



County of Los Alamos

Agenda - Final Transportation Board

Matthew Heavner, Chair; Vice Chair; Michael Dolejsi; Michael Altherr; Karen Edwards; David Hampton; David North; and Georgia Strickfaden, Members

Thursday, January 4, 2024

5:30 PM

Municipal Building Boards & Commissions Room
and via Zoom

This meeting will be held in person at the Municipal Building Boards & Commissions Room and via Zoom.

Join Zoom Meeting

<https://us06web.zoom.us/j/81781379747>

+1 720 707 2699 US (Denver)

Meeting ID: 817 8137 9747

1. CALL TO ORDER / ROLL CALL
2. APPROVAL OF AGENDA
3. PUBLIC COMMENT

This section of the agenda is reserved for comments from the public on items that are not otherwise included in this agenda.

Please Limit Public Comment to 3 Minutes.

4. APPROVAL OF MINUTES

[18195-24](#)

Approval of Minutes from the Los Alamos Transportation Board Meeting on December 7, 2023.

Presenters: Matthew Heavner, Chair of the Transportation Board

Attachments: [A - Draft December 7, 2023 Transportation Board Meeting Minutes](#)

5. PRESENTATIONS AND DISCUSSION ITEMS (Action may be taken on these items)

[18196-24](#)

Election of Chair and Vice Chair for 2024

Presenters: Matthew Heavner, Chair of the Transportation Board

[18197-24](#) Atomic City Transit - ADA Paratransit

Presenters: James Barela, Transit Manager

Attachments: [A – Presentation – ADA Paratransit](#)
[B – Paratransit Policy and Procedures](#)

[18198-24](#) FY25 Transportation Board Work Plan

Presenters: Juan Rael, Public Works Director

Attachments: [A - Draft FY25 Transportation Board Work Plan](#)

6. REPORTS & UPDATES

A. County Council Liaison Reports

B. Chair's Report

C. Board Member Reports

D. Staff Report

[18199-24](#) Public Works Staff Report - December 2023

Presenters: Juan Rael, Public Works Director

Attachments: [A - Public Works Staff Report - December 2023](#)

7. NEXT MEETING/FUTURE AGENDA ITEMS

- *Presentation and Adoption of Pedestrian Crossing Guide (February)*
- *Approval of the FY25 Transportation Work Plan (February)*
- *Diamond Drive Safety Study Implementation (April)*
- *Bathtub Row, Peach Nectar Reconstruction Project (April)*
- *Denver Steels Phase 2 Reconstruction Project (April)*
- *Bicycle Safety Group Update (TBD)*
- *Open Meetings Act Presentation (TBD)*
- *Public Works Design & Construction Standards (TBD)*
- *Revisit Bike and Pedestrian Plans (TBD)*
- *Presentation by LA Public Schools Superintendent (TBD)*
- *Presentation by Eric Peterson (TBD)*

8. ADJOURNMENT

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 or meeting, please contact the County Human Resources Division at 505-662-8040 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. Please contact the personnel in the Public Works Division at 505-662-8150 if a summary or other type of accessible format is needed.



County of Los Alamos

Staff Report

January 04, 2024

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:

Index (Council Goals):

Presenters: Matthew Heavner, Chair of the Transportation Board

Legislative File: 18195-24

Title

Approval of Minutes from the Los Alamos Transportation Board Meeting on December 7, 2023.

Body

The Transportation Board will review and approve the December 7, 2023, Transportation Board minutes.

Recommended Action

I move that the Transportation Board approve the December 7, 2023, minutes as presented.

OR

I move that the Transportation Board approve the December 7, 2023, minutes as amended.

Attachments

A - DRAFT Transportation Board Meeting Minutes - December 7, 2023



County of Los Alamos

Minutes

Transportation Board

*Matthew Heavner, Chair; Vice Chair; Michael Dolejsi; Michael Altherr; Karen Edwards; David Hampton; David North;
and Georgia Strickfaden, Members*

Thursday, December 7, 2023

5:30 PM

1000 Central Avenue

NOTE: This meeting was held in person.

1. CALL TO ORDER / ROLL CALL

The December 7, 2023, Transportation Board Meeting was called to order at 5:30 P.M.

Matt Heavner, Chair
Michael Dolejsi, Vice Chair (Zoom)
David North
Georgia Strickfaden
Michael Altherr
Karen Edwards
David Hampton

Board Members Absent:
None.

Council Liaison:
Keith Lepsch-absent

Staff in attendance:
Eric Ulibarri, County Engineer (Zoom)
Keith Wilson, Project Manager
Aaron Park, Traffic Operations Manager
Louise Romero, Sr. Management Analyst
AV Support - Perry Rutherford

Members of the public in attendance:
Benny Foltz (Zoom)
Michael Kolakowski (Zoom)
Jackie Kolakowski (Zoom)
James Auchampaugh
Jimmy Collier
John Courtright

Richard Nebel
Eddie Schoute

2. APPROVAL OF AGENDA

The meeting agenda be approved as presented.

3. PUBLIC COMMENT

None.

4. APPROVAL OF MINUTES

17919-23

Approval of Minutes from the Los Alamos Transportation Board Meeting on November 2, 2023

A motion was made by Member Edwards seconded by Member Strickfaden that the November 2, 2023 meeting minutes be approved as presented; motion passed unanimously.

I move that the Transportation Board approve the November 2, 2023, minutes as presented.

OR

I move that the Transportation Board approve the November 2, 2023, minutes as amended.

5. PRESENTATIONS AND DISCUSSION ITEMS (Action maybe taken on these items)

17742-23

DP Road Infrastructure Phase II - Roadway and Utility Improvements Project

Presenter: Keith Wilson, Project Manager

- Project location - DP Road
- Project Purpose and Goals - Infrastructure improvements to support Economic Development and support existing and future businesses on DP Road.
- Original design completed December 2022
- Updated scope of work for utilities and roadway project.
- Construction Phase
 - o Phase 1 - South side of roadway - two lanes of traffic maintained.

- o Phase 2 - Eastbound lane closed; one lane traffic controlled by automatic flagger.
- o Phase 3 - Westbound lane closed; one lane traffic controlled by automatic flagger.
- o Phase 4 - Eastbound lane closed on lane traffic controlled by automatic flagger.
- o Phase 5 - Westbound lane closed; one lane traffic controlled by automatic flagger.
- Proposed schedule
- Project funding

Members of the public provided comments regarding the project. Concerns from business owners were primarily business access, disruption, and parking concerns.

17118-23**ROAM - Revitalizing Options Around Mobility****Presenters: Michael Kolakowski and Benny Foltz**

ROAM - Revitalizing Options Around Mobility

ROAM is a 501c non-profit organization that exists for the development, promotion, and operation of bike sharing programs throughout the Heartland region for the benefit of the public, aimed at promoting health and quality of life as well as mitigating climate change and promoting the use of sustainable & equitable forms of transportation.

16884-23**Request to Implement Pedestrian Phase Recall at all Signalized Intersections****Presenters: Keith Wilson, Project Manager and Aaron Park, Traffic Operations Manager**

Traffic & Streets Division received a request to change the pedestrian phase of county signals to a "Pedestrian Recall Traffic Signal Timing Function". This function automatically activates the pedestrian phase (Walk/flashing don't walk) every cycle regardless of the presence of a pedestrian or bicycle.

What is the impact of running pedestrian recall traffic signal timing function? Signals will no longer utilize vehicle detection to set signal operations resulting in increased cycle length, increased delays, low level of service and lower respect of traffic signals.

Existing traffic signal operation. Signals have traffic detection (cameras) on all approaches making them fully actuated (react to presence of vehicles). Diamond Drive signals are coordinated during peak periods. Pedestrians push a button to receive pedestrian walk interval on the next cycle.

Who does this impact? The increased delays will impact vehicular travelers, bicycle riders, pedestrians, and traffic signal coordination timing.

18134-23

Bicycle Improvements Pilot Program

Presenter: Keith Wilson, Project Manager and Aaron Park, Traffic Operations Manager

Bicycle Working Group Suggestions

- Pilot Project Location - Diamond Drive and West Road
 - Pilot Project Scope - Improvements being investigated.
 - Bicycle detection at signalized intersections
 - Bicycle detection indication lights
 - Move pedestrian crossing to southside
 - Bicycle green lanes and boxes markings
 - Bicycle transitions to sidewalk/trail
 - Proposed Schedule
 - Preliminary design completion - March 2024
 - Transportation Board presentation - April 2024
 - Implementation
- *Bicycle detection, indication lights, markings & signage - April 2024 (in house)
- *Green lanes/bike box - April/May 2024 (in house)
- *Sidewalk move and transitions - dependent on extent of work and budget availability.

The board is supportive of county efforts and analysis. The board wasn't in favor of the pedestrian phase recall. The board was very supportive of the proposed bicycle improvements.

16885-23

Approval of the 2024 Transportation Board Meeting Schedule

A motion was made by Member Edwards and seconded by Member

Strickfaden that the 2024 Transportation Board meeting schedule be approved as presented; motion passed unanimously.

6. REPORTS & UPDATES

A. County Council Liaison Reports

Councilor Keith Lepsch - absent

B. Chair's Report

Chair Heavner - Public outreach

December 2023 Transportation Board Reporter - Michael Altherr

Rental cars at the airport.

Status on electric buses for Transit.

C. Board Member Reports

Member North - Kudos snow removal handled quite well. Report from Aaron Park in the future, very impressive. Bicycle working group liaison to take his place.

Member Strickfaden - Sidewalk got plowed near Mountain School. Tourism meeting on December 19, 2023.

D. Staff Report

[16883-23](#)

Public Works Staff Report - November 2023

Keith Wilson, Project Manager provided the following update:

1. Two Adopt-A-Road cleanup events in November.
2. Hasse Contracting will start construction of the Urban Trail near Fuller Lodge
3. Airport Fuel Farm contract on council agenda.
4. Rose Street awarded.
5. The Transit Study survey would like to get the community to participate.

7. NEXT MEETING/FUTURE AGENDA ITEMS

- Election of Chair and Vice Chair (January)
- Review and Discuss FY25 Transportation Board Work Plan (January)
- ACT Para-Transit (January)
- Presentation and Adoption of Pedestrian Crossing Guide (February)
- Approval of the FY25 Transportation Work Plan (February)
- Diamond Drive Safety Study Implementation (April)
- Bathtub Row, Peach Nectar Reconstruction Project (April)
- Denver Steels Phase 2 Reconstruction Project (April)
- Bicycle Safety Group Update (TBD)
- Open Meetings Act Presentation (TBD)
- Public Works Design & Construction Standards (TBD)
- Revisit Bike and Pedestrian Plans (TBD)
- Presentation by LA Public Schools Superintendent (TBD)
- Presentation by Eric Peterson (TBD)

8. ADJOURNMENT

The meeting was adjourned at 8:13 P.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 or meeting, please contact the County Human Resources Division at 505-662-8040 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. Please contact the personnel in the Public Works Division at 505-662-8150 if a summary or other type of accessible format is needed.



County of Los Alamos

Staff Report

January 04, 2024

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:

Index (Council Goals):

Presenters: Matthew Heavner, Chair of the Transportation Board

Legislative File: 18196-24

Title

Election of Chair and Vice Chair for 2024

Body

Under the County Rules, "The Transportation Board shall elect a chair and a vice chair from among its members at its first regular meeting after January 1 of each year."

The Rules give further guidance on the responsibilities which include presiding at official meetings; acting as the official spokesperson; keeping members informed of events, meetings and other occasions; ensuring that members are informed of significant communications directed to the chair; providing an annual presentation to Council; and working on the development of the meeting agendas.

