County Manager's Monthly Update

LOS ALAMOS COUNTY

FEBRUARY 2021

This update contains information about Los Alamos County, and is intended to keep you informed regarding key issues, the status of various capital projects, employee recognitions and significant events that have occurred during the past several weeks. This update is distributed on a monthly basis; however the County maintains a website at <u>www.losalamosnm.us</u> where you can also check for periodic updates on the issues outlined below as well as other current topics. In the event that you have questions concerning the information in this update, or any other questions about Los Alamos County activities, please feel free to contact the County Manager at (505) 663-1750, or via <u>lacmanager@lacnm.us</u>.

CLERK

New Senior Deputy Clerk joins the Clerk's Office:

Please join us in welcoming our new Senior Deputy Clerk Victoria N. Montoya (Tori), who joined our team on January 25th. Tori previously worked for the Rio Arriba County Clerk's Office as a Clerk Technician for about six (6) years and as the Bureau of Elections Coordinator for the past four (4) years.

Working for Los Alamos County had been a dream of Tori's for the past five years, and now that dream has come to fruition, and she couldn't be more overjoyed. Tori grew up in Canjilon, with three older brothers and has two loving parents.

We are delighted to welcome Tori to the office, and she has quickly become a valued team member...!

NM Counties Board Member Election & 2021 Annual Legislative Conference:

On January 6th, County Clerk Naomi Maestas was elected, by her fellow local elected officials, to serve on the New Mexico Counties (NMC) Board of Directors, as the representative for Los Alamos County. Clerk Maestas, Chief Deputy Clerk Adrianna Ortiz, and Elections Manager Steve Fresquez attended the New Mexico Counties 2021 Legislative Conference held virtually January 20-21, 2021. County Clerks and staff, from all 33 counties, also met to discuss upcoming legislation. In addition, counties were briefed on new or updated voting and election procedures and other general Clerk Affiliate business. The group, along with staff from the NM Secretary of State's Office discussed the upcoming 2021 Election Cycle. Overall, this was a great opportunity for Clerk Maestas and staff to collaborate with other County Clerks, their staff, and the Office of the NM Secretary of State on legislative priorities and the upcoming 2020 elections. (*Photos Courtesy/New Mexico Counties*)





Office Operations During the Ongoing COVID-19 Pandemic:

As the COVID-19 public health crisis continues, operation protocols set back in July 2020, remain in place for the Clerk's Office. All regular in-person services and transactions remain suspended until further notice. Any urgent matters, needing in-person services, will be handled with COVID Safe Practices (CSP) in place and through appointments made by calling (505) 662-8010 or emailing <u>clerks@lacnm.us</u>. As this situation continues to evolve, updates on changes to daily operations will be posted online at <u>www.losalamosnm.us/clerk</u> and through Facebook, Twitter and Instagram.

Customers may continue to drop off items in the Drop-Box located on the wall near the door to the Clerk's Office, Suite 240. Staff will process Drop-Box items and will be available to assist customers by phone and email between the hours of 8 a.m. to 12 p.m., and 1 p.m. to 5 p.m., Monday thru Friday. The Clerk's Office closes for lunch, between 12 p.m. and 1 p.m.

Clerk Maestas would like to remind customers, that they may utilize the Online Records Portal for searching real estate (deeds, mortgage, liens) and government documents (ordinances, resolutions, minutes). For searching probate and marriage records, or to apply for a marriage license online, customers may use the Probate & Marriage Online Records Portal. Access these portal links at <u>www.losalamosnm.us/clerk</u>. There are a few election related items that can be handled on-line or through the mail. Citizens can utilize <u>www.NMVote.org</u> for voter registration and absentee ballot requests, and other election related services.

Direct links

Online Portal – Recording: <u>https://countyfusion1.kofiletech.us/countyweb/login.do?countyname=LosAlamos</u> Online Portal – Probate: <u>https://countyfusion1.kofiletech.us/countyweb/login.do?countyname=LosAlamosProbate</u>

Clerk's Office – By the Numbers		
	January 2020	January 2021
Recording & Filings	321	408
eRecordings	127	186
Marriage Licenses	7	11
Probate Cases	3	2
Council Meetings	3	3
Outreach Events	1	0 * (*Due to COVID-19)
Voter Registration Transactions	181	121

COMMUNICATIONS

The C&PR Division continues to support several items related to the COVID-19 pandemic emergency, such as sharing out information and updates based on the Governor's updated public health orders on social media or the website, as well as info on the vaccine distribution. The division assisted CMO on projects for Fuller Lodge signage and the Strategic Plan document for Council, along with assisting on the County Manager recruitment brochure. Other projects include kiosk update of tourism and marketing, signage in various facilities, as well as helping Environmental Services with graphic design and video projects related to Zero Waste and composting or reducing food waste. The PIO continues to assist in outreach about new Council committees or task force recruitment. The PIO and one VIS also served on the evaluation committee to select a vendor for the County's public website. Work on the contract should get underway this month and the goal is to launch a new website later this year. The PIO is also providing continuous updates to the community on DP Rd, and coordinating updates from the various project champions for the Management Action Plan to align with adjusted or new Council goals for 2021 (the MAP is part of the proposed budget book printed by March 31). These are just a few of the highlights as the division works on many small projects or tasks on a daily basis that are too numerous to list here.

COMMUNITY DEVELOPMENT DEPARTMENT

Building Safety Division:

Four (4) commercial permits were issued in January 2021, with a total valuation of \$180,262.00, compared to twenty-eight (28) permits issued in January 2020, with a total valuation of \$465,534.00.

Forty-five (45) residential permits were issued in January 2021, with a total valuation of \$583,993.00, compared to fifty-one (51) permits issued in January 2020, with a total valuation of \$1,144,471.00.

Commercial Updates:

A look back at 2020 projects







Code Compliance

Before and after pictures of code compliance cases.

Before

After





Before



After



Before

After

Housing and Special Projects Division

Affordable Housing Multi-Family Development:

Development continues on the Canyon Walk apartments on DP Road. Building permit plans for the Bluffs development have been received and are currently in review at this time.

Housing Rehabilitation Program (Home Renewal Program):

Applications are now being accepted for the Home Renewal Program. Residents who income qualify and require financial assistance to make repairs or improvements to their homes are encouraged to apply for this subsidized loan program. Homeowners are not required to make payments unless the home is sold or vacated.

Homebuyer Assistance Program:

Applications for the LAHP Homebuyer Assistance Program are now being accepted.

Planning Division

The Planning and Zoning Commission approved the Marriott Town Place Suites hotel and convention center site plan, along with a waiver to exceed the maximum hotel building height at their regularly scheduled meeting on January 13, 2021 (SIT-2020-0045, WVR-2020-0089).

On January 05, 2021, Council approved ordinance No. 705 that authorized the sale of 3661 and 3689 Trinity Drive to Pet Pangaea, LLC. On January 26, planning staff and other County department members of IDRC met to review encumbrances on properties and formulate the next steps for Planning and Zoning Commission submittal, including rezoning and lot consolidation.

Pet Pangaea plans to submit a site plan for a mixed-use containing ground-floor commercial with the second floor as residential. Several steps will be required before they are ready to submit their applications.

