



RIO METRO
REGIONAL TRANSIT DISTRICT

BOARD OF DIRECTORS MEETING

Friday, June 21, 2019

12:00 p.m.

809 Copper Ave. N.W., Albuquerque, NM 87102

AGENDA

Call to Order

The presence of a quorum will be noted.

Approval of the June 21, 2019 Agenda

Tab 1 **Approval of the May 17, 2019 Action Summary**

PUBLIC COMMENT

Tab 2 Anyone who wishes to address the RMRTD Board must register with the Secretary of the Board

FINAL ACTION ITEMS

Tab 3 **Amending the Rio Metro RTD Bylaws to Include Code of Conduct**
R-19-05 RMRTD

Tab 4 **Authorizing the Rio Metro RTD to Develop a Policy for Running Rail Runner Charter Service**

DISCUSSION / INFORMATIONAL ITEMS

Tab 5 **PTC Update**

Tab 6 **Staff Reports:**

-ABQ RIDE, NCRTD, Rio Metro RTD

- Performance Report
- NMRX Full Scale Emergency Exercise
- Board Handbook

OTHER BUSINESS AND NOTES

Next Meeting: Friday, August 16, 2019 at 12:00 p.m.

Anyone requiring special accommodations is requested to notify Barbara Thomas at (505) 247-1750 or bthomas@mrcog-nm.gov at least three days prior to the meeting.



RIO METRO
REGIONAL TRANSIT DISTRICT

RMRTD Board of Directors
ACTION SUMMARY
 Friday, May 17, 2019
 12:00 noon
 809 Copper Ave. N.W.
 Albuquerque, NM 87102

Diane Gibson, Chair

Wayne Ake, Vice Chair

ORGANIZATION		MEMBER		ALTERNATE
Bernalillo County		Debbie O'Malley, Commissioner	X	Richard Meadows
		Maggie Hart Stebbins, Commissioner	X	Elias Archuleta
		Charlene Pyskoty, Commissioner		Richard Meadows
Sandoval County		Michael Meek, Commissioner		Vacant
Valencia County		Charles Eaton, Commissioner		Orlando Montoya
City of Albuquerque	X	Isaac Benton, Councilor		Tom Menicucci
	X	Diane Gibson, Councilor, <i>Chair</i>		Charlotte Chinana
		Klarissa Peña, Councilor	X	Cherise Quezada
		Cynthia Borrego, Councilor	X	Susan Vigil
		Don Harris, Councilor	X	Tom Menicucci Bonnie Suter
		Lawrence Rael	X	Leon Espinoza
City of Belen	X	Jerah Cordova, Mayor		Steven Tomita
City of Rio Communities		Mark Gwinn		
City of Rio Rancho		Vacant, Councilor		Peter Wells
		Jim Owen, Councilor	X	Peter Wells
Town of Bernalillo		Jack Torres, Mayor	X	Stephanie Shumsky
Village of Bosque Farms		Wayne Ake, Councilor		
Village of Corrales		David Dornburg	X	Pat Clauser
Village of Los Lunas		Charles Griego, Mayor		Michael Jaramillo
Village of Los Ranchos de Albuquerque	X	Donald Lopez, Mayor	X	Mary Homan
ASSOCIATE MEMBERS				
Isleta Pueblo		Kathy Trujillo		Vacant
NON-VOTING ADVISORY MEMBERS				
ORGANIZATION		MEMBER		ALTERNATE
NCRTD	X	Anthony Mortarillo		Jim Nagle
MRCOG STAFF PRESENT				
Terry Doyle, Dewey Cave, Barbara Thomas, Conni Vigil, Grant Brodehl, Robert Gonzales, Larry Horan, Gil Melgarejo, Kim Monjaras, Renee Padilla, Jerry Bowe, Tony Sylvester				

AGENDA

Call to Order

The meeting was called to order at 12:20 p.m. by Chair Diane Gibson, City of Albuquerque. The presence of a quorum was noted.

Approval of Agenda for May 17, 2019

Action Taken:

Chair Gibson made a motion to:

APPROVE THE AGENDA FOR MAY 17, 2019 AS PRESENTED

The motion was seconded by Donald Lopez, Village of Los Ranchos de Albuquerque, and passed unanimously.

Tab 1

Approval of Action Summary of March 15, 2019

Action Taken:

Ms. Gibson made a motion to:

APPROVE THE ACTION SUMMARY OF MARCH 15, 2019 AS PRESENTED

The motion was seconded by Isaac Benton, City of Albuquerque, and passed unanimously.

PUBLIC COMMENT

Tab 2

There were no public comments.

ACTION ITEMS

Tab 3
R-19-01
RMRTD

Accepting the Rio Metro Regional Transit District Fiscal Year 2017-2018 Audit

Neal Mortensen, Ricci and Company, presented the audit and described their auditing process noting that internal controls and compliance for the federal awards were evaluated. There were no findings and Mr. Mortensen thanked the finance staff for their assistance.

Ms. Gibson thanked the auditors and noted the importance of good financial management. As well, Ms. Gibson thanked the staff for their work.

Terry Doyle, RMRTD Director, said that RMRTD has received an award for program management from the Federal Transit Administration.

In closing, Mr. Mortensen said that it is very rare for an agency to have no findings.

Action Taken:

Mr. Benton made a motion to:

APPROVE R-19-01 ACCEPTING THE FY 2017-2018 AUDIT

The motion was seconded by Elias Archuleta, Bernalillo County, and passed unanimously.

Tab 4
R-19-02
RMRTD

Approving the RMRTD Short Range Plan FY 2020-2026

Note: Tab 4 and Tab 5 were taken together.

Grant Brodehl, RMRTD Special Projects Planner, explained the reasons for the Short Range Plan as follows:

- Section 5 of the RMRTD By-laws states that the annual budget must be prepared based on a five (5) year financial plan
- FAST Act (The current Federal Transportation Bill) requires Transit Agencies to track transit assets in accordance with adopted TAM plans
- the RMRTD Short Range Plan includes a seven year financial plan for the district, past year accomplishments and upcoming goals for the district, rail and transit capital plans and the ICIP
- the RMRTD Short Range Plan will be updated annually to continue and/or amend the goals and objectives of the district; to update existing and planned district services; to update the financial plan for the district consistent with projected revenues and grants; to update district accomplishments; to update the district capital plans consistent with federal asset management requirements

Mr. Brodehl explained that the RMRTD Short Range Plan 2020-2026 Addendum 7 is the seventh update of the short-range plan. The update is in the form of an addendum to the plan that includes changes to the financial plan and to the RMRTD capital needs and provides the basis for approving the RMRTD FY2020 Budget. The financial plan and RMRTD capital needs portion of the addendum includes the NMRX Positive Train Control. The update is in the form of an addendum to the plan that includes changes to the financial plan and to the RMRTD capital needs and provides the basis for approving the RMRTD FY2019 Budget. Project and Associated Debt Service responsibilities and reprioritize the expenditure of capital resources to accommodate the project.

The RMRTD Short Range Plan, he noted, will be updated as needed, at least annually, to continue and/or amend the goals and objectives of the district; to update existing and planned district services; to update the financial plan for the district consistent with projected revenues and grants; to update district accomplishments and to update the district capital plans consistent with federal asset management requirements.

There were changes since the agenda packet was distributed as follows:

- Shifted \$244,381 from FY2023 to FY2024 for the Main 2 Extension project because of recent revisions to draft TIP (affects pages 5, 6 and 25)
- Revised FY2020 PTC expenses (+\$994,947) on page 25 to better align with estimated drawdown in rail budget on page 6
- Reduced Balloon Fiesta Park Access project cost to \$3m and advanced project from FY2022 to FY2020 per finance Committee direction (page 25)
- Added Downtown Albuquerque Pedestrian Enhancements Planning/Design project to the Plans and Studies table on page 33 per Finance Committee direction
- Corrected rail budget carryover on page 5 to match carryover on page 6
- Minor typos corrected

Mr. Brodehl stood for questions.