Past practice has been to put this item of election of the chair and the vice chair at the beginning of the first meeting in January. The chair from the past year will preside over the election for both the new chair and the vice chair taking nominations, then comments from members and members will vote for Chair and Vice Chair. Once the election for both positions is accomplished, the new chair will then preside over the remainder of the meeting.

Recommended Action

Member _____ nominated Member _____ for **Chair**.

Members vote:

Member Heavner

Member Dolejsi

Member North

Member Edwards

Member Strickfaden

Member Altherr

Member Hampton

After a roll call vote, _____ was appointed as **Chair**.

Member _____ nominated Member _____ for **Vice Chair**.

Members vote:

Member Heavner

Member Dolejsi

Member North

Member Edwards

Member Strickfaden

Member Altherr

Member Hampton

After a roll call vote, _____ was appointed as **Vice Chair**.



County of Los Alamos

Staff Report

January 04, 2024

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:

Index (Council Goals):

Presenters: James Barela, Transit Manager

Legislative File: 18197-24

Title

Atomic City Transit - ADA Paratransit

Body

James Barela will present a proposed change to the current policy.

During the Comprehensive Review by NMDOT, a recommendation to clarify the ADA paratransit suspension policy was noted. Stating the time over which the 15 percent no-show rate will be calculated. Page 14 of the policy.

- Current statement: Customers who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips will be suspended from ACT Assist service for a period of two consecutive operating days.

Proposed revision: Customers who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips *within any thirty (30) day period* will be suspended from ACT Assist service for a period of two consecutive operating days.

..Recommended Motion

I move the Transportation Board approve the revision to the ADA Paratransit Suspension Policy as presented.

Attachments

A - Presentation - ADA Paratransit

B - Paratransit Policy and Procedures

ACT Assist Policy and Procedure Change January 2024

Incorporated County of Los Alamos
Public Works Department

James Barela, Transit Manager

January 4, 2024



History of ACT Assist & Dial-A-Ride

In 2007 Los Alamos County provided Dial-A-Ride service for the general public with emphasis to person's with disabilities and included some of the following

- General public when needed and available
- Self-identified person's with disabilities
- ACT riders' that might have missed a
- Any person over the age of 65

ACT Assist Today

- ADA complementary paratransit service.
- This is "origin to destination" transportation service for individuals with disabilities who cannot use the regular bus service.
- Door-to-door service is the primary way ACT Assist is operated.
- Individuals who wish to be considered for this service need to complete an application.
- Information verified by a licensed healthcare professional and be certified by us as “ADA paratransit eligible.”

Proposed Changes to the Policy

During the Comprehensive Review by NMDOT - A recommendation to clarify the ADA paratransit suspension policy was noted. Stating the time period over which the 15 percent no-show rate will be calculated. Page 14 of the policy.

Assure compliance with the American with Disabilities Act and the Federal Transit Administration Best Practices

Implementation of the Change

- Proposed effective date January 4, 2024
- Customers who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips *within any thirty (30) day period* will be suspended from ACT Assist service for a period of two consecutive operating days.

Comments / Concerns:

Paratransit service supports person's with disabilities in our community that need a little more time and assistance to get where they are going. ACT is here to help make that happen.

Support

Thank you!

The Public Works Department staff and specifically
ACT Assist staff thanks you for taking time to take a
look at the program.

Los Alamos County

ACT Assist

ADA Complementary Paratransit Policies & Procedures



**Approved by the Transportation Board:
September 3, 2015**

**Approved by the County Council: October
27, 2015**

**Effective:
January 25, 2016**

**Revised:
~~December 1, 2016~~
~~May 4, 2017~~
January 4, 2023**

TABLE OF CONTENTS

OVERVIEW	3
CERTIFICATION / ELIGIBILITY	3
TYPES OF ELIGIBILITY	4
PHOTO IDENTIFICATION CARDS	5
CERTIFICATION APPEALS PROCESS	5
RECERTIFICATION	5
VISITORS WITH DISABILITIES	6
MEETING THE REQUIREMENTS OF DOT ADA SERVICE	7
A. Service Area	7
B. Response Time	7
C. Fares	7
D. Trip Purpose Restrictions	7
E. Hours and Days of Service	7
F. Capacity Constraints	8
SUBSCRIPTION SERVICE	9
HOW TO MAKE A RESERVATION	9
HOW TO RIDE	12
DRIVER ASSISTANCE POLICY	13
WHAT TO DO IF YOU MUST CANCEL YOUR TRIP	14
WHAT TO DO IF YOU MISS YOUR TRIP	14
NO-SHOW AND LATE CANCELLATION POLICY	14
EXCESSIVE CANCELLATION POLICY	15
ACTIONS RESULTING FROM PATTERN OR PRACTICE OF NO-SHOWS, LATE OR EXCESSIVE CANCELLATIONS	15
HOW TO COMMENT ON ADA PARATRANSIT SERVICE	16
SAFETY	16
CUSTOMER CODE OF CONDUCT	16
PUBLIC INVOLVEMENT	17
ADA APPEALS COMMITTEE	18
APPEAL PROCEDURES	19
EXHIBITA - DEFINITION OF ADA PARATRANSIT ELIGIBLE	

OVERVIEW

ACT Assist ADA Complementary Paratransit Service serves the needs of customers who, because of a disability, are unable to use the Atomic City Transit (ACT) fixed-route system, and who meet the definition of “ADA paratransit eligible,” as established by the U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) of 1990 (See Exhibit A).

ACT Assist ADA Complementary Paratransit Service is comparable to the level of service provided to individuals without disabilities who use the fixed-route system.

Disability alone does not establish ADA paratransit service eligibility; the decision is based solely on the applicant’s functional ability to use the ACT fixed-route transit service. ACT Assist is for those who do not have the functional abilities to access and ride the regular fixed-route transit service.

ACT Assist is an “origin to destination” service, and door-to-door transportation is the primary means by which service will be provided.

If you need additional information, alternative formats, or have any questions, please feel free to contact ACT Assist at (505) 661-4545.

CERTIFICATION / ELIGIBILITY

In order to use ACT Assist, you must first be certified by Atomic City Transit as “ADA paratransit eligible.” ACT Assist will strictly limit ADA paratransit eligibility to individuals who meet this definition (see Exhibit A).

To be considered, you must complete an *ACT Assist ADA Complementary Paratransit Application*. Applications may be downloaded from the Atomic City Transit website or obtained by calling (505)661-4545. All applicants must complete the application form.

The *Healthcare Professional Verification Form* must be completed by a licensed healthcare professional who is familiar with your particular disability and current functional abilities to use regular fixed-route service.

Licensed healthcare professionals include:

- Physician or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Licensed vocational counselor, rehabilitation specialist, or independent living skills trainer
- Licensed social worker or case manager

- Licensed orientation and mobility instructor or travel trainer

The eligibility process is not aimed at making a medical or diagnostic determination. What is needed is a determination of whether, as a practical matter, you can use fixed route transit in your own circumstances. That is primarily a transportation decision, not a medical decision.

Complete applications received will be processed immediately but will not be longer than 21 calendar days. Once an application is received and verified to be complete the applicant can expect a phone call advising receipt of the application and attempt to schedule an in-office interview at the Atomic City Transit Administrative office, 101 Camino Entrada, Building 1, Room 200. Transportation will be provide to and from the interview free of charge. If ACT Assist has not made a determination of eligibility within 21 days of receiving a complete application, the applicant shall be treated as eligible and provided unconditional service until and unless ACT Assist denies the application.

Many times we will be able to render a decision immediately, explain the how to use the program and create your user I.D. card during your interview. More difficult determination may require a letter be mailed to you after your interview although a photo ID and program explanation will be provided to eliminate the need to return. Once you are eligible, you must notify ACT Assist of any changes in your address, phone number or disability.

TYPES OF ELIGIBILITY

Applicants who are determined to be ADA paratransit eligible will be notified of such in writing and assigned an eligibility category.

The documentation stating that the applicant is ADA paratransit eligible shall include the following information:

- Name of the eligible individual
- Name of the transit provider
- Telephone number of the transit provider's paratransit coordinator
- Expiration date for eligibility
- Any conditions or limitations on the individual's eligibility, including the use of a personal care attendant

The eligibility category is consistent with the applicant's ability to use the regular fixed-route service. These categories are Unconditional, Conditional and Temporary.

UNCONDITIONAL – Applicant is not able to use ACT fixed-route transit service under any circumstance and is eligible for all trips on ACT Assist.

CONDITIONAL – Applicant is not able to use ACT fixed-route transit service under certain circumstances (e.g., inclement weather adversely affects a disability; environmental barriers prevent access to a particular bus stop) and may be eligible for certain trips on ACT Assist.

TEMPORARY – Applicant is not able to use ACT fixed-route transit service at this time, however, the condition or circumstances leading to eligibility is reasonably expected to change in the future. For a limited period of time, the applicant is eligible to use ACT Assist for all trips.

PHOTO IDENTIFICATION CARDS

During your interview ACT Assist will issue a photo identification card. The identification card may be used for ADA paratransit service in other U.S. cities for up to a combination of 21 days during any 365-day period beginning with the first use of the service.

Photo identification cards are issued at the ACT Assist office located at the Los Alamos County Pajarito Cliffs Site, 101 Camino Entrada, Building 1, Room 200, Los Alamos, NM 87544. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

ACT Assist staff will call you to schedule an appointment to have your picture taken and a free photo identification card issued. A complementary round trip on ACT Assist will be provided for this appointment. Individuals must bring with them proof of valid personal identity (e.g., driver's license or State-issued ID card) to have an identification card issued.

There is a \$5.00 replacement charge for lost, stolen or damaged ID cards. You may replace your ID card by visiting the ACT Assist office, or by mailing a check for \$5.00 with a request to have the replacement card mailed to you to: ACT Assist, 101 Camino Entrada, Building 1, Box 1, Los Alamos, NM 87544.

CERTIFICATION APPEALS PROCESS

Applicants who are denied eligibility or given conditional or temporary eligibility shall be given a written notice with specific reasons for the decision and notice of their right to appeal (see Appeals Procedures below). Such appeal must be submitted within sixty (60) days from the date of certification denial or eligibility decision. The appeal will be considered by the ADA Appeals Committee made up of three (3) persons, at least one of whom will be a member of the disabled community and/or familiar with the disability in question. For more information, contact ACT Assist at (505) 661-4545.

RECERTIFICATION

In order to keep the database of ADA paratransit eligible customers current, customers will need to complete a new application and be recertified as eligible every three (3) years. The

photo identification card will contain the expiration date of eligibility. It is the responsibility of the customer to complete a new application and seek recertification prior to the expiration date of eligibility.

Persons with permanent disabilities are required to obtain professional verification of their disability to become initially certified. Thereafter, recertification will only require that the *ACT Assist ADA Complementary Paratransit Application* (Part A) be completed indicating they still desire to utilize the paratransit service. The *Healthcare Professional Verification* (Part B) will not be required for recertification.

VISITORS WITH DISABILITIES

Visitors with disabilities who cannot use the ACT fixed-route system are eligible to utilize the ACT Assist paratransit service on the same basis as it is provided to local residents. If the visitor has been certified as ADA paratransit eligible by another public entity – and presents documentation to that effect – ACT Assist will honor the certification and provide up to 21 days of paratransit service.

If the visitor has no such documentation, ACT Assist may require the provision of proof of visitor status (e.g., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and approved, ACT Assist will make service available for up to 21 days on the basis of the individual's statement that he or she is unable to use the fixed-route transit system.

