



**CITY OF LAREDO, TEXAS
INTERNAL AUDIT DIVISION**

To: Honorable Mayor & Members of the City Council

CC: Robert A. Eads, City Manager
Rosario C. Cabello, Deputy City Manager
Kristina L. Hale, Assistant City Manager
Riazul I. Mia, Assistant City Manager
Rene C. Benavides, City Attorney

From: Veronica Urbano-Baeza, Internal Auditor

Date: October 30, 2020

Subject: Friday Packet: Internal Audit Report(s) and/or Update(s)

Enclosed we are pleased to provide the Fiscal Year (FY) 2020 Overtime & Compensatory Time Audit Report: Laredo Transit Management, Inc. (First Transit), which was originally provided in the Friday Packet of October 2, 2020, along with the required Department Response provided by Transit.

We would like to thank Transit Management and staff for their assistance during our audit and the submittal of their response. If you should have any questions regarding the enclosed report(s) submitted, please feel free to contact me at my office at (956) 790-1808. Thank you.

City of Laredo, Texas

Internal Audit Division



Special Audit Assignment:

Fiscal Year (FY) 2020 Overtime & Compensatory Time
Audit Report with Department Response: Laredo
Transit Management Inc. (First Transit, Inc.)

October 1, 2020

**City of Laredo
Internal Audit Division**

**Special Audit Assignment:
Fiscal Year (FY) 2020 Overtime & Compensatory Time Audit
Report with Department Response: Laredo Transit
Management, Inc. (First Transit, Inc.)**

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EXECUTIVE SUMMARY

As per City Council directive, a motion was made at the August 17, 2020 City Council meeting requesting a review of the overtime earned and compensatory time accrued by Transit employees during fiscal year 2020. To provide some background, the City of Laredo contracted with First Transit, Inc. as an independent contractor to furnish management services of the City's Transit System beginning February 1, 2011 for an initial five (5) year term with an option to renew for an additional five (5) years. Under the current management agreement, First Transit is responsible for employee selection and training, as well as labor negotiations through a Collective Bargaining Agreement (CBA) between Laredo Transit Management (El Metro) and Teamsters Local 657. A summary of the audit objectives, results and recommendations follows.

The objective of this audit was to review the overtime earned and compensatory time (if applicable) accrued by Transit employees in fiscal year 2020 and to determine if Transit had stayed within their allotted overtime budget during the COVID-19 pandemic time period.

In discussions with Transit management, it was confirmed to us that only overtime is paid out to employees, and compensatory time is not accrued by Transit staff. From our review of FY 2020 overtime earned to date, we determined that:

- There has been an overall fiscal year to date increase of \$364,596.20 in total overtime expenditures from FY 2019 to FY 2020, which represents a sixty-five (65%) percent increase. Focusing in on the COVID-19 related months which would consist of March 2020 through September 2020 (*month-to-date as of the issuance of this report*) and comparing with the same time period last fiscal year (2019), there was an overall overtime expenditure increase of \$150,288.22; and,
- That no original adopted budget was submitted and/or approved for any overtime line items in FY 2020.

Based off of the audit results noted, we recommended the following:

- That a detailed analysis of all authorized overtime be required to determine the specific composition and cause for overtime, i.e. contract related benefit (annual leave, sick leave, floating days, holiday overtime, etc.) or COVID-19 related items; and,
- A review for forecasted overtime needs be implemented in order to provide assurance that appropriate funding levels have been budgeted for in the appropriate line items for the upcoming fiscal year.

Transit Department's response to this audit can be found under Appendix A on page 5.

A more extensive report of all the audit results and recommendations can be found in the following report.

INTRODUCTION

As per City Council directive, a motion was made at the August 17, 2020 City Council meeting requesting a review of the overtime earned and compensatory time accrued by Transit employees during fiscal year 2020. To provide some background, the City of Laredo contracted with First Transit, Inc. as an independent contractor to furnish management services of the City's Transit System beginning February 1, 2011 for an initial five (5) year term with an option to renew for an additional five (5) years. Under the current management agreement, First Transit is responsible for employee selection and training, as well as labor negotiations through a Collective Bargaining Agreement (CBA) between Laredo Transit Management (El Metro) and Teamsters Local 657.

AUDIT OBJECTIVES

The objective of this audit was to review the overtime earned and compensatory time (if applicable) accrued by Transit employees in fiscal year 2020 and to determine if Transit had stayed within their allotted overtime budget during the COVID-19 pandemic time period.

AUDIT SCOPE AND METHODOLOGY

The time period reviewed consisted of Laredo Transit Management's fiscal year 2020 payroll pay periods which encompassed September 23, 2019 through September 20, 2020. In order to achieve the audit objectives, we:

- Conducted interviews of Transit Management staff;
- Obtained an understanding of the current Management Agreement between the City of Laredo and First Transit, Inc.;
- Obtained an understanding of the current Collective Bargaining Agreement (CBA) (for reference purposes only);
- Obtained Transit's annual operating (line item) budget for Fiscal Years 2020 and 2021;
- Conducted a review of the following audit support documents to assess overtime earned and/or compensatory time accrued (if applicable):
 - I-Series System generated General Ledger (G/L) reports on overtime expenditures for fiscal years 2019 and 2020 for the following Transit Divisions: Transit Center – Building Grounds (5430), Transit Center Facility (5450), Operations – Fixed Route (5811), Operations – Para-Transit (5812), Maintenance – Fixed Route (5813), Maintenance – Para-Transit (5814), Training & Safety (5815), Pilot Urban Circulator (5816), Building / Grounds (5830), Bus Stops / Shelters (5831), and General Administration (5860);
 - I-Series System generated Hours History Detail reports of Overtime and Holiday Worked Overtime for the time period of September 23, 2019 through September 20, 2020 for Division #: 5430, 5450, 5811, 5812, 5813, 5814, 5815, 5816, 5830, 5831 and 5860;
 - I-Series System generated Payroll Distribution History reports for all check dates from October 11, 2019 through September 25, 2020 for Division #: 5430, 5450, 5811, 5812, 5813, 5814, 5815, 5816, 5830, 5831 and 5860; and,

- I-Series System generated Hours History Detail on any “Compensatory Time Earned” under the Laredo Transit Management, Inc. during the time period of September 23, 2019 through September 20, 2020.

We conducted this audit from August 2020 to September 2020 in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our audit results and conclusions based on our audit objectives.