Action Taken:

Mr. Benton made a motion to:

APPROVE R-19-02 RMRTD APPROVING THE RMRTD SHORT RANGE PLAN FOR FY 2020-2026

The motion was seconded by Mr. Lopez and passed unanimously.

Tab 5
R-19-03
RMRTD

Approving the RMRTD FY 2020 Budget

Conni Vigil presented and reviewed the FY 2020 budget.

NMRX Operations:

The FY2020 budget for the Rail Runner amounts to \$124.0 million in revenues and \$72.7 million in costs. Costs are further divided between operations and maintenance (O&M; \$27.2 million) and capital (\$45.4 million). O&M costs reflect an unchanged level of service, and are anticipated to only marginally increase in later years. Capital costs are largely associated with PTC and the capital maintenance needs outlined in Section 3. Notably, PTC debt service payments on the State Infrastructure Bank loan will begin in FY2020 and grow to \$786,000 annually after PTC implementation is complete.

The sizeable \$51.3 million carryover from FY2020 into FY2021 is primarily due to the continuation of PTC, and includes portions of two FY18 CRISI PTC grants, Section 5337 funds, matching GRT, and State Infrastructure Bank (SIB) Loan proceeds. Following the completion of PTC in FY2021, subsequent carryovers reflect unspent federal formula funds and some GRT. For example, the FY2020 budget reflects two years of Section 5307 and 5337 funding that is theoretically available to Rio Metro in any given year; however, half of that amount will continue to carryover unless additional matching funds become available or an emergency warrants its use.

RMRTD Operations:

While the Rail Runner is obviously a mode of public transit, "transit" here refers to all other Rio Metro and partner services, including:

- Sandoval County commuter bus routes and Route 366 in Bernalillo County;
- Valencia County Dial-a-Ride, Pueblo of Isleta Dial-a-Ride and commuter bus routes;
- Rio Rancho Dial-a-Ride for seniors and individuals with disabilities;
- Job Access demand taxi service;
- Bike share program;
- ABQ RIDE fixed-route service;
- NMDOT Park & Ride Purple Route, which replaces an early morning Rail Runner train and connects the Santa Fe County/NM 599 Rail Runner Station to Los Alamos; and
- Rio Metro staff in the Administration and Finance, Marketing, Planning and Transit divisions.

The FY2020 transit budget comprises \$23.8 million in revenues, \$17.3 million in costs, and preserves the \$5 million agency-wide cash reserve established in FY2015. Unlike the Rail Runner, which has significant capital commitments, the transit budget largely funds operations, maintenance and administration. Nevertheless, the transit budget contains some planning and capital investments, including vehicle replacements, University Blvd. BRT project development and transit-oriented development efforts, the construction of the Los Ranchos/Journal Center Rail Runner Station expansion, and the continued growth of the

bike share program.

Ms. Vigil said the budget being presented for approval are for fiscal year 2020, beginning on July 1, 2019 and ending on June 30, 2020.

Mr. Doyle noted that the budget had been reviewed in detail at the May 15th RMRTD Budget and Finance Committee meeting.

Mr. Doyle and Ms. Vigil stood for questions.

Action Taken:

Mr. Benton made a motion to:

APPROVE R-19-03 RMRTD APPROVING THE RMRTD FY 2020 BUDGET

The motion was seconded by Mr. Archuleta and passed unanimously.

Tab 6
R-19-04
RMRTD

Approval of the Open Meetings Resolution & Establishment of the FY 2020 Meeting Schedule

Mr. Doyle presented R-19-04 RMRTD explaining that the New Mexico Open Meetings Act, Sections 10-15-1 et seq. NMSA 1978 establishes requirements for meetings conducted by public bodies. All meetings that consist of a quorum of the members of the public body, held for the formation of public policy are required to be public meetings unless the meeting fits within limited exceptions contained in the Act.

By statute, the Board is required to annually adopt a policy regarding open meetings. Resolution R-19-04 fulfills the Board's duty to adopt a policy regarding open meetings.

As well, the RMRTD bylaws require the Board to annually schedule and announce the regularly scheduled board meetings for the upcoming fiscal year. Resolution R-19-04 RMRTD fulfills the Boards duty to schedule upcoming meetings.

Mr. Doyle stood for questions.

Action Taken:

Ms. Gibson made a motion to:

APPROVE THE OPEN MEETINGS RESOLUTION AND ESTABLISHMENT OF THE FISCAL YEAR 2020 MEETING SCHEDULE FOR THE RIO METRO REGIONAL TRANSIT DISTRICT BOARD OF DIRECTORS

The motion was seconded by Mr. Benton and passed unanimously.

Tab 7
R-19-05
RMRTD

Amending the Rio Metro RTD Bylaws to Include Code of Conduct

This item was postponed until the next meeting of the RMRTD. It required a super quorum of fourteen (14) and there were thirteen (13) in attendance.

INFORMATION AND DISCUSSION ITEMS

Tab 8 **PTC Update**

Mr. Doyle informed the Board that XO Rail is the company which will install PTC (Positive Train Control). They have an aggressive schedule, he said, and the work is expected to be finished by the end of 2020.

Mr. Doyle said it has been a difficult contract negotiation and he briefly reviewed the financing. He then stood for -questions.

Tab 9

Staff Reports

RMRTD: There was no report from RMRTD.

ABQ Ride: There was no report from ABQ Ride.

North Central RTD: Anthony Mortarillo, North Central Regional Transit District, said that a gross receipts tax for transit had been approved in the four city area and that a design contract for \$7.2 million for a maintenance facility has been approved.

Mr. Mortarillo also reported that a new route has been established between Taos and angel fire. The route is a pilot project for a period of fifteen months.

The NCRTD will shortly undergo a complete service plan review and audit.

Performance Report: Mr. Doyle said that the Performance Report has been distributed. This report contains data for March 2019. Mr. Doyle encouraged members to look at the report.

The meeting adjourned at 1:05 p.m.

Diane Gibson, Chair
Rio Metro Regional Transportation Board

ATTEST:

Dewey V. Cave, Executive Director



Tab 3

STAFF ANALYSIS OF R-19-05 RMRTD

Requested Action

Approve R-19-05 RMRTD: Amending the RMRTD Bylaws to include a Code of Conduct

Reason for Request

- The Regional Transit Act requires that the Board promulgate and adhere to policies and procedures that govern its conduct.
- The RMRTD is a "local government agency" and its Directors and employees fall within the definition of a "public officer or employee" within the meaning of the Governmental Conduct Act, NMSA § 10-16-1 et seq.
- The Governmental Conduct Act imposes mandatory minimum standards for the conduct of Directors and employees, and specifically authorizes the creation of this Code of Conduct.
- In order to comply with the requirements of the Regional Transit District Act, the Governmental Conduct Act and to adhere to the highest ethical standards, the RMRTD Board of Directors determines that it is necessary to amend the RMRTD Bylaws to include a Code of Conduct.
- In performing acts on behalf of the RMRTD, Directors and employees shall act in a public trust capacity pursuant to the Governmental Conduct Act.

Review / Analysis

Approve R-19-05 to amend the RMRTD Bylaws to adopt a Code of Conduct.