The “21 days” of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365-day period beginning with the visitor’s first use of service. For example, a person may visit two days a week. In this case, eligibility would be extended over an eleven week period of time (2 days per week x 11 weeks = 22 days), within which 21 days of ACT Assist paratransit service would be provided. The scheduling software in use by ACT Assist will be used to track the 21 days of service for visitors.

Visitors who require more than 21 days of service within a 365-day period shall be required to apply for local eligibility through the ACT Assist certification process.

Visitors with disabilities shall be provided the same level of service as certified ACT Assist customers and are subject to the same service policy requirements.

NOTE: Visitors who are certified as ADA paratransit eligible by Santa Fe Trails or North Central Regional Transit District – and present documentation (e.g., ID card) to that effect – will be automatically eligible for ACT Assist and will not be subject to the 21 days of service provision. Under these circumstances, there is no need for visitors to obtain separate paratransit eligibility from ACT Assist. However, ACT Assist may need to verify the type of eligibility with the other service provider.

MEETING THE REQUIREMENTS OF DOT ADA SERVICE

ADA complementary paratransit service is provided in accordance with the six service criteria established by the Department of Transportation (49 CFR Part 37, Subsection F) for ADA paratransit operations, which include service area, response time, fares, trip purpose restrictions, hours and days of service, and capacity constraints. Each of these criteria is described below.

A. Service Area

ACT Assist shall provide ADA complementary paratransit service to origins and destinations within Los Alamos County.

B. Response Time

ACT Assist shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day.

ACT Assist shall make reservation service available during at least all normal business hours of the administrative offices, as well as during times comparable to normal business hours, on a day when the offices are not open before a service day.

Pickup times may be negotiated with the individual, but ACT Assist shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.

ACT Assist permits advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

C. Fares

ACT Assist does not charge fares for use of ADA complementary paratransit service.

D. Trip Purpose Restrictions

ACT Assist shall not impose restrictions or priorities based on trip purpose.

E. Hours and Days of Service

ACT Assist service shall be available throughout the same hours and days as the ACT fixed-route service.

Currently, those days and hours are as follows:

Monday - Friday: 6:00 a.m. to 7:30 p.m.

Service is not offered on the following holidays:

New Year's Day
Martin Luther King
Day President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veteran's Day
Thanksgiving Day and the day after
Christmas Day

F. Capacity Constraints

ACT Assist shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

1. Restrictions on the number of trips an individual will be provided;
2. Waiting lists for access to complementary paratransit service; or
3. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to, the following:
 - a. Substantial numbers of significantly untimely pickups for initial or return trips;
 - b. Substantial numbers of trip denials or missed trips;
 - c. Substantial numbers of trips with excessive trip lengths;
 - d. Excessive telephone wait times to make a reservation.

Performance data will be collected and reported for the purpose of establishing whether capacity constraints exist. The Los Alamos County Transportation Board has established the following performance criteria for the purpose of making such a determination:

- Missed Trips - 98% of all trips scheduled will be provided as scheduled
- Late Pick-Ups - 90% of all pick-ups will be on time (within the 30- minute scheduling window)

- Late Drop-Offs - 90% of all drop-offs will be on time (at the time of the customer's appointment or at the scheduled time of drop-off)
- Denials - Goal is 0% of trip request will be denied
- Ride Time - 99% of ride times will be 45 minutes or less
- Call Wait Time - 95% of calls will be answered within one minute

SUBSCRIPTION SERVICE

ACT Assist will provide subscription service as part of its complementary paratransit system for trips that are scheduled on the same days, at the same times and to the same destination(s) on a recurring basis. However, subscription service shall not absorb more than fifty (50) percent of the number of trips available at a given time of day, unless there is non-subscription capacity.

ACT Assist may establish waiting lists or other capacity constraints and trip purpose restrictions or priorities, as needed, in the subscription service only.

HOW TO MAKE A RESERVATION

Plan Ahead:

Be sure to make your reservation as early as possible, up to 14 days in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without the need for negotiation for an adjustment. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for other transportation or for rescheduling at another time or day. If you refuse an available negotiated time within the one hour before or after negotiated time, it is not considered a denial of service on the part of ACT Assist.

If your pick-up is at an apartment, condominium or townhouse complex, nursing home, or adult program/day care center, it is the responsibility of the customer to let the scheduler know if there are any special instructions needed, such as security gated entries, apartment building number, or multiple entries to large institutions. Otherwise, ACT Assist drivers will pick-up and drop-off at the main entrance or designated/predetermined locations. If the customer fails to inform the scheduler of special instructions and the trip is missed as a result, it will be recorded as a "no-show."

Plan Your Trip Carefully:

ACT Assist is a "shared-ride" service, so you will often be traveling with other customers. Remember to allow for time spent picking up and dropping off other customers before

reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example, if you must be somewhere at 10:00 a.m., let ACT Assist know and your pick-up time will be scheduled on that basis. When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to be ready at 3:00 p.m., please ask for a 3:15 p.m. return time. It is better to wait a few minutes than miss your scheduled ride. The ACT Assist scheduler can help you determine the most efficient way to schedule your trip.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.

If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using ACT Assist paratransit service. Ask the appointment scheduler how much time should be allowed for the appointment; this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you underestimated how long the appointment will take, the needs of other paratransit customers may not allow ACT Assist to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If ACT Assist is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. It is your responsibility to determine with your doctor how much time to allow for medical appointments.

To Schedule a Ride:

ACT Assist may be reached at (505) 661-4545, Monday - Friday, 8:00 a.m. to 5:00 p.m. Calls on weekends and holidays will be taken by voicemail.

- 1) Reservations can be made for the next operating day and up to 14 days in advance.
- 2) Requests for next-day service received after normal business hours will be accommodated as space is available.
- 3) Same day service may be provided if space is available.
- 4) When making a reservation, please schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.
- 5) Staff will try to accommodate changes made to a reservation after normal business hours the day before your trip, but there is no guarantee.
- 6) When making a reservation, please be ready to provide:
 - Your name
 - The telephone number where you can best be reached regarding scheduling and service
 - Your pick-up address
 - The date on which you wish to ride
 - The time at which you wish to be picked up (or, if you have an

- appointment, the time of your appointment)
- Your drop-off address
- The approximate time at which you wish to be picked up for your return trip
- Whether you will be using a wheelchair or other mobility device

NOTE: ACT Assist will carry a wheelchair/mobility device and its user as long as the lift/ramp can accommodate the size and weight of the device and its user, and there is space for the device on the vehicle. ACT Assist will NOT carry a wheelchair/mobility device if, in fact, the lift/ramp or vehicle is unable to accommodate the device and its user, consistent with legitimate safety requirements.

- Whether a personal care attendant (PCA) will be riding with you. Space is guaranteed for one PCA to accompany you.
- Whether a companion will be riding with you. Space is guaranteed for one companion to accompany you – in addition to the PCA.
- Whether a service animal will be riding with you.

ACT Assist requires you to reserve a space for your PCA or companion(s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride as the PCA. To maximize space available, accommodations for more than one traveling companion are granted on a *space-available* basis and only if the transportation of additional persons will not result in a denial of service to ADA paratransit eligible individuals. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call ACT Assist at (505) 661-4545.

NOTE: Personal care attendants and companions MUST have the same origin and destination as the customer they are accompanying.

Children:

Children accompanying a certified customer are considered traveling companions and a space must be reserved for them when scheduling a trip.

An adult accompanying a child on ACT Assist is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring someone else along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, ACT Assist strongly recommends that the child be secured in a child safety seat. ACT Assist does not provide safety seats for children, so you will need to bring your own.

Use of Portable Oxygen:

The Americans with Disabilities Act of 1990, as amended, provides that transportation service must be provided to a customer who needs to bring along a supply of oxygen. **For safety reasons, the customer must maintain control of the oxygen bottle(s).** If the customer cannot transport the oxygen bottle(s) safely or maintain control of the bottle(s) on his/her own, then the customer shall provide a PCA to perform those functions.

Service Animals:

Service animals are permitted on ACT Assist vehicles. You must indicate on your application that you use a service animal. Please fill out a description of the service animal such as type of animal, color and the name of the service animal. Also, when scheduling your trip, if you use a service animal, please let the scheduler know your service animal will be accompanying you on your trip. All service animals must be controlled by the customer, PCA or companion at all times.

Pets:

Animals that are not service animals, including emotional support animals, are not permitted on ACT Assist vehicles at any time.

Please Keep in Mind:

It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following:

- Specific drivers
- Specific seats
- A particular vehicle
- Specific routes with certain customers

HOW TO RIDE

Both ACT fixed-route buses and ACT Assist paratransit vehicles are ADA compliant and accessible by wheelchair/mobility device. Riding ACT Assist is equivalent to riding the ACT fixed-route system in that there is a scheduled arrival time for the vehicle and you must be ready when the vehicle arrives. Also, there may be additional stops before reaching your destination.

Please remember:

- ACT Assist is an “origin to destination” service
- ACT Assist is a “shared-ride” service
- The driver may not make unscheduled stops
- If other customers get on or off the vehicle before your stop, you may need to temporarily move to accommodate these customers
- No assistance will be provided beyond the entrance of your origin or destination. If you require further assistance, a PCA or companion should accompany you

- You may ride from any origin in the ACT Assist service area for any purpose as long as a reservation has been made

The vehicle will arrive within a 30-minute window of your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 a.m., the reservationist may tell you, “We will pick you up between 8:00 a.m. and 8:30 a.m.” The vehicle will wait 5 minutes after it arrives at the designated pick-up site within the 30-minute window. For example, if the vehicle arrives right at 8:00 a.m., it will wait until 8:05 a.m. If the vehicle arrives before 8:00 a.m., it will wait until the window begins, plus the 5 minutes. It is your responsibility (along with your PCA or companion) to be available to board the vehicle during the 30-minute pick-up window.

If the vehicle is more than 30 minutes late for your scheduled time, please call ACT Assist at (505) 661-4545 and a dispatcher will check the arrival time.

Eating, drinking (including consumption of alcohol), chewing tobacco, smoking (including e-cigarettes), littering or listening to audio devices without earphones will not be permitted. Shirts, shoes (or equivalent) and other appropriate clothing must be worn. Customers should refrain from engaging in inappropriate/distracting conversation with the driver.

DRIVER ASSISTANCE POLICY

Drivers are not permitted to enter any home or go beyond the threshold of any building. Drivers are required to maintain visual contact with the vehicle at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a customer that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times.

In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify customers of the arrival of their ride, customers may request telephone notification of the vehicle's arrival for that specific location. As this request may require special arrangements with third parties and is subject to review, please contact us at (505) 661-4545 to make the request.

Drivers are not permitted to maneuver a mobility device up or down stairs. Drivers are not permitted to physically lift customers. Drivers will assist the customer to board and alight the vehicle, but cannot load and unload the customer's belongings or carry-on items. Customers needing more assistance than the drivers are allowed to provide are encouraged to make other arrangements for assistance at their pick-up and drop-off points. One PCA may ride with the customer as needed, and space is guaranteed for one companion to accompany the customer. Additional companions will be accommodated on a space available basis.

WHAT TO DO IF YOU MUST CANCEL YOUR TRIP

If you need to cancel a trip, call ACT Assist at (505) 661-4545 at least **one hour** prior to the scheduled pick-up time. Failure to do so will result in you being assessed a "late cancellation."

WHAT TO DO IF YOU MISS YOUR TRIP

If you miss your scheduled trip, you may be assessed a "no-show." Contact ACT Assist at (505) 661-4545, Monday - Friday, 8:00 a.m. to 5:00 p.m., to request a new trip to be scheduled on a same day, space available basis.