Dekker/Perrich/Sabatini and Planning hosted a virtual teen open house to elicit feedback from Los Alamos Middle School and Los Alamos High School students on needs of White Rock and Townsite; a virtual open house to preview the Chapter 16 code diagnosis/review (Phase 2) on January 19 and a third virtual open house on January 27 to preview three downtown design alternatives incorporating teen feedback for both White Rock and Townsite.

Building Permit and Business License Review:

During the month of January, Planning Division staff reviewed and acted on 25 Building Permits and 4 Business Licenses.

Admin/Special Projects

In accordance with the CMO and the Governor's Office, CDD is closed to the public at this time. We continue to accept permits as well as applications for business licenses and plan cases via email, mail, and the CSS portal. Our Building Inspectors are in the field performing inspections daily but there are no office hours for them or any CDD staff at this time. If you need to meet with any of the CDD staff, please schedule a zoom meeting or conference call with us and we be happy to assist you. Our main office line is 662-8120.

Business License

During this time of working remotely from home, we are still processing new business licenses as they come in and we are processing business license renewals as fast as possible. During the month of December, 62 business licenses were processed, this includes both new applications as well as renewals of existing business licenses.

COMMUNITY SERVICE DEPARTMENT

Recreation

ScienceFest – Driven by Science:

Meetings have begun for ScienceFest 2021 and staff from Recreation and Parks are part of these committee meetings to help faciliate logistics at various County venues.





Aquatics

January Lane Reservations: 1,706:

In January, main pool reservations were 1,598 and the Therapy pool was 108. Winter weather, two holidays and being closed for five days for HVAC repairs reduced the overall January totals. Patrons are very thankful the Aquatic Center is open and continue to leave notes, cards, and goodies for staff.

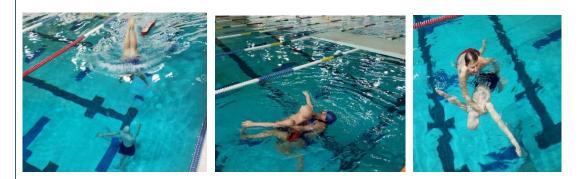
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Life Safety Skills:

Lifeguards train weekly to ensure their skills are sharp for the safety of our users. The guards work together to swim a mile each week and lead training on Life Safety skills.



Golf Course

Golf course improvements project:

Staples Golf, the design contractor for golf course improvements, has completed a site plan and golf ball trajectory and netting study. This study is to help reduce the possibility of someone being hit with a range ball on holes within close proximity to the practice facility.

Restaurant Patio Enclosure Project:

The patio enclosure project continues to move forward with additional steel work installed including door framing, and finish work is being drawn up. The folding glass patio doors are still in fabrication, an are scheduled to arrive in mid-February. The project is on schedule for significant completion by the end of February.



Winter Activities at the Golf Course:

Recent snowfall has provided multiple winter activities including snow shoeing, cross country skiing and sledding.



<u>lce Rink</u>

Skater Development Sessions:

In January, the Ice Rink expanded community skater development sessions by adding two sessions on Wednesdays and Fridays, and a third session on both Saturdays and Sundays. The ice rink closes for the season on February 14th.



<u>Parks</u>

Bye-Bye old Ashley Pond Tree Lights:

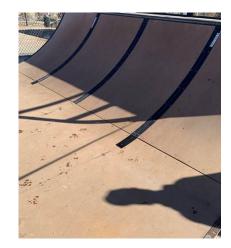
Crews removed the old holiday lights from the trees at Ashley Pond. The removal of the old lights allows staff to fix safety concerns with the electrical outlets in preparation for new lights.



White Rock Skate Park Repairs:

Crews fixed multiple safety concerns brought to their attention in a letter from Quinn McCulloch. Repairs included grafitti removal, tightening and replacing bolts, replacement and repair of damaged pieces and surfaces.







Parks welcomes two new Employees:

Two members joined the Los Alamos County Parks Team in January, Michael Martinez and Daniel Padilla.



Open Space

Trail Sign Installation:

With the unseasonably warm weather Open Space was able to continue with trail sign installations. Multiple signs were installed throughout Woodland, Dot Grant and Upper Pueblo Canyon Trails.



Kwage Mesa Interpretive Signage:

In collaboration with the Manhattan Project National Historic Park, DOE, and NNSA, interpretive signs were installed on Kwage Mesa. These new signs will introduce you to life on the Pajarito Plateau, from the first people to its explosive history. The Kwage Mesa Trail is relatively flat and takes about 2 to 2 ½ hours to complete.







<u>Library</u>

Digital circulation of materials, curbside library service, and public computer use by appointment continued at Mesa Public and White Rock Branch Libraries. Youth and Adult Services Staff also presented a variety of programs for different age groups.

Los Alamos County Library System Statistics January 2021	
# Uses of E audio books	2724
# Uses of E books	3616
# of Uses of Streaming Video	231
# of Uses of Streaming Music	79
# of Uses of Online Magazines	641
Digital Circulation	7291
Curbside Circulation	11613
Total Circulation Digital + Curbside	18904
Youth Services Programs Offered	15
Adult Programs Offered	3
Total Programs Offered	18
Youth Services Program Attendance	216
Adult Program Attendance (Pop Up Library + LC)	85
Total Program Attendance	301
Curbside Visits	2259

Noon Year's Eve – December 31st, 2020, 37 participants:

Youth Services staff counted down to wish everyone a happy new year and provided some ideas on how to celebrate the the New year via a pre-recorded video.



StoryWalk – month of January, 25 checked in Participants:

Families were able to stroll outside the Los Alamos Nature Center and enjoy reading "The First Day of Winter" by Denise Fleming until the end of January. A QR code was provided on the first or last signs so people could be counted as a readers and able to submit pictures to library staff.



Virtual Storytime – month of January, 134 Participants:

The Virtual Storytime is presented via YouTube for Ages 0-5. In January staff presented storytimes featuring books and songs about the seasons; how people and things can be the same and also different; sang songs about colors and about counting to ten in English and Spanish. There were even storytimes about taking an imaginary trip to Hawaii, and about hands.



Pop-up Library – January 16th, 2021, 79 Attendees:

The Pop-up Library is an outdoor COVID-safe event for both the Los Alamos and White Rock Libraries to distribute youth activity packets and issue library cards to new patrons. The library issued 32 new library cards and distributed 100 youth activity bags.

Social Services

Intro to Game Mastering– January 4th – 5th, 9th, 16th & 23rd, 6 Participants:

The Teen Center collaborated with the Fuller Lodge Art Center to offer a free online Intro to Game Mastering class for teens. Fuller Lodge provided a skilled instructor and the Teen Center supplied online resources and technical support for the students and instructor. The class sessions went far past the basic mechanics of the game and focused on the process of creative world building and improvisation. As a capstone, the final session included a team of three experienced adult Game Masters who helped students refine the world settings they were creating.

Annual Holiday Meal hosted by Enterprise Bank and Trust – January 8th, 2021, 100 Drive-Thu meals provided.:

The White Rock Senior Center enjoyed distributing an annual holiday meal, hosted by Enterprise Bank and Trust (postponed in December due to COVID facility closure).