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R-19-05 RMRTD

AMENDING THE RMRTD BYLAWS TO INCLUDE A CODE OF CONDUCT APPLICABLE TO ALL RMRTD DIRECTORS

WHEREAS, the Regional Transit Act requires that the Board promulgate and adhere to policies and procedures that govern its conduct; and

WHEREAS, the RMRTD is a "local government agency" and its Directors and employees fall within the definition of a "public officer or employee" within the meaning of the Governmental Conduct Act, NMSA § 10-16-1 et seq.; and

WHEREAS, the Governmental Conduct Act imposes mandatory minimum standards for the conduct of Directors and employees, and specifically authorizes the creation of this Code of Conduct; and

WHEREAS, public officers and employees shall only use the powers and resources of public office and employment to advance the public interest and shall not obtain personal benefits or pursue private interests using RMRTD resources; and

WHEREAS, in order to comply with the requirements of the Regional Transit District Act, the Governmental Conduct Act and to adhere to the highest ethical standards, the RMRTD Board of Directors determines that it is necessary to amend the RMRTD Bylaws to include a Code of Conduct; and

WHEREAS, the RMRTD's mission is to provide safe, accessible, efficient, and innovative transportation services for the benefit of our diverse local communities and the regional economy; and

WHEREAS the RMRTD's vision is to be a leader moving our region forward, connecting our diverse residents and communities, and supporting sustainable prosperity; and

WHEREAS, all RMRTD related actions by Directors shall aim to advance the RMRTD's mission and vision and shall not be performed for personal gain; and

WHEREAS, in performing acts on behalf of the RMRTD, Directors and employees shall act in a public trust capacity pursuant to the Governmental Conduct Act; and

WHEREAS, the minimum standard for all persons covered by the Code of Conduct adopted by RMRTD is that they comply with the law; and

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47 **WHEREAS**, directors are expected to comply with all safety and fair dealing laws,
48 and to be ethical and responsible when dealing with the RMRTD's finances or property, and
49 in dealing with RMRTD employees, contractors, partners, or riders; and

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51 **WHEREAS**, this Code of Conduct shall be reviewed at least once every four years;
52 and;

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54 **WHEREAS**, this Code of Conduct shall be filed with the state ethics commission and
55 is open to public inspection; and

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57 **WHEREAS**, each Director is responsible for familiarizing themselves and complying
58 with the Code of Conduct. Training on this Code of Conduct and applicable statutes will be
59 provided to Directors on an ongoing basis; and

60
61 **WHEREAS**, training and responses to questions and concerns regarding the Code
62 of Conduct will be the responsibility of the Executive Director, the Human Resources
63 Director and the District's legal counsel.

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65 **NOW THEREFORE BE IT RESOLVED BY THE RIO METRO REGIONAL**
66 **TRANSIT DISTRICT BOARD OF DIRECTORS THAT:**

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68 The bylaws which govern the actions of the RMRTD are hereby amended by adding
69 Section 8, Code of Conduct to Article IV, Conduct of Business. The Code of Conduct shall
70 guide and govern the actions of the Directors of the RMRTD in conducting business on
71 behalf of the RMRTD.

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73 **PASSED, ADOPTED, AND APPROVED** this 21st day of June 2019 by the Board of
74 Directors of the Rio Metro Regional Transit District.

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Diane Gibson
Chair, RMRTD Board

Dewey V. Cave
Executive Director



Tab 4

STAFF ANALYSIS OF Authorizing Rio Metro RTD to Develop a Policy for Running Rail Runner Charter Service

Requested Action

1. Authorize Rio Metro RTD to develop a policy for running Rail Runner Charter Service in compliance with the August 12, 2013 Memorandum of Agreement (MOA) between NMDOT and RMRTD for Commuter Rail Service for the New Mexico Rail Runner Express within the New Mexico Rail Runner Express Corridor
2. Direct staff to ensure the Charter Policy is approved by both the RMRTD and the NMDOT in compliance with the MOA, and that the policy is reviewed for legal sufficiency prior to implementation
3. Direct staff to ensure the Charter Policy clearly details food and beverage requirements and ensures that RMRTD and NMDOT have mitigated any potential issues related to the service and consumption of alcohol, including indemnification of RMRTD and NMDOT for all related incidents

Reason for Request

- Rio Metro RTD was approached by Santa Fe Wine and Chile Fiesta regarding running special train service to their event, including wine tasting on board the train between Albuquerque and Santa Fe enroute to the event.
- Rio Metro RTD has contacted NMDOT regarding the request and NMDOT has indicated that it would support the development of a policy that would allow this type of service for special events
- The August 12, 2013 Memorandum of Agreement (MOA) between NMDOT and RMRTD for Commuter Rail Service for the New Mexico Rail Runner Express within the New Mexico Rail Runner Express Corridor contemplates the development of policies that govern this type of service under Section 5 sub paragraph 12.
- Section 5, sub paragraph 12 of the MOA reads as follows:

“The Parties shall jointly develop policies and procedures regarding any use of the NMRX Corridor other than for regularly scheduled NMRX

service. The goal of the policy development shall be to establish an efficient and consistent system to deal with requests for use of the NMRX and NMRX Corridor and Special Trains. The policies shall include establishing crew staffing levels sufficient to manage the expected passenger load, third party payments, insurance requirements, and the use of licensed security guards or uniformed law enforcement, as necessary, for Special Trains and/or BNSF and Amtrak Special Trains on the NMRX or NMRX Corridor.”

- A Charter Service Policy for the Rail Runner would allow RMRTD to set out costs, insurance requirements, security requirements, alcohol license requirements, alcohol serving requirements, food license requirements, food serving requirements, indemnification provisions, connective transportation requirements to and from stations, etc,

Review / Analysis

Initial review of FTA Charter Service requirements, indicates there are no issues with running Charter Rail Service and receiving FTA formula funds. The FTA only sets regulation around Charter Bus Service, not Commuter Rail Service.

Initial consultation with FRA Passenger Rail Division, indicates there are no issues with running Charter Service with the Rail Runner rolling stock.

Staff believes that a Charter Service Policy would enable RMRTD to support events from time to time that would provide an event focused transportation solution that included added amenities supplied by third parties resulting in a special service that could generate much needed revenue for the agency.

Performance Report

April 2019 Data

RIO METRO REGIONAL TRANSIT DISTRICT

BOARD OF DIRECTORS MEETING

JUNE 21, 2019

Performance Snapshot: April 2019

Mode	Monthly Ridership	Avg. Weekday Ridership	Avg. Saturday Ridership	Avg. Sunday Ridership	ADA Ridership (%)	Passenger Miles Traveled	Avg. Passenger Trip Length	Passenger Trips per Vehicle Revenue Hour
NMRX	63,389	2,503	1,269	810	n/a	2,929,377	46.2	22.0
Demand Response	5,855	266	n/a	n/a	19.9%	46,941	8.0	2.6
Rio Rancho	1,914	87	n/a	n/a	27.5%	12,955	6.8	2.1
Valencia County	3,941	179	n/a	n/a	16.2%	33,986	8.6	2.8
Fixed Route Bus	5,863	267	n/a	n/a	n/a	98,852	16.9	4.5
Sandoval County	4,191	191	n/a	n/a	n/a	82,264	19.6	4.7
Valencia County	1,672	76	n/a	n/a	n/a	16,588	9.9	4.2
Job Access (Demand Taxi)	858	29	n/a	n/a	6%	5,352	6.2	4.5
Total	75,965	3,065	1,269	810	n/a	3,080,522	40.6	11.4

Performance Snapshot: NMRX

NMRX Ridership Measures	April 2019
Monthly Ridership	63,389
Avg. Weekday Ridership	2,503
Avg. Saturday Ridership	1,269
Avg. Sunday Ridership	810
Passenger Miles Traveled	2,929,377
Avg. Passenger Trip Length	46.2
Passenger Trips per VRH	22.0

NMRX Environmental Measures	April 2019
Passenger Miles Traveled	2,929,377
Percentage of Regional PMT	53.2%
Vehicle Miles Traveled Saved	2,663,070
Passenger Fuel Savings	
Gallons	107,817
Cost	\$268,356
CO2 Reduction (Tons)	1,054

