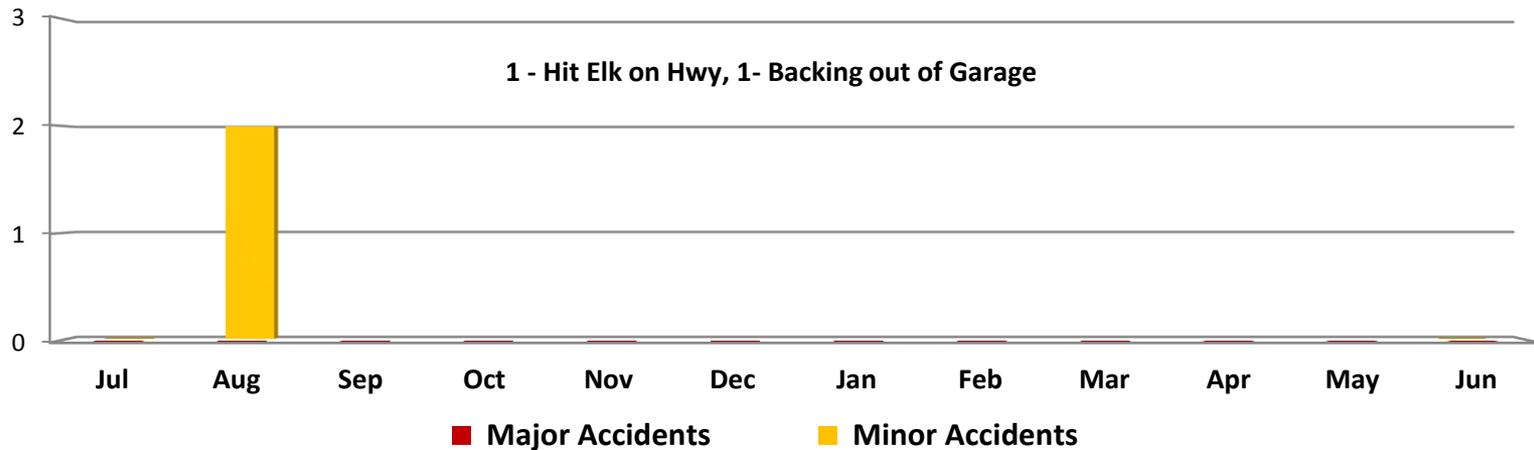


## Performance Measure - Fleet:

### 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 104,664 Miles Avg. Driven Monthly



**Last Minor Accident - August 20, 2015**

**Miles Driven since last Minor Accident - 34,888**

**Last Major Accident - October 22, 2013**

**Miles Driven since last Major Accident - 1,937,532**



## 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. Riverside – A man called to complain that he was injured on the bus when another driver ran a red light, causing the bus driver to brake suddenly. He was asked by the driver if he was ok at the time. He said he was at the time but now started to feel pain. / This person was informed by the CSR to seek immediate medical attention.
2. Edgewood/Midday – Passenger called to complain of the driver speeding 2 weeks earlier from the time of the call. She complained that she and her companion were told by driver, “I can drop you off in the middle of nowhere” and called her a foul name. / The issue and video were reviewed by supervisor and discussed with the driver. The passengers were found to be very argumentative with the driver from the time they boarded. This was due to them not being at the stop where they could be seen easily and that they were instructed by driver to be present at the stop at the scheduled time. They took issue with this and gave the driver a hard time. The driver did tell them they could be ejected but did not use foul language. Driver was found to have acted according to policy.

## Performance Measure – Customer Relations:

### Complaints per Month

**FY 14-15 Number of Complaints**

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous	Percent VS Ridership
July	4	1	1		2	0.02%
August	2		2			0.01%
Sept	0					
Oct	0					
Nov	0					
Dec	0					
January	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
	0					
<b>Total</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0.01%</b>



## 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. Santa Fe – A male passenger boarded in Espanola and became very loud and disruptive, clapping his hands and talking about voices in his head. He was dropped off at Camel Rock stop without incident.
2. Peñasco – A man riding a bicycle crashed on the street. Driver stopped and assisted him with first aid.
3. El Rito – As driver left the bus stop a man tried to stop him as he entered the roadway. The driver told him he needed to be at the bus stop in order to be picked up.
4. Questa – North of Questa, a deer ran out onto road and bounced off the side of the bus, leaving no damage.
5. Chimayo – 2 female passengers were making out in the back of the bus. When told to stop, they became verbally abusive towards the driver accusing her of not approving of lesbians. Driver informed them of the passenger rules of no sexual activity allowed on the bus and ejected them at the next stop.
6. Riverside – A man tried to board the bus while waiting in traffic at the light in front of Walgreens. When the driver refused to board him in traffic, the man punched the side of the bus. No damage.
7. Demand – Upon arrival at a person's residence for a pick up, the rider asked to be taken to a different location than that which was on the schedule. When driver informed her that he could not do so, the rider's son came out of the house and said that he would take her where she wanted to go.
8. Riverside – A passenger boarded at the Arby's stop whose hygiene was overbearing to all on board. When driver addressed the issue with the passenger, she became very loud and disruptive and was wanting off at Fairview P. O. The Passenger continued to yell at the driver before getting off the bus. A supervisor was called to assist and the rider got off the bus before the supervisor arrived.
9. Riverside - A man who had been warned in the past about harassing the women drivers and drinking on the bus, boarded and began to repeat the same behavior. He was ejected at the NCRTD stop and met by a supervisor and the operations director. He was then suspended for 6 months.
10. Chile Line/Red Line - A man boarded with a coffee in a soft container. When told he could not keep it, he spit on the driver. He also exposed himself to the driver later at another stop. Police were called and the man was cited. Charges were pressed for assault by the driver. The man has been suspended indefinitely.
11. Chimayo – A man who was sitting in the Santa Cruz shelter was on the phone with 911. He was in some sort of physical distress. Driver was instructed to standby with him until EMTs arrived. They arrived in about 2 minutes and took over.
12. Westside/Crosstown – At the hospital a man was waiting in a wheelchair belonging to the hospital. He appeared to be just discharged. However he could not stand or walk on his own. Driver informed hospital security and called into dispatch that she was unable to transport him due to his condition.

# Customer Incidents

**FY 14-15 Number of Customer Incidents**

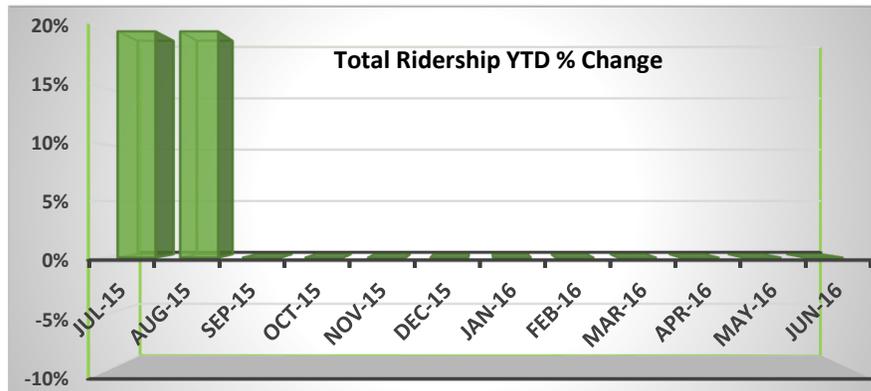
	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	11		4	7		0.06%
Aug	12	6	1	4	1	0.06%
Sept	0					
Oct	0					
Nov	0					
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
<b>Total</b>	<b>23</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>1</b>	

# NCRTD Monthly Ridership Summary

August 1, 2015 through August 31, 2015

## Calendar Operating Days

	<u>This Year</u>
Jul-15	22
Aug-15	21
Sep-15	
Oct-15	
Nov-15	
Dec-15	
Jan-16	
Feb-16	
Mar-16	
Apr-16	
May-16	
Jun-16	



	Monthly System Totals			Year to Date Totals			
	This Year	Last Year	%Change	This Year	Last Year	Difference	%Change
<u>NCRTD Operated</u>	21,768	17,419	<b>24.97%</b>	41,690	34,834	6,856	<b>19.68%</b>
<u>NCRTD Funded</u>	20,914	32,876	<b>-36.39%</b>	46,981	61,835	-14,854	<b>-24.02%</b>
<u>All Systems Funded Total</u>	42,682	50,295	<b>-15.14%</b>	88,671	96,669	-7,998	<b>-8.27%</b>

## System Daily Averages

	This Year	Last Year	% Change
<u>NCRTD Operated</u>	1037	829	<b>25.09%</b>
<u>NCRTD Funded</u>	996	1,566	<b>-36.40%</b>
<u>Systems Total</u>	2033	2395	<b>-15.11%</b>

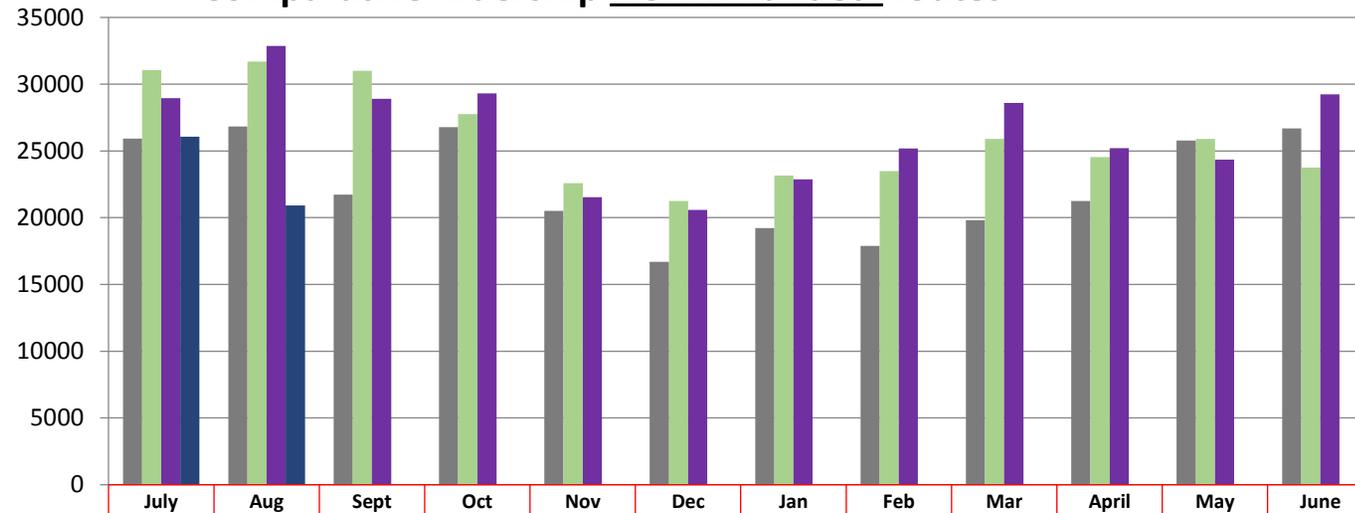
## Total Ridership YTD % Change

July-15	-0.83%
August-15	-8.27%
September-15	0.00%
October-15	0.00%
November-15	0.00%
December-15	0.00%
January-16	0.00%
February-16	0.00%
March-16	0.00%
April-16	0.00%
May-16	0.00%
June-16	0.00%