NO-SHOW AND LATE CANCELLATION POLICY

ACT Assist customers who establish a pattern or practice of no-shows or late cancellations may lose their riding privileges for a designated period of time.

"No-show" is defined as when a customer does not cancel a scheduled trip and is unavailable at the agreed upon pick-up time window and location - and ALL of the following occur:

- The vehicle is at the correct pick-up location within the 30-minute window (no earlier than the scheduled pick-up time and no later than 30 minutes after the scheduled pick-up time);
- The vehicle has waited 5 minutes for the customer;
- The driver has contacted the dispatcher to report a possible no-show;
- The dispatcher confirms the scheduled pick-up time and correct location with the driver; and
- The dispatcher has attempted to call the customer at the telephone number of record.

"Late cancellation" is defined as when a customer does not cancel a scheduled trip at least one hour prior to the scheduled pick-up time.

Because no-shows and late cancellations may cause lost trips for other customers, it is necessary to enforce a no-show and late cancellation policy. This policy is as follows:

- Three (3) no-shows and/or late cancellations within any thirty (30) day period will result in a warning letter.
- Five (5) no-shows and/or late cancellations within any thirty (30) day period will trigger a review of the customer's no-show and late cancellation frequency.
- Customers who are found to have a pattern or practice of abuse representing at least fifteen (15) percent of their total scheduled trips **within any thirty (30) day period** will be suspended from ACT Assist service for a period

of two consecutive operating days.

If subsequent reviews reveal a continued pattern or practice of abuse, the customer will be suspended as follows:

- Two (2) violations within one year - suspension for three (3) consecutive operating days.
- Three (3) violations within one year - suspension for four (4) consecutive operating days.
- Four (4) violations within one year - suspension for five (5) consecutive operating days.
- Five (5) or more violations within one year - suspension for seven (7) consecutive operating days.

ACT Assist is committed to working with individuals to address the causes of no-shows and late cancellations so these persons can continue to use the service.

A no-show or late cancellation due to ACT Assist error will not be counted. Likewise, a no-show or late cancellation due to circumstances beyond your control will not be counted, if you notify ACT Assist at (505) 661-4545 during normal business hours. Documentation may be required. You may also contest a no-show or late cancellation that has been assessed by contacting ACT Assist at (505) 661-4545.

NOTE: ACT Assist will not cancel the return leg of any scheduled trip unless it has made contact with the customer to confirm that the return trip is not needed.

EXCESSIVE CANCELLATION POLICY

Even when a trip is cancelled at least one hour before the established pick-up time, a pattern of excessive cancellations causes the paratransit service to not be available at the times other customers desire service. Please be courteous to your fellow riders by scheduling and using the trips you may need. Try not to cancel excessively to allow others to use the program.

ACTIONS RESULTING FROM PATTERN OR PRACTICE OF NO SHOWS AND LATE CANCELLATIONS

You will be notified in writing, via certified mail, before ACT Assist takes any steps that may result in suspension of service. The letter will provide the following:

- Notification of how many no-shows or late cancellations have been assessed;
- Details on the date, time and location of all scheduled pick-ups that resulted in a no-show being assessed;

- Explanation of how no shows or late cancellations impact the paratransit service and other customers;
- Explanation of your pending loss of riding privileges;
- Effective date of suspension;
- Opportunity for you to contest the assessment of a no-show or late cancellation or demonstrate that a no-show or late cancellation was due to circumstances beyond your control; and
- Instructions on how to appeal the decision to suspend (see Appeals Procedures below).

ACT Assist will allow 15 days between the receipt via certified mail of a notice of proposed suspension of service and the date on which the suspension becomes effective. There will be no loss of service while an appeal of a suspension is in progress.

HOW TO COMMENT ON ADA PARATRANSIT SERVICE

We can only resolve problems if we are informed, so please do not hesitate to contact us. Should you have questions or comments about the service, please call ACT Assist at (505) 661-4545 or send us a letter to: ACT Assist, 101 Camino Entrada, Building 1, Box 1, Los Alamos, NM 87544.

If you would like to file a complaint alleging any action in violation of this ACT Assist ADA Complementary Paratransit Policies & Procedures manual, you must submit it to ACT Assist, 101 Camino Entrada, Building 1, Box 1, Los Alamos, NM 87544. ACT Assist will promptly address all complaints and respond to complainants in writing.

SAFETY

A customer may be subject to any reasonable accommodation requirement that will ensure the safety of themselves, other customers and drivers. For example, a customer may be required to ride with a PCA if the customer is unable to safely board a vehicle on his/her own.

Please remain seated with your seat belt fastened at all times.

CUSTOMER CODE OF CONDUCT

It is ACT Assist policy to provide the safest and most efficient service to our customers. Customers who abuse the following Code of Conduct guidelines can adversely affect the ACT Assist program as a whole. For the safety and comfort of all customers, ACT Assist has established these policies that address instances when a customer's conduct may adversely affect others involved with the ACT Assist program. The following identifies the ACT Assist

policy on customer misconduct.

- 1) **Electronic Equipment** - Customers may not operate any audio or visual equipment without headsets, or which infringes upon other customer's safety or comfort, or impairs the driver's ability to transport customers safely.
- 2) **Hazardous Conduct** - Any act that creates the potential for injury or death to any customer, driver or the general public.
- 3) **Abusive Conduct** - Any abusive, offensive, or threatening act or behavior that affects the safety or security of the driver and/or customers, or invades the privacy rights of others such as touching another person in a rude, insolent or angry manner. Sexual harassment, verbal or physical, will not be tolerated. Examples also include profanity, screaming, hitting, etc.

Consequences of Misconduct

Due to the wide variety and severity of misconduct, ACT Assist reserves the right to determine the consequences ranging from a warning to a suspension of service.

No customer that has been suspended shall lose his/her eligibility for paratransit service by reason of said suspension. Customers will be notified in writing before ACT Assist takes any action. An eligible customer whose service is to be suspended because of misconduct has a right to request a hearing through the appeals process (see Appeals Procedures below).

Consequences of Unintentional Misconduct

Any act that would qualify as misconduct, but is the direct and immediate act of the customer's disability, such as abusive language that is the consequence of Tourette's syndrome, or socially unacceptable behavior brought on by a mental illness, shall be considered Unintentional Misconduct. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the customer.

1. A customer may be subject to any reasonable accommodation requirement that will ensure the safety of all customers and drivers.
 - a. A customer may be required to ride with a PCA.
 - b. A customer may be required to attend training or receive additional counseling in proper conduct on transit vehicles.
2. The accommodation requirement may last for a time period sufficient to allow the customer to learn appropriate behavior.
3. The accommodation requirement may be permanent if the conduct is beyond the customer's control.
4. If a customer commits an act of misconduct that he/she has been trained to know is inappropriate, that act will be considered as intentional.

PUBLIC INVOLVEMENT

A. Goal

ACT Assist is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

B. Transportation Board

Los Alamos County has created a Transportation Board for the purpose of receiving on-going input from ADA paratransit eligible customers. Board members are appointed by the County Council and may include persons with disabilities and representatives of public and private organizations serving the needs of the disabled community. The Transportation Board meets monthly.

C. Customer Satisfaction Surveys

Customer satisfaction surveys will be mailed at least bi-annually to all certified ADA complementary paratransit customers. These surveys will measure customer satisfaction with aspects of ACT Assist services such as prompt telephone answering, scheduling courtesy, ability to get requested pick-up time, timeliness of pick-ups and drop-offs, response time for return trip, amount of time traveling, courtesy of drivers, level of assistance by drivers, safety of service, and general satisfaction with service. The results of these surveys will be compiled and reported to the Transportation Board.

D. Public Hearings

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases and other similar topics. The Transportation Board meetings may also serve as public hearings, if the item(s) are posted on the agenda in the usual manner.

E. Accessible Formats

ACT Assist is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

All public information materials including, but not limited to, the ADA complementary paratransit policies and procedures, application forms, Rider's Guide, service change announcements, customer satisfaction surveys and customer comment cards will be made available in accessible formats upon request.

Based upon input received from persons with disabilities, ACT Assist will normally stock materials in large print. Braille, languages other than English and other formats requested will be provided within a reasonable period of time.

ADA APPEALS COMMITTEE

A. Goal

The ADA Appeals Committee is committed to providing due process for any person with a disability who has been denied eligibility for ADA complementary paratransit service or who has been notified of a pending service suspension.

The process shall include an opportunity to be heard and to present information and arguments, separation of functions (e.g., a decision by a person not involved with the initial decision), and written notification of the decision and the reasons for it.

B. Committee Composition

The ADA Appeals Committee will be made up of three individuals, one individual from each of the following: Los Alamos County Human Resources, Los Alamos County Risk Management and Los Alamos County Transportation Board; and will meet on an ad hoc basis for the purpose of hearing appeals and rendering decisions. The Los Alamos County Public Works Director will serve as an 'ex officio' member of the committee, but will abstain from voting.

C. Committee Duties

The ADA Appeals Committee will be responsible for meeting as needed to hear appeals filed by persons with disabilities who have been denied eligibility for ADA complementary paratransit service or who have been notified of a pending service suspension. The Committee may make a decision based solely upon the information provided by the appellant and/or appellant's representative, and Atomic City Transit.

APPEAL PROCEDURES

ACT Assist has adopted the following procedures as the mechanism for resolving appeals relative to the ADA complementary paratransit services, policies and procedures. These procedures have been established to ensure prompt and equitable resolution of appeals of any individual with a disability who has been denied eligibility for ADA complementary paratransit service or notified of a pending service suspension.

Filing a Request for Hearing

- A hearing to appeal a decision denying eligibility or to suspend paratransit service will be held only after receipt of a written Request for Hearing to ACT Assist.
- Requests for Hearing must be in writing and must contain the name, address and telephone number of the person(s) requesting the hearing (Requester), and the name of the ACT Assist service user if different from the Requester.
- Requests shall be directed to ACT Assist, 101 Camino Entrada, Building 1, Box 1, Los Alamos, NM 87544, ATTN: Senior Office Specialist.
- Persons submitting a Request for Hearing are required to include a statement of the reason(s) why they believe the decision to deny eligibility or suspend service is inappropriate.

- Requests for Hearings must be filed in the following time frames:
 - a. For eligibility denials - Within 60 calendar days after a person has received written notice to deny eligibility
 - b. For service suspensions – Within 10 calendar days after a person has received written notice of a pending suspension
- Requests for Hearings will be deemed filed when received by ACT Assist.

Responsibilities of ACT Assist and Requester

- The ADA Appeals Committee will set the time and place of the hearing when the request is filed (received) and will notify the Requester.
- The time of the hearing will be within 30 calendar days of the time the Request for Hearing was filed (excluding holidays).
- Hearings may be postponed or rescheduled only upon written request to the ADA Appeals Committee and for good cause.
- Upon mutual agreement of the parties – and approval of the ADA Appeals Committee Chair – the hearing may be postponed or rescheduled.

Conduct of Hearings

The manner of conducting hearings is under the direction, control and discretion of the ADA Appeals Committee. These guidelines govern issues, evidence and documents:

- The issues to be decided at the hearing are limited to those set forth in the notice to deny eligibility or suspend service, and the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the ADA Appeals Committee.
- A verbatim transcript of the proceedings, if desired, must be provided and paid for by the Requester.

Decisions

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. The ADA Appeals Committee will normally render a decision within 30 calendar days of the date of the hearing. Within five (5) business days of the ADA Appeals Committee's decision, the Requester will be notified in writing of the decision and the reasons for the decision.