NMRX Service Quality Measures	April 2019
On-Time Performance	
% On-Time Trains (Contractual)	94.1%
% of Passengers Affected by Delays	4.4%
# of Trains by Arrival Times	
≤5 Minutes or Less (On Time)	523
6 to 10 Minutes Late	17
11 to 14 Minutes Late	5
15 to 19 Minutes Late	3
> 19 Minutes Late	7
% Track Miles Under Speed Restrictions	1.7%

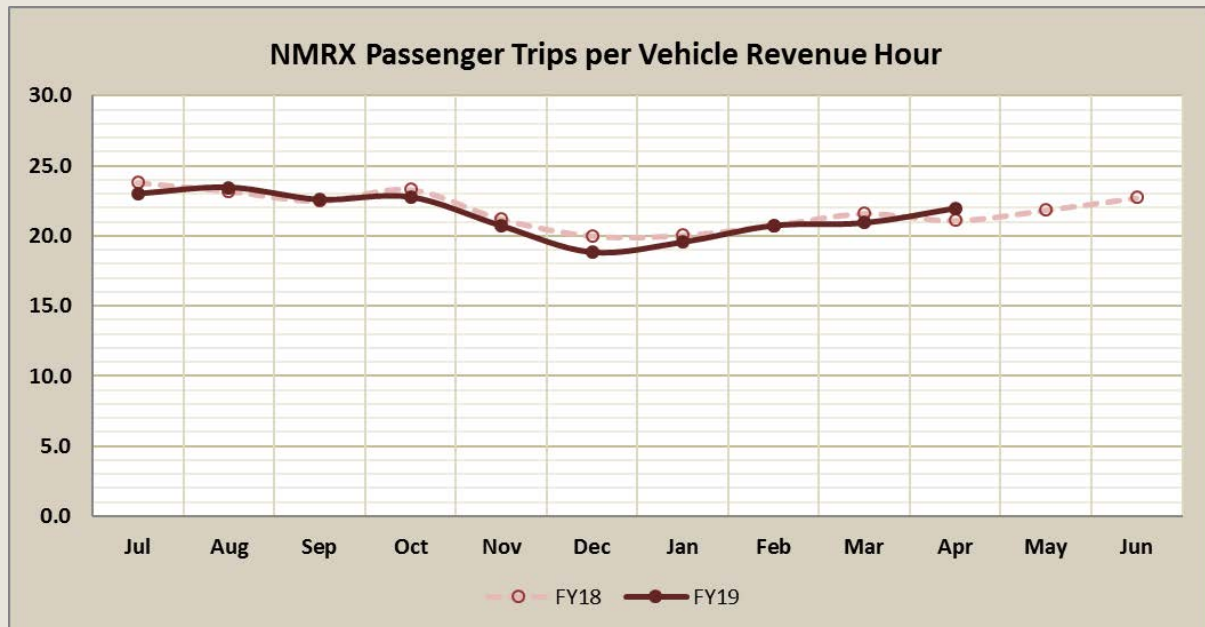
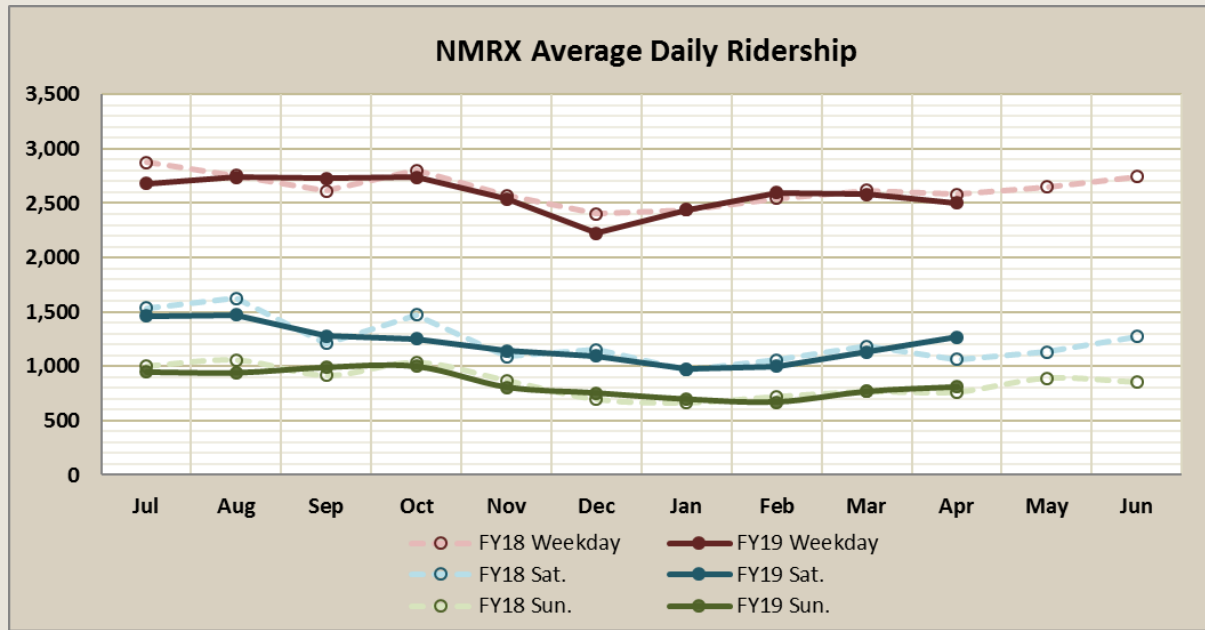
Performance Snapshot: Transit

Mode	Measure	April 2019
Demand Response	Monthly Ridership	5,855
	Rio Rancho	1,914
	Valencia County	3,941
	Avg. Weekday Ridership	266
	Rio Rancho	87
	Valencia County	179
	ADA Ridership	19.9%
	Passenger Miles Traveled	46,941
	Avg. Passenger Trip Length	8.0
Passenger Trips per VRH	2.6	

Mode	Measure	April 2019
Fixed Route Bus	Monthly Ridership	5,863
	Sandoval County	4,191
	Valencia County	1,672
	Avg. Weekday Ridership	267
	Sandoval County	191
	Valencia County	76
	Passenger Miles Traveled	98,852
	Avg. Passenger Trip Length	16.9
	Passenger Trips per VRH	4.5
Job Access Taxi	Monthly Ridership	858
	Avg. Daily Ridership	29
	ADA Ridership	6.1%
	Passenger Miles Traveled	5,352
	Avg. Passenger Trip Length	6.2
	Passenger Trips per VRH	4.5