AUDIT RESULTS & RECOMMENDATIONS

TRANSIT DEPARTMENT:

In discussions with Transit management, it was confirmed to us that only overtime is paid out to employees, and compensatory time is not accrued by Transit staff. It was explained to us that since the majority of Transit's employees are governed by a CBA, there are contract benefits that can lead to overtime being earned. For example, annual leave, sick leave and floating days (personal days) taken affect overtime because another employee has to fill in for the employee that is out on leave; always keeping in mind that service must continue.

In addition to any CBA contract benefits affecting overtime, the COVID-19 pandemic created an increased need for overtime due to additional responsibilities dictated by COVID-19 social distancing and cleaning requirements. Transit management explained that all buses must be cleaned upon returning to the Transit Center after each route, and at the end of the day each bus receives a detailed cleaning upon its return to the Scott Street Facility. The Transit Center Facility is being cleaned more frequently to maintain high touch areas clean for the safety of the customers. Additionally, Transit staff had to place signage for and wrap seats as well as install guard rails and plexiglass for drivers in order to maintain social distancing requirements. On the maintenance side, COVID-19 created additional expenses in air conditioning repairs and filter replacements on buses with the requirement that the buses run with the windows open and air conditioning on. The table below is reflective of Transit's overtime expenditures for the current fiscal year to date (September 23, 2019 through September 20, 2020).

Division Name	FY 2020 Original Budget*	FY 2020 Amended Budget*	FY(2020)-T-D Overtime Actuals*	Variance (Budget to Actuals)
Transit Center – Building Grounds (Division 5430)	\$0	\$17,180	\$17,240.92	(\$60.92)
Transit Center Facility (Division 5450)	\$0	\$0	\$0	\$0
Operations – Fixed Route (Division 5811)	\$0	\$430,000	\$614,740.75	(\$184,740.75)
Operations – Para-Transit (Division 5812)	\$0	\$0	\$85,851.27	(\$85,851.27)
Maintenance – Fixed Route (Division 5813)	\$0	\$50,000	\$141,499.27	(\$91,499.27)
Maintenance – Para-Transit (Division 5814)	\$0	\$6,000	\$22,058.91	(\$16,058.91)
Training & Safety (Division 5815)	\$0	\$0	\$0	\$0
Pilot Urban Circulator (Division 5816)	\$0	\$0	\$0	\$0
Building / Grounds (Division 5830)	\$0	\$8,228	\$33,093.07	(\$24,865.07)
Bus Stops / Shelters (Division 5831)	\$0	\$0	\$5,171.45	(\$5,171.45)
General Administration (Division 5860)	\$0	\$2,500	\$3,901.75	(\$1,401.75)
Total	\$0	\$513,908	\$923,557.39	(\$409,649.39)

**Data obtained from the City's I-Series System General Ledger.*

Finding #1

In analyzing the overtime earned fiscal year to date by Transit staff in FY 2020, there has been an overall increase of \$364,596.20 in total overtime expenditures from FY 2019 to FY 2020, which represents a sixty-five (65%) percent increase. Focusing in on the COVID-19 related months which would consist of March 2020 through September 2020 (*month-to-date as of the issuance of this report*) and comparing with the same time period last fiscal year (2019), there was an overall overtime expenditure increase of \$150,288.22.

Recommendation(s)

In order to determine the composition of the total overtime expenditure increase from FY 2019 to FY 2020, we would recommend an analysis of all authorized overtime be required to determine the cause for overtime, i.e. contract related benefit (annual leave, sick leave, floating days, holiday overtime, etc.) or COVID-19 related items. Subsequently, each cause would need to be further analyzed in conjunction with bus routes and maintenance schedules to determine the adequate level of staffing in an effort to minimize future overtime expenditures.

Finding #2

In our assessment of whether or not Transit has stayed within their allocated overtime budget in FY 2020, we determined that no original adopted budget was submitted and/or approved for any overtime line items. Subsequently, budget transfers have been made periodically to cover some of the actual expenditures that have posted to each of the overtime line items; however, the full amount of overtime expenditures have not been covered with a corresponding budget transfer as can be seen in the table above under the “variance” column.

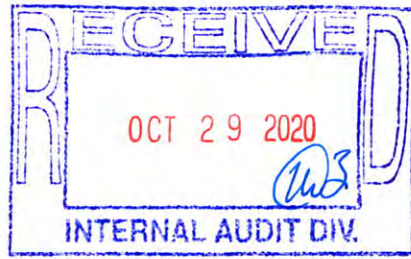
Recommendation(s)

It is recommended that during the annual budget process, a review for forecasted overtime needs be implemented in order to provide assurance that appropriate funding levels have been budgeted for in the appropriate line items for the upcoming fiscal year. Additionally, this is done in an effort to plan for where operational expenditures are needed based off of historical data and CBA obligated increases and to minimize the amount of transfers of funding between line items.

CONCLUSION

Based off of the actual overall overtime posted to the G/L for fiscal year to date 2020, a further analysis to determine the cause(s) for increased overtime is merited. Additionally, we would recommend evaluating the further use of project codes as a tracking mechanism for the different types of overtime that can be worked (i.e. contract related benefits, COVID-19, special events, etc.) making it easier to analyze data and pinpoint applicable causes.

Appendix A – Department Response



Veronica Urbano-Baeza
City Of Laredo, Texas
Internal Audit Division
5512 Thomas Avenue
Laredo Texas

RE: Special Audit Assignment: Fiscal Year (FY) 2020 Overtime & Compensatory Time Audit Report

In reference to the August 17, 2020 City Council directed review of the overtime earned and compensatory time by Transit employees during the Fiscal Year 2020, the Laredo Transit Management Inc. Administration successfully furnished all information requested by the Auditing team; furthermore an in an effort to allow complete transparency of the overtime triggers for the transit system a conference was held to explain the general operation of the transit system for the City Of Laredo.

Transit Assets, Operating and Maintenance expenses and revenues as approved by the Laredo Mass Transit Board and that of the City Of Laredo Council are managed within the total budgeted revenues and expenses; alike most all departments a number of accountant-approved transfers take place to cover unexpected variances through the fiscal year. In specific reference to the Audit Objectives, it is noted that the budget preparation norm has been not to budget overtime for the transit operation not even to cover contractual obligations nor administrative-staff benefits; in this case approved transfers take place to balance related wage and benefits accounts (Exhibit 1).