Requesters who are not satisfied with the decision of the ADA Appeals Committee may

appeal, in writing, to the Los Alamos County Manager's Office within five (5) business days after receiving written notification of the ADA Appeals Committee decision. The County Manager's Office shall respond in writing within ten (10) business days of receiving the appeal. The decision of the County Manager's Office shall be final.

Service Provisions During Appeals

For persons appealing eligibility denials, no service will be provided during the period of time the appeal is being considered by the ADA Appeals Committee.

However, if an appeal has not been decided within 30 calendar days of the date of the hearing, presumptive eligibility will apply and unconditional ADA complementary paratransit service will be provided until such time as the committee renders a decision.

For persons appealing pending service suspensions, service will continue to be provided during the entire period of time the appeal is being considered.

The suspension, if upheld, will not become effective until such time as the ADA Appeals Committee has rendered a final decision. In the event the ADA Appeals Committee decision is appealed, the suspension, if upheld, will not become effective until such time as the County Manager's Office has rendered a final decision.

EXHIBIT A - DEFINITION OF ADA PARATRANSIT ELIGIBLE

The U.S. Department of Transportation Americans With Disabilities Act of 1990 defines “ADA paratransit eligible,” in part, as:

1. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
2. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
 - (i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in §37.167(g) of this part.
 - (ii) An individual using a wheelchair is eligible under this paragraph if the individual’s wheelchair cannot be accommodated on an existing vehicle, (e.g., because the vehicle's lift does not meet the standards of part 38 of this title), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.
3. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.
 - (i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility under this paragraph. A condition which makes traveling to a boarding

location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.

- (ii) Architectural barriers not under the control of the public entity providing fixed-route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

(See 49 CFR §37.123 – ADA paratransit eligibility: Standards)

Generally, the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the customer's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?



County of Los Alamos

Staff Report

January 04, 2024

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:

Index (Council Goals):

Presenters: Juan Rael, Public Works Director

Legislative File: 18198-24

Title

FY25 Transportation Board Work Plan

Body

Transportation Board members will review and discuss the FY25 Work Plan. The deadline to make comments is Monday, January 23rd. The final work plan will be included in the February 1st agenda for approval.

Attachments

A - Draft - FY25 Transportation Board Work Plan



LOS ALAMOS
where discoveries are made

FY25 Work Plan Los Alamos County Boards and Commissions

Fiscal Year 2025: July 1, 2024 – June 30, 2025

Board and Commission Name: Transportation Board

Date prepared: [Date]

Date approved by Council: TBD

Prepared by: Transportation Board and County Staff

This work plan will be accomplished in the following time frame: July 01, 2024- June 30, 2025

Chairperson: [Name]

Members and terms:

Member	Start/End Dates	Term
David North	03/01/2022 – 02/28/2024	2
Michael Dolejsi	03/01/2022 – 02-28-2024	1
Michael Altherr	03/01/2022 – 02-28-2024	1
Georgia Strickfaden	03/01/2023 – 02/28/2025	2
Matt Heavner	03/01/2023 – 02/28/2025	2
Karen Edwards	03/01/2023 – 02-28-2025	1
David Hampton	03/01/2023 – 02-28-2025	1

Department Director: Juan Rael, Public Works Director

Work plan developed in collaboration with Department Director. (Y/N?) Yes

Staff Liaison: Juan Rael

Administrative Support provided by: Louise Romero

Council Liaison: [Name]

Reviewed by Council Liaison? [Yes]

1.1 Provide a brief Summary of your Board or Commission’s activities over the past twelve months. Please describe your Board or Commission’s accomplishments and identify constraints. List any “lessons learned” and identify the greatest challenges faced by the Board or Commission.

Board or Commission’s activities over the past twelve months.

Received public comment, reviewed, or monitored progress of the following issues/projects:

- **Construction Projects**
 - ✓ Rose Street Roadway & Utilities Improvement Project
 - ✓ Loma Linda Improvements Project
 - ✓ Urban Trail Phase 1 and 2
 - ✓ Cumbres del Norte Road Improvements
 - ✓ 33rd/34th Streets Road Improvements Project
- **Development Review & Project Support**
 - ✓ Monitor - Mirador Residential Subdivision (Tract A-19)
 - ✓ Monitor – Mirador Mixed Use Development
 - ✓ Arbolada
 - ✓ Cañada Bonita
 - ✓ Meri Mac
 - ✓ Century Bank
 - ✓ Finch Street- LAMC Parking Lot
 - ✓ Longview (Sherwood Rounds)
 - ✓ DP Road – Phase II Infrastructure
 - ✓ Hill Apartments (Tracts A-12/13)
 - ✓ Trinity/35th Street Intersection Improvements
 - ✓ Ponderosa Estates Phase 3
 - ✓ Arkansas Townhomes
- **Additional Projects**
 - ✓ Canyon Rim Trail Phase 3 (Canyon Rim Trail – West)
 - ✓ Wayfinding Installation for MainStreet District - ongoing
 - ✓ Crack Seal & Micro Seal Treatment (ongoing)
 - ✓ Los Alamos County Residential LED Streetlight Conversion Initiative (ongoing)
 - ✓ Street Signs Upgrade - ongoing
 - ✓ Supplemental Environmental Project (SEP) - East Jemez Road/NM 4 intersection
 - ✓ Electric Bus Presentation
 - ✓ Monitored Supplemental Environmental Projects
 - ✓ Los Alamos Airport Safety and Development Project
 - ✓ Pavement Rehabilitation (ongoing)
 - ✓ DP Road - Phase II Infrastructure
 - ✓ Trinity Drive Safety & ADA Improvements – Oppenheimer to Knecht Street
 - ✓ Trinity Drive Pedestrian & ADA Improvements – Diamond to Oppenheimer
 - ✓ Options to Improve Cross Country Trails
 - ✓ Electric Vehicles
 - ✓ Launched Adopt-A-Road Program
 - ✓ Transit Center Study
 - ✓ Denver Steels Phase 2
 - ✓ Bathtub Row/Nectar Peach Improvements
 - ✓ Community Services Integrated Master Plan

- ✓ Presentation by Jemez Mountains Night Sky Coalition
 - ✓ Trinity Drive Road Diet Evaluation
 - ✓ NM502 Zipper Merge Project
 - ✓ Bicycle Improvements Pilot Project
 - ✓ Pedestrian Phase Recall Signal Presentation
 - ✓ Bike Share Presentation
 - ✓ Bicycle Working Group
- Snow & Ice Control Plan
 - ✓ The purpose of this plan is to establish procedures for the Public Works Department staff to efficiently conduct snow and ice control operations and as an information source for citizens of this community. This plan is designed to ensure that all work is completed in a well-planned, safe, efficient, and environmentally sound manner with the available resources.
 - ✓ The goal of this planning effort is to ensure the County's residents will have safe and accessible priority streets throughout the snow and ice season.
 - ✓ The Public Works Department staff strives to maintain safe winter driving conditions for the motoring public. Each winter storm has its own character with variable conditions such as wind, extreme temperatures, timing, duration of storm, rate of accumulation, and moisture content. This plan must remain flexible and take into consideration these variables.

- **Please describe your Board or Commission's accomplishments and identify constraints.**

2.0 Describe the future work plans for this Board or Commission using the following items and showing the relationship to those items: *(Please remember that Council approval of this work plan does not constitute official Council approval of proposed projects, assignments, or anticipated recommendations included in this work plan that have budget implications.)*

2.1 List any special projects or assignments given to this Board or Commission by Council or the Department Director:

- Review and monitor major construction and renovation plans for transportation facilities such as roads, streets, multi-use pathways, sidewalks and trails, airport, and public transit.
 - ✓ Host public meetings as requested and forward any submitted public comment throughout project completion to staff.
- Identifies ongoing and upcoming projects:
 - ✓ Urban Multiuse Trail - Phase 1
 - ✓ Urban Multiuse Trail - Phase 2
 - ✓ PW Design & Construction Standards Update
 - ✓ Finch Street
 - ✓ Canyon Rim Trail Phase 3 (Canyon Rim Trail - West)
 - ✓ Trinity/35th Street Intersection Improvement (Tract A-13/A-12 LASO)-Hills Apartments
 - ✓ Denver Steels Phase 2
 - ✓ Bathtub Row/Nectar/Peach Improvements (joint DPU project)
 - ✓ Loma Linda Road Improvements
 - ✓ Rose Street Reconstruction Project (joint DPU project)
 - ✓ Wayfinding Sign Installation
 - ✓ DP Road Phase II
 - ✓ Trinity Dr. Safety & ADA Improvements - Oppenheimer to Knecht St.
 - ✓ Deacon Street Improvements
 - ✓ NM 4/La Vista Pedestrian Crossing
 - ✓ NM4-Truck Route Intersection (Supplemental Environmental Project
 - ✓ Bicycle Improvements Pilot Project
 - ✓ Downtown & White Rock Transit Center Location Study
 - ✓ NM4 Crossing and Multi-use Trail Improvement Project)
 - ✓ Pedestrian Master Plan Update
 - ✓ Bicycle Working Group

2.2 List the guiding documents/plans (with approval or revision dates listed) used by this Board or Commission.

- Bicycle Transportation System Plan; 2017.
- Policy on the Design of Public Street's and Rights of Way, (Res. No. 10-32; Nov 2010).
- Los Alamos County Comprehensive Transit Study/Updated Service Plan.
- Airport Master Plan, 2013.
- ADA Transition Plan 2017.
- Complete Streets Checklist 2017.
- Pedestrian Transportation Plan 1998 – Update in progress

2.3 Other projects/assignments proposed by the Board or Commission: *(Any projects or activities proposed in this section should be discussed with the Council Liaison prior to listing it in this work plan.)* To assist with Council review of the work plans, please list the B&C's proposed projects or assignments in priority order.

- Project public meetings will be held in conjunction with monthly Transportation Board meetings.
- Bike Share Program.
- Active Transport Programs through walking or bicycling.
- Electric vehicles.
- Gather data and assess the road diet.

3.0 Identify any interfaces for the goals/tasks in this work plan with County Departments and other Boards and Commissions. Specify the coordination required.

- Collaborate with Environmental Sustainability Board and Los Alamos Resiliency Energy and Sustainability Task Force regarding the transportation component in the Environmental Sustainability Plan and final report to Council.
- Maintain awareness and responsiveness to airport issues, including transportation to and from the airport.
- Identify common and/or interrelated issues/opportunities of interest that may exist between the Transportation Board and other county Boards/Commissions and propose collaborative work sessions or training.

- Facilitate implementation of road and parking lot design standards that minimize untreated storm water run-off.
- Application submitted to the American League of Bicyclists for Silver Level.
- Continue Tourism Strategic Planning Effort.
- Planning and Zoning – Parking related issues.

4.0 List any special public information or involvement meetings or efforts to be conducted by this Board or Commission:
--

- The Transit Division provided shuttle service for the following events:
 - ✓ Nature Center/Earth Day
 - ✓ Fourth of July Celebration
 - ✓ New Year's Eve Shuttle
 - ✓ Senior Appreciation Night
 - ✓ Skiesta Shuttle
 - ✓ Ullr Fest
 - ✓ ScienceFest
 - ✓ Summer Concert Series
 - ✓ Safety Town
- The Airport Division participated in the following events:
 - ✓ Young Eagles
 - ✓ YMCA Community Service Project
 - ✓ Santa Claus Fly In
- The Engineering Division participated in the following event :
 - ✓ Bike to Work Day held sometime the week of May 13, 2024.
- Traffic & Streets provided traffic control will be provided for the following community events:
 - ✓ Light Parade
 - ✓ 4th of July Fireworks
 - ✓ ScienceFest
 - ✓ ChamberFest
 - ✓ Fire Day
 - ✓ Easter Egg Hunt

- ✓ Los Alamos County Rodeo
- ✓ Triathlon
- ✓ Summer Concert Series
- ✓ Trick or Treat on Mainstreet
- ✓ Loma Linda Trick or Treating
- ✓ LAPS Homecoming Parade

Events will be considered on a case-by-case basis with plans in place to maintain appropriate health and safety protocols.