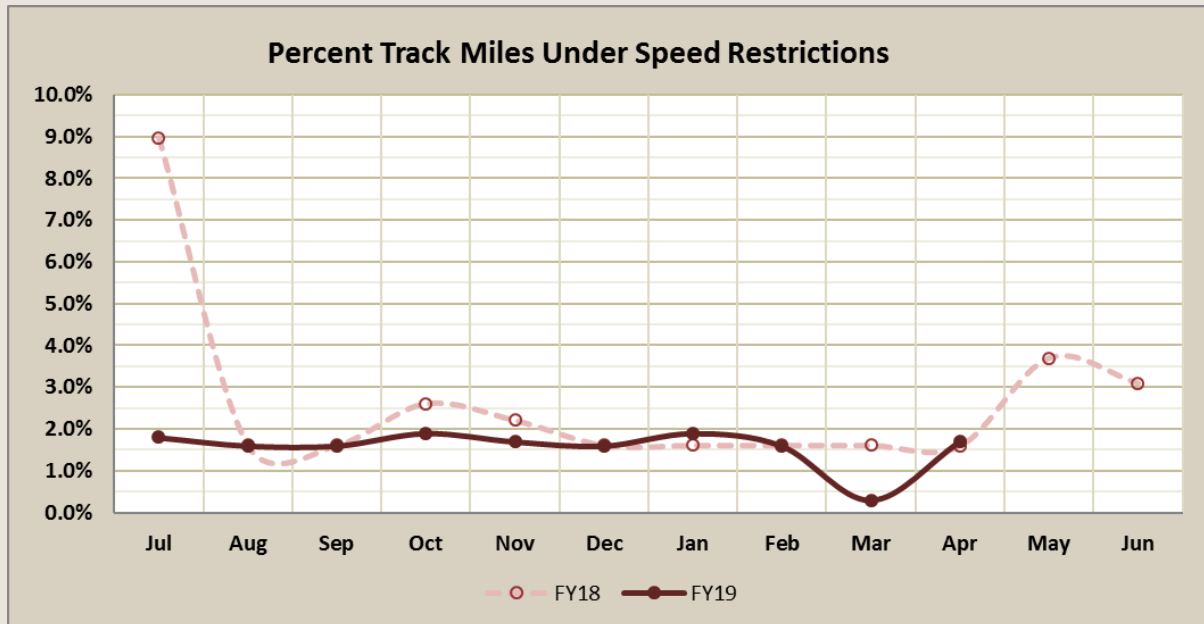
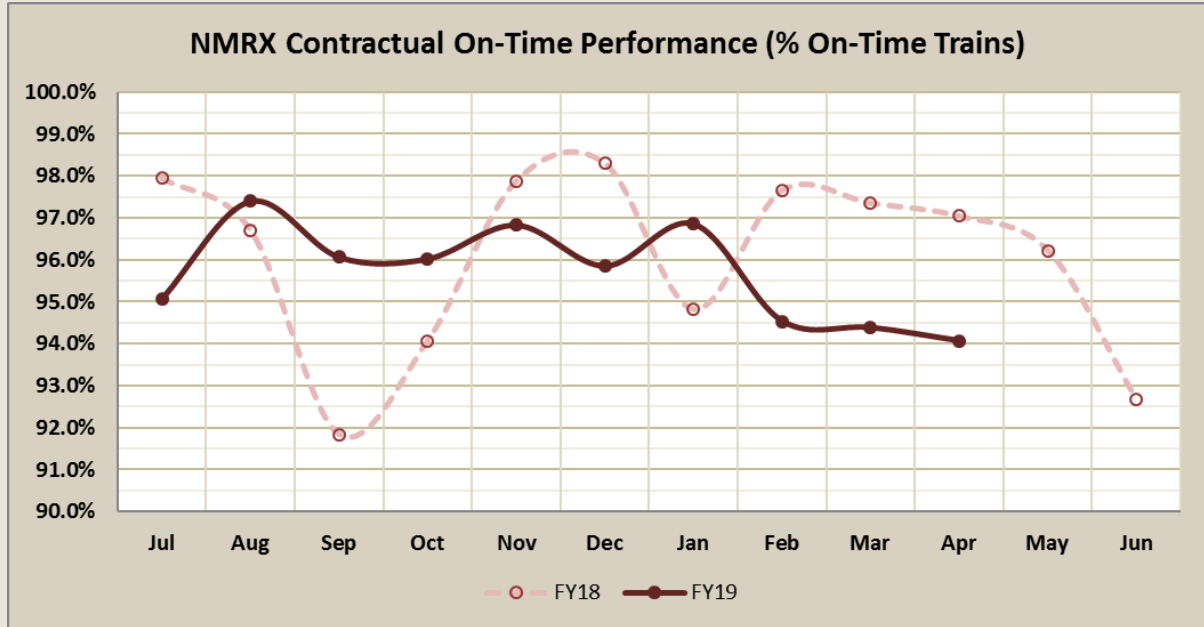
NMRX Ridership and Productivity

- Ridership is also referred to as boardings or passenger trips
- Vehicle Revenue Hours (VRH) are the number of hours that vehicles are scheduled to or actually travel while in revenue service
- Productivity is commonly measured in passenger trips per vehicle revenue hour, or, stated differently, the average number of passengers boarding a vehicle per hour of service
- Each NMRX cab and coach car in a train or “consist” counts as a vehicle. Locomotives do not, as they carry no passengers.
- For the NMRX, passenger trips per VRH can be influenced by the number of cars in a consist. For example, reducing the number of cars in a consist increases productivity (more passengers in fewer cars), but may negatively impact seating availability and customer satisfaction.



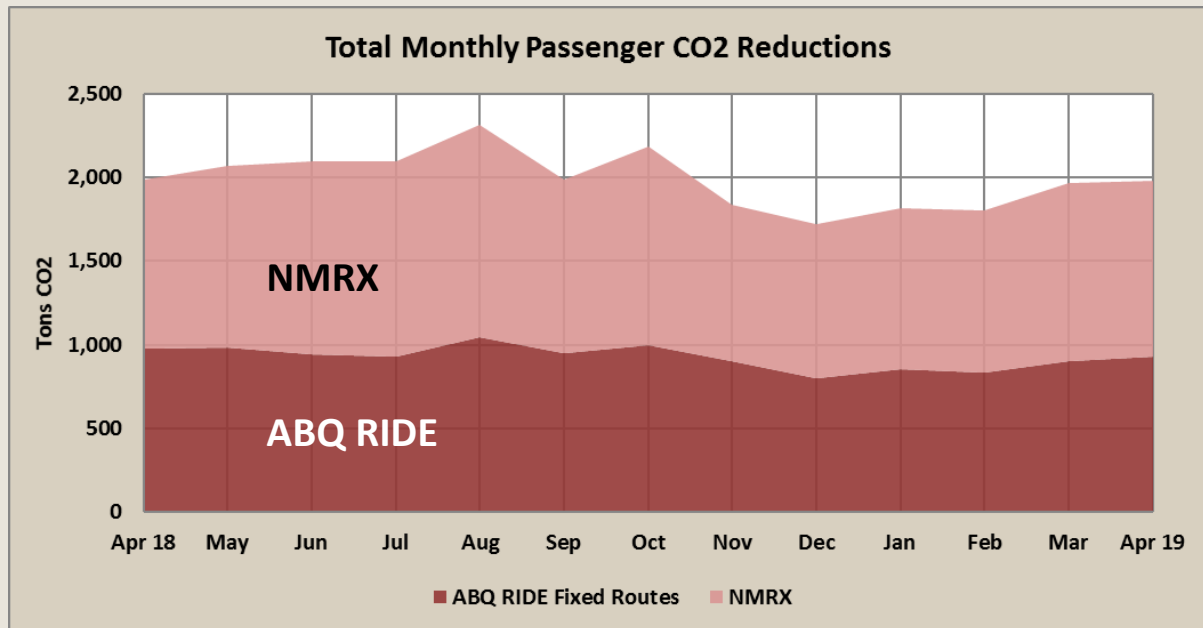
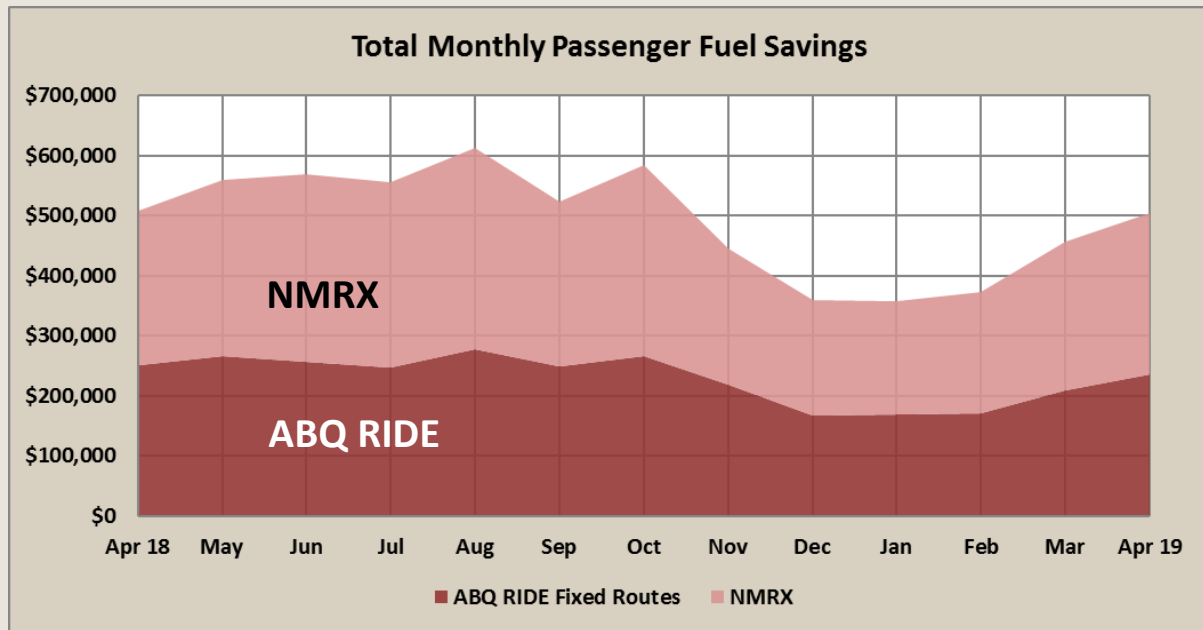
NMRX On-Time Performance