Grandparents Raising Grandchildren Support Group (GRG) – January 11th, 4 Participants:

This kinship care group through FSN, meets monthly to discuss the challenges of raising grandchildren. Discussions include learning about resources available to those providing kinship care. In January Derek Rugsaken, from Southwest Family Guidance Center, presented on the services and resources they offer to kinship care providers



Teen Movie Marathon – January 22nd, 2021, 8 Participants:

The Teen Center's Youth Mobilizers hosted an online movie marathon on the Teen Center's Discord server to be a social event for members. The movie selection was made by teens during the monthly Teen Council meeting. Teens who registered ahead of time received a take home kit with healthy snacks and a package of cookie mix to make.

The Great Kindness Challenge – January 25th – 29th, 2021, District and Community Wide:

This weeklong celebration through Los Alamos Public Schools included activities, kindness challenge checklists, social media posts, and painting the rock in White Rock and was organized in collaboration with school sites and the LA Happy Heart Hunt community-wide activity. Students, families, staff, and community members are encouraged to reach out to one another with kind actions in recognition of the power of kindness.



JJAB One Circle - Middle School LGTBQ+ Group – January 26th, 2021, 6 Participants:

The virtual group is focusing on education about the LGBTQ+ community and identity. Topics covered will be the difference between gender expression and gender identity, pronouns, communication, handling difficult situations, and participant suggestions. Resources will be provided so participants and their families can utilize after the group has ended to continue their learning and growth as a family unit. This is a safe place for any middle school youth who identify within the LGBTQ+ community and allies.

COVID-19 Vaccination Hub – January 30th – 31st, 600 Seniors vaccinated:

The Los Alamos & White Rock Senior Centers served as a vaccination hub for seniors ages 75 and older in conjunction with NM Department of Health. All persons had to be registered with the NM DOH and received an appointment notification.

Cultural Services

The Night Sky in January – January 8th, 2021, 74 Participants:

Paul Arendt lead this astronomy talk explaining what you can see in the night sky during the month of January, including constellations, planets, and more. This talk was great for beginning stargazers who wanted to learn more. An evening sky map of January's constellations and celestial objects highlighted during the presentation could be downloaded from SkyMaps.com

Taos Avalanche Rescue Dogs – January 19th, 2021, 106 Participants:

Meet Kona Yuki, avalanche dog in training! This live-streamed presentation provided an opportunity for participants to meet and learn more about Taos Avalanche Rescue Dogs. Kona's handler, Malia Reeves, discussed training, avalanche rescue, and what it's like to be a working dog in Northern New Mexico.



Backcountry Film Festival – January 21st, 2021, 94 Participants:

The Pajarito Environmental Education Center celebrated the 16th season of the Backcountry Film Festival! Century Bank sponsored this festival for the third year in a row. It is produced each year as a celebratory, backcountry community event by the Winter Wildlands Alliance, and this year's film line-up was full of snowy, cinematic adventure sure to inspire both the local backcountry and general communities. Films in this year's program included:

- LOST Brody Leven
- Last Call for Moose Mountain Joe Fairbanks
- Awaken [Revelstoke Segment] Sungod
- Pathfinder: Life Beyond Fear Raised by Wolves
- Resonancias Florencia Barrabino
- Float to Ski Allie Rood
- LATITUDE Wes Walker and Brittney Ziebell
- Last Tracks Erik Petersen
- Freeride Ski at Home Philipp Klein
- The Classic Route Alexis Blaise, Maxime Moulin, Thomas Guerrin, and Hensli Sage

PUBLIC WORKS DEPARTMENT

Administration Division

Transportation Board:

Recruiting New Members:

The Transportation Board meets the first Thursday of the month at 5:30 p.m. There are currently six vacancies and the recruitment process is underway.

The January 7, 2021 meeting was canceled.



Airport Division

Airport Manager Recruitment – Offer Extended to Qualified Candidate:

Efforts to recruit and hire a new manager for LAM continued through January. The most recent recruitment posting closed at the end of December and interviews were conducted in January that resulted in the top candidate being extended an offer of employment. As soon as we have news to share that the prospective candidate has accepted the offer, we will also announce who the candidate is and when they will begin employment. We are very much in hopes that next month, we can introduce the new Airport Manager for Los Alamos County. Stay tuned!

Entrance Signage Replaced:



What happens when you're exposed to the sun, wind, and rain for years running without any protection to speak of? Well, you come apart at the corners if you're this roadside sign. We recently, found that the large LAM Airport sign off NM502 had begun to peel and fall apart at the edges. As such, working with LAC's great graphics staff, Fast Signs in Santa Fe was hired to create a new panel to replace the old. The sign has now been refreshed, is looking great again, and ready to take on future years of sun, wind, and rain!

Terminal Roof Replacement Update



The Los Alamos Airport Terminal has been closed during the COVID-19 pandemic (except pilot access to the flight planning area and restrooms). Thankfully, as we look to reopening the terminal in the coming months as the threat from COVID-19 transmission diminishes, but the terminal remains closed to the public, we will have contractors on site to replace the roof of the facility that was severely damaged during the very heavy snowfalls of 2019. At present, we have a leaky roof and damaged carpet as a result, but beginning as early as April 1st of this year, these conditions will be rectified. Following the construction work, we look forward to re-opening the terminal building with a new roof, new carpet, and other new floor coverings that will once again make the facility a clean and comfortable space for our aviation community, civil air patrol cadets, visiting pilots, emergency medical evacuation crew, and others who use this important asset.

Custodial Division

- The Custodial Division supported four meeting events during the month of January due to the impact of Covid-19 restrictions.
- The division continues to maintain all County facilities where tenants/public are present while following the CDC/State of New Mexico guidelines for disinfecting.
- The following projects are scheduled prior to re-opening:
 - Refinish the wood flooring in the Great Room and Classrooms at BESC
 - Shampoo carpets and wax tile at the Animal Shelter
 - Refinish the wood flooring in the Arts Center Gallery and wax the classroom floors
- The Facility Reservations Office is being staffed with a single staff member in the office 3 days per week with the remaining 2 days being supported through telecommuting. Fuller Lodge is currently closed to the public.

Engineering Division

NM 502 Reconstruction, Knecht St. to Tewa Loop:

The project continues to be on winter suspension. NMDOT and Star Paving anticipate work to resume late March 2021, weather permitting.