As part of the Transit administration commitment for open records and performance transparency the transit administration consistently compiles and distributes the *Laredo Mass Transit Board Weekly Performance Report* that includes operation, maintenance, and budget updates and relevant information thus allowing timely and transparent oversight (FTA required) of the transit system. Said report is distributed weekly to the Mass Transit Board, City Management, Paratransit Advisory Committee Board, MPO Director, and First Transit Regional Vice-Presidents (Friday Package – Exhibit 2).

In reference to the review recommendations (page i), the Transit administration worked and completed a most comprehensive analysis summary report (Exhibit 3 and 4). The report has been emailed electronically to Ms. Urbano-Baeza for better view and access to the actual figures and calculations. This report reflects all benefits as outlined in the Collective Bargaining Agreement (CBA) between the Teamsters Local 657 and the Laredo Transit Management Inc. and those of the administrative non-unionized employees. Detail includes a summary of time off (Exhibit 3) for both CBA and administrative time off such as: vacations, sick days, floating days, leave without pay, workers compensation injuries, short term disability, long term disability, light-duty time off, COVID-19 infected or quarantined, FFCRA, grievance, union business, funeral leave, suspensions, and drug and alcohol post-accident test. This report provides for the recommendation to *“provide assurance that appropriate funding levels have been budgeted in the appropriate line items for the upcoming fiscal year”*.

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A second report was prepared to compare the data as compiled for time off with actual paid over time (Exhibit 4). This report presents a comparative analysis whereas contractual and employees benefits are been covered with over time and variances are accounted for coverage via part time employees or extra board operators specifically in place to minimize overtime expenses.

In reference to Audit notes page 3, the Transit system administration is committed to provide both an efficient and safe public transportation service to the City Of Laredo; for that LTMI's Administration is an active participant of COVID-19 briefings, transit industry best practices and standard operating procedures to offer the most efficient and safe service to the community under current pandemic conditions. Actions are implemented and modified as dictated by CDC, state or local orders (Exhibit 5). A ongoing number of overtime hours of labor shall continue to be worked to provide said level of safe service, and to cover for COVID-19 related time off.

In listing the specific findings:

Finding 1 / Recommendation

The LTMI Administration completed a submitted a most comprehensive analysis of all contractual obligations and other identified overtime triggers; this summary will be the tool to project budgetary needs and *"to determine the adequate level of staffing in an effort to minimize future overtime expenditures"*. Administration is open and available to further conference with the Budget and Finance Departments to develop a recommendation to address the needs of the FY 20-21 Budget. Exhibit 3 & 4 as mentioned above.

Finding 2 / Recommendation

Recommendation completed. As part of the end of the year practices, actions have been taken -in conjunction with the transit accountant- to address and to balance all Transit Accounts via above mentioned approved-transfers (Exhibit 1).

As per Audit Conclusion, the LTMI Administration will seek guidance from Budget and Payroll to create codes as those utilized by other enterprises and unionized departments to track overtime in a more project-specific manner thus allowing an *"easier way to analyze data"*.

Please feel free to contact me as needed for additional information and swift implementation of pending recommendations. Sincerely,

Claudia San Miguel, LTMI General Manager

C.C.

Robert A. Eads, City Manager

Rosario C. Cabello, Deputy City Manager

Kristina Laurel Hale, Assistant City Manager

Norma Zamora, First Transit Regional VP

Ben Herr, First Transit Regional VP

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CITY OF LAREDO
Account Balance Inquiry

Account number . . . : 518-5430-581.11-20
 Fund : 518 TRANSIT SYSTEM
 Department : 54 TRANSIT CENTER FACILITY
 Division : 30 BUILDING/GROUNDS
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0	
Revised budget :	17,280	09/30/2020
Actual expenditures - current . :	1,810.43	
Actual expenditures - ytd . . . :	15,784.79	
Unposted expenditures :	.00	
Encumbered amount :	.00	
Unposted encumbrances :	.00	
Pre-encumbrance amount :	.00	
Total expenditures & encumbrances:	17,595.22	101.8 %
Unencumbered balance :	315.22-	1.8- %

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

Exhibit 1

CITY OF LAREDO
Account Balance Inquiry

Account number : 518-5450-581.11-20
Fund : 518 TRANSIT SYSTEM
Department : 54 TRANSIT CENTER FACILITY
Division : 50 TRANSIT CENTER FACILITY
Activity basic : 58 TRANSPORTATION SERVICES
Sub activity : 1 PERSONNEL
Element : 11 SALARIES
Object : 20 OVERTIME

Original budget : 0

Actual expenditures - current . . : .00
Actual expenditures - ytd : .00
Unposted expenditures : .00
Encumbered amount : .00
Unposted encumbrances : .00
Pre-encumbrance amount : .00
Total expenditures & encumbrances: .00 0.0 %
Unencumbered balance : .00 0.0 %

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number : 558-5811-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 11 OPT-FIXED ROUTE
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0		
Revised budget :	622,403	09/30/2020	
Actual expenditures - current . :	42,001.68		
Actual expenditures - ytd . . . :	580,401.77		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	622,403.45	100.0	%
Unencumbered balance :	.45-	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number : 558-5812-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 12 OPT-PARA TRANSIT
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0		
Revised budget :	86,532	09/30/2020	
Actual expenditures - current . :	8,544.67		
Actual expenditures - ytd . . . :	77,986.84		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	86,531.51	100.0	%
Unencumbered balance :	.49	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

Fiscal Year 2020

Account Balance Inquiry

11:49:31

Account number . . . : 558-5813-581.11-20
Fund : 558 EL METRO-OPERATIONS
Department : 58 TRANSIT MGMT.CO.OF LAREDO
Division : 13 MAINT-FIXED ROUTE
Activity basic : 58 TRANSPORTATION SERVICES
Sub activity : 1 PERSONNEL
Element : 11 SALARIES
Object : 20 OVERTIME

Original budget :	0		
Revised budget :	146,286	09/30/2020	
Actual expenditures - current . :	20,888.12		
Actual expenditures - ytd . . . :	125,397.63		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	146,285.75	100.0	%
Unencumbered balance :	.25	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

Account Balance Inquiry

Account number . . . : 558-5814-581.11-20
Fund : 558 EL METRO-OPERATIONS
Department : 58 TRANSIT MGMT.CO.OF LAREDO
Division : 14 MAINT-PARATRANSIT
Activity basic : 58 TRANSPORTATION SERVICES
Sub activity : 1 PERSONNEL
Element : 11 SALARIES
Object : 20 OVERTIME

