

617  
**City of Las Cruces**<sup>®</sup>  
 PEOPLE HELPING PEOPLE

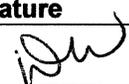
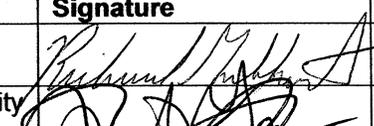
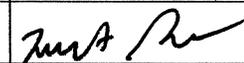
**Council Action and Executive Summary**

Item # 28 Ordinance/Resolution# 09-314 Council District:     

**For Meeting of June 15, 2009**  
 (Adoption Date)

**TITLE: A RESOLUTION AUTHORIZING THE MAYOR TO SIGN A LETTER OF SUPPORT FOR THE PROPOSED NEW MEXICO DEPARTMENT OF TRANSPORTATION (NMDOT) PARK AND RIDE SERVICE BETWEEN LAS CRUCES AND EL PASO.**

**PURPOSE(S) OF ACTION:** To declare a position of support for the NMDOT application to TXDOT for funding to operate a proposed Park and Ride bus service between Las Cruces and El Paso.

<b>Name of Drafter: Tom Murphy</b>		<b>Department: CD</b>		<b>Phone: 3225</b>	
<b>Department</b>	<b>Signature</b>	<b>Phone</b>	<b>Department</b>	<b>Signature</b>	<b>Phone</b>
Community Development		528-3066	Budget		541-2107
			Assistant City Manager		541-2271
Legal		541-2128	City Manager		541-2076

**BACKGROUND / KEY ISSUES / CONTRIBUTING FACTORS:**

The New Mexico Department of Transportation is preparing to submit an application to the Texas Department of Transportation for use of Federal Transit Administration (FTA) funds available to the State of Texas to help fund a proposed Park and Ride bus service between Las Cruces and El Paso. The funding for the New Mexico portion of the route will come from NMDOT Rail and Transit funds. The application for FTA funds is to fund the pro rata share of mileage on the Texas side of the border. The application would benefit from having letters of support included with it. NMDOT has requested that the City of Las Cruces provide a letter of support.

The proposed service would benefit Las Cruces residents by expanding travel choices in a heavily traveled corridor. The subject of future rail service between the two cities was an item of discussion at the recent joint Las Cruces/ El Paso City Council meeting. Commuter bus service is usually a precursor to rail service in a corridor. If the application is successful, service could begin as soon as September 1, 2009.

(Continued on Page 2)

**SUPPORT INFORMATION:**

<b>Fund Name / Account Number</b>	<b>Amount of Expenditure</b>	<b>Budget Amount</b>
N/A	N/A	N/A

1. Resolution.
2. Exhibit "A"- Letter of support addressed to Texas Department of Transportation.
3. Exhibit "B"- NMDOT Park and Ride Express Intercity Bus Service Expansion between Las Cruces, NM and El Paso, TX justification.
4. Exhibit "C"- LC-EP Budget 5304.

**OPTIONS / ALTERNATIVES:**

1. Vote YES and approve this Resolution authorizing the Mayor to sign a letter of support for NMDOT's proposed Park and Ride service between Las Cruces and El Paso.
2. Vote NO and disapprove this Resolution thus not authorizing the Mayor to sign a letter of support for NMDOT's proposed Park and Ride service between Las Cruces and El Paso.
3. Modify the Resolution and vote YES to approve the modified Resolution. This action will be based on the Council's discretion.
4. Table/Postpone the Resolution and direct staff accordingly.

**RESOLUTION NO. 09-314****A RESOLUTION AUTHORIZING THE MAYOR TO SIGN A LETTER OF SUPPORT FOR THE PROPOSED NEW MEXICO DEPARTMENT OF TRANSPORTATION (NMDOT) PARK AND RIDE SERVICE BETWEEN LAS CRUCES AND EL PASO.**

The City Council is informed that:

**WHEREAS**, the residents of Las Cruces and Dona Ana county would like to see public transportation provided for commuters between Las Cruces, New Mexico and El Paso, Texas; and

**WHEREAS**, the New Mexico Department of Transportation (NMDOT) already operates several successful Park and Ride locations throughout the State, including the Silver Route from Las Cruces to White Sands Missile Range; and