Development Review & Project Support:

- Mirador Residential Subdivision (Tract A-19) Phase I roadway infrastructure is near completion. A late January meeting is being scheduled with the developer to discuss a path forward for formal county acceptance and council approval of Phase I roadway and utility infrastructure. Staff continues to provide construction inspections and participate in project meetings. Crews continue work on Phases 2 & 3.In
- Mirador Mixed Use Development The site plan was approved by the Planning & Zoning Commission on December 9th. Staff awaits submission of building permits and construction plans for review.
- **Marriott TownePlace Suites** The site plan, summary plat and height waiver were approved by the Planning & Zoning Commission on January 13th.
 - Trinity/20th Street Intersection Traffic Signal In accordance with the Project Participation Agreement between the County and the land developer, the County is responsible for the design and installation of a traffic signal at this intersection. Staff is coordinating with our on-call engineering consultant and NMDOT staff to update the traffic study to comply with NMDOT's permitting requirements for the new traffic signal installation. Staff awaits a project timetable from the development team to coordinate the signal design and installation schedule. Funding for the installation is included in FY21 budget.
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- DP Road
 - Canyon Walk Apartments (Tract A-9) Staff continues to attend weekly construction progress meetings with the development team as scheduled. The main line joint utility trench has been completed and crews are now working on the utility connections to the Canyon Walk Apartments and then existing businesses. Pressure testing of gas and water lines will follow before the main lines are connected into the system. Storm Drain and roadway construction expected to begin once all utility work is complete, weather and material supply permitting.
 - Bluffs Senior Housing (Tract A-8-b) The site plan application was approved on September 23rd by the Planning & Zoning Commission. Staff is awaiting resubmittal of the final construction drawings for review.
 - **Phase II Infrastructure –** FY21 funds in the amount of \$4.5M is programmed for roadway and utility infrastructure improvements on DP Road from the Bluffs site east to the road terminus

at the TA-21 gate. Engineering and DPU staff have developed a scope of work for design services and received three proposals from the County's on call design services contracts. Proposals were evaluated and a selection made. Council approval of a Task Order for design work is scheduled for January 26th. Upon approval, design work, which includes an alternatives study and public involvement, will begin in February with a Final Design and Bid Documents scheduled for completion at the end of 2021.

- The Hill Apartments (Tracts A-12/13) The development team has been coordinating with County staff regarding building permits and surety requirements in advance of and in preparation of on-site and off-site improvements. Staff will continue to coordinate with the development team and review documents as needed.
 - Trinity/35th Street Intersection Improvements An Access Permit from Trinity Drive to the site was issued by NMDOT on 5/12/20. The associated road diet configuration for Trinity (NM 502) was approved by County Council on June 9th and implemented by NMDOT. Staff is currently working on the transfer of a portion of right of way to NMDOT which was a condition of the permit.
- Ponderosa Estates Phase 3 The subdivision plan was approved by the Planning & Zoning Commission on October 28th. Staff awaits construction drawings and final reports for review.
- Arkansas Townhomes Staff has conducted two construction inspections/site meetings for the project for the storm drain system and to review existing roadway on Arkansas prior to contractor beginning water line trenching and excavation.
- CB Fox & Reel Deal Theater On December 15th, Council approved a purchase agreement for the two properties that provided for a 90-day due diligence period. Staff prepared a scope of work and a task order was approved to obtain a due diligence facility assessment and options analysis utilizing a county on call services agreement. Work has begun and presentations to Council are scheduled for February and March.

Golf Course Irrigation Improvements:

A service agreement to provide a new fiber communication line to replace the existing DSL line is pending legal review. This new fiber line will improve internet and communication service to the Golf Course Maintenance Building that houses the newly installed integrated irrigation control system. This improvement will ensure full utilization of the system and wireless connection to the cloud which allows Staff to monitor and control the system from anywhere and offers reliable telemetry between all sprinkler heads, weather station and the base CPU.

Golf Course Patio & HVAC Improvements:

Crews continue to install HVAC ductwork, structural steel and interior finishes while awaiting delivery of the new wall and window systems.

Golf Course Site Development Improvements:

The design team continues to work on the multiple facets of site improvements and most recently completed a ball flight study to provide ideas and recommendations for safety net configurations. A presentation to the Parks & Recreation Board is anticipated in the near term.

Betty Ehart Kitchen Equipment Upgrade:

State capital outlay funds were appropriated for the project. On November 17th, Staff held an on-site meeting with the design team to gather information for the design scope, schedule and costs. A proposal for design services is under review and pending approval.

Fire Station #3 Boiler Replacement:

This is a FY21 project funded through the Major Facilities Maintenance (MFM) Program. An on-site meeting with the design team was held to review project and get information into for the design scope, schedule and costs. A task order has been prepared and is pending approval for design to begin.

Piñon Park Splash Pad:

Crews have completed final grading and punch list items including delivery in installation of new picnic tables. Staff is working with the flooring contractor to schedule installation of the colorful, soft safety surface pending favorable weather and temperatures.

Kiddie/Multigenerational Pool Project:

On December 15th, Council approved award of a construction contract with Klinger Constructors to complete the project. The contract is currently pending final signatures. The project is expected to begin on February 1, 2021. A press release regarding the start of construction has been prepared and information regarding construction and impact to Aquatic Center operations will be communicated on an ongoing basis. Utility line relocations that include gas and communication lines, are currently being performed independent and in advance of commencement of the Kiddie Pool addition.

Eco-Station Fan Replacement:

New fans were installed and are functioning properly. Final punch list items have been addressed and the project has achieved final completion.

Sunflower Art Installation:

Staff is assisting CSD staff with drafting an RFP to procure services for the installation.

Municipal Building Server Room CRAC Units:

This new air conditioning system will provide longer and more consistent service to the server room to ensure proper operation and reliability of the county's computer servers. Final plans have been received and special provisions for working in the server room are being coordinated with IM staff so that construction quotes can be obtained.

Utilities Office Remodel:

Final design drawings are expected late January with procurement to construct the improvements to follow.

Pajarito Repeater Site Generator Installation:

Staff is assisting Emergency Management on this grant funded project. Winter weather, difficult access to the site, and equipment shipment delays have delayed further progress requiring schedule and site changes. A path forward has been coordinated with the contractor.

Eco-Station Household Hazardous Waste Building:

This project proposes to design and build a more permanent structure for storing household hazardous waste adjacent to the transfer station. A meeting was held with Environmental Services and Fire Department staff to refine the project scope. An updated plan and more economical solution and a grading and drainage plan are under consideration.

Airport and Aquatic Roofs:

Considering winter weather conditions and temperatures, construction stary was delayed until April 2021.

Fire Station 3 Secondary Dispatch:

Staff is working with Police Department and Emergency Management personnel to create a secondary dispatch area within Fire Station 3. On-site meetings continue to be held with various county on call architects to review the scope of the project in order to obtain a cost proposal for design services that provides the best value to the county.

Fuller Lodge Log & Window Restoration & Art Center Canopy:

This work is programmed in FY21 through the Major Facilities Maintenance (MFM) Program. Staff is assisting Facilities staff with acquiring material specifications and obtaining quotes for log and window restoration work. Additionally, staff is awaiting a quote from our on-call architect for the design of the exterior canopy for the Art Center entrance.

Upcoming Facility RFP's:

- WAC Building
- Tween Center
- County-wide Facility Condition Assessment
- On Call Facility Construction & Maintenance Services
- Community Recreation Space Pending Bond Sale for \$350,000 State Capital Outlay Appropriation

2020 Pavement Condition Survey:

The pavement survey was successfully completed on September 28th. The collected data is now being processed and the report is on schedule for completion in February 2021. The airport runway was included in the scope of the work and will provide important information to have for future aviation grant application consideration. The county's consultant is assembling the data gathered for an upload into the county's asset management software which will be utilized to program the five-year Road CIP Budget.

Canyon Rim Trail Phase 3 (Canyon Rim Trail – West):

This project required updated appraisals and title reports to proceed with the acquisition process and final design. A task order was issued to initiate these updates with the updated Title Reports complete in December. The appraisals are anticipated in January 2021. Staff is negotiating an updated cost proposal from the design team for the final design efforts.