Original budget :	0		
Revised budget :	22,478	09/30/2020	
Actual expenditures - current . :	2,699.78		
Actual expenditures - ytd . . . :	19,778.32		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	22,478.10	100.0	%
Unencumbered balance :	.10-	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number . . . : 558-5815-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 15 TRAINING AND SAFETY
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget : 0

Actual expenditures - current00		
Actual expenditures - ytd00		
Unposted expenditures00		
Encumbered amount00		
Unposted encumbrances00		
Pre-encumbrance amount00		
Total expenditures & encumbrances:	.00	0.0	%
Unencumbered balance00	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number : 558-5816-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 16 PILOT URBAN CIRCULATOR PG
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget : 0

Actual expenditures - current . . : .00
 Actual expenditures - ytd . . . : .00
 Unposted expenditures : .00
 Encumbered amount : .00
 Unposted encumbrances : .00
 Pre-encumbrance amount : .00
 Total expenditures & encumbrances: .00 0.0 %
 Unencumbered balance : .00 0.0 %

F5=Encumbrances F7=Project data F8=Misc inquiry
F10=Detail trans F11=Acct activity list F12=Cancel F24=More keys

CITY OF LAREDO
Account Balance Inquiry

Account number : 558-5830-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 30 BUILDING/GROUNDS
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0		
Revised budget :	33,572	09/30/2020	
Actual expenditures - current . :	3,105.03		
Actual expenditures - ytd . . . :	30,466.72		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	33,571.75	100.0	%
Unencumbered balance :	.25	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number : 558-5831-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 31 BUS STOPS/SHELTERS
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0		
Revised budget :	5,291	09/30/2020	
Actual expenditures - current . :	714.39		
Actual expenditures - ytd . . . :	4,576.96		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	5,291.35	100.0	%
Unencumbered balance :	.35-	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**

CITY OF LAREDO
Account Balance Inquiry

Account number . . . : 558-5860-581.11-20
 Fund : 558 EL METRO-OPERATIONS
 Department : 58 TRANSIT MGMT.CO.OF LAREDO
 Division : 60 GENERAL ADMINISTRATION
 Activity basic : 58 TRANSPORTATION SERVICES
 Sub activity : 1 PERSONNEL
 Element : 11 SALARIES
 Object : 20 OVERTIME

Original budget :	0		
Revised budget :	3,953	09/30/2020	
Actual expenditures - current . :	168.36		
Actual expenditures - ytd . . . :	3,784.88		
Unposted expenditures :	.00		
Encumbered amount :	.00		
Unposted encumbrances :	.00		
Pre-encumbrance amount :	.00		
Total expenditures & encumbrances:	3,953.24	100.0	%
Unencumbered balance :	.24-	0.0	%

F5=Encumbrances **F7=Project data** **F8=Misc inquiry**
F10=Detail trans **F11=Acct activity list** **F12=Cancel** **F24=More keys**



Transit / El Metro

Laredo Mass Transit Board Weekly Performance Report

Week of
September 28, 2020–
October 2, 2020

FY Oct 1, 2019- Sept 31, 2020

RIDERSHIP & BUDGET

Exhibit 2

SEPTEMBER	WEEKLY RIDERSHIP	FY 19-20 PROJECTED	FY 19-20 TO DATE
Fixed Route (Buses)	8,657	2,575,00	1,587,224
El Lift (Vans)	430	45,084	30,948
Circulator Mines Road	116	N/A	8,874
Budget	FY 2018-2019 Actual	FY 19-20 Projected	FY 19-20 / August 2020
Fixed Route Operations	\$8,495,849	\$8,427,831	\$7,638,515 / 90.63%
El Lift (Para-Transit)	\$1,798,256	\$1,677,371	\$1,579,434 / 94.16%
Maintenance	\$3,458,160	\$3,512,176	\$3,043,822 / 86.66%
Laredo Transit Center	\$722,044	\$737,984	\$631,487 / 85.57%
Revenue	FY 2018-2019 Actual	FY 19-20 Projected	End of Aug. / %
Transit Sales Tax	\$8,325,132	\$703,739.28	5.64 / Over
Fare Box Collection Fixed Route	\$3,643,625	\$3,719,764	\$ 1,737,018 / 46.70%
* Recovery Ratio %	33%	\$1,737,018 \$10,334,522	17%
Fare Box Collection El Lift	\$43,470	\$43,750	\$19,022 / 43.48%
* Recovery Ratio %	2%	\$19,022 / \$1,927,249	1%
FTA Operating Grants	\$3,466,384	\$3,466,384	\$3,528,686
TX DOT Operating Assistance	\$671,023	\$581,555	\$659,313
Transit Center Parking	\$331,723	\$365,588	\$254,325 / 69.54%
Transit Center Leases	\$252,205	\$279,339	\$266,608 / 95.44%
Advertisement Bus Ad & Lamar	\$79,492	\$67,480	\$98,683 / 146.24%
El Metro Bench Ad Locations	Contracted	Revenue Generated	
65	10	\$8,500.00	



Transit / El Metro

Laredo Mass Transit Board Weekly Performance Report

Week of:
September 28, 2020-
October 2, 2020

FY Oct 1, 2019- Sept 31, 2020

FY 19-20 RIDERSHIP & BUDGET Full Reports Moved to Page 3

El Metro & El Lift Ridership Report				
		El Lift		Fixed Route
		Ridership		Ridership
Monday	9/7/2020	51		2,117
Tuesday	9/8/2020	78		3,102
Wednesday	9/9/2020	92		3,040
Thursday	9/10/2020	74		2,820
Friday	9/11/2020	79		2,765
Saturday	9/12/2020	37		2,166
Sunday	9/13/2020	8		989
Monday	9/14/2020	75		3,040
Tuesday	9/15/2020	72		2,755
Wednesday	9/16/2020	78		2,944
Thursday	9/17/2020	68		2,426
Friday	9/18/2020	71		2,748
Saturday	9/19/2020	36		2,433
Sunday	9/20/2020	6		1,105
Monday	9/21/2020	60		2,950
Tuesday	9/22/2020	75		2,933
Wednesday	9/23/2020	69		2,922
Thursday	9/24/2020	59		2,885
Friday	9/25/2020	83		2,914
Saturday	9/26/2020	36		2,323
Sunday	9/27/2020	13		1,041
Monday	9/28/2020	83		2,741
Tuesday	9/29/2020	78		2,952
Wednesday	9/30/2020	75		2,964
Thursday	10/1/2020	61		3,127
Friday	10/2/2020	76		3,459
Saturday	10/3/2020	41		2,502
Sunday	10/4/2020	16		992