**WHEREAS**, the combined population of Dona Ana County, El Paso County and the Juarez, Mexico area is expected to surpass three million five hundred thousand by 2010; and

**WHEREAS**, work commuting data indicates there are well over twenty thousand commuters that travel between Dona Ana County, El Paso County and the Juarez, Mexico area; and

**WHEREAS**, reciprocal in-State tuition programs are in place at New Mexico State University, the University of Texas at El Paso and El Paso Community College, which would provide additional incentives and opportunities for students on both sides of the Texas-New Mexico State line; and

**WHEREAS**, many people have a need to travel regularly between Las Cruces and El Paso for meetings and to conduct business; and

**WHEREAS**, the combined factors of a strong business community, the proximity of Las Cruces to El Paso and Juarez and the current and projected population growth suggest that potentially great value could be realized by connecting these vital communities;

**NOW, THEREFORE**, Be it resolved by the governing body of the City of Las Cruces:

(I)

THAT the City of Las Cruces supports the NMDOT effort to expand their successful Park and Ride service with a new route serving from Las Cruces, New Mexico to El Paso, Texas.

(II)

THAT the Mayor is authorized to sign the letter of support, as shown in Exhibit "A", attached hereto and made part of this Resolution which is to be submitted with the NMDOT application to the Texas Department of Transportation.

(III)

THAT City staff is hereby authorized to do all deeds necessary in the accomplishment of the herein above.

DONE and APPROVED this \_\_\_\_\_ day of \_\_\_\_\_, 2009.

APPROVED:

\_\_\_\_\_  
Mayor

(SEAL)

ATTEST:

\_\_\_\_\_  
City Clerk

Moved by: \_\_\_\_\_

Seconded by: \_\_\_\_\_

VOTE:

- Mayor Miyagishima: \_\_\_\_\_
- Councillor Silva: \_\_\_\_\_
- Councillor Connor: \_\_\_\_\_
- Councillor Archuleta: \_\_\_\_\_
- Councillor Small: \_\_\_\_\_
- Councillor Jones: \_\_\_\_\_
- Councillor Thomas: \_\_\_\_\_

APPROVED AS TO FORM:

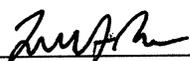
  
\_\_\_\_\_  
City Attorney

Exhibit 621A



**City of Las Cruces**®

June 2, 2009

Eric Gleason  
Director, Public Transportation Division  
Texas Department of Transportation  
125 East 11<sup>th</sup> Street  
Austin, TX 78701

Re: Intercity bus service between El Paso, TX and Las Cruces, NM

Dear Mr. Gleason:

On behalf of the City of Las Cruces Council, I would like to express our support for the NMDOT Park and Ride Express intercity bus service funding proposals between El Paso, TX and Las Cruces, NM. Council unanimously voted to support this effort in Council Action 09-\_\_\_\_\_ passed on June 15, 2009.

I am confident that an intercity bus service between El Paso and Las Cruces will provide a valuable transit service to the residents of both cities, improve the region's air quality and enhance transit efficiency. Our two cities are historically and economically linked despite the State border that separates us. This relationship includes regular joint City Council meetings between Las Cruces and El Paso. Commuting between the two cities is always a topic of discussion at these meetings and developing commuter options, such as the development of a Park and Ride, is strongly supported by all involved.

Sincerely,

Mayor Ken Miyagishima

**NMDOT PARK AND RIDE EXPRESS INTERCITY BUS SERVICE EXPANSION BETWEEN LAS CRUCES, NM AND EL PASO, TX****FTA SECTION 5304 DEMONSTRATION PROJECT****Submitted to Texas Department of Transportation****by El Paso County Texas and the New Mexico Department of Transportation's Transit and Rail Division****TOTAL COST: \$904,324 per year including fuel, not including farebox.****Project Description Including Partnerships**

This project is being coordinated between El Paso County, City of El Paso, the El Paso MPO, the Texas Department of Transportation (TxDOT), the City of Las Cruces, New Mexico State University (NMSU), the Las Cruces MPO, and New Mexico DOT (NMDOT).