Finch St. (Road connection from 35th St. to LAMC):

Following input from LAMC and NMDOT, a preferred alignment for this connection that will accommodate the expected large vehicle sizes has been selected. The assigned on-call engineering design team presented the 60% design to the Transportation Board on December 3rd. The design team continues efforts to complete the design.

Canyon Rim Trail Underpass:

Contract awarded and construction is scheduled to start in Spring 2021.

Barranca Mesa 3 Subdivision:

All work was complete in December with staff closing out the project which includes a reimbursement request to the state for local government road funds awarded to the project. Once weather is more favorable and asphalt becomes available, the contractor will make corrections of an isolated area asphalt paving near the Camino Encantado/Tecolote intersection.

Wayfinding Sign Installation:

An RFP for sign manufacturing and installation services to update community wayfinding signage was advertised, with bids received and evaluations completed. It was determined by the evaluation committee that the project needed to be re-advertised with changes made to the RFP document. The revised RFP was re-advertised on November 19th with proposals due on January 5, 2021. One proposal was received and is under evaluation.

Trinity Drive Pedestrian & ADA Improvements – Diamond to Oppenheimer:

In FY 2020, the County received a \$250,000 state grant to make isolated improvements to sidewalks, curb, gutter, drive pads and ADA ramps along Trinity Drive (NM 502) from Diamond to Oppenheimer. Crews from GM Emulsion requested a suspension due to staffing impacts resulting from COVID-19 and winter weather. Work on the north side of Trinity is complete with on the south side scheduled to resume in March.

Urban Trail Design

The project is separated into two project phases, with each receiving federal transportation funds through NMDOT. The total amount of grants funds received for the project total \$4.305M over a period of three fiscal years and requires a local match of 14.56%.

- Phase I Trinity to Spruce St.: Staff has begun the design and drafting work and awaiting an executed funding agreement from NMDOT.
- Phase II Spruce St. to Aquatic Center: Funding Agreement and purchase order for design has been received from NMDOT. Staff has reviewed and approved the design proposal submitted by one of our engineering on-call consultants, and a task order will be issued to begin once approved by NMDOT.

North Mesa Road & Utility Improvements – Casa de Oro:

The County has budgeted FY 2021 CIP funds for road improvements to Alamo Road, Capulin Road and surrounding side streets. The County also received approximately \$280,000 in state local government road funds with all agreements fully executed. Staff is coordinating joint utility improvements with the Department of Public Utilities and is currently working to complete design, advertise the project for bids and begin work by early Spring. Staff will be soliciting public input in coordination with a project presentation to the Transportation Board on February 4th.

Sherwood Boulevard Improvements:

The County has budgeted FY 2021 CIP funds for drainage and road improvements to Sherwood Boulevard from Grand Canyon Drive to Aztec Avenue. Staff is currently conducting geotechnical investigation for the project in order to develop a pavement design and assess the geologic conditions and challenges with the placement of underground drainage structures. Once all investigations have been complete, staff will perform the design process through the fall and winter season. Staff will be soliciting public input in coordination with a project presentation to the Transportation Board. Construction is anticipated to begin in the Spring/Summer 2021.

33rd/34th Street Loop Roadway & Utility Improvements:

As waterline utility breaks have been reoccurring within this North Community area, the Department of Public Utilities reached out to Public Works to evaluate the scope and costs involved to perform a joint road and utility project as an initial project phase to address the deteriorating condition of these facilities. A site visit was performed and a preliminary cost estimate for full road reconstruction in coordination with DPU's effort has been completed and is under review. Additional coordination is anticipated along development of funding options as part of the FY2022 budget process.

Deacon Street Improvements:

Engineering and DPU staff are formulating a scope of work for roadway and utility infrastructure improvements in preparation for contracting professional design services for the project. Staff is also staying engaged with the Downtown Master Plan effort and upcoming draft to help integrate any applicable recommendations and concepts from the Master Plan.

Trinity Drive Safety & ADA Improvements – Oppenheimer to Knecht Street:

The County was awarded \$4.25M in federal transportation safety funds over federal fiscal years 2021, 2022 and 2023, for the project to include design, right-of-way and utility design and construction. On December 18th, the County executed and returned the funding agreement to NMDOT and is awaiting final execution and a Purchase Order from NMDOT in order to proceed. An RFP for design services, currently being prepared by staff, can be procured upon NMDOT review and approval. Originally, the project was expected to terminate just east of 15th Street. However, at staff's request, NMDOT approved extension of the termini to Knecht St. in order to provide a seamless tie-in to the current NM 502 reconstruction project.

Environmental Services

Environmental Sustainability Board:

The ESB meeting, January 21, 2021 was conducted over Zoom to comply with COVID-19 Safe Practices. The board had a presentation about the Recycle Market by Friedman. They also received a presentation by Environmental Services Manager Angelica Gurule about Environmental Services budget projections and about the process on how to procure bear carts.

The ESB currently has one vacancy and the recruitment process is underway.

Yard Trimming Program:

The curbside Yard Trimming roll cart program began July 2018 and has been extremely successful. The Yard Trimming roll cart is voluntary and there is no additional cost to the resident. Approximately 4,726 (69%) households have received yard trimming carts since the program commenced. In 2020, Environmental Services has collected over 1,111 tons of yard trimmings.

Household Hazardous Waste Program:



Environmental Services provides a household hazardous waste service for items such as paints, stains, pesticides, herbicides, cleaners, etc. The program only accepts household hazardous waste on Friday and Saturday from 9:00 am to 3:00 pm. From December 1, 2020 to December 31, 2020, approximately 42 customers utilized the program and managed their waste responsibly.

Recycle Coach:

From December 1 – December 31, 2020, there were 38 new subscribers on the Recycle Coach app, with a total of 1,451 total users and 13,290 resident interactions. The number one interaction is reminders and notifications which accounted for 6,409 reminders, followed by 4,690notifications, 1,046 material searches for items such as batteries, light bulbs, and gift bags & wrap.

Zero Waste Los Alamos:

The Zero Waste Team meeting, January 20, 2021 was conducted over Zoom to comply with COVID-19 safe practices. The team had a special guest Marvin Hayes from Baltimore Compost Collective talking about how he and a group of volunteers started composting from collecting food scraps around the Baltimore area. His group also grew what is called a pizza garden in which they grow vegetables that one would find on a pizza. He also discussed that the volunteers take care of some livestock. The meeting ended early for the Inauguration.

Earlier in January, the team also got a chance to meet with Deborah Kim, Product Lead of the EcoChallenge.org to discuss how the EcoChallenge could be better.

Los Alamos County Landfill Gas (LFG) Update:

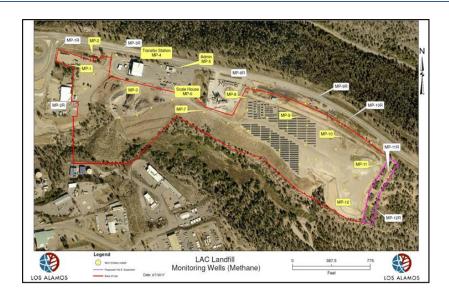
With the installation of the Landfill Gas Control and Collection system, the methane concentrations have decreased and are in compliance with NMED Solid Waste Rules. Environmental Services has received approval from New Mexico Environment Department (NMED) to reduce monitoring from weekly to quarterly as prescribed by NMAC Solid Waste Rules.