Transit / El Metro

EL LIFT PARA-TRANSIT SERVICES

El Lift Para-Transit Service Cancellations (Cost / Cancellation \$ 1,084)

Advanced Cancellations & IVR	No Show	Cancelled at Door	Total
66	12	19	97

FY 19-20 Cancellations' Cost \$217,782.00

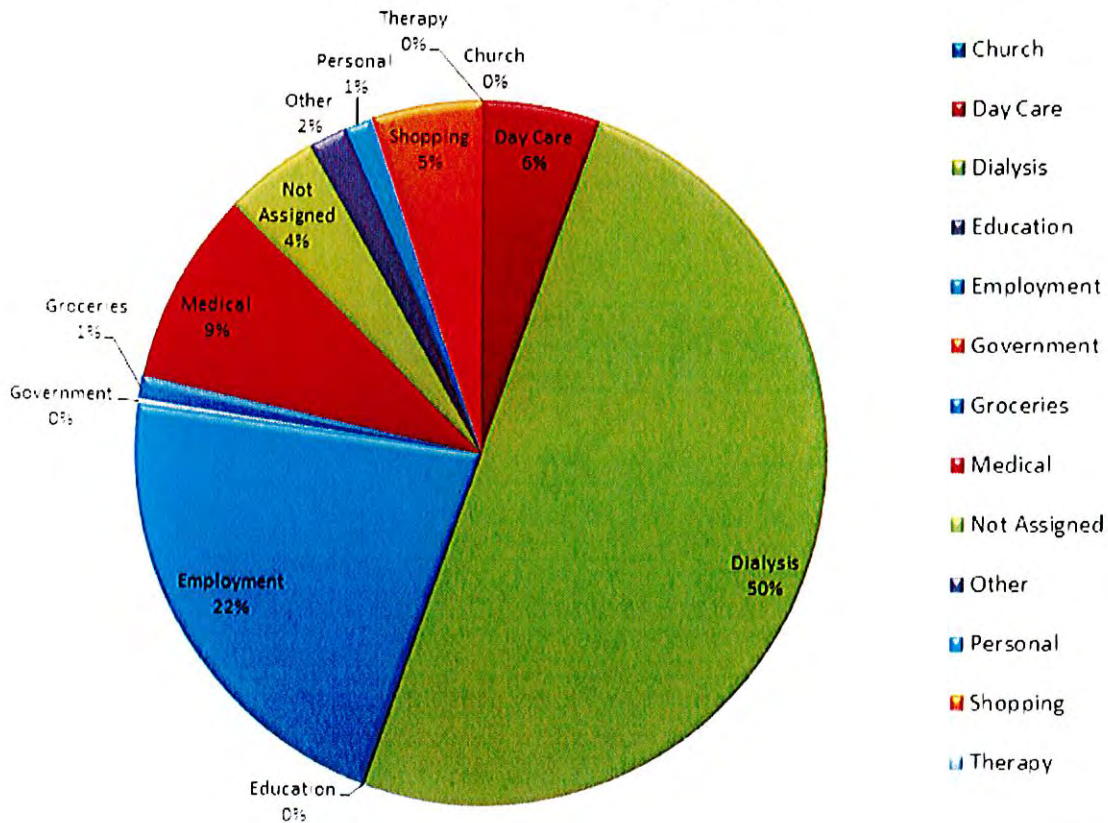
Active Vans In Service
July: 6 * August: 8 * September 7 *

El Lift New Registered Customers for the Week
0

Para-Transit Advisory Committee Meeting:
Virtual Meeting is set for October 13, 2020

Chart Below provides a quick reference of post-COVID-19 El Lift by-purpose ridership. Non essential trips are taking a hike with more Paratransit (E&D) Customers going out shopping, buying groceries, attending church, daycares and other non-identified purposes. Attached a related News Release. Page 10.

El Lift Trip Purpose Count (Sept. 28-Oct. 4 , 2020)





*El Metro Outreach Report
Month of September 2020*

<i>DATE</i>	<i>LOCATION</i>	<i>POPULATION</i>
<i>9/24/20</i>	<i>Fiesta Adult Day Care 6508 Bartlett Ave. Ste. A (956) 722-0159</i>	<i>58</i>
<i>9/24/20</i>	<i>US Senior Citizens Home Dept. 700 Juarez Ave. (956) 723- 5321</i>	<i>102</i>
<i>9/24/20</i>	<i>Dominton Adult Day Care 6419 McPherson Rd. (956)568-3979</i>	<i>25</i>
<i>9/25/20</i>	<i>Bravo Adult Day Care 1000 Tesoro Ln. (956) 722-0127</i>	<i>20</i>

To promote public transportation services and to disseminate information of current El Metro and El Lift Paratransit services to the elderly and disabled in the City of Laredo Service Area.

Laredo Transit Center Ticket & Sales

End of Month	Fiscal Year 18-19	FY 19-20	Through AUGUST 2020
Fix Route Ticket Sales	\$42,424	\$33,750	\$25,622 / 75.92%
Reduced Fare ID'S	\$5,526	\$5,500	\$2,346 / 42.65%
EL LIFT Tickets Sales	\$18,401	\$21,250	\$16,097 / 75.75%
Total Revenue	\$60,825	\$55,000	\$44,065 / 80.12%

Laredo Transit Center Lease Revenues

End of Month	Fiscal Year 18-19	FY 19-20	Through SEP. 2020
Greyhound	\$124,239	\$124,239	\$124,239
Burger King	\$42,000	\$42,000	\$31,500
City of Laredo	\$77,307	\$77,307	\$70,865
Turimex	\$0.00	\$0.00	\$0.00

Parking Garage Activity

	Fiscal Year 18-19	FY 19-20	Through AUG. 2020
Parking Revenue	\$331,723	\$365,588	\$254,325 / 69.57%
Parking Spaces	412		
Contracted Spaces	305		