- Per Rio Metro’s contract with Herzog, a train is considered “on time” if it arrives within five minutes of its scheduled time at the terminal (last) station
- Percent track miles under speed restrictions is based on one of FTA’s Transit Asset Management performance measures
- Speed restrictions are sampled on the first Wednesday of the month
- The dramatic reduction in speed restrictions following July 2017 is the result of completing the jointed rail project



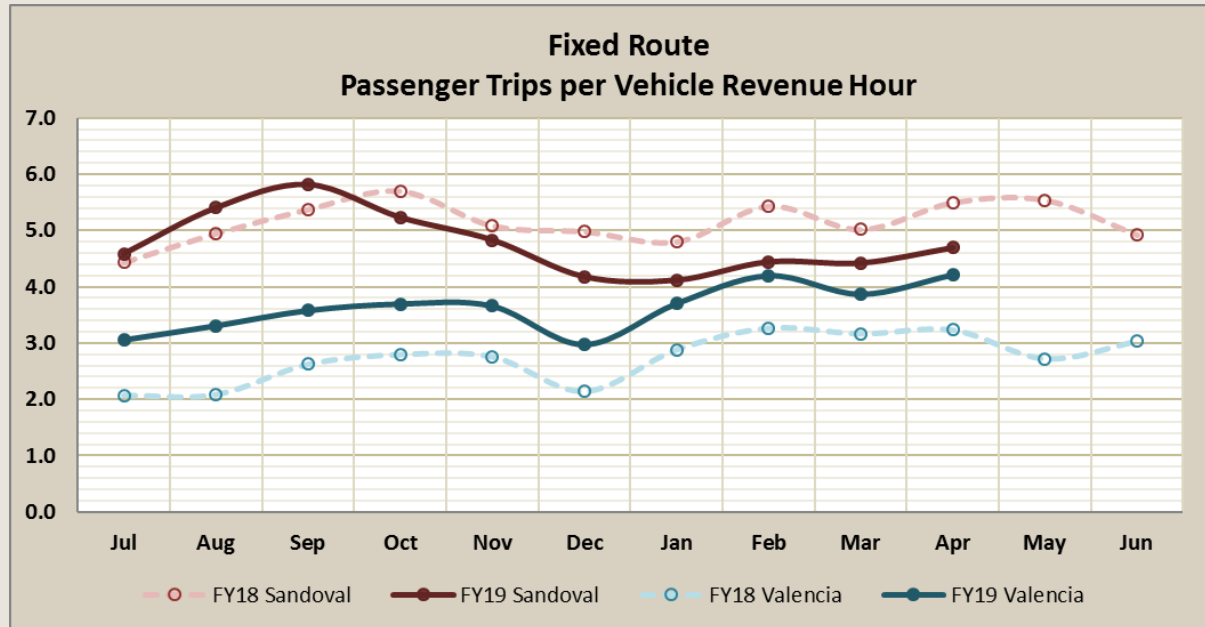
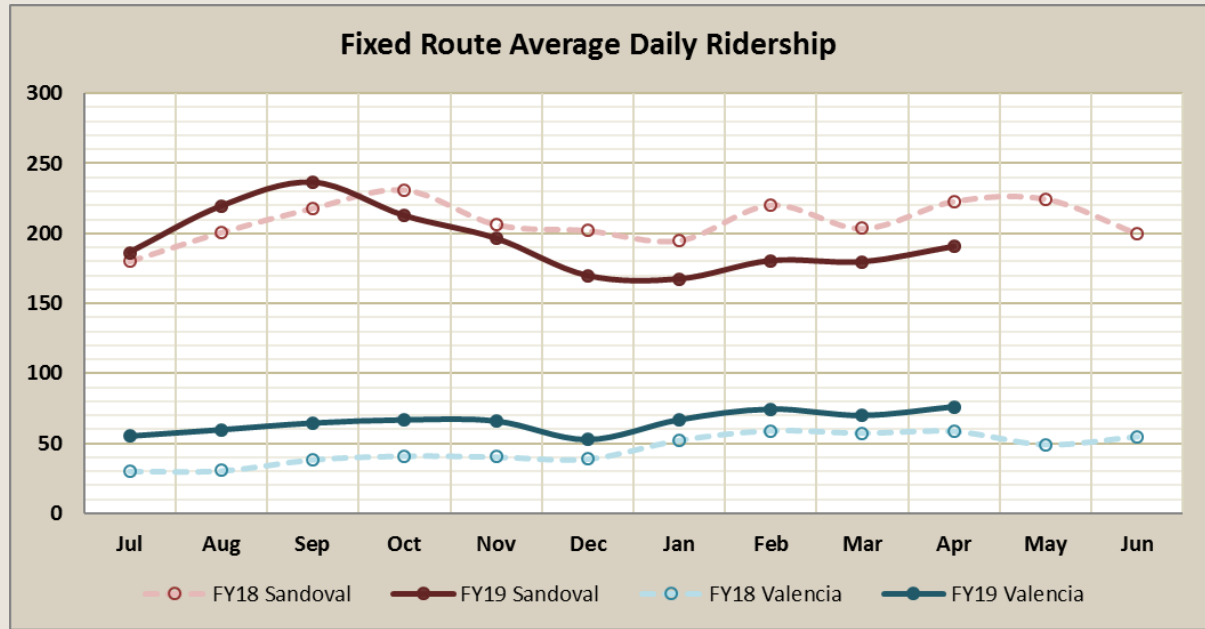
NMRX Fuel Savings and CO₂ Reduction

- Fuel savings are based on an average vehicle occupancy of 1.1, 2016 model year average fuel economy of 24.7 miles per gallon, and EIA Gulf Coast regular conventional retail gasoline prices
- Total CO₂ reductions are based on 2016 model year average emissions of 359 grams per mile
- The fuel savings and CO₂ data in this report are not offset by NMRX locomotive fuel consumption and carbon emissions