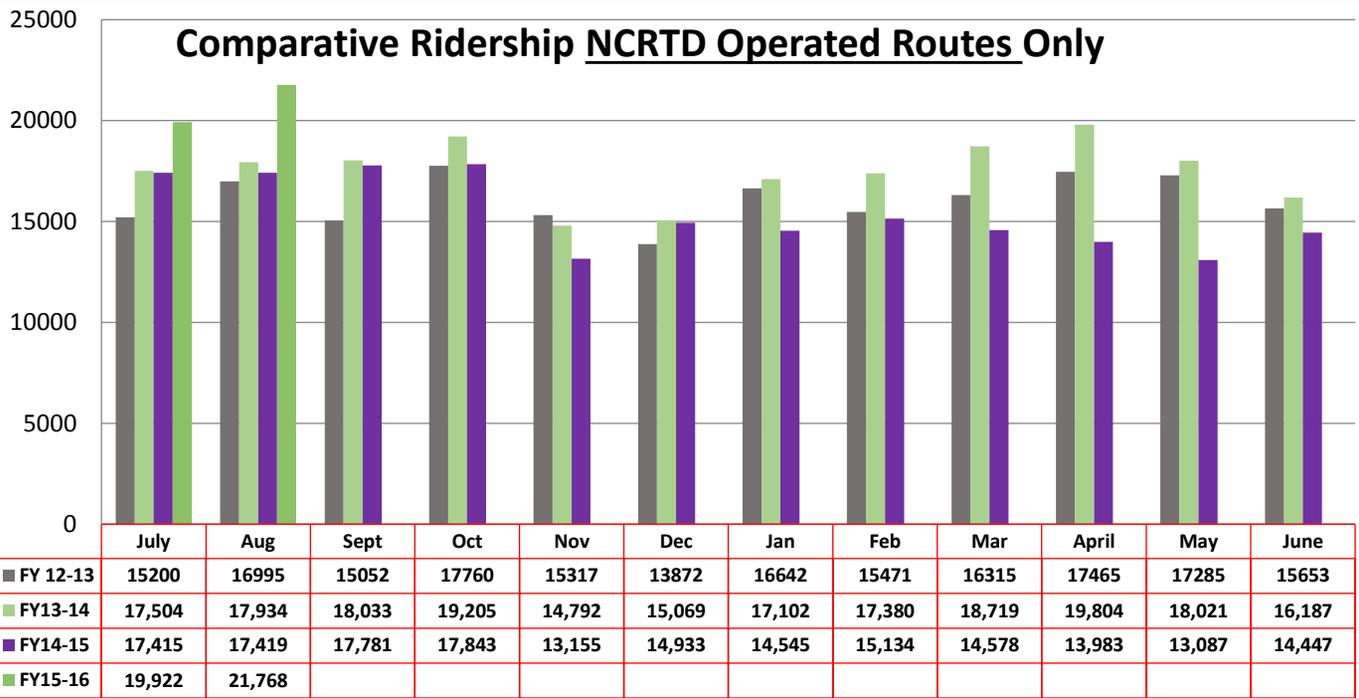
# Aug-2015 Ridership Report



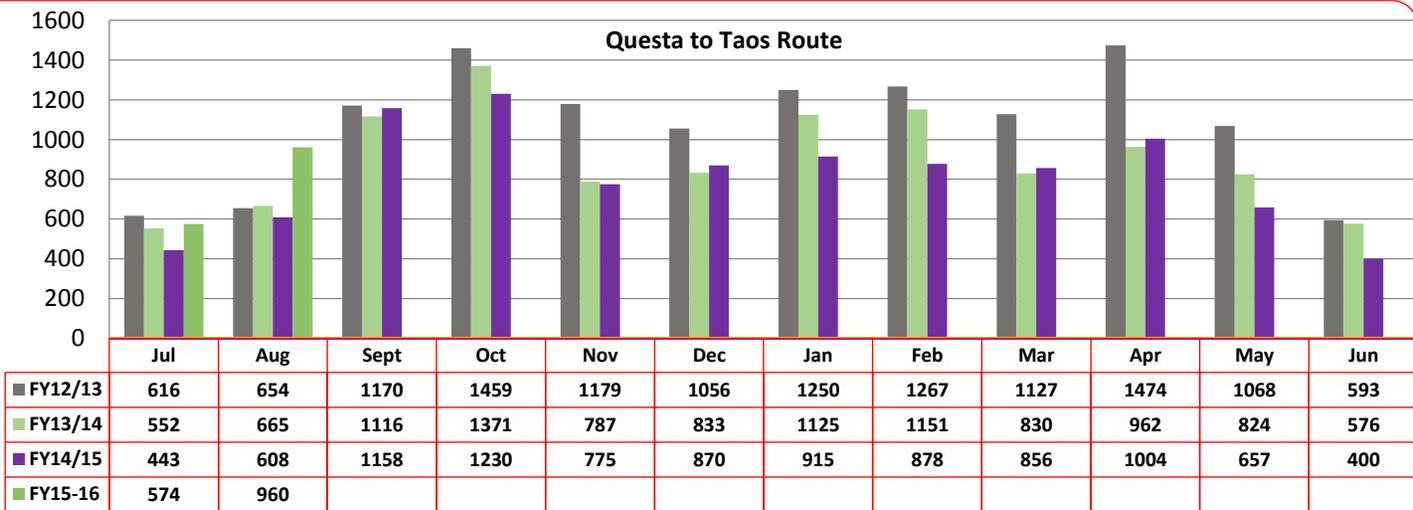
**Comparative Ridership NCRTD Funded Routes**



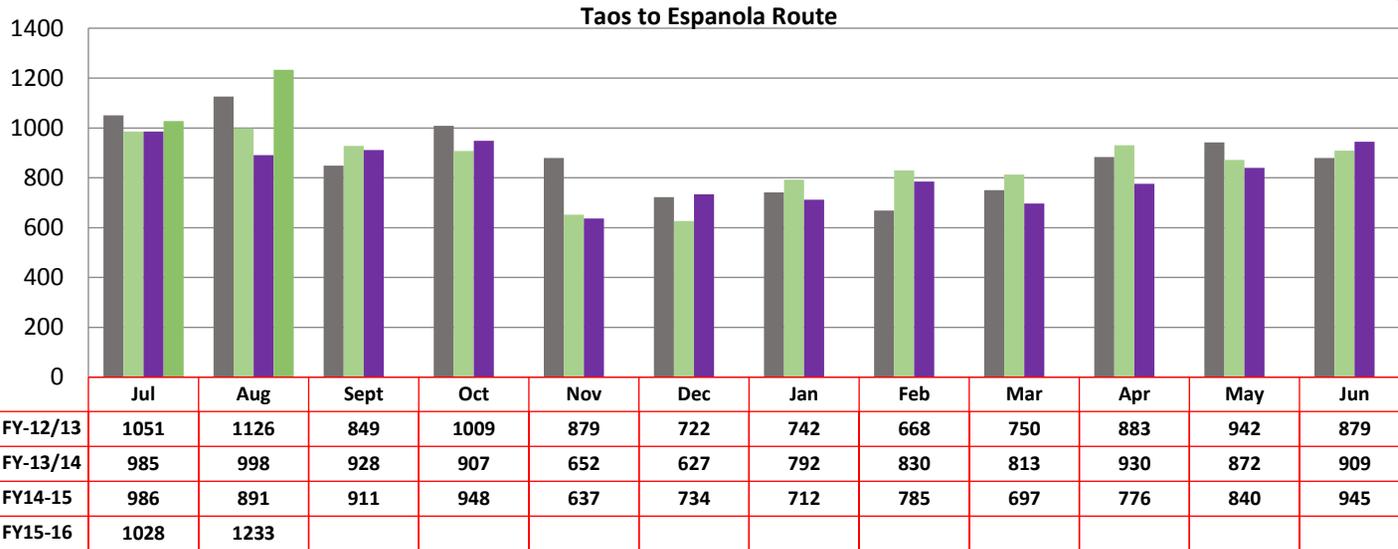
**FY12-13= 269,146 / FY13-14= 312,093 / FY14-15= 317,616 / FY15/16= 46,981**



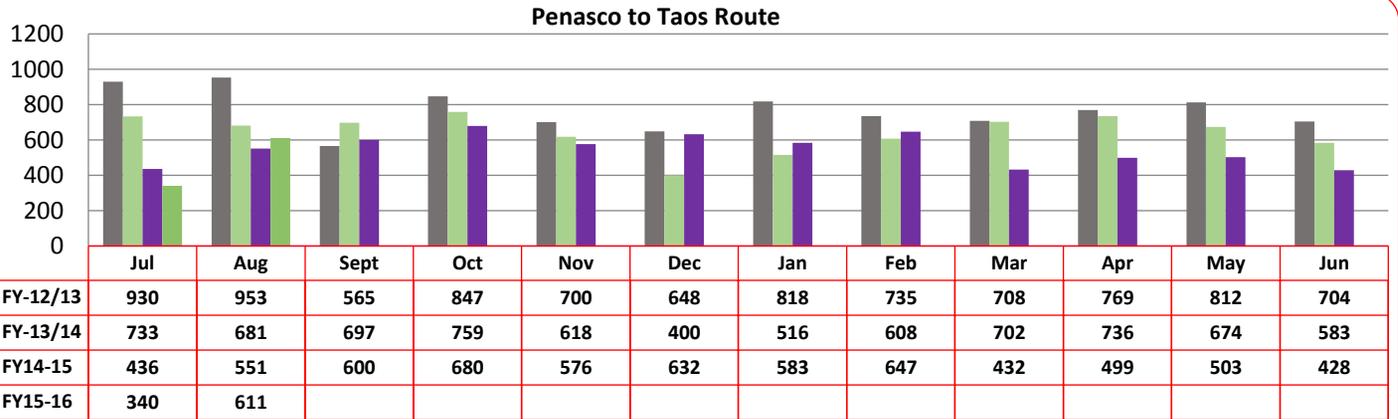
FY12-13= 193,027 / FY13-14= 209,750 / FY14/15= 184,320 / FY15/16= 41,690



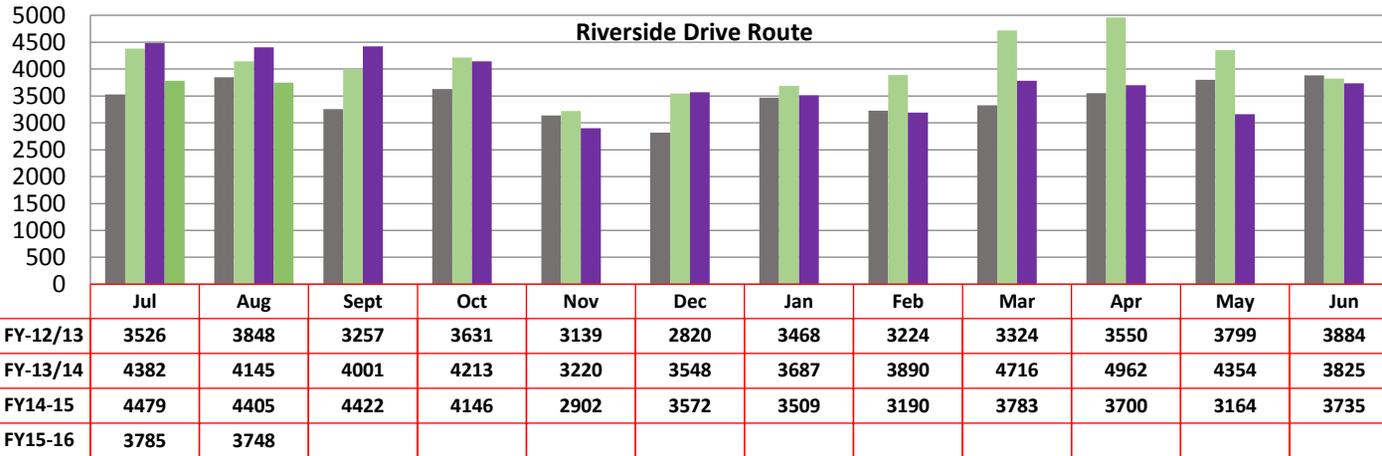
FY12-13= 12,913 / FY13-14= 10,792 / FY14/15= 9,794 / FY15/16= 1,534