The service operations will be managed by NMDOT and operated by their current contracted vendor for its NMDOT Park and Ride express intercity bus service. The contracted vendor's southern NMDOT Park and Ride base of operations is located in El Paso, Texas.

The service will start with buses operating between downtown El Paso, NMSU, and the City of Las Cruces downtown bus terminal. A stop at the El Paso Sun Metro Westside Terminal (estimated completion date ?/??) and a stop in Anthony, New Mexico and/or Anthony, Texas will be established as well. The service will provide transportation in both peak directions, allowing passengers to commute to both El Paso and Las Cruces for 8:00 am – 8:30 am work times. Both directions will have 3 trips in the AM and PM for a total of 12 directional trips. This will allow for a capacity of 684 peak direction seats daily on the 57-passenger ADA accessible and bathroom-equipped motorcoaches proposed to be used for this service. One trip in both AM and PM will interline with the existing Park and Ride Silver Route operating between Las Cruces and White Sands Missile Range (WSMR).

This project will result in the following partnerships that will allow connectivity between four public transit systems in two counties and two states:

- The City of El Paso is partnering with this project to allow the new service to utilize the City's transit centers which will be built in downtown El Paso (estimated completion date ?/??) and the Westside Terminal on Remcon Circle when completed in west El Paso: use of these stops will allow connectivity between the Sun Metro and NMDOT Park and Ride systems.
- The Texas Department of Transportation is partnering in this project by contributing operating funds for the service through a grant to El Paso County.
- El Paso County is also participating with the applicants to identify and secure a stop in Anthony, Texas, which will allow connections between the new service and the El Paso County Rural Transit service.
- Active partnerships with the El Paso Metropolitan Planning Organization (MPO) and the Las Cruces MPO have provided support for this project from those entities.
- Partnership by NMSU will allow the service to stop at NMSU's Las Cruces campus.
- A partnership with the City of Las Cruces will allow the service to utilize the City's downtown transit terminal, providing connections to buses of the Las Cruces' Roadrunner transit system.

**Service/Route Map and Draft Schedule**

See Attached. <Forthcoming>

**Letters of Endorsement or Commitment from Partners**

See Attached. <Forthcoming>

**Budget & Identification of Project Grantee****Applicant:**

- El Paso County

Contact: Bob Geyer, Transportation Manager, (915) 834-8242, [bgeyer@epcounty.com](mailto:bgeyer@epcounty.com)

**Co-Applicant:**

- New Mexico DOT Transit and Rail Division

Contact: David Harris, (505) 699-4350, [davidc.harris@state.nm.us](mailto:davidc.harris@state.nm.us)

Cost estimates for this new service are approximately \$904,324 per year, which includes fuel. A conservative estimate of 15% farebox recovery would put the total estimated project costs for the service plan described above at approximately \$803,640.

Fares will be implemented that are consistent with current fare policy on NMDOT Park and Ride -- \$3.00 fare each direction between Las Cruces and El Paso and a \$90 monthly pass. For those commuting between White Sands Missile Range and destinations south of Las Cruces a \$150 monthly system-wide pass will be available.

The complete budget for this project is attached.

**Confirmation of Inclusion in Regional Service Plans**

The need for connecting transit services between El Paso, Texas, and Las Cruces, New Mexico, is included in the El Paso MPO Unified Planning Work Program, the South Central Regional Transit District's Draft Service Plan, and the State of New Mexico's South Central Regional Planning Organization / Las Cruces Metropolitan Planning Organization / El Paso Metropolitan Planning Organization Coordinated Public Transit - Human Services Transportation Plan.

The project was presented to the Steering Committee of the Far West Texas / El Paso Regional Transportation Coordination Committee on May 14, 2009, and the recommendation made was to forward the project to the Stakeholders Committee (meeting scheduled for June 18, 2009) for approval and inclusion of the project in the Regional Workplan.

**Statement of Project Readiness**

Management and operational staffing is already in place for the projected start date of September 1, 2009. Start up service will utilize vehicles owned by the contracted service provider. Outreach will begin in July 2009 through advertising in local news media and through advertising mechanisms available through local transit providers and the El Paso and Las Cruces MPOs.