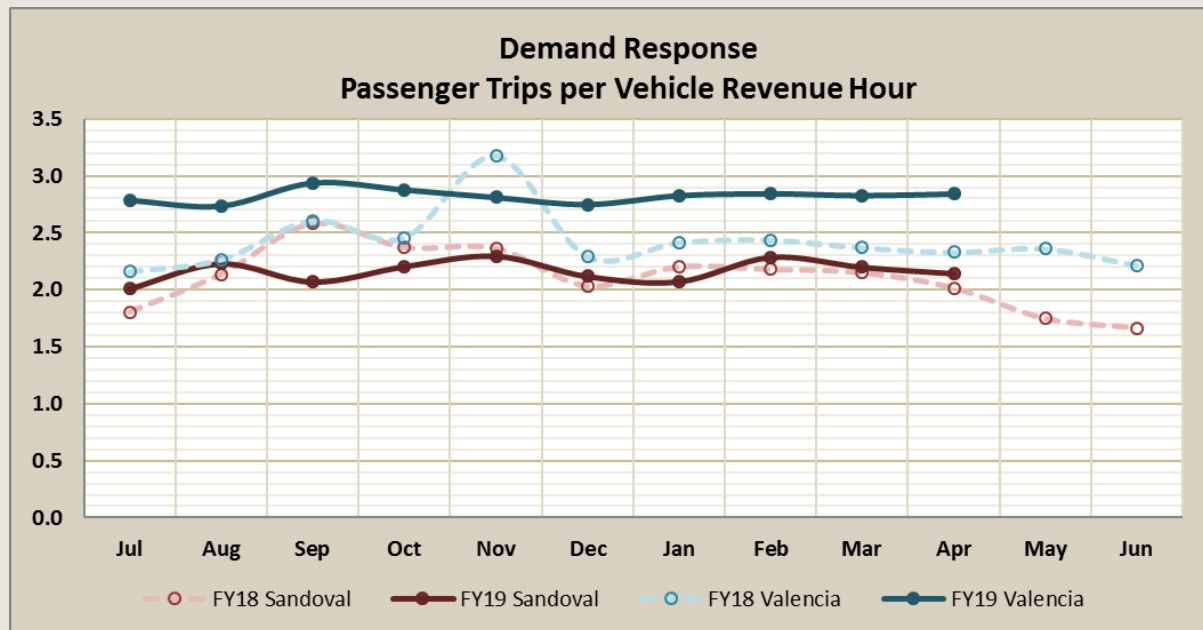
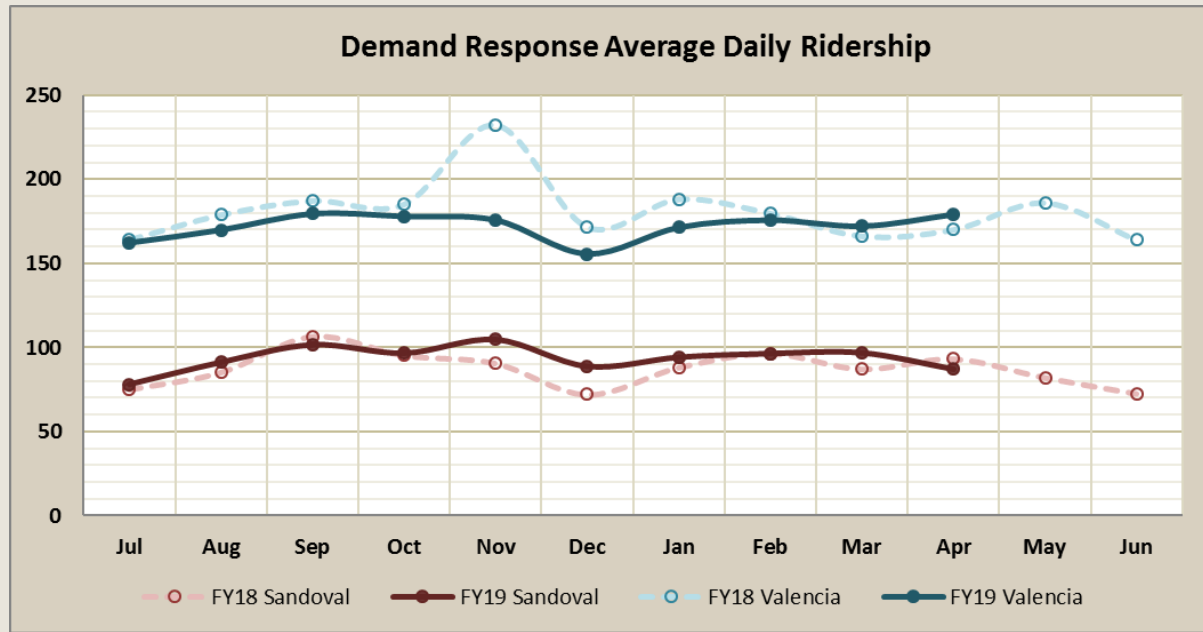
Fixed Route Ridership and Productivity

- Fixed routes are bus routes that follow a regular schedule and serve designated stops
- Sandoval County fixed routes are contract-operated by All Aboard America:
 - Route 8 (Cuba, Rio Rancho)
 - Route 201 (Bernalillo, Rio Rancho)
 - Route 202 (Cochiti Lake, Cochiti Pueblo, Kewa Pueblo)
 - Route 204 (Jemez Springs, Jemez Pueblo, Zia Pueblo)
 - Route 366 (Central/Unser Transit Center to Route 66 Casino)
 - Route 505 (US 550 Station to Dtnw. Albuquerque Station)
- Valencia County fixed routes are directly operated by Rio Metro:
 - Route 206 (Belen Station)
 - Route 207 (Los Lunas Station)
 - Route 208 (Belen to Dtnw. ABQ)
 - Route 209 (UNM Valencia)