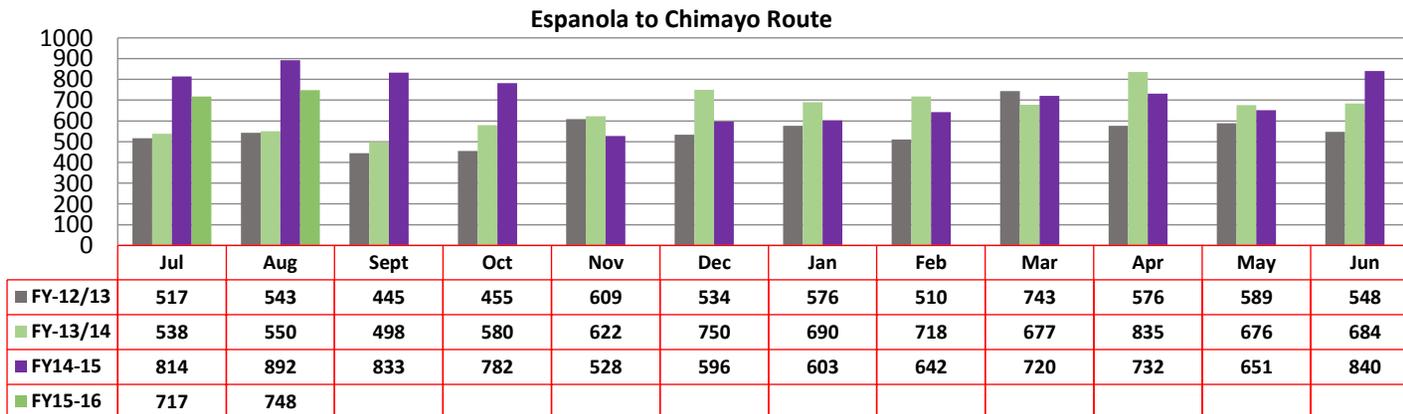
**FY12-13= 10,500 / FY13-14= 10,243 / FY14/15= 9,862 / FY15/16= 2,261**



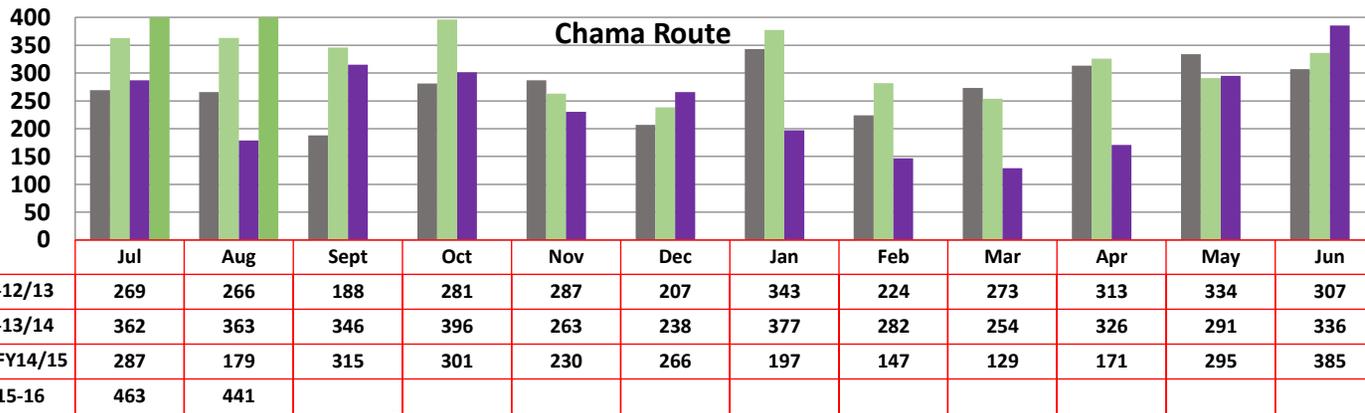
**FY12-13= 9,189 / FY13-14= 7,707 / FY14/15= 6,567 / FY15/16= 951**



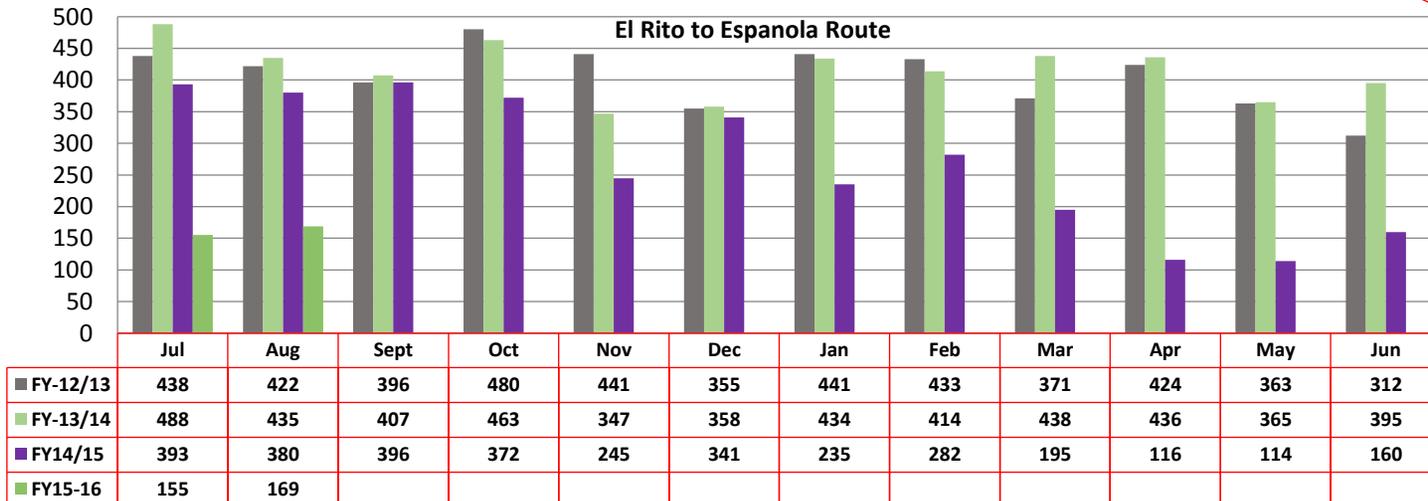
FY12-13= 41,470 / FY13-14= 48,943 / FY14/15= 45,007 / FY15/16= 7,533



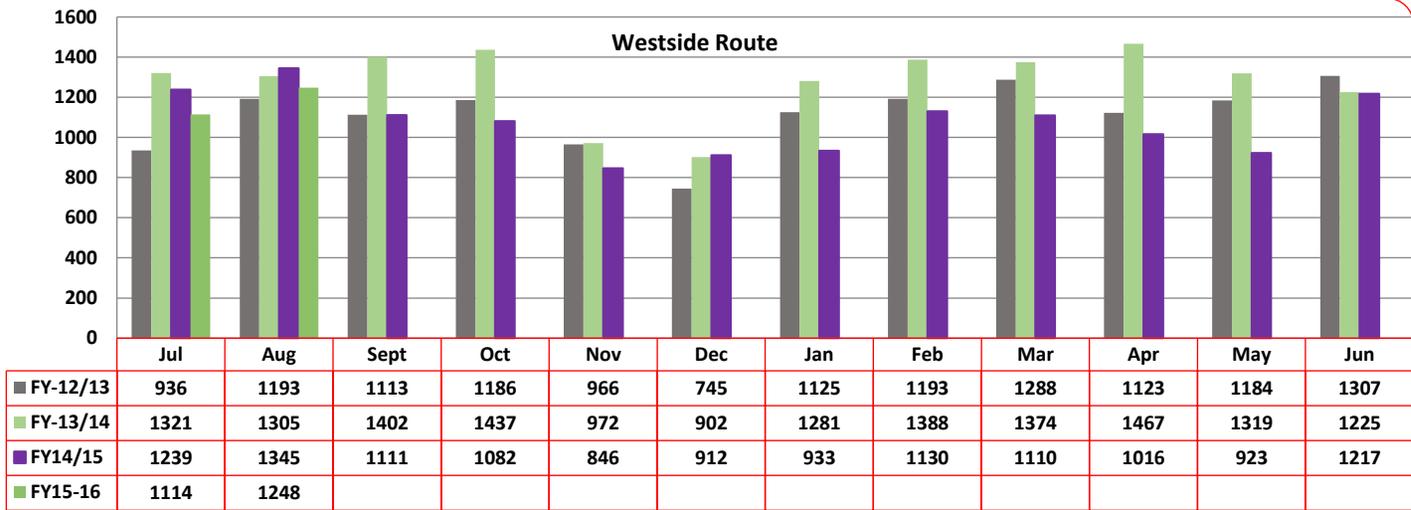
FY12-13= 6,645 / FY13-14= 7,818 / FY14/15= 8,633 / FY15/16= 1,465



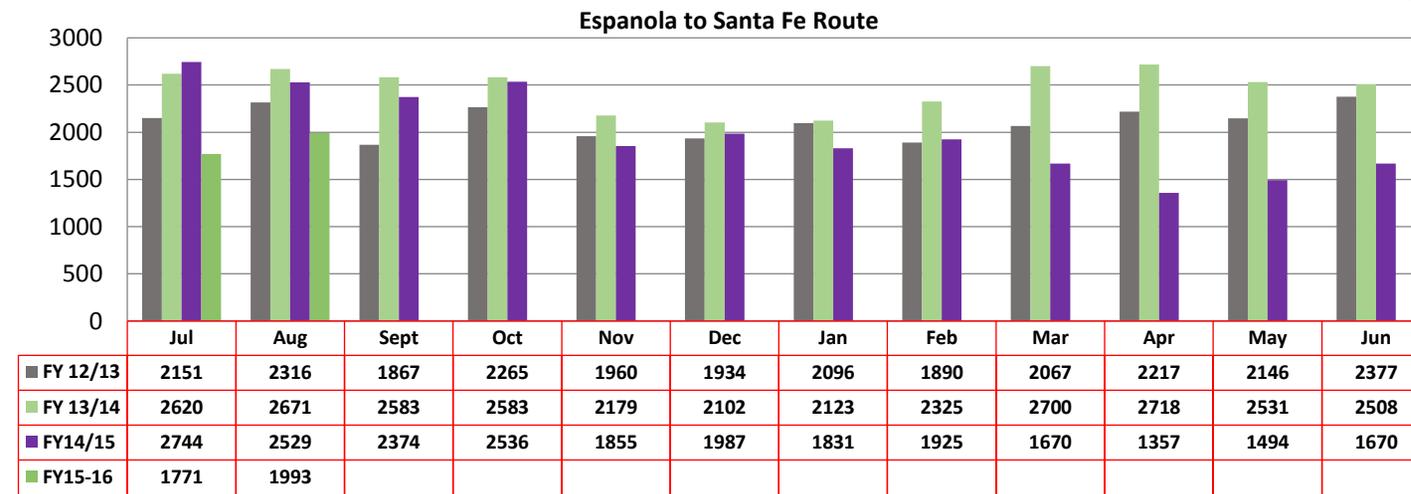
FY12-13= 3,292 / FY13-14= 3,834 / FY14/15= 2,902 / FY15/16= 904