The project timeline is as follows:

- June 1
  - Agreements for use of stops submitted to City of El Paso, City of Anthony, Texas/New Mexico, and City of Las Cruces
  - Outreach materials, including route schedules, developed
- July 15
  - Outreach materials distributed
  - Route schedules finalized
- August 1
  - Vehicles owned by contractor finalized for El Paso – Las Cruces service
  - Existing staff assigned to route begin training
  - Use agreements with El Paso, Anthony, Texas/New Mexico, and Las Cruces finalized
  - Advertising campaign launched
- September 1
  - Service begins.

### Demonstration of Need

There are no public transit operators linking the public transit systems of El Paso, Texas, and Las Cruces, New Mexico.

The El Paso-Las Cruces commuter shed is one of the fastest growing commuter corridors in the region. According to the 2000 US Census Journey-to-Work data, 4,674 commuters were traveling from El Paso County to Doña Ana County, and 10,446 were traveling from Doña Ana County to El Paso County for work. According to officials at the El Paso Metropolitan Planning Organization (MPO), in 2009 those numbers have increased to approximately 7,000 to 10,000 commuting from El Paso to Las Cruces every day and 12,000 people commuting from Las Cruces to El Paso. Additionally, El Paso MPO officials have stated that 7,000 to 8,000 people travel from Juarez, State of Chihuahua, Mexico, to Las Cruces everyday.

Without taking into account the significant travel between Juarez and Las Cruces and the post-2000 commuter increase in the corridor between the counties of El Paso and Doña Ana, and making a very conservative estimate that 1% of the 15,120 daily commuters traveling between El Paso and Las Cruces will shift from an automobile to the newly established bus service, approximately 151 commuters (302 passenger trips) from the I-10/I-25 corridor will use the new Las Cruces – El Paso Park and Ride service each day.

<b>2000 US CENSUS JOURNEY TO WORK COMMUTER FLOWS</b>	
	Between Bernalillo, Sandoval, and Valencia Counties and Santa Fe County
Commuters	8,017
Park and Ride passengers trips	909 <sup>1</sup>
Percent of commuters in corridor	5.6%

Taking into account El Paso MPO estimates including travel from Juarez to Las Cruces, results in an estimated total of 30,000 commuters in the corridor. These factors may result in a doubling of the 302 passenger trips per day with only a 1% mode shift to this service.

<sup>1</sup> Average daily passengers from July to September 2008 on the Purple Route between Albuquerque and Santa Fe

<b>ESTIMATED DEMAND IN LAS CRUCES – EL PASO CORRIDOR</b>				
	Between El Paso and Doña Ana Counties <sup>2</sup>	Between El Paso and Doña Ana Counties <sup>3</sup>	Between El Paso County, Juarez, Mexico, and Doña Ana County <sup>4</sup>	Between El Paso County, Juarez, Mexico, and Doña Ana County <sup>5</sup>
Commuters	15,120	15,120	30,000	30,000
Park and Ride passengers trips	302	1,694	600	3,360
Percent of commuters in corridor	1%	5.6% <sup>6</sup>	1%	5.6% <sup>7</sup>

Similar service provided from 2003 to 2008 in the Albuquerque to Santa Fe I-25 corridor resulted in a 5.6% mode shift. A 5.6% mode shift in the El Paso-Las Cruces corridor would result in a range of 847 to 1,680 commuters, or 1,694 to 3,360 passenger trips per day, depending on the estimated current travel market.

### Benefits of the Project

The project will provide opportunities for a coordinated and seamless link between the following transit systems: El Paso Sun Metro; El Paso County Rural Transit; Las Cruces RoadRunner; and New Mexico Park and Ride. Because no transit operators currently provide service linking these systems the project eliminates a major service gap in the region. This project will also improve system efficiencies by establishing transfer locations between the four transit systems mentioned above, thereby increasing potential ridership on those systems. A conservative estimate of 302 passenger trips per day will result in 75,500 passenger trips per year in this corridor. This will result in:

- Reduced traffic congestion in the corridor by removing 3.4 million vehicle miles of travel from I-10 and I-25.<sup>8</sup>
- Reduced carbon dioxide emissions (a Greenhouse Gas) by 1,654 tons,<sup>9</sup>
- Reduced gasoline consumption by 170,000 gallons.<sup>10</sup>
- Reduced commute costs by 46 to 75 cents per mile.
- Cost savings to the average commuter between El Paso and Las Cruces of \$992 per month when compared to the costs of operating a single occupancy vehicle.