Transit Center City of Laredo Internal Audit Oversight

	Fiscal Year 18-19	Week	Fiscal Year 19-20
Audits / Findings	2 / 0	0 / 0	2 / 0

Customer Satisfaction

	Fiscal Year 18-19	Week	Fiscal Year 19-20
311 Complaints	15	0	13

Transit Center City of Laredo Internal Audit Oversight

	Fiscal Year 18-19	Week	Fiscal Year 19-20
Audits / Findings	2 / 0	0 / 0	2 / 0

Federal Transit Administration, TX DOT & MPO Grant Activity

Maintenance & Facility Repairs	
\$2,319,151	CNG Fueling Plant Replacement
CAPITAL PROJECTS New FY 2019 Grants	
\$ 202,916.00	Two (2) Paratransit Van RECEIVED.
\$508,611.00	One (1) 35 Ft. Heavy Duty Bus
In Process	Grant Application on process for two (2) Paratransit Vans
\$9,988,345	CARE Act FY20 grant (In Process)
\$ 3,528,686.00	Section 5307 Operating grant (In Process)
Capital Projects	
\$200,000.00	MPO Transportation Alternatives FY 18 for bus stops & Bicycles Plazas
\$229,336.00	Ticket Vending Machine (TVMs) for new Bus Pass Program
\$12,343,84.00	New Operations and Maintenance facility FTA grant awarded
\$511,038.00	One (1) 35Ft. CNG HD Bus
\$668,410.00	One (1) 30FT. Hybrid Bus
\$122,441.00	One (1) 30Ft. Light- Duty Bus (Dist. 8)
\$ 30,061.00	New Phone System
\$56,758.00	Two (2) Support Vehicles
\$207,291.62	Two (2) Para transit Vans (5310 Grant) PO Issued
In Process	Three (3) Paratransit Vans (5339) Grant)
In Process	One (1) Medium Duty Bus (5339 Grant)

Employee and Drug and Alcohol Demographics

Employee Demographics	Full Time	Part Time	Drug & Alcohol Test	Week	FYTD	POSITIVE
Bus Operators	101	11	Pre- Hire	0	23	0
Maintenance / Facilities	33	3	Random	4	314	0
Dispatchers & Clerk	7	1	Post-Accident	0	13	0
Administrative Staff	26	n/a	Totals	0	349	0

Incidents & Collisions	FY 18-19	Week	FY 19-20
<i>At-Fault Collisions</i>	11	0	12
<i>No-Fault Collisions</i>	27	0	23



Transit / El Metro

State of Good Repair & Maintenance Department Reports Bench Ads Program Update

<u>DESCRIPTION / WEEKLY UPDATES</u>	<u>FY 18-19</u>	<u>Week</u>	<u>FY 19-20</u>
Vehicle Preventive Maintenance Inspections (PMI) Completed on Buses	408	5	474
Vehicle Preventive Maintenance Inspections (PMI) Completed on Vans	71	3	79
Preventive Maintenance Inspections (PMI) Completed on Fare boxes	129	0	119
Facility/Equipment Preventive Maint. Inspections Completed	5,680	192	10,138
Facility/Equipment Preventive Maint. Inspections (Non-Scheduled)	310	5	238
Number of Chargeable Mechanical	104	1	74
Miles Between Road Calls	942,951	37,056	1,631,735
Total Fixed Route Buses	45	48	
Total Fixed Route Miles	1,673,486	33,520	1,854,080
Total El Lift Paratransit Vans	20	20	
Total El Lift Paratransit Miles	283,772	3,536	243,999
Environmental Inspection On-Site. Performed EIOS Inspection		Inspected	

City of Laredo Internal Audit Oversight

Operations Department	Fiscal Year 18-19	Week	Fiscal Year 19-20
Cash Policy	5	0	0
# Audits / Findings			
Maintenance Department	Fiscal Year 18-19	Week	Fiscal Year 19-20
Parts Inventory	4	0	1
# Audits / Findings			
Preventive Maintenance	12	0	2
# Audits / Findings			



District Priority Funds Bus Stop Enhancement Projects

Weekly Councilmembers Report

			Sep 14– Sep 20	Sep 21– Sep 27	Sep 28 – Oct. 4
Bus Stop Transit Funded Enhancements (locations):			n/a	n/a	n/a
Pressure Wash Bus Shelter Locations:			n/a	n/a	n/a
Lamar Shelter Locations:			n/a	n/a	n/a
Environmental Inspection On-Site (EIOS)			Inspected	Inspected	Inspected
District 1 Priority Fund-Transit Account Status: (Funded by CM Rudy Gonzalez, Jr). Acct #470-9853-535-4324 Budget: Expenditures Unencumbered Balance \$1,499 \$1,500 \$-1 (12/19/19)			Specification for proposed installs.	Specification for proposed installs.	Performed EIOS Inspection and submitted to First Transit.
District 2 Priority Fund-Transit Account Status: (Funded by CM Vidal Rodriguez). Account # 470-9853-535-4448) Budget: Expenditures Unencumbered Balance \$0 \$0 \$0 (12/19/19) Account #470-9853-535-4467 \$6,053 \$0 \$6,053 (12/19/19)			Planters in Process.	Planters in Process.	Planters in Process.
District 5 Priority Fund-Transit Account Status: (Funded by CW Nelly Vielma). Acct #470-9853-535-4775 (Phase 3) Budget: Expenditures Unencumbered Balance \$1,625 \$1,550 \$75 (12/19/19)			Complete	Complete	Complete
District 6 Priority Fund-Transit Account Status: (Funded by CM Dr Marte Martinez). Acct# 472-2790-535-9301, D61906 Budget: Encumbrance Unencumbered Balance \$0 \$0 \$0 (12/19/19)			Complete.	Complete.	Complete.
District 7 Priority Fund-Transit Account Status: (Funded by CM Altgelt). Acct# 469-9853-353-5068 Budget: Expenditures Unencumbered Balance \$1,425 \$1,424.99 .01 (12/12/19)					