FY12-13= 4,876 / FY13-14= 4,980 / FY14/15= 3,229 / FY15/16= 324

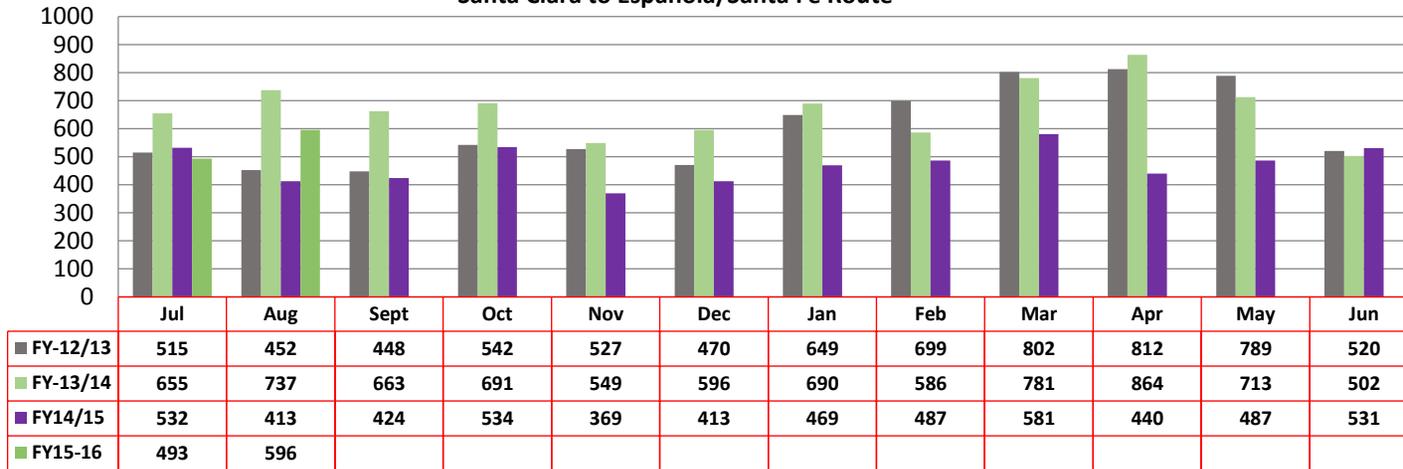


FY12-13= 13,359 / FY13-14= 15,393 / FY14-15= 12,864 / FY15-16= 2,362



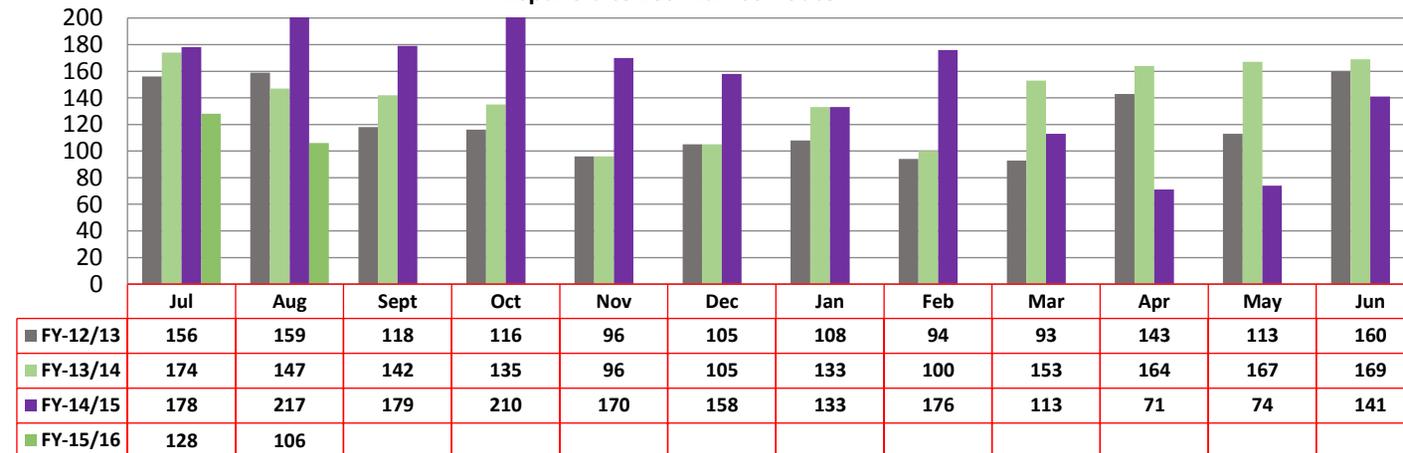
FY12-13= 25,286 / FY13-14= 29,643 / FY14-15= 23,972 / FY15-16= 3,764

**Santa Clara to Espanola/Santa Fe Route**



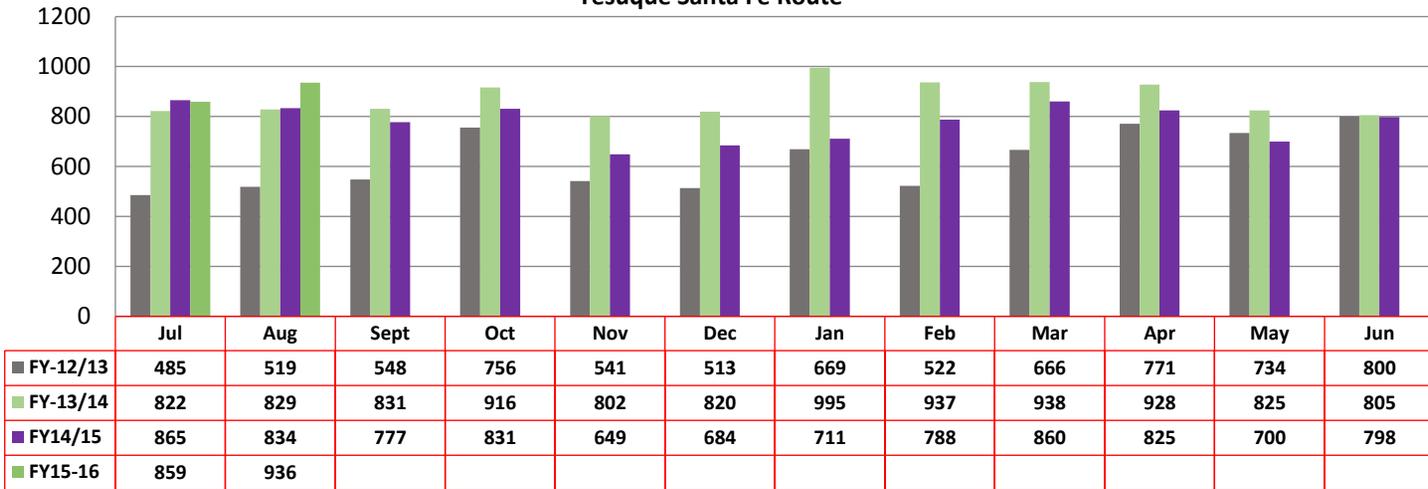
**FY12-13 =7,225 /FY13-14= 8,027 / FY14-15= 5,680 / FY15-16= 1,089**

**Espanola to Los Alamos Route**



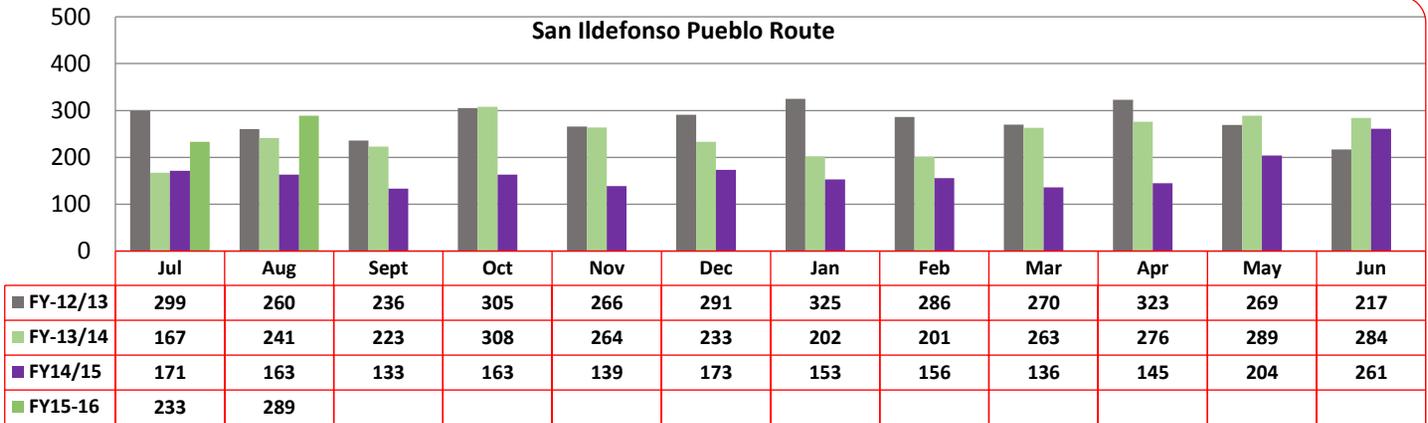
**FY12-13 = 1,461 / FY13-14= 1,685 / FY14-15= 1,820 / FY15-16= 234**

**Tesuque Santa Fe Route**



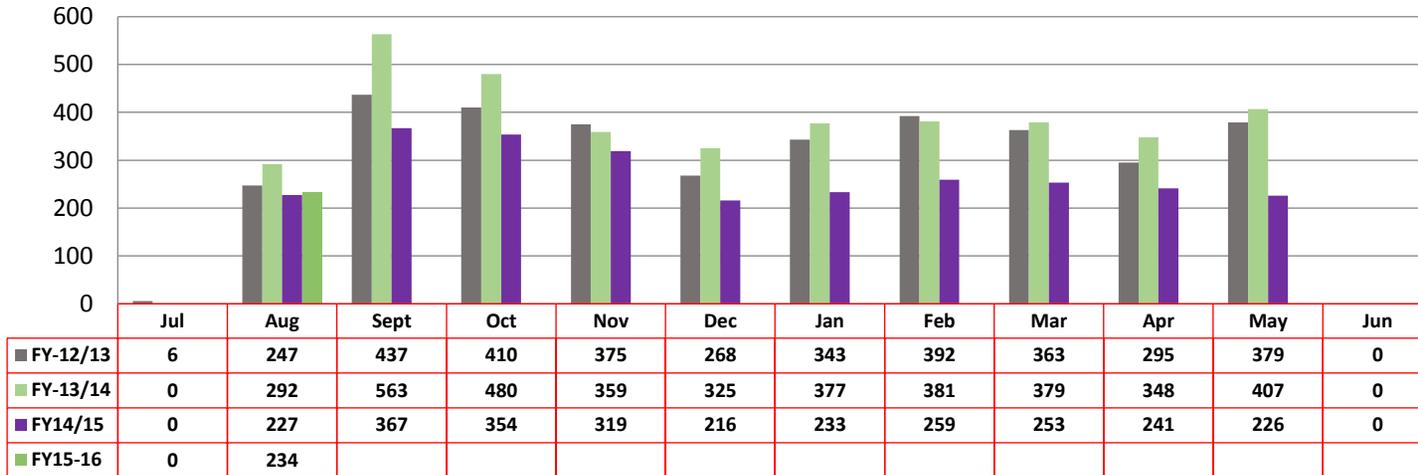
**FY12-13 = 7,524 / FY13-14= 10,448 / FY14-15= 9,322 FY15-16= 1,795**