### Commitment and Methodology of a Post Evaluation of the Project

<sup>2</sup> Based on 2000 Census Journey to Work data

<sup>3</sup> Ibid.

<sup>4</sup> Based on current estimates by El Paso MPO staff

<sup>5</sup> Ibid.

<sup>6</sup> Based on mode shift in Albuquerque-Santa Fe Corridor

<sup>7</sup> Ibid.

<sup>8</sup> Based on route mileage, half of the benefit would be in the Texas corridor and half would be in New Mexico.

<sup>9</sup> Ibid.

<sup>10</sup> Ibid.

El Paso County will coordinate with NMDOT and their contracted vendor to utilize ridership, system capacity and farebox recovery ratio, and conduct rider surveys, to determine the service's success.

If demand is higher than estimated, increased service on the route will be evaluated based on available funds.

### **Project Management Information and Personnel**

The service operations will be managed by NMDOT and operated by their current contracted vendor, All Aboard America! (AAA), for its NMDOT Park and Ride express intercity bus service. See end of application for AAA personnel and management. NMDOT will also coordinate with El Paso County's Transportation Manager.

### **New Mexico Department of Transportation (NMDOT) Transit and Rail Division**

David Harris was hired as Transit Manager for NMDOT's Transit and Rail Division in July 2005. He has supervised all aspects of NMDOT's Park and Ride program since his hire and will continue as the Department's principal point of contact for this project. Prior to that he was the Director of the Office of Policy for New York City Department of Transportation from 2002 to 2005, and Regional Transportation Planning Manager of the North Jersey Transportation Planning Authority from 1997 to 2002. He will be supported by Greg White, who joined the Department's Park and Ride program in August 2005 with responsibilities for route scheduling, contract administration, and lot location and development, and by Alan Richardson, who joined the Park and Ride Program in August 2008 with responsibilities for route scheduling and contract administration.

### **El Paso County**

Bob Geyer has served as Transportation Manager for El Paso County since February of 2002. Prior to that time he was employed at Sun Metro in El Paso serving as Planning Manager from February 1981 through September of 1998 and Special Services Planner from August of 1979 through February of 1981. He also served as Acting Director of Sun Metro from October of 1991 through January of 1992.

### **Overall Benefits to Texas**

- This will be an interstate funding partnership between New Mexico and Texas.
- The largest transit service gap in the El Paso Metropolitan Area will be eliminated.
- Employees and employers will benefit from increased workforce access.
- Access to human services will be improved.
- The project will result in cost efficiencies as connecting local transit services results in increased ridership and revenues.
- Establishing interagency partnerships will increase coordination and collaboration among public transit, human services transportation and mobility services providers, allowing additional operational efficiencies to develop over time.
- Expanded social system capacity will result from linking existing transit systems to the larger national and international privately operated transportation systems: This is especially valuable for low income populations with dispersed family and social systems.
- Texas will benefit from a reduction in vehicle miles traveled and improvements to the region's air quality: the area between Anthony and El Paso has been designated as being in non-attainment for particulate matter and a marginal nonattainment area for ozone exists in Sunland Park, adjacent to El Paso.

**All Aboard America! Personnel and Management****President / Project Manager AAA!**

Jack D. Wigley is the President of Industrial Bus Lines, Inc. dba All Aboard America! Jack's full time involvement in this industry started after graduation from the University of New Mexico in 1979 with a BBA in Management. Since that time, the company has expanded from its original New Mexico roots to include three additional divisional offices providing all types of transportation services, including contracted commuter and charter services, line run services, general charter and an in house tour department operating over 90 vehicles in New Mexico, Texas and Arizona. Jack is also very active in the industry having been awarded the International Motorcoach Group "Operator of the Year" in 2006, United Motorcoach Vision Award in 2005, served as Chairman of the International Motorcoach Group (2006-2008) and is a Board Member and Founding Partner of the Motorcoach Council.