5.0 List the current subcommittees for this Board or Commission.

- 5.1 For subcommittees with members that are not members of the parent board or commission:**
List the subcommittee members and their terms.
Explain how sub- committee members are selected or appointed.
Provide a description of each subcommittee’s charter or purpose.
Describe the expected duration for the subcommittee and their work plan(s) demonstrating how they support the Board or Commission:

There are no subcommittees for the Transportation Board.

Attachment A: Provide a copy of your Board or Commission’s “Purpose” and “Duties and Responsibilities” from Chapter 8 of the County Code.

Attachment B: Using the chart below, place an X in the column on the right if the Council Goal is related to the work of the Planning & Zoning Commission:

Attachment A

ARTICLE XI. Transportation Board

Sec. 2-281. Purpose.

A transportation board is established to advise the county council and make recommendations regarding improvements in traffic conditions and all modes of transportation within the county. (Ord. No. 02-278, § 2. 10-3-2006)

Sec. 8-282. Duties and responsibilities.

The transportation board shall serve in an advisory capacity to the county council and shall have the following functions, responsibilities, and duties:

1. Review and comment to council on transportation master plans for all modes of transportation.
2. For the purpose of collecting public input, review all major county construction and renovation plans for county transportation facilities (such as, but not limited to, roads, streets, bicycle paths, the airport, sidewalks, transit, and trails) with the purpose of ensuring that all modes of transportation (e.g., pedestrian, bicycle transit, low speed vehicles, and aviation, if appropriate) are adequately treated in such projects.
3. Review and provide to council, not later than October 15, on any recommended changes to the snow and ice control plan.
4. Review all traffic and transportation matters submitted to the board by the council; and Advise council on ways and means for improving transportation and traffic conditions. For this purpose, when requested by staff or council, the board shall gather public input in ways appropriate to the circumstances, which may include public hearings dedicated to specific topics. (Ord. No. 02-278, § 2. 10-3-2006)

Attachment B

Council Strategic Goals will be provided at a later date



County of Los Alamos

Staff Report

January 04, 2024

Los Alamos, NM 87544
www.losalamosnm.us

Agenda No.:

Index (Council Goals):

Presenters: Juan Rael, Public Works Director

Legislative File: 18199-24

Title

Public Works Staff Report - December 2023

Body

Juan Rael, Public Works Director, will present the December 2023 staff report.

Attachments

A - Public Works Staff Report - December 2023

*Adopt-A-Road
segments adopted - 5*

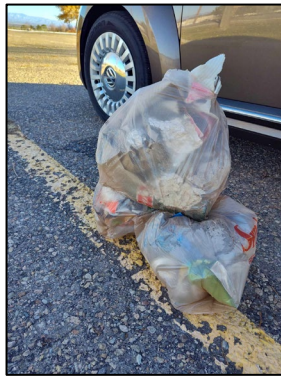
Meeting Our Goals

Our mission: To provide responsive, professional, and courteous service to the public.

News & Updates

The Transportation Board held a monthly meeting on December 7, 2023, the following topics were discussed: DP Road Infrastructure Phase II – Roadway and Utility Improvements Project, Revitalizing Options Around Mobility, Pedestrian Phase Recall at all Signalized Intersections, Bicycle Improvements Pilot Program and the 2024 Transportation Board Meeting Schedule was approved.

Connecting with the Public



A picture from unofficial clean up, just walking the route from Bernadette Lauritzen.

Looking Ahead

The next Transportation Board meeting will be held via Zoom on January 4, 2024, the board will be reviewing and discussing the 2025 Work Plan.

Meeting Our Goals

The airport continues to support the council's strategic goals on Quality Governance for Intergovernmental and Regional Relations, as well as Fiscal Stewardship. During this month, another two grants were closed, one was a FAA grant regarding the rehabilitation of runway/taxiway/apron and the other being a NMDOT/AD grant for airport maintenance. Utilizing and closing grant funds expeditiously as possible displays that Los Alamos Airport can get a project completed within a dedicated timeline and with fiscal accountability to the funding entity and the local constituents.

News & Updates

The award of bid for the airport fuel farm was approved by Council at the December 12th meeting. This highly anticipated project has a final completion date of September 29, 2024. This project is funded through the New Mexico Department of Transportation Aviation Division (NMDOT/AD).

Delta Airport Consultants received their executed Task Order for the design and bidding services to assemble design drawings, construction documents and specifications to construct the 8-unit t-hangars. This project is 100% funded through NMDOT/AD.

A tremendous THANK YOU to the Traffic and Streets Division who continually support the airport maintenance operations. With the recent snow activity we received, the airport runway, taxiways and ramps were cleared as quickly as possible with no disruption to air traffic.

Connecting with the Public

On December 17th, the airport hosted the first ever Santa Fly-In. There were about 75 children that came out to visit with Santa, who was taking a break from his North Pole duties. Approximately 30 kids made it early enough to listen to Santa on the radio and watch him fly in with pilot Will Fox from the local EAA Chapter. After Santa was delivered safely to the terminal, the kids lined up to meet with him, and received small gift bags along with a candy cane. Once their Santa visit was done, they were then treated to going back outside to the aircraft where Will allowed them to get into the cockpit to look around. Everyone in attendance was treated to biscochitos and cider. LAM is hopeful to host Santa again next year!

STATS Update

Total Wo's:

Preventive Maintenance: 11

Maintenance/Repair: 133

New requests: 84

*Immediate response during
normal hours: 10*

Emergency callouts: 12

Meeting Our Goals

The work of the Capital Projects and Facilities Division (CPF) supports the operation of various County Departments and Buildings. To enhance and maintain county facilities, the crews have established a comprehensive plan that includes regular inspections, prioritizing maintenance needs, allocate funds strategically, and engage in proactive communication with stakeholders to leverage community partnerships and to ensure the long-term success of the county facilities.

In the past month, Facilities has assisted with snow removal, repaired and had drains professionally jet cleaned at several fire stations, replaced heaters in PCS6, repaired heating systems in PCS5, PCS4, Municipal building, Aquatic center, replaced nonfunctional ceiling fans at Betty Ehart Senior Center, replaced lighting at Urban Park restrooms. Replaced a glass panel at the ice rink after it had broken.

Project managers continue to chisel away on a project list of 55 projects approved for fiscal year 2024. This is a true team effort of admin. support, labor crews and project managers. Management plays a crucial role in securing and coordinating facility projects for the citizens of the county. This involves strategic planning to develop a clear strategy aligning projects with community needs, ensuring funds are distributed based on project priorities and community requirements, communicating project updates, milestones, and any changes to keep citizens informed to meet the strategic goals of Operational Excellence and Improvement of Quality of Life of Los Alamos public.

News & Updates

Facilities Crews continue working on County buildings for cold weather conditions operation by inspecting and maintaining heating systems to optimize energy efficiency and occupant comfort. Also addressing any potential issues with roofs, gutters, and exterior infrastructure to prevent cold-related damage.

Updates on the ongoing projects are as follows: The Office Reconfiguration for Community Development Department is underway and awaiting inspections from the NM Construction Industries Division on Framing, Sheetrock, Mechanical and Electrical.

The review for the 95% construction documents for the remodel of the Department of Public Utilities (DPU) standby area has been completed. The designer will submit 100% construction documents to the County on Wednesday December 20.

CPF has requested technical assistance from a contractor to repair a malfunction in the ice rink temporary chiller. The repair will be completed as soon as the replacement parts needed are received. The chiller remains in operational condition, the malfunction affects only one of the two refrigeration circuits. There is no concern of losing ice.

CPF continues developing an RFP for the Design-Build of the permanent replacement for the ice rink. Progress on this RFP includes: a draft with the desired chiller specs., editions to the RFP boiler plate for Design -Build proposals, a tentative evaluation committee, and a form for request of Design-Builder qualifications.

A task order was issued to R&M Construction to add electrical receptacles to be powered by generator in emergency conditions in the Community Services Department. The contractor has been preparing final pricing for the standby area remodel.

The architectural contract for the relocation of Fire Station 4 will be considered for approval at the regularly scheduled council meeting in January.

A preliminary site assessment for the EOC at Fire Station 3 is underway.

The Golf Course Site Improvements project was awarded, and construction will begin soon.

Bids have been reviewed and a contractor has been chosen for the White Rock Visitors Center outdoor restrooms and pavilion project.

During the month of December, Facilities attended and completed 76 work orders. At the time of reporting, there were a total of 144 requests. A breakdown of the total number of requests by category is listed in the Table 1 below.

Work order category	Orders received
Preventive maintenance	11
Maintenance/Repair	133
New requests	84
Immediate response	10
Emergency calls	12

Breakdown of December work orders by categories. Note that immediate response is considered when a work order is attended immediately during normal working hours.

Capital Projects & Facilities

Capital Improvement Project Updates

Los Alamos County is working on a variety of projects that support quality of life, infrastructure, and economic development initiatives. A summary of the project and additional information can be found on our website – <https://lacnm.com/PW-Projects>.

Project Name	Dept	Update
Reconfiguration for Community Development Department	PW	The upgraded reconfiguration is awaiting inspections from the NM Construction Industries Division for framing, sheetrock, mechanical and electrical upgrades.
Golf Course Site Improvements	PW, CSD	Notice to Proceed was issued for the Golf Course renovations of holes 1-6 and 9-18 project.
Golf Course High Netting	PW, CSD	Notice to Proceed was issued for the Golf Course High Netting project. The contractor is beginning to prepare equipment submittals for review by the design engineer.
Ice Rink Temporary Chiller	PW	The temporary chiller has been in operation since October 27, 2023. Assistance from a contractor to repair a malfunction has been requested. The chiller remains in operational condition. The malfunction will not affect the ice conditions. The performance has been satisfactory and has enabled ice rink staff to start the ice season in the regular schedule.
Glycol Snow Melt System Fire Station 3	FD	Awaiting construction estimate for the installation of a Glycol snow melt system from the engineer of record.
White Rock Visitor Center Outdoor Restrooms and Pavilion	PW, CDD	Bids have been reviewed and a contractor chosen for construction of the White Rock Visitor Center Outdoor Restrooms and Pavilion. Construction to begin spring 2024
DPU Standby Area Renovation Project	PW, DPU	Work is in progress to develop the construction documents for the renovation project. The designer, Huitt-Zollars is delivering 95% drawings on December 1, 2023.
Emergency Operations Center (EOC)	PD, FD	Preliminary design work is in progress. A site assessment report will be presented to the council in late January.

STATS Update

Supported events- 203

Meeting Our Goals

The Custodial Division continues to promote innovative approaches, conscientious stewardship and outstanding customer service while delivering clean and safe results to the County.

News & Updates

The month of December saw an increase in reservations from the previous month and bookings continue to be up compared to this time last year.

Connecting with the Public

Custodial staff supported the following public events:

Fuller Lodge – 75

White Rock Activity Center – 52

WR Fire Station #3 – 1

BESC – 18

White Rock Town Hall – 1

Municipal Building – 49

Looking Ahead

The Green Seal Certification process was restarted after a year and a half delay due to Covid. The goal is to have this “green cleaning” certification by the second quarter of 2024. We filled our vacant position for our floor crew and are now fully staffed.