**San Ildefonso Pueblo Route**



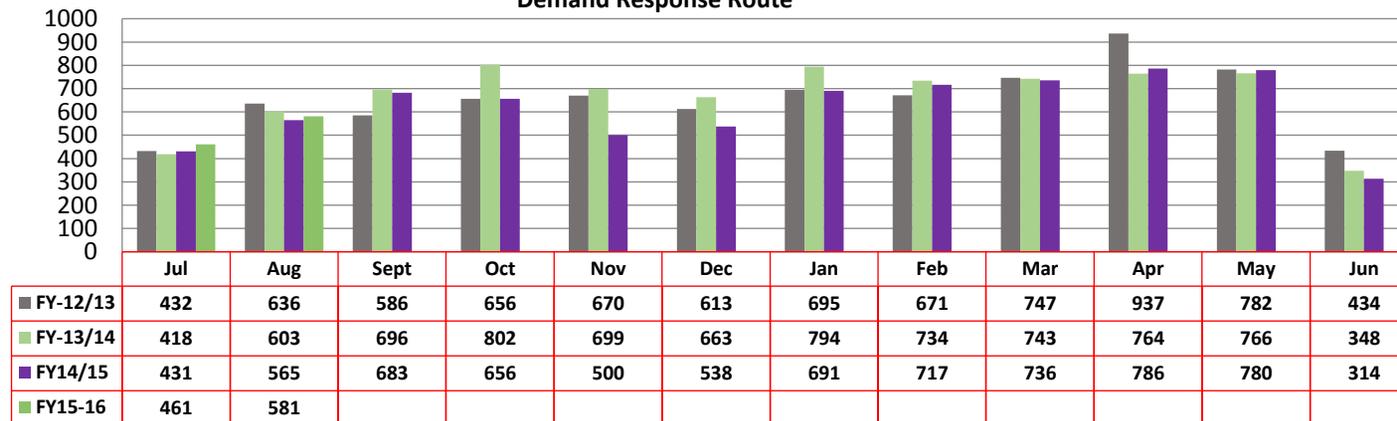
**FY12-13= 3,347/ FY13-14= 2,951 / FY14-15= 1,997 / FY15-16= 522**