Jack will act as administrator of the contract. He will be exclusively responsible for completing the contract terms, negotiation of equipment purchases and facilities, while participating in designing operational policies, driver manuals and safety programs and new hiring of managerial personnel as needed. He will be very actively involved in making sure All Aboard America! executes the contract to exceed expectations of the passengers, State of New Mexico, municipalities and passengers on the system. Additionally, he will oversee the usage/training of the project's computer system and state of the art software which, among other operational efficiencies and procedures, will provide for his monitoring day to day activities locally or from another divisional office. He will be responsible for overseeing New Mexico General Manager, Fred Ullom, and will ensure that proper lines of communication are established and maintained. He has and will remain available to meet with any authorities as needed.

**Corporate Safety Director / Motorcoach Operator Trainer**

Chuck Altizer joined All Aboard America! in July 2004 and brings a very extensive background in safety operations. Most notably, he was employed by Consolidated Safety Services for several years auditing motorcoach carriers who are authorized to carry military personnel for the US Armed Forces for 8 years. He has held various positions in mid-size to large companies throughout his 35 year career. Chuck is responsible for overseeing all divisional safety and training programs, including the newly designed IMG driver training program. He is also required to physically visit each divisional office at least every 6 weeks to audit individual division performance and implement/perform safety and training programs.

Chuck is assisted by Gerry Mauro. Gerry was appointed Corporate Motorcoach Operator Instructor in 2008. He has an extensive background as an Operator and Trainer during his 20+ year career. Gerry and his position truly fill the organizational structure to insure that All Aboard America! is a compliant and safe provider, with hiring processes, training and follow up techniques solidly in place. He works directly with the trainers at each divisional office.

**Divisional General Manager**

Fred Ullom was appointed New Mexico Divisional Manager in January 2007. He has an extensive managerial background, proven leadership skills and a firm commitment to providing a quality oriented, responsive service. Over the past 18 months he has a proven record in accomplishing All Aboard America's mission and always maintained the company's core values.

Fred will directly oversee and manage the program, including its administration, staffing, sales and marketing, customer service, operation, maintenance, safety performance, safety meetings, regulation and contract compliance, driver evaluations, public relations and accounting. Fred's additional primary responsibilities include:

- Serving as point of contact for all State and local agencies
- Overseeing all aspects of the Santa Fe divisional office, including staffing, operations, customer service issues, safety performance and meetings, driver evaluations, public relations and accounting procedures
- Using administrative authority to make decisions regarding operational issues and concerns, employee retention, discipline and termination
- Demonstrating strong organizational skills in overseeing other project staff
- Demonstrating knowledge and enforcement of Federal and State employment laws and regulations
- Exercising knowledge and enforcement of Federal Motor Carrier Safety Administration rules and regulations
- Demonstrating knowledge and enforcement of Federal Transit Administration rules and regulations
- Overseeing accounting and reporting of passes, money collected and other areas of monetary responsibility that may be involved between the company and the agencies overseeing the program
- Reviewing and assist with daily dispatching, record keeping and other required employee information
- Enforcing company policies and procedures
- Serving as point of contact for AAAI's insurance carrier regarding New Mexico operations.

### **Operations Manager**

Daniel Villa joined All Aboard America! in April 2003 and has been involved with the New Mexico Park and Ride contract since its inception. With the growing operations and the appointment of Fred Ullom to the General Manager position, in January 2007, Daniel was appointed the Operations Manager position and has proved his commitment and ability to handle the functions required by this position.