Meeting Our Goals

Consistent with the Council strategic priority to invest in infrastructure, improve mobility, and support economic vitality, the Engineering Division continues to actively manage multiple design and construction projects, providing county-wide support for existing infrastructure, and providing engineering reviews and inspections of new developments.

News & Updates

Hasse Construction, contractor for the Urban Trail project, is on a temporary winter suspension with construction to resume in January around the downtown area (Phase I). Construction of the project is anticipated to be completed in late 2024.

The Rose Street Reconstruction project was awarded to TLC Plumbing and Utility with a Pre-Construction Conference held in December. Work is anticipated to begin in early 2024. Stantec, the engineering consultant tasked with leading the Transit Study made site visits throughout the County in December and began evaluations of potential sites for a future Transit Center. The study is anticipated to be completed in May 2024.

Connecting with the Public

Projects such as Urban Trail, Rose Street, Loma Linda, DP Road, and the upcoming Transit Study will require outreach to the public, residents, businesses, Los Alamos Public Schools, and LANL/DOE. This coordination is critical to successful project execution while minimizing negative impacts.

County staff have been involved with coordination of development construction activities across the County to ensure that contractors are providing adequate access and advanced notifications for activities that affect the community.

Looking Ahead

The Engineering Division is looking forward to new design and construction projects for FY24. Survey and design work for Denver Steels Phase II and Bathtub Row, Peach and Nectar streets are underway.

The Engineering Division continues coordination with Department of Public Utilities and an engineering consultant to revise the DP Road Phase II design for re-advertisement. The project was bid earlier in the year with no award made due to the single bid received being over the available budget. The revised design is nearing completion with a re-advertisement anticipated in January 2023.

Staff continues to be involved with multiple development inspections, permit reviews, and design reviews. Some recent project reviews include Buena Caza (Mirador Mix-Use development) in White Rock, Arbolada Subdivision on North Mesa, Arkansas Townhomes, Hills Apartments/35th Street Realignment project, Cañada Bonita, Century Bank, and the development at Meri Mac.

Engineering

Capital Improvement Project Updates

Los Alamos County is working on a variety of projects that support quality of life, infrastructure, and economic development initiatives. A summary of the project and additional information can be found on our website – <https://lacnm.com/PW-Projects>.

Project Name	Dept	Update
Urban Trail Phase I and II	PW	The project award to Hasse Construction was approved at Council in October and began construction around the downtown area (Phase I) in December. A temporary winter suspension began in late December with construction to resume in January. The scope of work includes construction of a 10-ft wide concrete multi-use trail from Trinity Drive northwards to Canyon Road and ending near the Aquatic Center. Construction will be completed in late 2024.
DP Road Phase II	PW	A single bid received in January was over budget. The project will be readvertised in January 2024 with some modifications to the design underway. The current project scope includes new sewer and gas lines, electric conduit, storm drain, concrete replacement, and full reconstruction of roadway.
Loma Linda Road Improvements	PW	Award to Albuquerque Asphalt was approved at Council in July. The scope of work involves full reconstruction of the Loma Linda subdivision roadway and installation of new lighting. Construction began in August and is currently under winter suspension until early spring. Construction is scheduled to be fully completed in June 2024.
Rose Street	PW	The project award to TLC Plumbing and Utility was approved at Council in November. Work is anticipated to begin in early 2024. The scope of work for this project involves full reconstruction of Rose Street from Central to Peach. This is a joint project with the Department of Public Utilities and includes full road reconstruction along with utility upgrades.
Trinity Safety and ADA	PW	The study phase design alternatives are nearing completion by Wilson & Company, with a public input meeting anticipated in Spring 2024. The scope of work for this includes a study phase followed by design and construction. This project is the result of a 2016 road safety audit and has been awarded Federal Highway Safety Improvement Program (HSIP) by NMDOT. Construction is anticipated in 2025.
Finch Street	PW	This project design is nearing completion by an engineering on-call. Approval to enter into an agreement with the Los Alamos Medical Center for the transfer of land for the construction of the Finch Street project was approved by County Council in August.
Canyon Rim Trail Phase III	PW	This final project design will be kicked off soon by an engineering on-call with right-of-way acquisitions nearing completion.

STATS Update

Customer Service Emails - 25

Roll Cart Requests – 34

*Household Hazardous Waste
Customers - 89*

*Recycle Coach App Users –
2,407*

*Recycle Coach App Interactions
– 15,527*

Overlook Visitors - 104

*Transfer Station Visitors –
1,632*

*Yard Trimming Participants –
5,231*

Social Media Followers – 1.3k

Meeting Our Goals

Environmental Services continues to look at other locations and technologies for composting systems. SCS Engineers provided initial site plans for an aerated static pile system and an in-vessel system to be operated at the Eco Station. The program is estimated to divert 4,500 tons of food and yard trimming materials from the landfill and transform it into valuable compost material.

Operation Save the Bears - 260 dumpsters have been delivered to the business community and 1,000 roll carts have been delivered to residential customers. On December 12, 2023, Environmental Services Manager Armando Gabaldon and Deputy Public Works Director Eric Martinez gave a presentation to Council on the program. Council directed that the program be rolled out on a request only basis and return with an update within the next 12 months. Staff is currently in the process of evaluating the current roll carts and looking at other options and designs.

News & Updates

On February 3, 2023, Environmental Services transitioned from a weekly Household Hazardous Waste (HHW) drop off schedule to a monthly schedule. Due to weather the December 1 collection was rescheduled to December 8. Los Alamos County's contractor ACT Enviro had trained personnel on site to characterize and properly sort the material from 89 residents that was then transported to the proper disposal facilities. The next event will be held on Friday, January 5, 2024.

The final curbside yard trimming collection for 2023 was the week of December 4, 2023. Environmental Services collected a total of 723.21 tons of yard trimmings during 2023. The material was mulched and utilized in the bio solid composting for wastewater, sent to the Caja Del Rio Landfill for erosion control, or used by residents for landscaping. Collection will resume on March 25, 2024. Environmental Services staff use this off time to maintain equipment, catch up on grinding excess material, and collect Christmas trees the weeks of January 1 and January 15.

Connecting with the Public

Recycle Coach app is a great asset for residents to check collection schedules and use the 'What Goes Where' search tool for recycling questions. The main customer interactions are collection day reminders and real time notifications.

Looking Ahead

Environmental Services will provide holiday tree collection for non-artificial trees on January 2 – 5th and January 16 – 19th. The trees will be collected on the regularly scheduled trash day. Residents should remove all ornaments and place their trees on the curb. Once collected, trees will be recycled into mulch and compost.

2024 RECYCLING & YARD TRIMMING ROLL CART COLLECTION SCHEDULE

JANUARY						
SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY						
SU	MO	TU	WE	TH	FR	SA
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

MARCH						
SU	MO	TU	WE	TH	FR	SA
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

APRIL						
SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY						
SU	MO	TU	WE	TH	FR	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JUNE						
SU	MO	TU	WE	TH	FR	SA
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY						
SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST						
SU	MO	TU	WE	TH	FR	SA
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER						
SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER						
SU	MO	TU	WE	TH	FR	SA
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER						
SU	MO	TU	WE	TH	FR	SA
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER						
SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

TRASH IS COLLECTED WEEKLY

- HOLIDAY* (PLACE OUT ON WEDNESDAY)
- CHRISTMAS TREES
- RECYCLE
- YARD TRIMMINGS (NONE IN JAN, FEB)
- CLOSURE (EMPLOYEE PROFESSIONAL DEVELOPMENT DAY)

NEED TO REPAIR YOUR ROLL CART?
SUBMIT YOUR REQUEST USING THE QR CODE:





Residential Sustainability Report

Service Period: November 2023

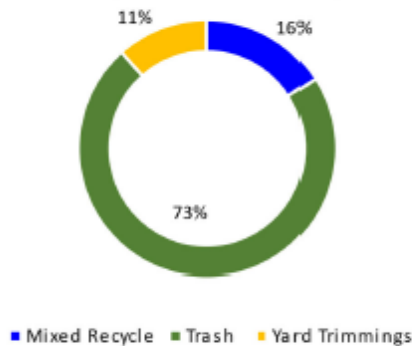


LOS ALAMOS

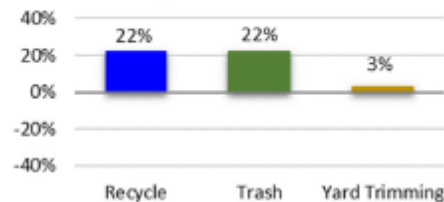
November Diversion Rate: **27%**

The *diversion rate* is the percent of recyclable and compostable material diverted from the landfill.

Monthly Collection Report

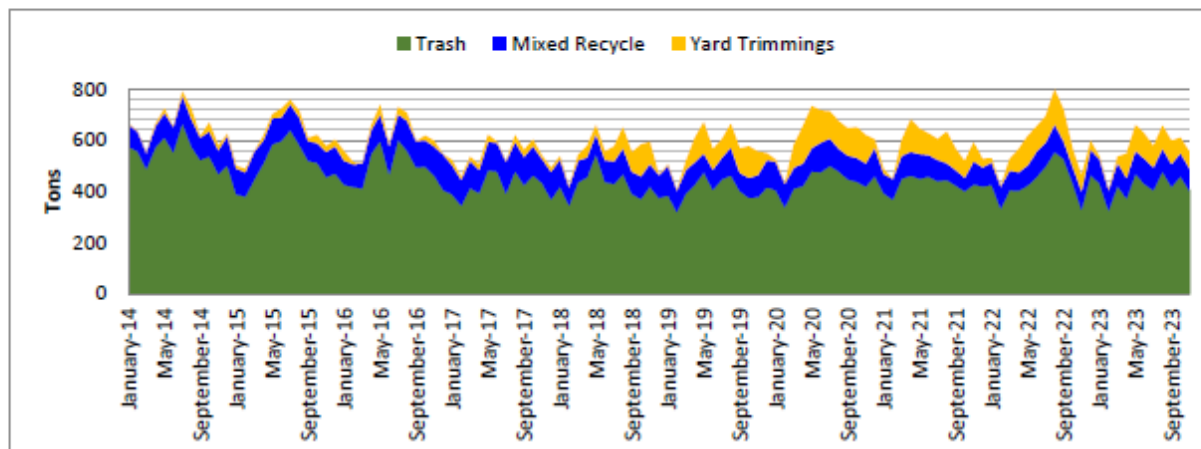


% Change Previous Year

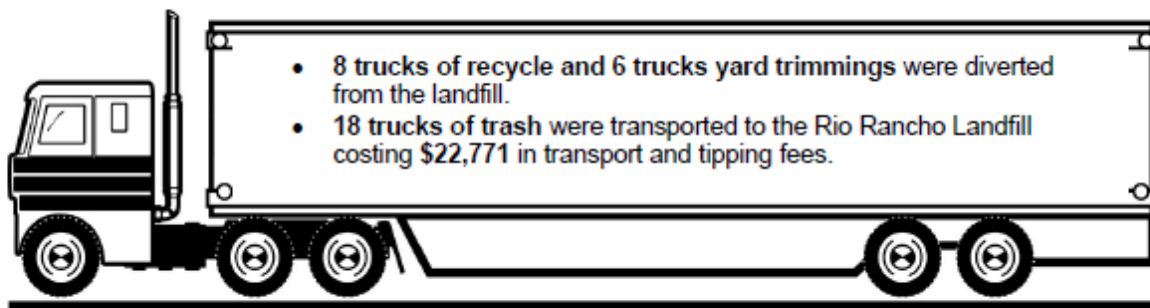


	Nov-22	Nov-23
Yard Trimming	62.16	64.07
Recycle	72.32	88.38
Trash	329.17	403.04

In November by recycling and composting Los Alamos County reduced GHG emissions by ~429 tons*