**Demand Response Pojoaque Students**

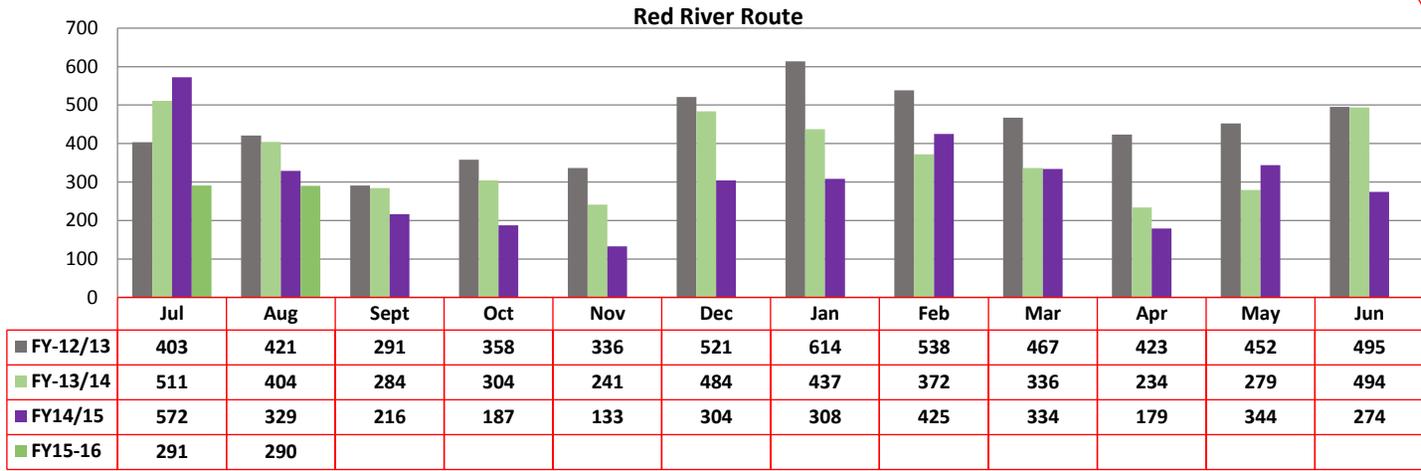


**FY12-13= 3,515 / FY13-14 = 3,911 / FY14-15= 2,695 / FY15-16= 234**

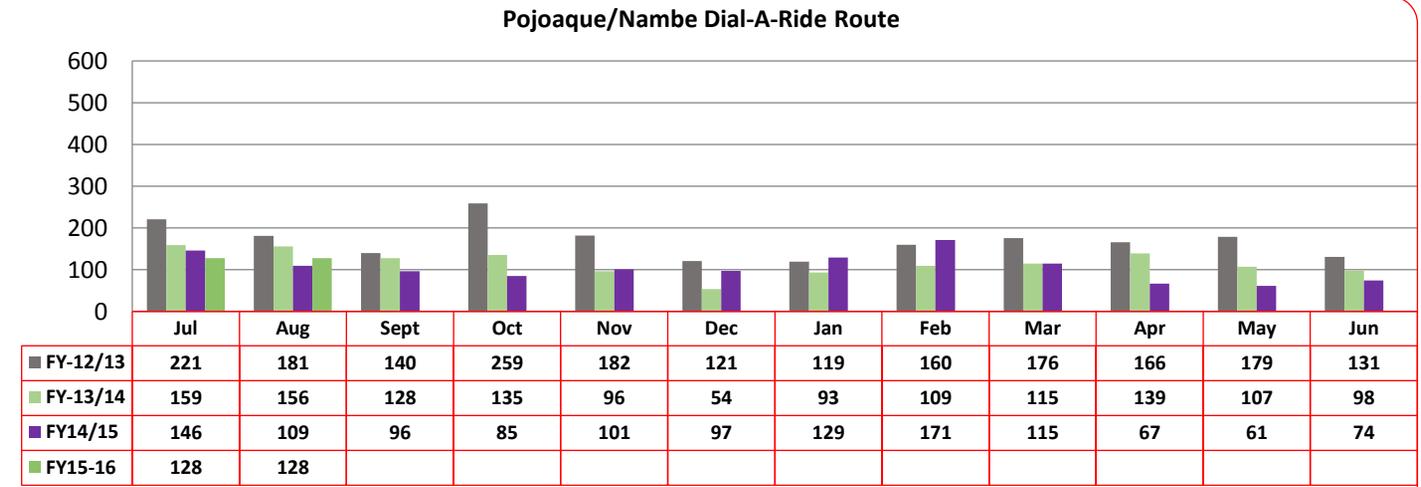
**Demand Response Route**



**FY12-13= 7,849 / FY13-14= 8,030 / FY14-15= 7,028 / FY15-16= 1,042**

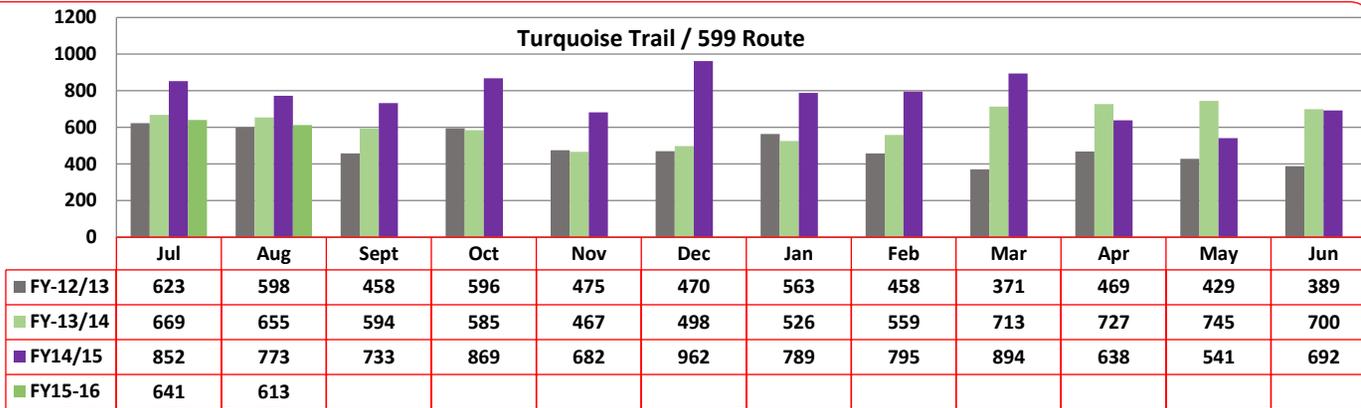


FY12-13= 5,319 / FY13-14= 4,380 / FY14-15= 3,605 / FY15-16= 581

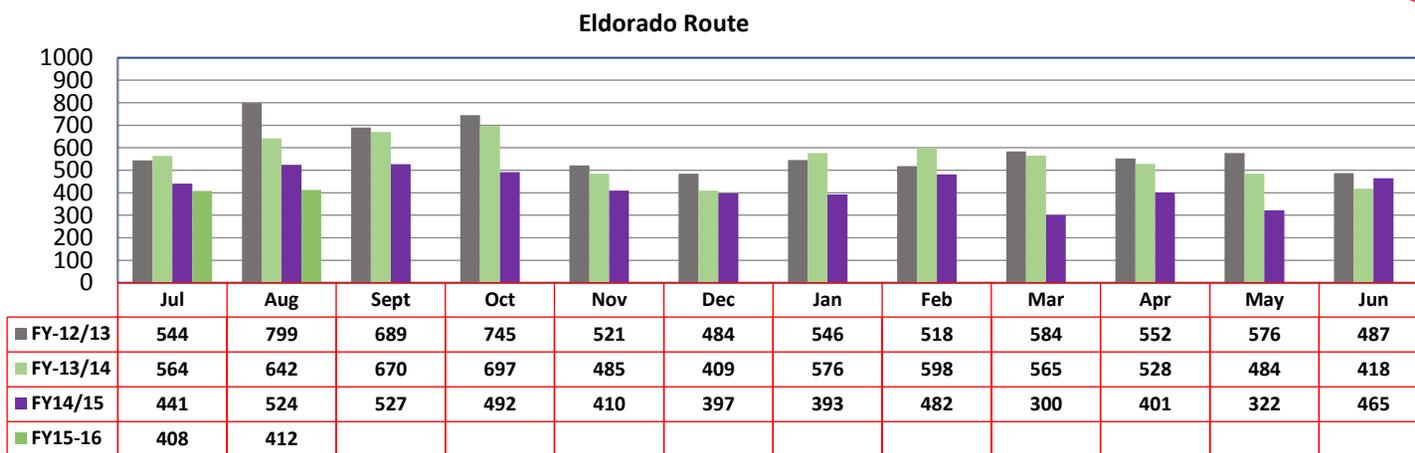


FY12-13= 2,035 / FY13-14= 1,389 / FY 14-15= 1,221 / FY15-16= 256

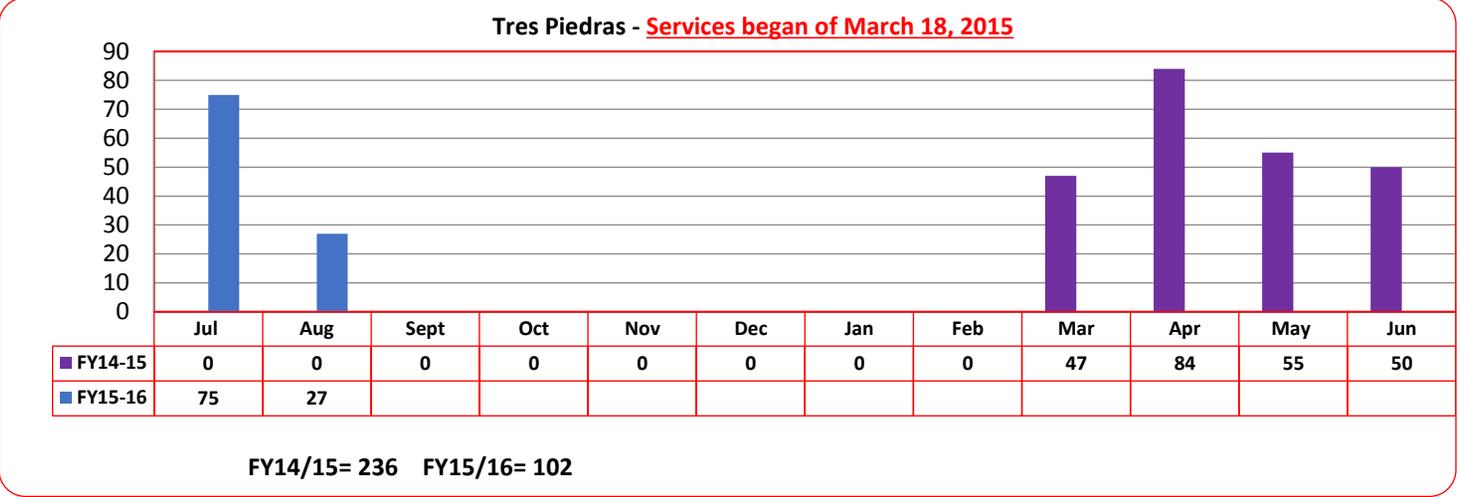
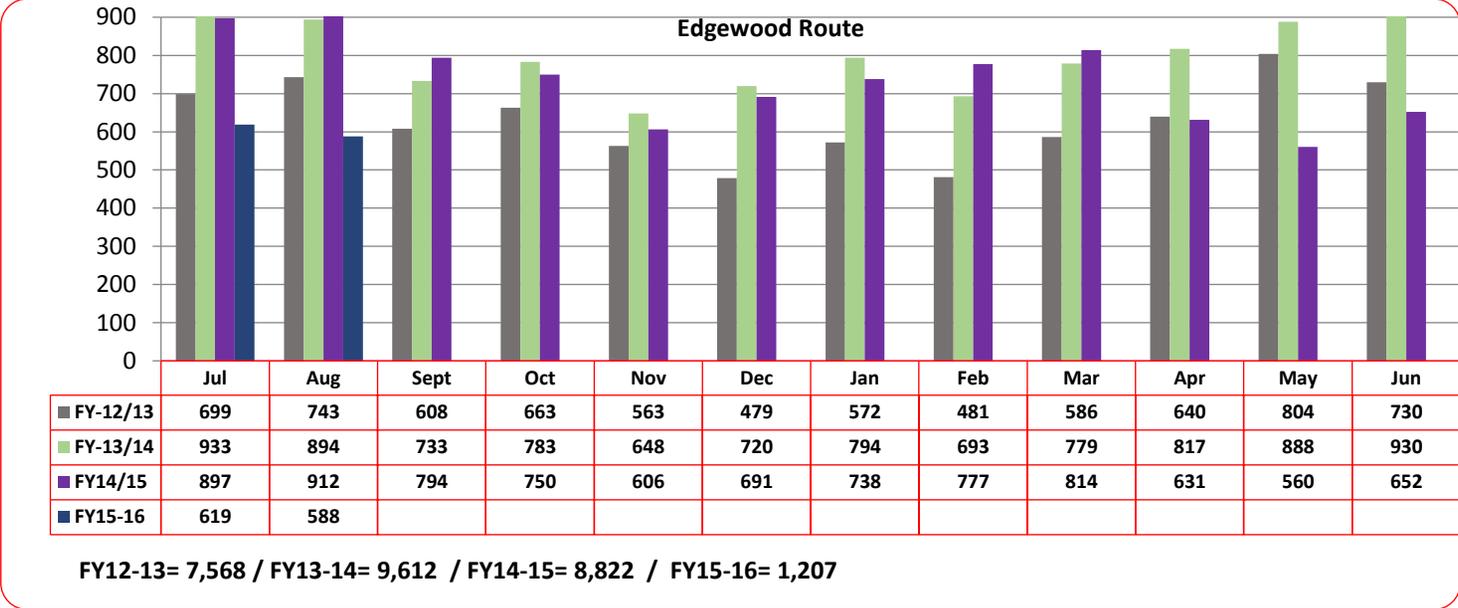
Pojoaque Route has been changed to Pojoaque Dial A Ride effective 03/16/2015.



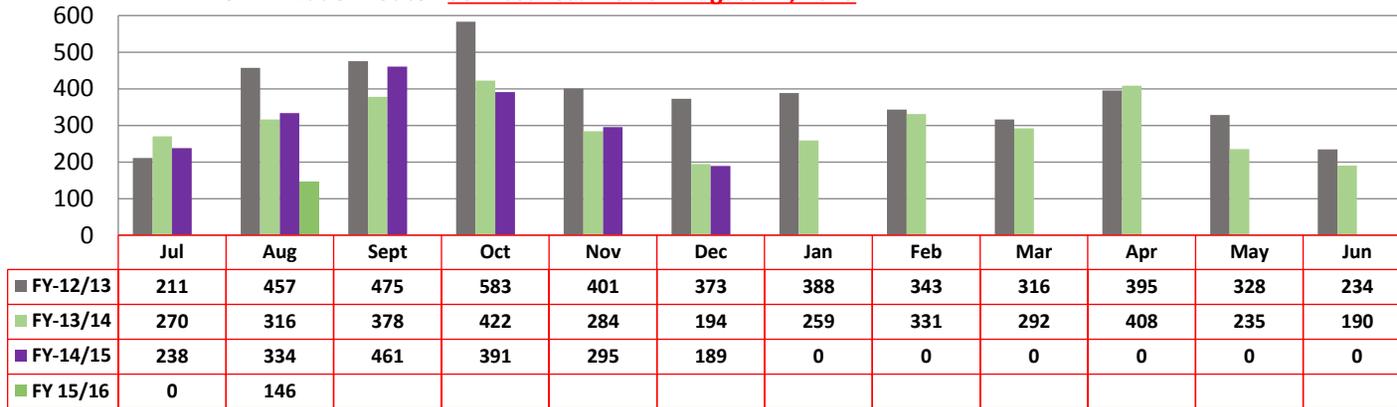
**FY12-13= 5,899 / FY13-14= 7,438 / FY14-15= 9,220 / FY15-16= 1,254**



**FY12-13= 7,045 / FY13-14= 6,636 / FY14-15= 5,154 / FY15-16= 820**

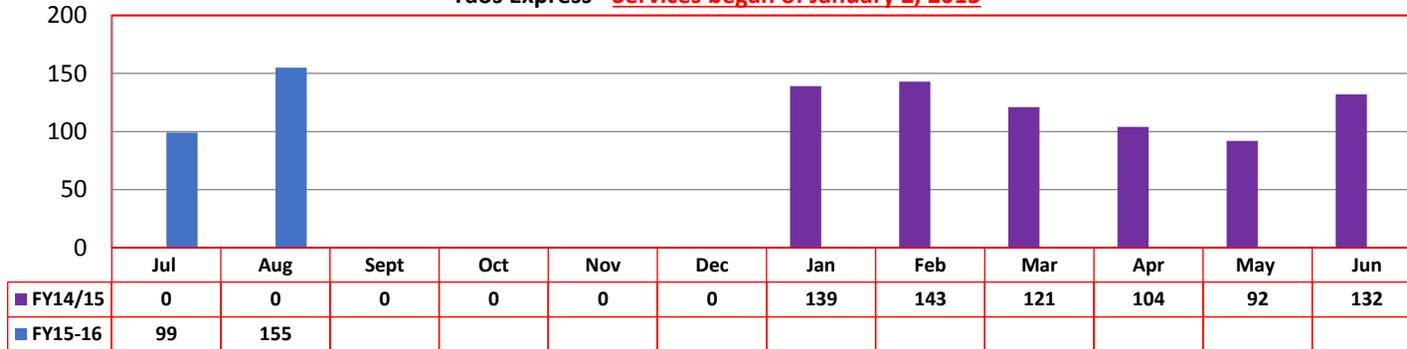


**UNM Klauer Route - Services resumed on August 17, 2015**



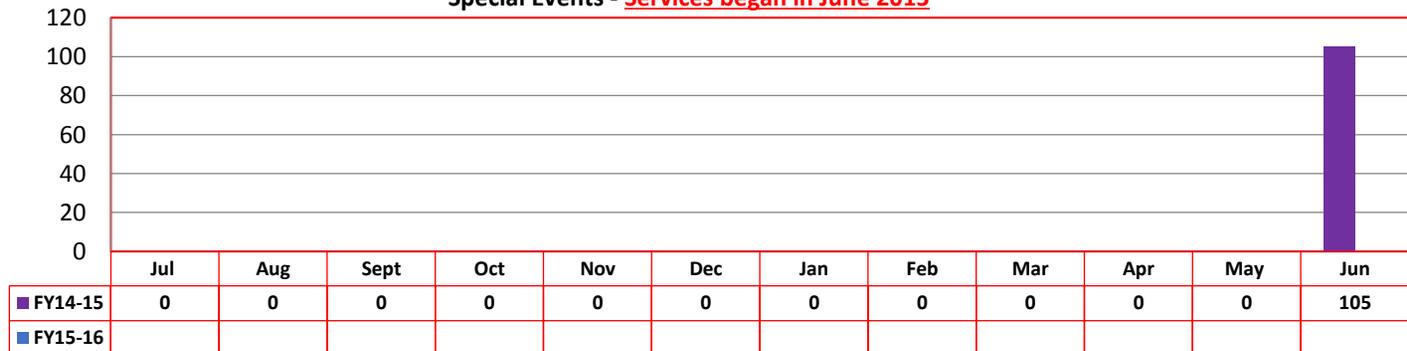
FY11-12= 3,197 / FY12-13= 4,504 / FY13-14= 3,579 / FY14/15= 1,908 FY15/16= 146