Environmental Services submitted the fourth quarter 2020 Landfill Methane Probes Report.

- The methane generated by the facility did not exceed 25 percent of Lower Explosive Limit (LEL) of methane in facility structures and was shown to be compliant with 20.9.5.(B)(1) NMAC.
- Methane readings at all buildings/on-site structures were 0.0 percent methane in air during the quarterly monitoring.
- The concentration of methane did not exceed the LEL at the facility property boundary and therefore shown to be compliant with 20.9.5.9(B)(2) NMAC. Methane readings at all gas probe locations were 0.0 percent methane in air during the quarterly monitoring.

Customer Service:

Environmental Services Division mission is to provide exceptional solid waste and sustainability services to create a better community for current and future generations. A large part of the daily operations is to provide excellent customer service both administratively and in the field setting. Below is a chart of the number of customers we served in December 2020.



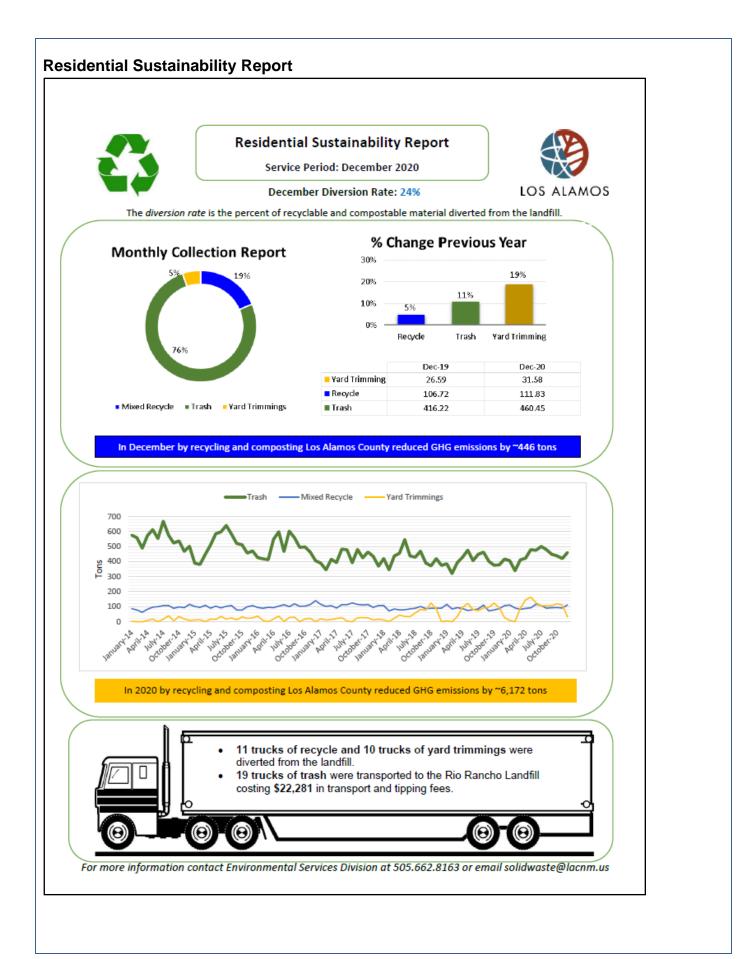
CUSTOMER SERVICE	NUMBER OF CUSTOMERS SERVED (DECEMBER 2020)
Email (<u>Solidwaste@lacnm.us</u>)	22
Online Roll Cart Requests	16
	38 New Subscribers
Recycle Coach App	1,451 Total Users
	13,290 Resident Interactions
Overlook Customers	253 Monthly Customers
evenoor ouslomers	8 Customers Daily (Average)
Transfer Station Visitors	1,625 Monthly Customers
	52 Customers Daily (Average)

Retirement:

Juan Mascarenas retired from being a Senior Operator at the end of 2020. He was a hardworking, safe operator, with great customer service. He always had great stories and jokes to share with his coworkers. We will miss Juan and wish him the best in his retirement.

Recruitment:

Environmental Services conducted interviews for a Senior Equipment Operator position. Interviews for a Lead Operator position will be conducted in the next few weeks.



Facilities

Facility Maintenance Work Orders: By the Numbers ...

New Work Orders Received and Entered since last report: 46 Work Orders Completed and Deleted since last report: 52 Work Orders in Progress - On the Books: 178 Crews worked on the following: Aquatic Center: Repairs on ERU2 completed, restoring proper airflow to pool deck.



Fire Station 2: Shoreline repaired after being ripped down by truck.



Cemetery Parks shop: new garage door installed.



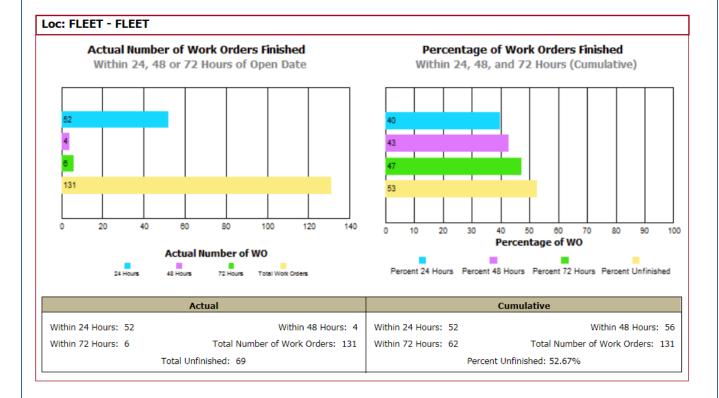
Animal Shelter: back up heat restored to kennel area.



Fleet

Fleet Work Orders: By the Numbers ...

New Work Orders Received and Entered in January: 131 Work Orders Closed in 72 hours or less: 62 Work Orders Closed between 3-30 days: 47 Work Orders that Remain Open: 22



Fleet received a replacement backhoe that will be assigned to Traffic and Streets. Fleet will install the twoway radio, decals, and fuel system.



Fleet received a replacement unit that will be assigned to IM.



Traffic & Streets



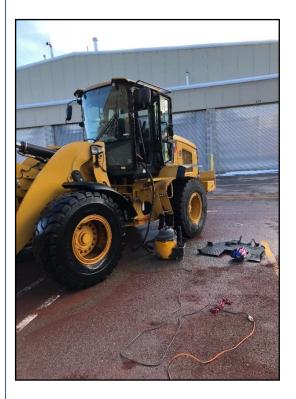
Crews repaired a section of asphalt on 37th Street.

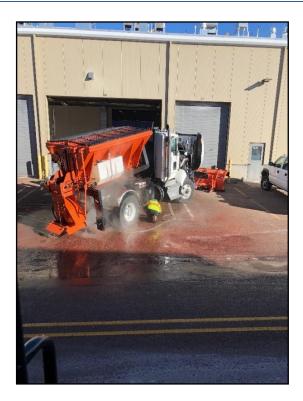


Crews worked on asphalt patching on Barranca Road.



Crews removed dead trees near the entrance to the tennis courts on Canyon Road.





Crews cleaned snow removal equipment and prepared for the next storm.