In 2023 by recycling and composting Los Alamos County reduced GHG emissions by ~4,783 tons*



For more information contact Environmental Services Division at 505.662.8163 or email solidwaste@lacnm.us

*GHG emissions calculated using <https://www.stopwaste.co/calculator>

STATS Update

Work orders entered - 232

*Work orders completed within
72 hours - 175*

Work orders remain open - 30

*Work orders are preventive
maintenance - 35*

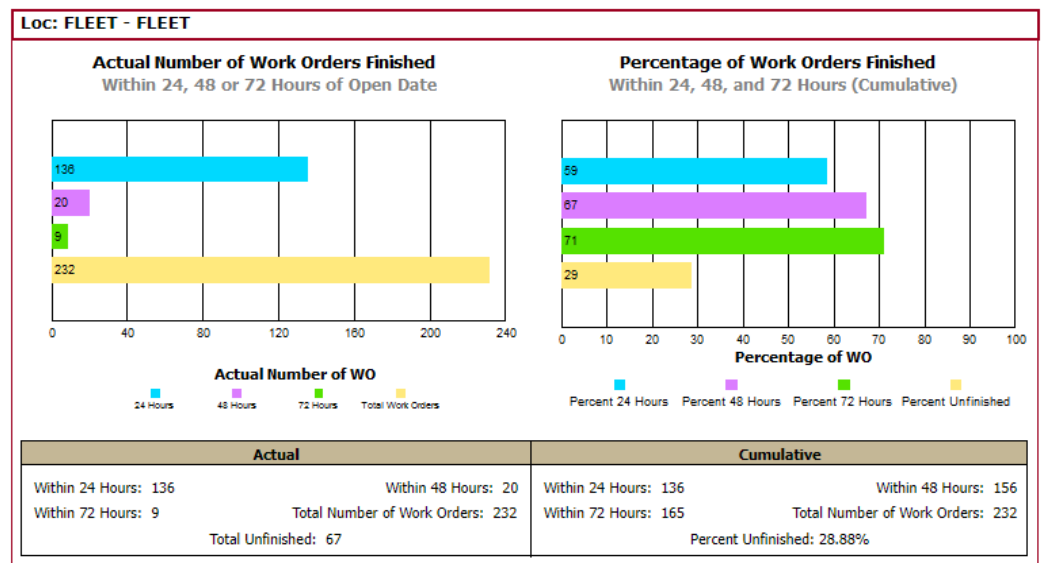
Work orders are repairs – 197

Work orders for recalls - 0

Meeting Our Goals

Fleet is focused on keeping vehicles and equipment in top shape so our Los Alamos County customers can provide quality services to the residents of Los Alamos and White Rock. Fleet also provides a Motor Pool service that is located at the Municipal building available to County staff.

News & Updates



STATS Update

Customer Calls – 123

Permits Processed - 7

Asphalt for repairs – 27 tons

Miles swept – 439

Locates – 98

Yards of Concrete – 8

Street Signs Installed - 20

Meeting our Goals

We met county council goals by providing service to the community during the month of December by responding to snow removal efforts, continuing streetlight bulb replacement, pothole and concrete repairs, as well as traffic control for events.

News and Updates

The Signs and Markings crew installed the remaining adopt a road signs county wide with new organizations who have currently adopted roads.

Crews continued repairing sections of asphalt countywide.

Crews have begun snow removal efforts countywide. We have had two substantial snowstorms. Crews work in shifts 24 hours a day to respond. Crews include Traffic and Streets, Custodial, Parks, Facilities, Fleet and Electric Distribution.

Connecting with the Public

Signs crews have installed stay back 50 feet signs on the snowplow trucks for safety of the traveling public.

The Signs and Markings crew are starting their last and final street Id upgrade in White rock. This has been a 7-year project that was started in North Mesa, and they have worked our way down to White Rock. They have also been working on fabricating signs including new deer crossing signs on Trinity Drive, Sandia Loop, and S. San Ildefonso Rd.

Looking Ahead

Crews will continue with snow removal efforts county wide as the snowstorms continue, replacing bulbs on streetlights countywide and fabricating street signs throughout the winter.

STATS Update

*# of Unlinked Passenger Trips
(UPT): 11,789*

of Fixed-Route UPT: 11,434

*# of Demand-Response UPT:
355*

of Special UPT: 0

of Service Days: 19

*# of UPT per Service Day:
620*

of UPT per Service Mile: .35

of Service Disruptions: 7

*% of On-time Timepoint
Departures: 76.0%*

*% of On-time Paratransit
Trips: 94.0%*

*% of Buses with Defective ITS
Systems: 82%*

of Customer Complaints: 1

Meeting Our Goals

Consistent with the Short-Range Transit Plan, strategic priority to service enhancements, capital improvements, and institutional strategies to enhance public transit services in Los Alamos County the Atomic City Transit (ACT) Division has been actively managing multiple design and implement recommendations.

Atomic City Transit continues to participate with Stantec Architecture Inc. to discuss the Los Alamos County Downtown and White Rock Transit Center Study.

The scope of work includes exploring options for Los Alamos County and its partners (Atomic City Transit, New Mexico Department of Transportation (NMDOT), North Central Regional Transit District (NCRTD) and Los Alamos National Lab (LANL)) to evaluate locations for a new transit center in Los Alamos and/or White Rock. The transit center(s) will provide connection between different bus lines and could include park and ride and new mixed-use development nearby.

News & Updates

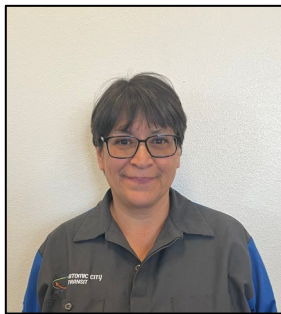
The discussion/purchase of two electric buses and charging stations with a new vendor continues. As negotiations are completed and the order gets placed, we can expect the new buses in about 12 to 24 months from the date of order. With the increase interest of electric powered buses throughout the United States and limited manufactures, work production has been delayed.

Retirement



Congratulations to Reyann Nastacio for 25 years with Los Alamos County. A luncheon was held in her honor, there was a great turn out and everyone enjoyed the awesome food and many laughs. Thank you, Reyann for everything you did for us.

New Employees



Atomic City Transit would like to welcome Rowena Macdonald, Transit Operator Trainee. Rowena is a resident of Los Alamos and will be working full-time for Atomic City Transit. She's completing all her new hire training, and soon you will find her on route providing service to the community. Help us welcome Rowena on your next bus ride.

Events

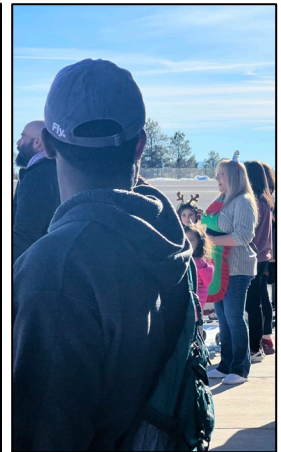
ACT takes part in the Holiday Light Parade

Atomic City Transit would like to thank the staff for their participation in connecting with the Community!

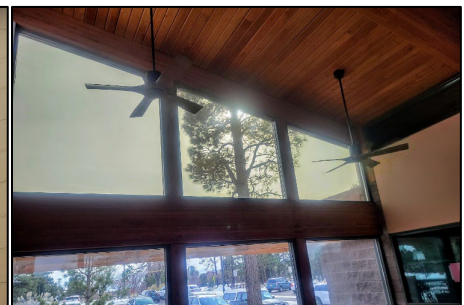


Airport- First Annual Santa Fly In

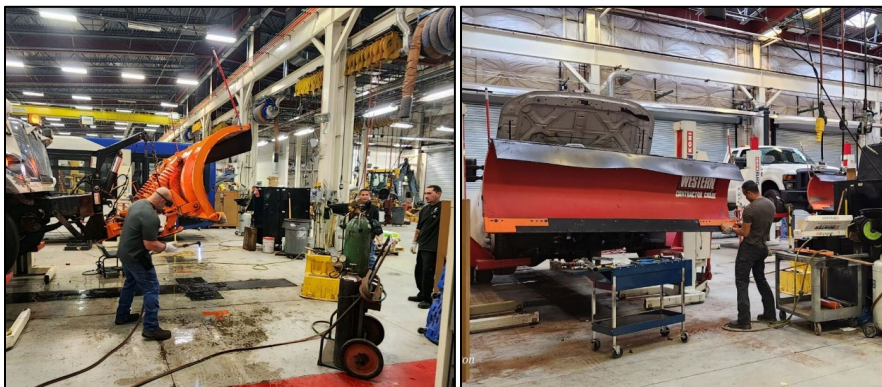
On December 17th, the airport hosted the first ever Santa Fly-In. There were about 75 children that came out to visit with Santa, who was taking a break from his North Pole duties.



9 Divisions working as 1 for the Community.



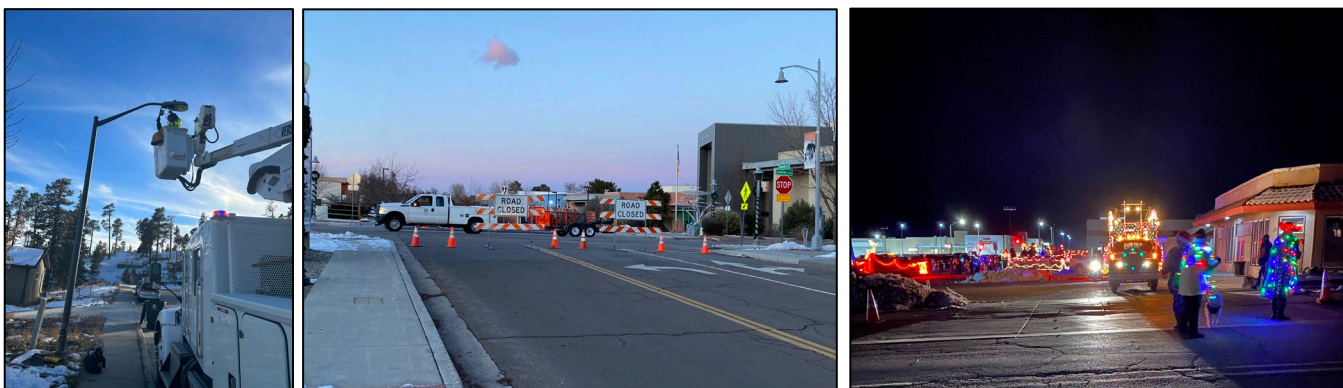
Replaced section of drain line at FS4, one of three new unit heaters installed at PCS6 Carwash and new ceiling fans for the senior center.



Matt Lengyel and Antonio Duran replacing cutting edges to get the plow trucks back out on the road.



Snow Removal Efforts Around the County



Traffic & Streets crews replace lightbulbs, provide traffic control for special events, install signs and provide snow removal around the county.

Staff Members Highlight of the Month



Michael Crowe
Operator II



Austin Cox
Operator I

Atomic City Transit would like to acknowledge Michael Crowe and Austin Cox. Both were recently promoted. They are both assigned to perform fixed route services. Michael and Austin go the extra mile to make all customers feel at ease and safe during their trip. Next time you see them on route, give them a big shout out!