**Taos Express - Services began of January 2, 2015**



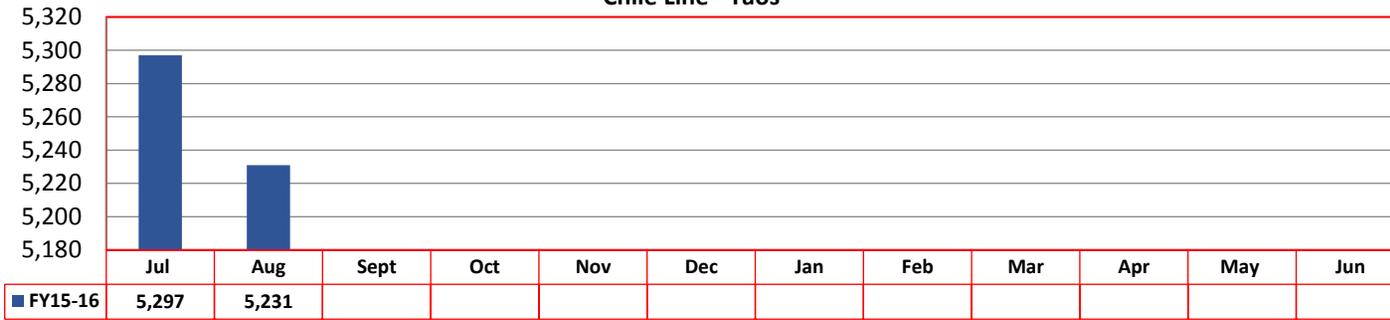
FY14/15= 731 FY15/16= 254

**Special Events - Services began in June 2015**



FY14/15= 105 FY15/16=

**Chile Line - Taos**



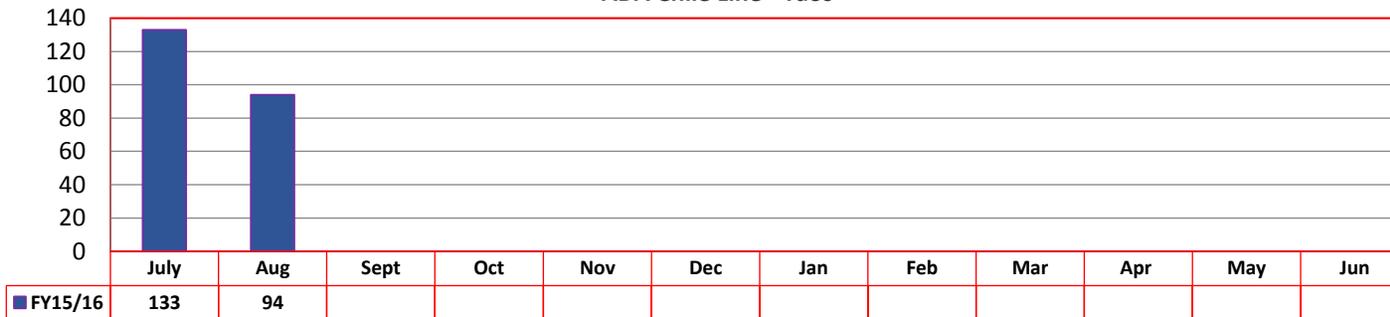
**FY15/16= 10,528**

**Deadhead**

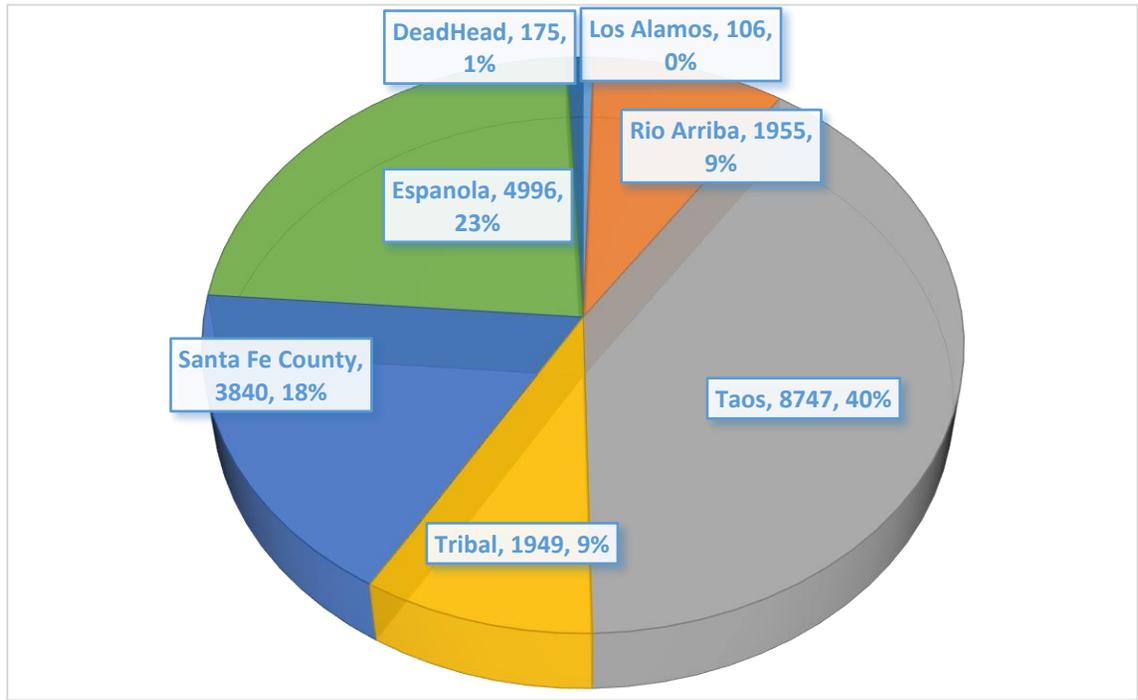


**FY15/16= 269**

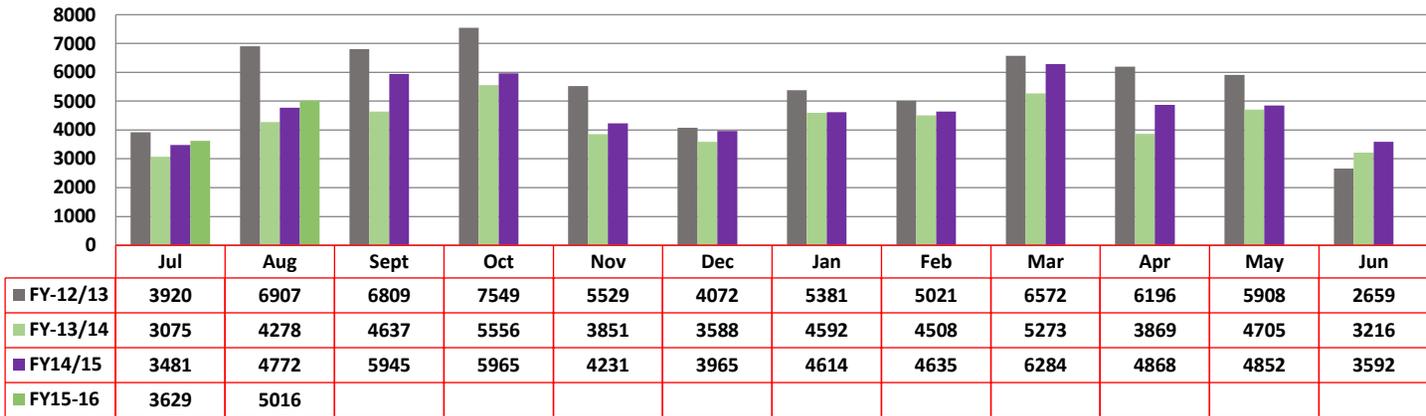
**ADA Chile Line - Taos**



**FY15/16= 227**



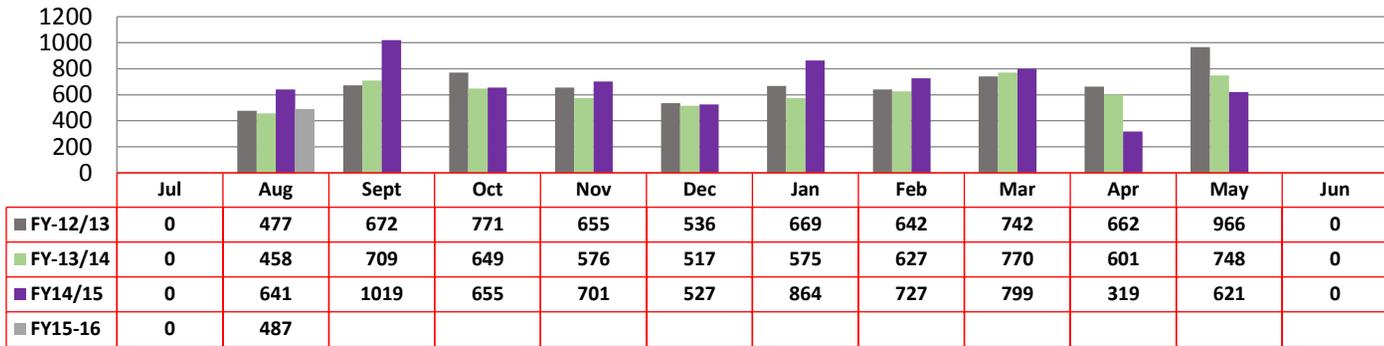
Los Alamos Enhanced



FY12-13= 66,523 / FY13-14= 51,148 / FY14-15= 57,204 / FY15-16= 8,645

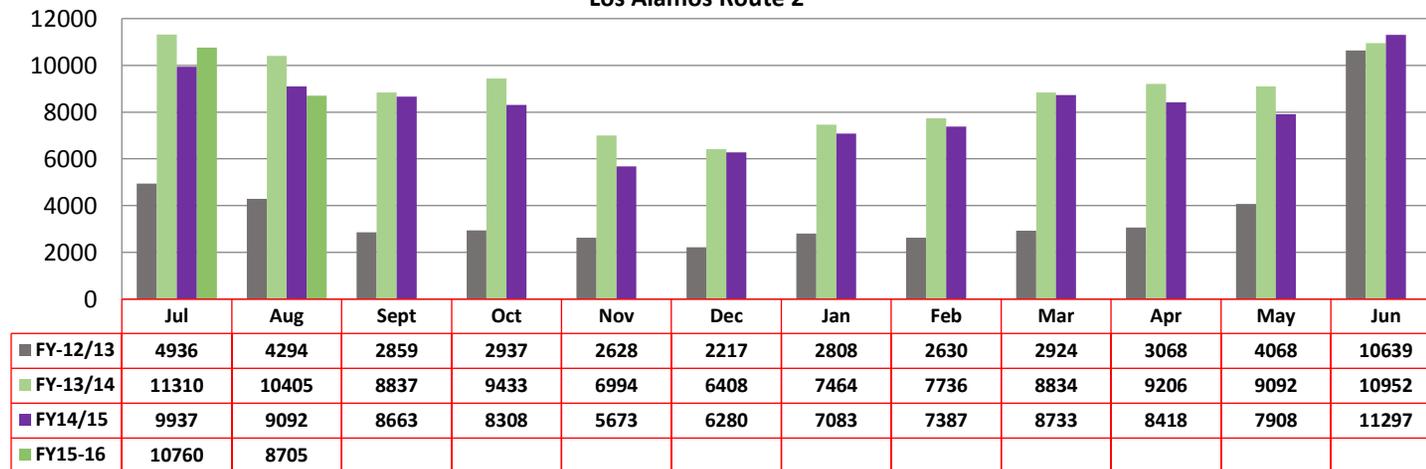
**Los Alamos Route 11 formerly route 10**