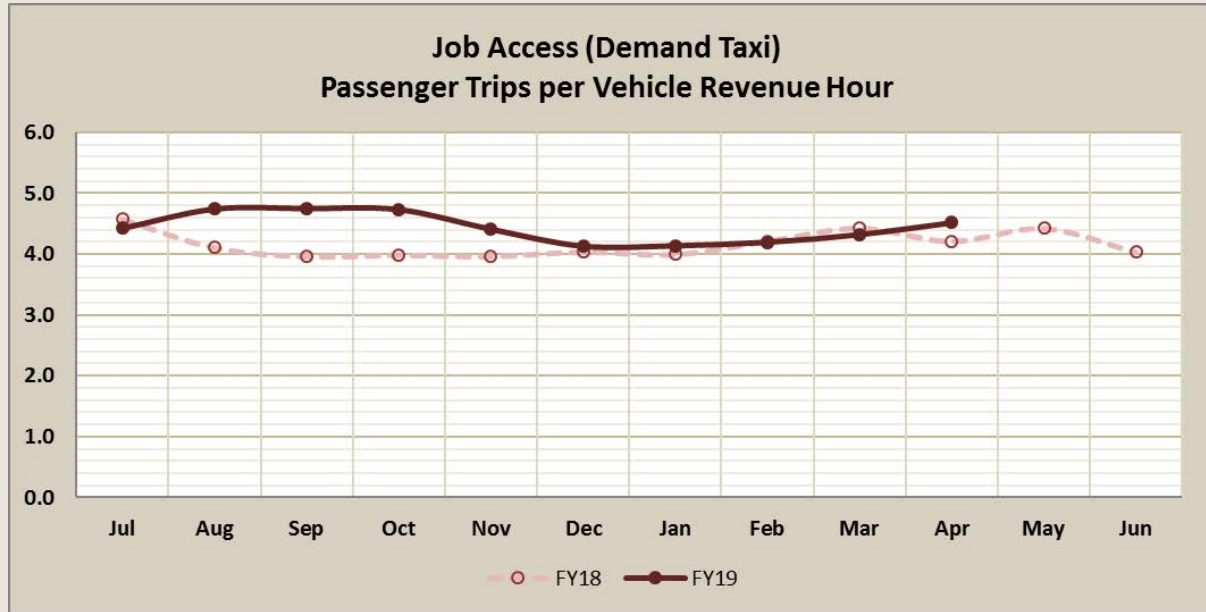
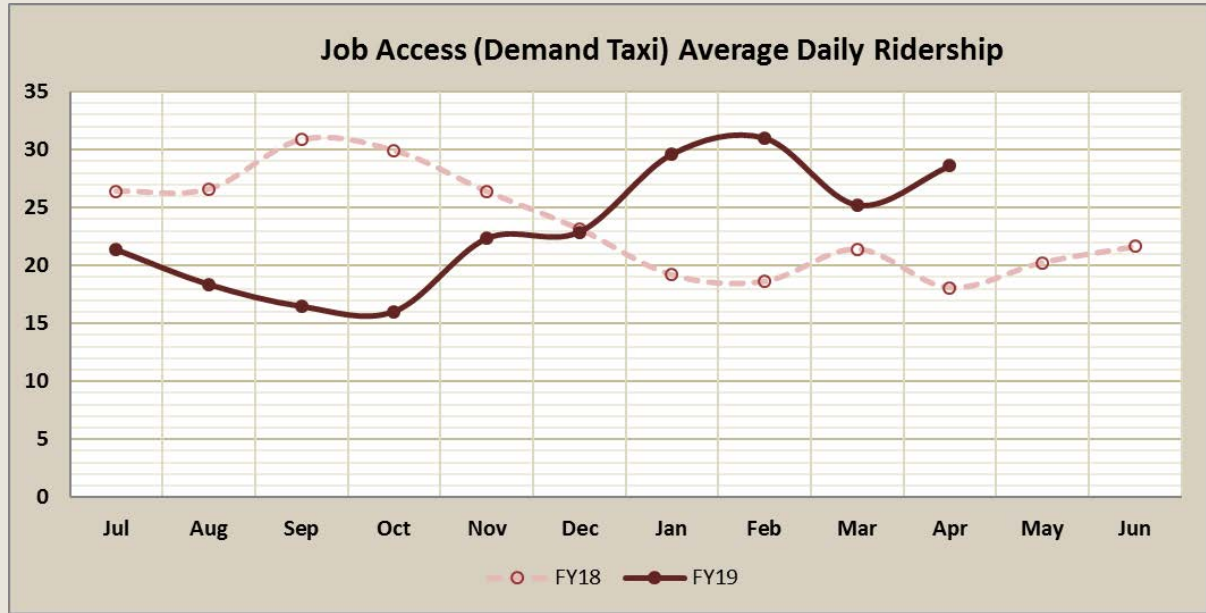
Demand Response Ridership and Productivity

- Demand response or “Dial-a-Ride” services require passengers to request their trip one business day in advance. The bus then takes the passenger from their origin to destination, although trips are commonly shared with other passengers.
- The Rio Rancho Dial-a-Ride is available to residents age 55+ and persons with disabilities age 18+
- The Valencia County Dial-a-Ride is available to residents of Valencia County regardless of age or ability



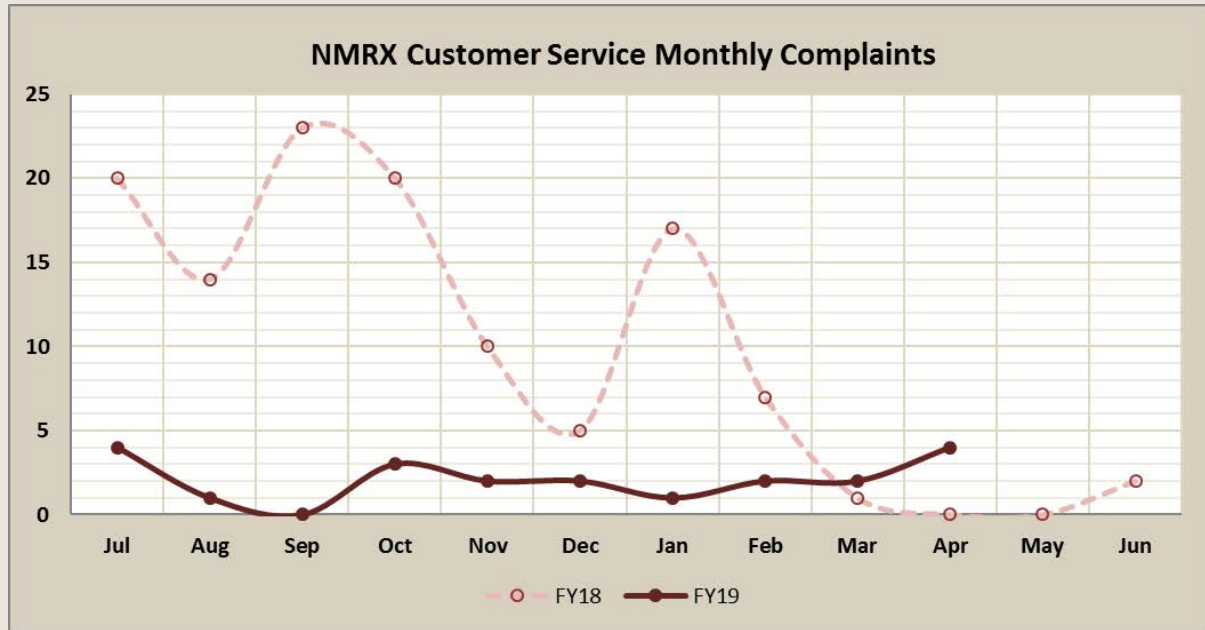
Job Access (Demand Taxi) Ridership and Productivity

- The Job Access program is available to residents of Bernalillo County for up to one year for transportation to work, work-related training, or work-related child care
- To qualify, applicants must be receiving Temporary Assistance for Needy Families (TANF) or have a household income within 150% of the federal poverty level
- Generally, applicants are only allowed to use the Job Access program if public transit is not available for their trip



Customer Service Complaints

- To be classified as a complaint, a passenger must contact customer service to file a formal complaint



Reported Incidents

- Incidents are reported in writing to management by Rio Metro and contractor staff. The tables on this slide briefly summarize the content of those reports.
- When applicable, management may revise standard operating procedures, issue reminders or specific directives to staff, seek medical attention for staff and/or passengers, etc.

NMRX Incidents		
Date	Train	Description
4/2	519	Two passengers removed after fighting. Police contacted.
4/10	517	Passenger removed after swearing and playing music loudly, and for threatening behavior toward staff.
4/10	517	Person laying down in middle of track removed by staff and others. Police contacted.
4/17	511	Passenger pushes employee and displays threatening behavior upon exit.
4/19	511	Passenger removed for swearing and yelling loudly.
4/23	101x	Train strikes dog. No damage to train.
4/23	101x	Passenger falls and receives elbow scrape. Basic first aid provided.
4/23	517	Passenger removed for drinking alcohol onboard train.
4/25	511	Passenger removed because of intoxication and improper conduct.

Sandoval County Transit Incidents		
Date	Route	Description
4/19	DR	Driver mistakenly passes passenger's house; when backing up strikes mailbox.

Valencia County Transit Incidents		
Date	Route	Description
4/1	DR	Bus strikes dog. One low-beam headlight was out and subsequently replaced.
4/3	DR	Passenger falls after alighting bus and while walking to the senior center.
4/8	DR	Passenger (dialysis patient) bleeding from arm. Dialysis staff stops bleeding.
4/17	DR	Bus strikes fence while backing up. No damage to bus or fence.
4/25	DR	Passenger odor is extremely strong.