Bus Route Ranking Report & GM Notes

Ranking Report by Boarding's by Route per Hour

SEPTEMBER 2020

RANKING	ROUTES	Route No.	BOARDINGS PER HOUR	TOTAL BOARDINGS	TOTAL HOURS
1	SANTA MARIA	1	11	12,001	1,115
2	SAN BERNARDO / MAIN LIBRARY	2B	9	6,508	730
3	SAN BERNARDO / SOCIAL SECURITY	2A	9	6,449	735
4	CONVENT / MCPHERSON	3	8	6,252	824
5	LOS ANGELES / SIERRA VISTA	20	8	2,748	334
6	SANTA RITA	14	7	2,954	434
7	MEDICAL CENTER	8A	7	2,684	371
8	CORPUS CHRISTI	10	6	4,985	778
9	SPRINGFIELD	4	6	4,431	722
10	MARKET / NEW YORK	9	6	4,048	711
11	MINES ROAD / INDUSTRIAL PARK	17	6	3,448	569
12	GUSTAVUS / AIRPORT	11	6	2,352	392
13	SANTO NINO / LARGA VISTA	19	6	2,215	361
14	CEDAR / HEALTH CLINIC	6	6	2,145	354
15	CASA VERDE / DEL MAR	16	5	2,736	544
16	HERTIAGE PARK	13	5	1,507	280
17	TILDEN / MUNICIPAL COURT	5	4	1,704	398
18	MAIN / RIVERSIDE	15	4	1,514	354
19	DEL MAR EXPRESS	12A	3	1,527	453
20	SHILOH EXPRESS	12B	3	1,450	526
21	LADRILLERA / EL CUARTO	7	3	1,061	408
22	VILLA DEL SOL / CHEYENNE	8B	3	718	273
23	CIRCULATOR	21	1	572	488
	AVERAGE=	6		76,009	12,151
	Minimum Route Performance *	4			

People at increased risk of severe illness from COVID-19, and those who live with them, should consider their level of risk before deciding to go out and ensure they are taking steps to protect themselves.

Consider avoiding activities where taking protective measures may be difficult, such as activities where social distancing can't be maintained.

Everyone should take steps to prevent getting and spreading COVID-19 to protect themselves, their communities, and people who are at increased risk of severe illness.

⇒ In general, the more people you interact with, the more closely you interact with them, and the longer that interaction, the higher your risk of getting and spreading COVID-19.

⇒ If you decide to engage in public activities, continue to protect yourself by practicing everyday preventive actions.

⇒ Keep these items on hand and use them when venturing out: a cloth face covering, tissues, and a hand sanitizer with at least 60% alcohol, if possible.

⇒ If possible, avoid others who are not wearing cloth face coverings or ask others around you to wear cloth face coverings.

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

EL METRO FIXED ROUTE BIKE BOARDING

Bus Route Weekly Statistics	Weekly Trips	Buses on Route	Bike Count	On-Time Performance
#1 Santa Maria	221	3	11	99.67
#2A San Bernardo SS	147	2	14	100
#2B San Bernardo Library	147	2	7	100
#3 Convent	90	2	5	99.5
#4 Springfield	142	2	17	100
#5 Tilden / Municipal Court	84	1	1	100
#6 Cedar / Health Clinic	71	1	0	100
#7 El Cuarto / La Ladrillera	188	1	0	100
#8A Medical Center	69	1	3	100
#8B Villa Del Sol /Cheyenne	45	1	1	100
#9 Market / New York	109	2	3	99.83
#10 Corpus Christi	181	2	1	100
#11 Gustavus / Airport	64	1	5	99.67
#12A Del Mar Express	90	2	1	100
#12B Shiloh Express	197	2	3	100
#13 Heritage Park	45	1	2	100
#14 Santa Rita	65	1	8	100
#15 Main Riverside	65	1	3	100
#16 Casa Verde / Del Mar	97	2	1	99.83
#17 Mines Rd / Industrial Park	84	2	15	100
#19 Santo Niño / Larga Vista	65	1	2	100
#20 Los Angeles/ Sierra Vista	65	1	13	100
#C1 Mines Road	148	2	1	100
TOTAL:	2479	34	117	99.93

PERFORMANCE GOAL IS 95 %	WEEKLY	MONTHLY	YTD
	99.93	99.93	99.93



El Lift Department Update

-On Site Training Session for new El Lift Vans

El Metro Vehicle Familiarization Training

On September 18 & 24, 2020, El Metro conducted an on-site training for a manual overview of the new El Lift Vans. The vehicle familiarization topics covered are as follows:

- 2039, 2040 Unit briefing on meeting or exceeding all Federal Regulations
- Brief Description of outer part of vehicle and the internal part (all driver controls)



- On hands training and testing of loading/unloading and securing/unsecuring a passenger on a wheelchair.



LAREDO MASS TRANSIT BOARD & CITY ADMINISTRATION
TRANSIT / EL METRO DIRECTORY

EL METRO TRANSIT MISSION STATEMENT

"TO PROMOTE AND PROVIDE HIGH QUALITY COST-EFFECTIVE PUBLIC TRANSPORTATION SERVICES THAT ADDRESS THE DEMANDS OF THE CITIZENS OF LAREDO"

**Laredo Mass Transit Board & City Administration
Mayor—Pete Saenz**

D1—Rudy Gonzalez * D2—Vidal Rodriguez

D3—Mercurio Martinez * D4 - Albert Torres

D5-Nelly Vielma * D6-Dr. Marte Martinez

D7-George Altgelt * D8-Roberto Balli

CM Robert Eads

MPO Transit Representative—Dr. Marte Martinez

First Transit -Norma Zamora Regional Vice-President

Claudia San Miguel, General Manager

**El Metro Transit Center
1301 Farragut Laredo, Texas 78040**

***Joe "Flash" Lerma,
Safety & Training Coordinator
795-2288 ext. 228***

***Monica Serna, Transit Center Coordinator
795-2288, ext. 283***

***Monica Garcia,
Community Outreach Coordinator , PIO
795-2288, ext. 222***

***Gustavo Villarreal, Budget Liaison
795-2288, ext. 259***

**El Metro Operations and Maintenance
401 Scott—Laredo, Texas 78040**

***Joe Jackson, Assistant General Manager
for Maintenance
795-2250 ext. 101***

***Rosa Soto, Assistant General Manager for
Operations
795-2250, ext. 110***

***Rosa Hilda Flores, Operations Manager
956-795-2250, ext. 121***

***Sandy Esparza, El Lift Manager
956-795-2250, ext. 130***

El Metro Time Off Summary Report FY 19-20 (October 1st, 2019 - September 29 2020)