June-Route 10 didn't run due to fire

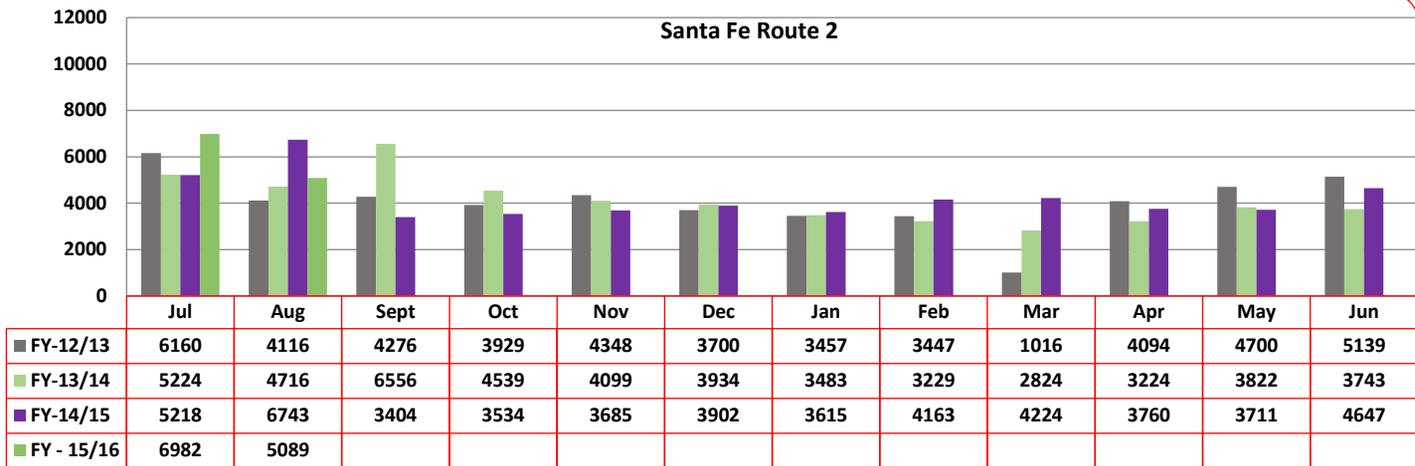


**FY12-13= 6,792 / FY 13-14= 6,230 / FY14-15 = 6,873 / FY15-16= 487**

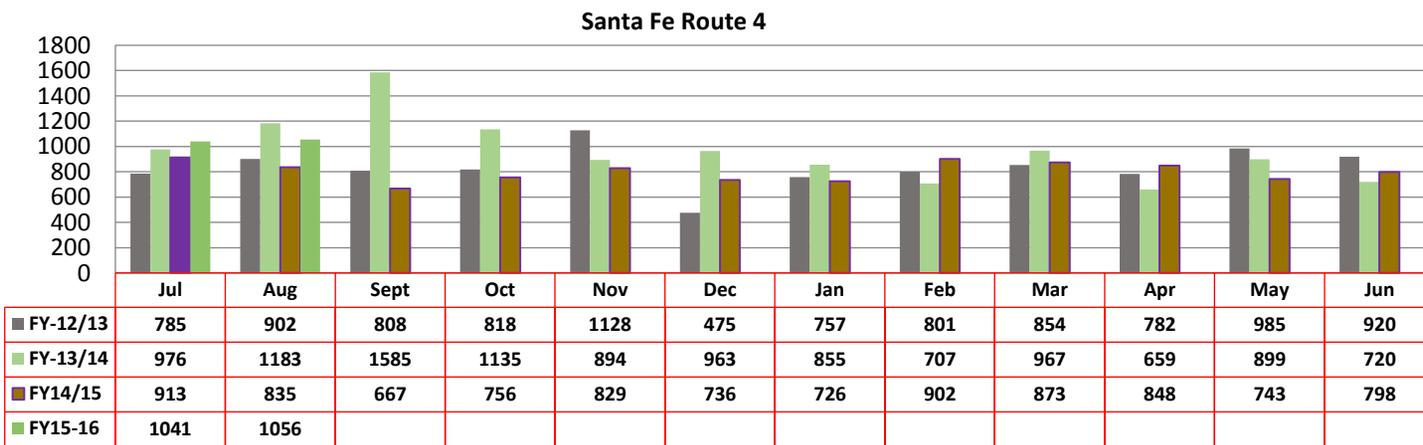
**Los Alamos Route 2**



**FY12-13= 46,008 / FY13-14= 106,671 / FY14-15= 98,779 / FY15-16= 19,465**

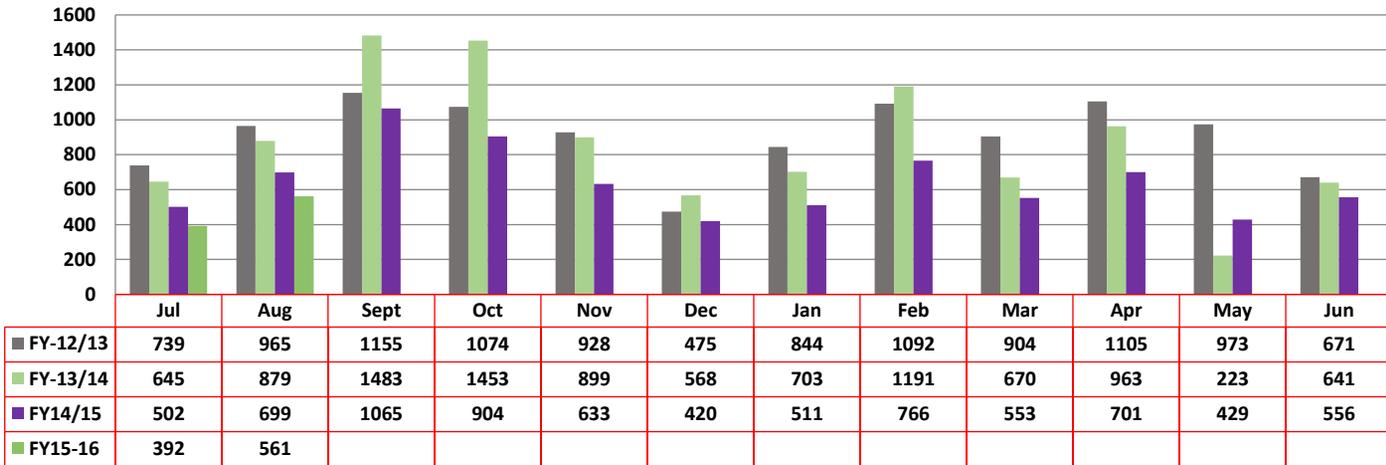


FY12-13= 48,382 / FY13-14= 49,393 / FY14-15= 50,606 / FY15-16= 12,071



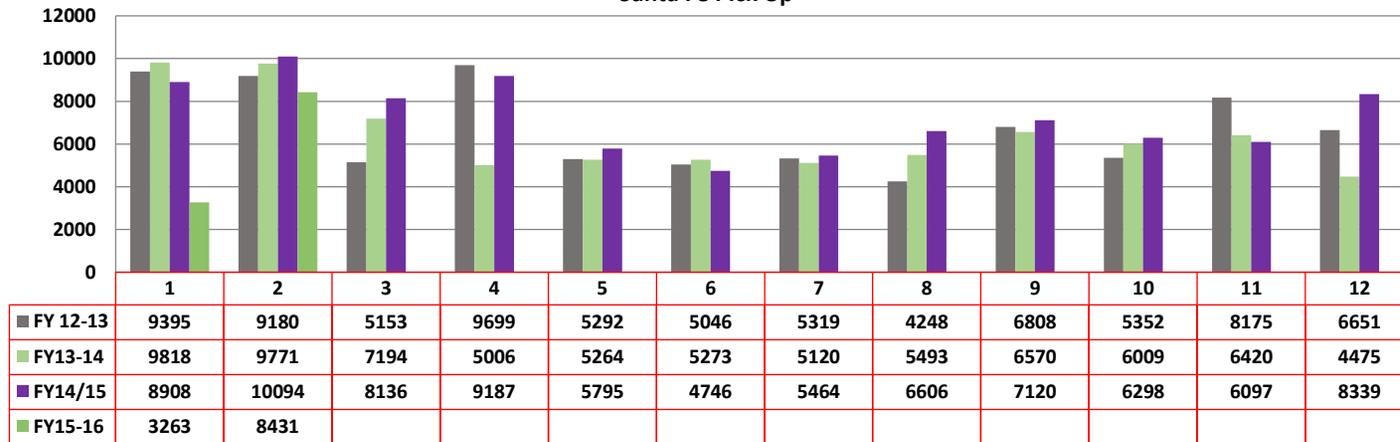
FY12-13= 10,015 / FY13-14= 11,543 / FY14-15= 9,626 / FY15-16= 2,097

### Santa Fe Route 22

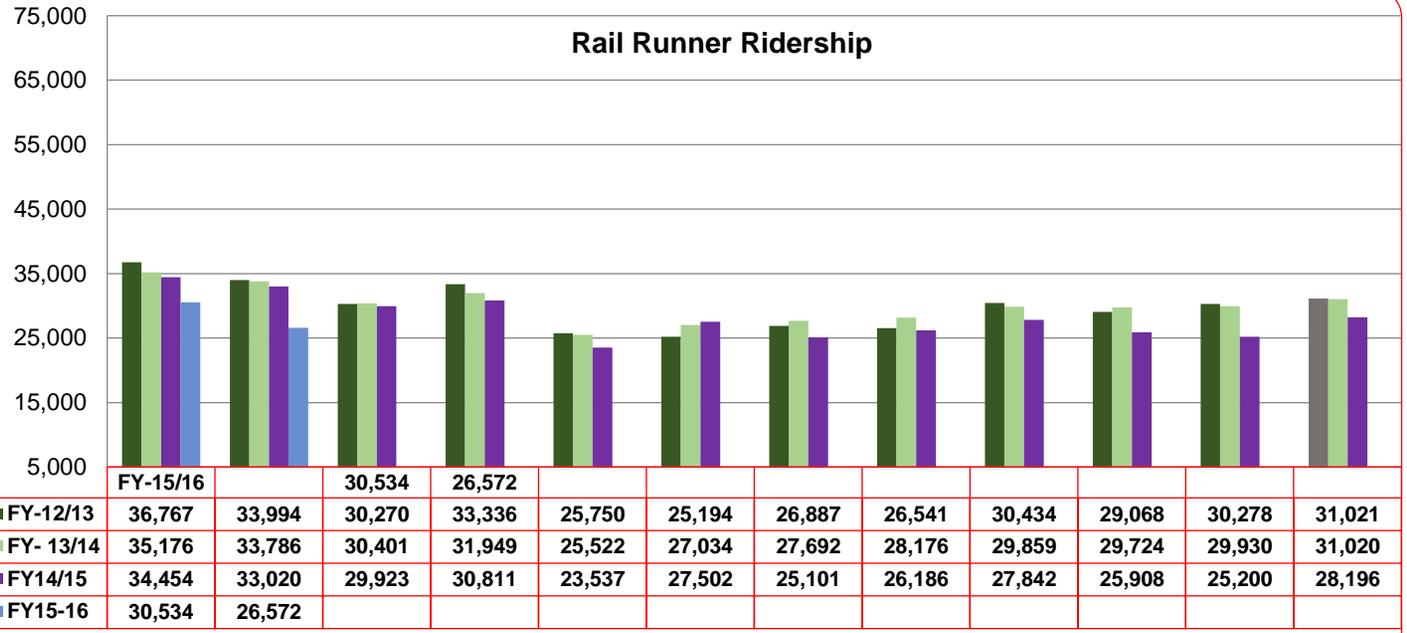


FY12-13= 10,925 / FY13-14= 10,318 / FY14-15= 7,739 / FY15-16= 953

### Santa Fe Pick Up



FY12-13= 80,318 / FY13-14= 76,413 / FY14-15= 86,790 / FY15-16= 11,694



FY12-13= 309,115 / FY13-14= 360,269 / FY14-15= 337,680 / FY15-16= 57,106