Crews cleaned drains on Canyon Road.





Crews cleared the access to the Ice Rink.



Crews preformed right of way maintenance on Diamond Drive and lower Ridgeway Drive.



Crews are building a school flasher. This will replace the school flasher that was knocked down in an accident.



Crews removed the abandoned light pole behind the Pajarito Grill on 502 across from DP Rd.



Crews installed the new Lemon Lot sign in front of the Methodist Church near the entrance. This sign was placed near the entrance to alert customers of the permit requirements.



Crews have been installing signs that have been knocked down. Crews also reinstalled median tubular markers that have been knocked down county wide.



Crews installed drainage outfall protection at Ponderosa Estates drain.

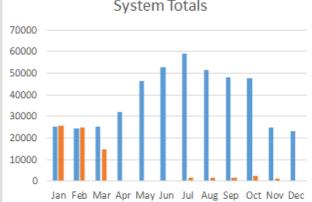


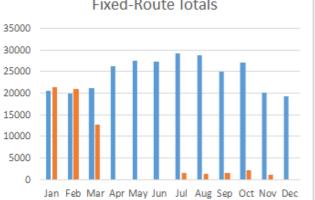
Crews cleaned parking lot and fixed all the parking bumpers

<u>Transit</u>

On November 16, 2020, in compliance with the Executive Order "Stay in Place", Atomic City Transit suspended fixed route service and provided Dial-A-Ride, origin to destination service for essential business, Monday through Friday, 7:30 am to 5:30. Atomic City Transit encourages patrons to make a reservation the day prior or you can request a same day service on next available space. Please call the Atomic City Transit Administrative office (505) 661-RIDE (7433) to schedule your next trip.

December 2020 Ridership Report L & S ALAM @							M 🎯 S	
	December Trips		Dec. Rev. Miles		Dec. Rev. Hours		YTD Trips	
loute	2019	2020	% Chg	2019	2020	2019	2020	2020
1 Downtown	4,157	-	0.0%	3,785	-	313.6	-	14,97
M White Rock - Main Hill	1,717	-	0.0%	7,537	-	284.2	-	8,06
2T White Rock - Truck Rt	1,088	-	0.0%	6,954	-	274.1	-	4,67
2P White Rock - Peak	549	-	0.0%	2,957	-	109.2	-	1,35
3 Central / Canyon	2,554	-	0.0%	5,337	-	266.7	-	6,55
4 North Community	2,218	-	0.0%	3,867	-	273.0	-	6,43
5 Barranca Mesa	1,553	-	0.0%	4,249	-	270.6	-	4,00
6 North Mesa	5,394	-	0.0%	6,019	-	407.1	-	16,52
Fixed-route subtotal	19,230	-	0.0%	40,705	-	2,198.4	-	62,59
7 North Mesa Expr	847	-	0.0%	267	-	16.2	-	2,65
8 North Community Expr	612	-	0.0%	96	-	6.5	-	1,40
9 Aspen Expr	588	-	0.0%	74	-	5.2	-	1,77
10 Barranca Expr	688	-	0.0%	124	-	7.8	-	1,17
11 White Rock Expr	774	-	0.0%	252	-	10.0	-	2,09
Express route subtotal	3,509	-	0.0%	814	-	45.7	-	9,09
12 Bandelier	-	-	0.0%		-	-	-	
Dial-a-Ride	119	-	0.0%	685	-	39.9	-	26
ACT Assist	361	92	-74.5%	2,594	683	173.1	25.2	1,61
Special Services	12	333	2675.0%	107	2,934	10.5	247.7	2,55
System total	23,231	425	-98.2%	44,905	3,617	2,467	273	76,12

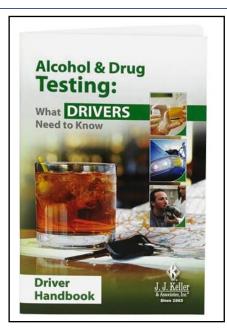






Atomic City Transit demand response service provided transportation for those necessary trips throughout the month of November.

Atomic City Transi	t - Demand	Respor	nse Ride	rship a	nd Statis	tics	
Start Date	12/1/2020						
End Date	12/31/2020						
End Bate	12, 51, 2020	00.4/	404.0/				
	Total	DR % Growth	ADA %	Total		Deutiese	Special
	Demand		Growth	ADA-	Total DAR	Daytime	Service
	Response	(Prev.	(Prev.	Related		DAR	DAR
		Mo.)	Mo.)				
NTD Service Information		0.00%	0.00%	-	3		2
Vehicles operated in max Svc	3	0.00%	0.00%	2 92		0	222
Unlinked Passenger Trips (UPT)	425	45.05%	6.98%		333 3,366.16	-	333
Total Actual Vehicle Miles (VM)	4,733.00	47.49%	130.17%		,	-	4,049.58
Total Actual Vehicle Hours (VH)		49.30%	204.27%	25.20	241.21	-	266.41
Total Actual Revenue Miles (RM) Total Actual Revenue Hours (RH)	3,617.00 272.88	58.64% 48.26%	130.17% 204.27%	683.42 25.20	2,250.16 247.68	-	2,933.58 247.68
						-	
Passenger Miles	1,798.39	78.90%	16.85%	752.42	1,045.97		1,045.97
Passenger Hours	82.95	92.66%	18.33%	27.42	55.52	-	55.52
Service Days	22.00	22.22%	5.88% -53.52%	18	22.00	-	22
UPT per RM	0.12	-8.57%		0.13	0.11	-	0.11
UPT per RH	1.56	-2.17%	-64.84%	3.65	1.34	-	1.34
UPT per Service Day	19.32	18.68% -42.86%	1.03%	5.11	15.14 4	-	15.14
Companions	4	-42.86%	-100.00%	- 6	2.00	-	4
PCAs	0	-60.00%	-70.00%	0	2.00	-	2
Scheduling Stats - Performed Trips		0.000/	0.000				
Subscription	-	0.00%	0.00%	-	-	-	-
One Way Trips Requested	772	29.75%	9.57%	309	463	134	329
One Way Trips Performed Advance Reservation	413	55.26% 62.04%	34.38% 34.38%	86 86	327 136	-	327 136
Same Day Reservation	191	48.06%	0.00%	- 00	130	-	130
Manually Scheduled	90	52.54%	114.29%	15	75	-	75
Automatically Scheduled	323	56.04%	24.56%	71	252	-	252
Pickup-based Trip	374	61.21%	48.72%	58	316	-	316
Appointment-based Trip	39	14.71%	12.00%	28	11	-	11
Appointment-based mp	55	14.7170	12.0070	20	11	_	11
Capacity Metrics (ADA Requests)							
Valid Pickup Negotiated	63	57.50%	57.50%	63	1		
Invalid Pickup Negotiated	-	0.00%	0.00%	-			
Valid Dropoff Negotiated (Apt Trips)	122	5.17%	5.17%	122			
Invalid Dropoff Negotiated (Apt Trips)	-	0.00%	0.00%	-	ł		
Non-Missed Trips	86	34.38%	34.38%	86			
Missed Trips	-	0.00%	0.00%	-	ł		
On-Time Appointment Dropoffs	116	5.45%	5.45%	116			
Late Appointment Dropoffs	3	0.00%	0.00%	3			
Early (>30 min) Appointment Dropoffs	5	-16.67%	-16.67%	5			
On-Time Pickup Arrival	61	19.61%	19.61%	61			
Excessively Late Arrivals (>15 Min)		-100.00%	-100.00%	-	1		
Early Pickup Arrivals (>5 Min)	10	42.86%	42.86%	10	1		
Travel Time <= Fixed Rt Estimate	85	34.92%	34.92%	85	1		
Travel Time Over Fixed Rt Estimate	1	0.00%	0.00%	1			
Travel Time <= 45 Minutes	86	38.71%	38.71%	86	1		
Travel Time > 45 Minutes		-100.00%	-100.00%				
No Capacity Issues	533	20.05%	20.05%	533			
Capacity Issues	19	26.67%	26.67%	19			
capacity 155025		20.0770	20.07/0	10	1		



During this reduced schedule, Atomic City Transit is continuing to perform performing necessary training virtually. On January 13th, twenty-nine Transit employees attended a training on Drug and Alcohol Awareness virtually.