Daniel will be involved in the day to day operations of the project. He will act as the Assistant Program Manager (in Fred's absence) and will be responsible U.S. Department of Transportation, Federal Motor Carrier Regulation Part 40, 380,382, 383, 387, 390-396 and The Federal Transit Authority Part 655, Driver Qualification Compliance, ADA Regulation Compliance, Drug and Alcohol Program Compliance, Safety Regulation Compliance, Customer Service Compliance, Inclement Weather and Road Closure Compliance. All dispatcher's and maintenance personnel will communicate directly with Daniel in all circumstances that cause or may cause service delays and or service interruption that may

cause a hardship on the ridership. Daniel's additional duties will include:

- Coordinating with the State on existing routes and development of new routes
  - provide assistance regarding schedules and proposed schedule changes
  - develop route designs to ensure efficient use of vehicles and operators
  - develop and maintain "AM-PM" sheets (route scheduling)
  - determine/calculate timing and mileage statistics on routes
  - physically run proposed routes and/or schedule changes to develop travel times, distances, etc
- Overseeing dispatch operations, research causes of service failures and report to GM
- Assisting the project's Safety Manager with implementation of training programs, driver ride alongs and other training requirements
- Creating operational programs and develop procedure for employee implementation
- Conducting driver log audit
- Auditing pass and reconciliation development for monthly pass sales
- Being "on call" during all hours of Park and Ride services
- Participating in route development and planning
- Preparing operator quarterly bid sheets
- Working directly with the project's Dispatcher and Safety Trainer

### **Maintenance Manager**

Ray Rodriquez was appointed Maintenance Manager in June 2003 and has an extensive maintenance related background. Ray will spend 100% of his time overseeing and physically performing maintenance on program vehicles. Ray has many years of experience and familiarity with repairs on Van Hool motor coaches. These repairs include, but are not limited to brakes, electrical and air systems and diagnostics, A/C and heating systems, troubleshooting major components (engines and transmissions) and suspension systems. Ray is responsible to maintain AAA's comprehensive preventative maintenance program in coordination with the vehicle maintenance specifications and his additional primary responsibilities include:

- Performing preventative maintenance and inspections on vehicles in accordance with AAA's prescribed procedures and forms, which include all USDOT inspection requirements
- Performing vehicle annual inspections in accordance with USDOT regulations and the required CVSA level 5 inspections to be performed by the NMDOT as mandated by this contract
- Maintaining familiarity and operational efficiency with the project's computerized maintenance and parts inventory software system
- Performing normal maintenance and scheduled repairs, including "customer pleasing" items such as seats, upholstery, foot rests, ADA lifts, PA and stereo systems, reading lights, etc.
- Monitoring project parts inventory and restock as necessary
- Maintaining Pre/Post driver inspection forms, vehicle maintenance files and other paperwork as required by USDOT
- Adhering to written company policy as it relates to shop policies and procedures
- Overseeing and directing other maintenance staff including cleaning personnel
- Coordinating with parts and outside repair vendors regarding maintenance

- Maintain A/C and brake certification per USDOT regulations, in addition to AAA!'s policy regarding CDL qualified with a "P" endorsement
- Overseeing the cleaning department and work with dispatch to ensure cleaning is completed as scheduled
- Ensuring proper safety practices are followed by all shop personnel at all times

AAA! will also send its Arizona based Maintenance Manager to assist and oversee this project's employees, equipment and maintenance systems on a regularly scheduled basis..

### **Office Administrator**

John Little was appointed the Office Administrator position in July 2007 and brings a great technological background. He will be responsible for overseeing the project's administrative functions and for communicating with other divisional managers and the corporate office. He oversees three assistants.

John's and his staff's primary responsibilities include:

- Performing office clerical duties including accounting for daily passenger counts using MS Excel and MS Access for reporting purposes, deposits of cash fares collected and accounting for ride tickets. This involves balancing the fares and ticket counts to the driver passenger report
- Ensuring accuracy in entry and balancing of reports, word processing duties, schedule creation/manipulations and all other internal clerical duties
- Verifying and entering accounts payables into computer system
- Providing "fuel and mileage" entries in the project's computer system
- Tracking and providing total payroll hours to corporate office
- Assisting with special reporting as may be deemed necessary by management or customers
- Completing daily cash deposit forms and make daily bank deposits, including keeping all farebox revenue secure and accounted for
- Filing and organization of paperwork including "CCO's", fuel sheets, etc
- Fling and/or keeping receipts and other correspondence organized with weekly forwarding to AAA!'s corporate office
- Communicating with corporate staff regarding problems with reports, software, computer systems, questions and other assistance needs. These problems need to be reported quickly, not allowed to pile up and/or cause errors in reporting or delay in reporting requirements.