Departments	Acc #	CBA Benefits			Leave without Pay (Occurance)	Administrative Benefits			Absence without Leave	WC Work Related Injuries	Disability & FMLA (Personal)	Long Term Disability	Modified / Light Duty	COVID-19 (Out Sick or Quarantine)	FFCRA	Grievance	Union Business	Funeral Leave	Suspension without Pay	D&A Post Accident	Totals
		Vacations	Sick Days	Floating Days		Vacations	Sick Days	Floating Days													
Maintenance	5450	824.00	208.02	192.00	155.32				32.00	640.00				24.00							2,075.34
Transit Center Admin	5450					36.00															143.00
Operations Fixed Route	5811	9,879.30	2,910.30	2,785.00	5,732.44			40.00	5,746.70	6,361.00	167.70	624.00	696.39	1,172.00	159.00	40.00	15.25	264.00	16.00	181.04	36,790.12
Operations Admin	5811					411.54		35.46	176.00					80.00				24.00	8.00		1,509.50
Operations EL Lift	5812	2,482.44	744.72	560.00	301.43			48.00	696.00	512.00	8.00			512.00				24.00	16.00	16.10	5,904.69
Operations EL Lift Admin	5812					151.00		208.00	56.00												671.00
Maintenance Admin	5813					499.05		80.00	80.00												1,326.20
Maintenance	5813	2,404.00	492.71	368.00	135.78				504.00	128.00			32.54	256.00	40.00			48.00			5,595.33
Maintenance	5814	336.00	48.00	32.00						1,354.30				104.00							520.00
Safety Admin	5815					8.00															128.00
Maintenance	5830	370.00	85.50	80.00	133.50																669.00
Admin	5860					484.05		128.00	45.42		193.05							24.00			1,467.66
Totals		16,295.74	4,489.25	4,017.00	6,458.47	2,472.79	1,529.64	440.00	376.88	6,978.70	9,188.35	1,75.70	728.93	2,148.00	199.00	40.00	15.25	384.00	40.00	Grand Total	56,798.84
																				Admin Total	5,244.36
																				Union Total	51,554.48

Exhibit 3



Exhibit 5

El Metro Covid-19 Prevention Action Items Summary

- ✓ Fixed Route and El Lift Paratransit fare waved to avoid Passenger / Operator interaction and to further reduce interaction between passengers during boarding time.
- ✓ El Metro issues News Releases to the media to keep the public informed of service modifications related to boarding capacity and other COVID-19 preventive rules for passengers and for visitors to the Transit center.
 - News releases and Rider Alerts are posted on El Metro App and to Social Media.
- ✓ Boarding Area in the Transit Center was expanded to Jarvis Plaza to reduce number of passengers gathering inside tunnel boarding areas.
 - Route Boarding Areas reassigned to balance low and high ridership routes to minimize large gatherings of passengers waiting to board.
- ✓ Social Distance is maintained with seating limited to 50 % of total bus / van capacity.
- ✓ Rear-Door boarding and exit of the Bus to reduce Passenger / Operator interaction.
- ✓ Buses and Vans maintained additional ventilation by providing service with top-emergency latches open along with one lateral window open on each side of the bus.
- ✓ Displayed CDC recommended best practices at all boarding areas at the Transit Center to benefit riders and community in general.
- ✓ Fixed Route Buses and El Lift Vans are cleaned after each trip.
 - Added two part time cleaners to clean buses at the Transit Center while keeping buses on schedule.
- ✓ Fixed Route Buses and El Lift Vans detailed and clean at the end of the business day by Maintenance.
- ✓ Installations of hand wash stations for passengers and employees at the Transit Center and at the Operations facility. Clean hands provide a safe transit system for employees and users.
- ✓ Procured sanitizing chemicals to clean buses, vans, office and work areas on day one of the identified pandemic situation to provide a safe ride and work environment for passengers and riders alike.



- ✓ Signage Posted: Passengers and Customers at all Transit Facilities, Buses, and Vans are required to wear Face Cover and to respect Social Distance as outlined by City of Laredo Public Health Emergency Orders.
- ✓ Social Distance is marked and enforced at the Transit Center including boarding areas, elevators and at Jarvis Plaza temporary boarding areas.
 - Additional Security Officers in place to enforce Social Distance and Face Cover use at the Transit Center boarding areas.
 - Bus Operators became de facto enforcers of social distance and face covers aboard buses and vans.
- ✓ Transit Center Boarding Areas, Benches, and Elevators are cleaned through the day.
- ✓ El Lift ID card eligibility has been extended 90 days to prevent unessential trips for renewals.

Employee Specific Measures

- ✓ El Metro facilitates full compliance of City Of Laredo Orders, State of Texas Orders, CDC recommendations and Transit industry best practices to the best of our capacity for all employees.
 - Posted Orders and City Of Laredo notifications.
 - Posted CDC initial and updated recommendations on conspicuous locations for all employees.
 - Emailed updated and notices from City Of Laredo Orders and CDC updates to all employees with email along with Teamsters Local 657 president.
 - Kept Teamsters Local 657 Business Manager and President abreast via email and communication of developments and City Of Laredo orders.
- ✓ The following policies, guidelines and plans have been updated to reflect current pandemic needs, adopted pandemic related policies and guidelines and distributed to all employees.
 - El Metro Safety Policy.
 - El Metro Pandemic Response Plan.
 - El Metro Emergency Response Plan.COVID-19 Exposure and Return to Work Policy.
 - Workers Compensation Policy and Procedures.
 - Family First Coronavirus Response Act (UDOL) guidelines.
- ✓ Rear-Door boarding and exit of the Bus to reduce Passenger / Operator interaction.



- ✓ Fixed Route and El Lift Paratransit fare waved to avoid passenger / Operator interaction.
- ✓ A temporary chain was affixed to Fixed Route Buses to further deter access to Bus Operator.
- ✓ Plexiglass Covers are been installed on all Buses to further protect Bus Operators.
- ✓ Disposable Gloves available for Operators to use when securing mobility devices and to perform cleaning tasks aboard buses, vans and other hard surfaces.
- ✓ All Transit Employees are required to wear face cover while on duty. El Metro issues face coverings for employees to use while in City owned facilities and while on duty.
- ✓ Procured additional computer cameras to allow all department heads and key administrative staff to conduct all business communication, and to attend all required virtual meetings.
 - Adhere to City Manager, Health Authority and Health Director recommendation to minimize and further avoid in-person meetings.
- ✓ Temperature checking in place for all employees before reporting to duty (daily).
- ✓ Hand sanitizer is provided at each work areas for employees to use before and after work.
- ✓ Installed plexi-glass and plastic covers for administrative staff at the Transit Center and at the Operations and Maintenance facility.
- ✓ Relocated staff and dispatchers to further minimize employee interaction.

APPENDIX B
INTERNAL AUDIT STAFF ACKNOWLEDGMENT

Veronica Urbano-Baeza, Internal Auditor

Elia Y. Rodriguez, Auditor II