Topics included Safety Sensitive employees' responsibilities, adhering to the FTA drug and alcohol policy, effects of alcohol misuse, effects of various drug misuse.

The training is a refresher for most employees although just as important as the first training.

Atomic City Transit continues to partner with staff from Los Alamos Betty Ehart Senior Center and White Rock Senior Center to deliver hot meals to our senior residents. A total of 473 meals were delivered by Atomic City Transit Operators. Thank you, Transit Operators John Waters, Yvonne Medina, Zachary Gonzales, and Dwight Moss for supporting our senior residents.

Date	Weekday	Unit #	Location (WR/LA)	# Meal Deliveries	Vehicle Miles	Vehicle Hours
12/1/2020	Tue	4105	LA	<mark>12</mark>	9.00	2.00
12/1/2020	Tue	4156	WR	<mark>10</mark>	21.00	2.17
12/2/2020	Wed	4105	LA	<mark>14</mark>	15.00	2.00
12/2/2020	Wed	4156	WR	<mark>11</mark>	22.00	2.00
12/3/2020	Thu	4105	LA	<mark>15</mark>	13.00	2.00
12/3/2020	Thu	4156	WR	<mark>11</mark>	22.00	2.18
12/4/2020	Fri	4105	LA	<mark>24</mark>	13.00	2.00
12/4/2020	Fri	4156	WR	<mark>18</mark>	23.00	2.33
12/7/2020	Mon	4105	LA	<mark>14</mark>	14.00	2.00
12/7/2020	Mon	4156	WR	<mark>11</mark>	22.00	2.33
12/8/2020	Tue		LA	Closed	-	-
12/8/2020	Tue		WR	Closed	-	-
12/9/2020	Wed	4105	LA	<mark>14</mark>	76.00	3.50
12/9/2020	Wed	4115	WR	<mark>10</mark>	27.00	(10.90)
12/10/2020	Thu	4105	LA	<mark>0</mark>	15.00	1.08
12/10/2020	Thu	4156	WR	<mark>10</mark>	22.00	2.15
12/11/2020	Fri	4105	LA	<mark>13</mark>	12.00	1.75
12/11/2020	Fri	4156	WR	<mark>11</mark>	30.00	3.17
12/14/2020	Mon	4105	LA	<mark>13</mark>	13.00	2.00
12/14/2020	Mon	4156	WR	<mark>11</mark>	17.00	2.53
12/15/2020	Tue	4105	LA	<mark>13</mark>	13.00	1.92
12/15/2020	Tue	4156	WR	<mark>9</mark>	23.00	2.50
12/16/2020	Wed	4105	LA	<mark>13</mark>	13.00	1.93
12/16/2020	Wed	4156	WR	<mark>0</mark>	14.00	1.00
12/17/2020	Thu	4105	LA	<mark>13</mark>	12.00	1.75
12/17/2020	Thu	4156	WR	<mark>11</mark>	35.00	2.50
12/18/2020	Fri	4105	LA	<mark>13</mark>	10.00	2.07
12/18/2020	Fri	4156	WR	<mark>10</mark>	30.00	2.70

Senior Service Hot Meal Delivery December 2020

12/21/2020	Mon	4105	LA	<mark>14</mark>	9.00	1.75	
12/21/2020	Mon	4156	WR	<mark>9</mark>	22.00	2.50	
12/22/2020	Tue	4105	LA	<mark>18</mark>	15.00	2.00	
12/22/2020	Tue	4156	WR	<mark>8</mark>	22.00	2.50	
12/23/2020	Wed	4105	LA	<mark>13</mark>	16.00	1.75	
12/23/2020	Wed	4156	WR	<mark>9</mark>	25.00	3.00	
12/24/2020	Thu		LA	Closed	-	-	
12/24/2020	Thu		WR	Closed	-	-	
12/25/2020	Fri		LA	Closed	-	-	
12/25/2020	Fri		WR	Closed	-	-	
12/28/2020	Mon	4105	LA	<mark>9</mark>	13.00	1.50	
12/28/2020	Mon	4156	WR	7	21.00	1.70	
12/29/2020	Tue	4105	LA	<mark>14</mark>	14.00	1.75	
12/29/2020	Tue	4156	WR	<mark>8</mark>	22.00	1.92	
12/30/2020	Wed	4105	LA	<mark>14</mark>	14.00	2.00	
12/30/2020	Wed	4156	WR	<mark>10</mark>	22.00	1.93	
12/31/2020	Thu	4105	LA	<mark>14</mark>	12.00	1.50	
12/31/2020	Thu	4156	WR	<mark>22</mark>	22.00	2.00	

CALENDAR OF UPCOMING MEETINGS AND EVENTS

Feb 16 – Council Work Session, 6:00 p.m. (Virtual)

Feb 23 – Council Regular Session, 6:00 p.m. (Virtual)

Mar 2 – Council Regular Session, 6:00 p.m. (Virtual)

KUDOS/COVID HEROS

From: M J BROOKS <<u>mbro04@live.com</u>> Sent: Tuesday, January 26, 2021 9:43 AM To: Salazar, Andrea <<u>andrea.salazar@lacnm.us</u>>

Subject: [EXTERNAL]Re: [EXTERNAL]Fw: Created this pdf for you to try.

thank you so much. i am sorry about the zip file. I should have sent a PDF initially. your customer service is remarkable. please forward to your supervisor or send me that person's name. you deserve a big kudos!

From: Geoff Rodgers Sent: Tuesday, January 19, 2021 9:46 PM To: Bulthuis, Jon Subject: Shout out

Hi Jon,

I'm sure all of the public works staff and plow drivers worked really hard today. Just want to give a shout out to Daniel who helped me clear in front of the hangar door tonight and get us back in

service. The wind drifted a 3-foot berm in front of our door.

Also, the airport beacon seems to be working again.

Thanks,

Geoff

Hello Juan,

I received a phone call from Karen Simes, she lives on Loma de Escolar in Barranca Mesa. She wanted to give a "shout out" to Chris Armijo who was plowing snow in her area. She takes care of her 90-year-old dad and they needed to go out this morning. She said he went out of his way to clear the snow so she would be able to get out of her driveway.

Thanks, Louise