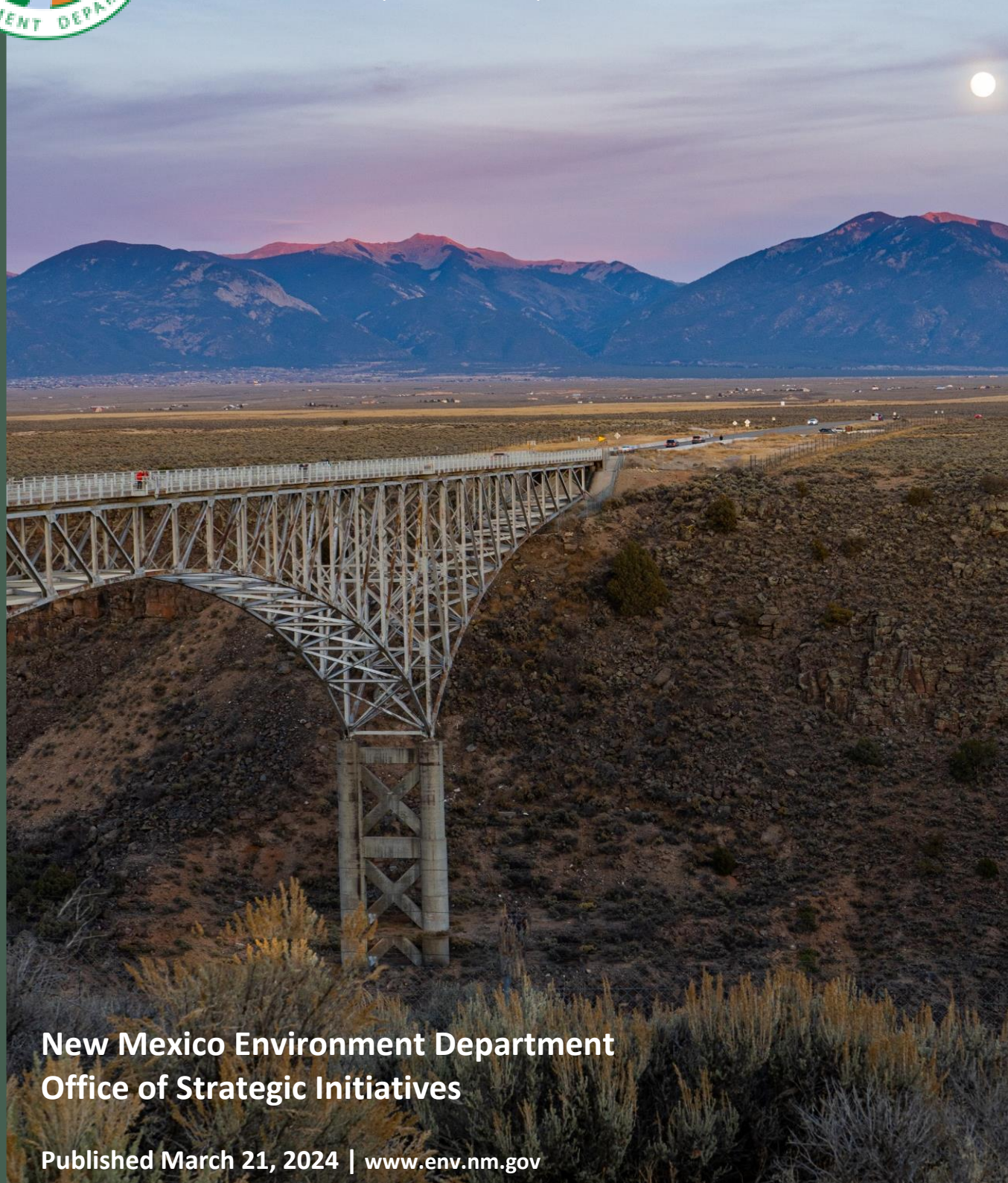




# Performance Assessment

Fiscal Year 2024 | 2<sup>nd</sup> Quarter | October 1 – December 31, 2023



**New Mexico Environment Department  
Office of Strategic Initiatives**

Published March 21, 2024 | [www.env.nm.gov](http://www.env.nm.gov)

# Investing for tomorrow, delivering today.

Our mission is to protect and restore the environment and to foster a healthy and prosperous New Mexico for present and future generations. We implement our mission guided by four core values: science, innovation, collaboration, and compliance. We use the best available science to inform our decision-making in protecting public health and the environment. We employ creative engineering and technical solutions to address environmental challenges. We engage communities and stakeholders in environmental decision-making. Finally, we ensure compliance with state regulations and permits, leveling the playing field by holding violators accountable. We embrace our mission and core values at every level of the organization.

In FY24, we are strategically deploying our limited funding and personnel to advance public health, protect our natural resources, hold responsible parties accountable, and work to ensure access to clean land, air, and water for New Mexicans. For more information on NMED's program workloads, see Appendix A, beginning on page 12 of this report.

For FY24, NMED received appropriations totaling \$147.7 million to protect public health and the environment. This included \$25.5 million in general fund, \$62.7 million in special revenue funds (e.g., permit fees), \$59.5 million in federal funds, and \$45.5 million in non-recurring special appropriations for earmarked projects/purposes.

Our approximate recurring budget breakdown is:

- 17.3% state general fund;
- 42.4% special revenue funds; and
- 40.3% federal funds.

Beginning on page 6, this report covers 46 performance measures across these five categories:

- 6 Public Health Measures;
- 9 Environmental Protection Measures;
- 24 Compliance Measures;
- 4 Economic Investment Measures; and
- 3 Operational Measures.

In the first half of FY24, leading up to the 2024 legislative session, NMED provided updates on the State's investment in the Department and testified on issues of concern to the interim Water and Natural Resources Committee, Radioactive and Hazardous Materials Committee, Military and Veterans Affairs Committee, and Legislative Finance Committee. In total, NMED provided 27 presentations to these committees, including 15 in the second quarter. Presentations covered: the 2023 Water Data Initiative, corrective action at White Sands Test Facility, water reuse regulation, PFAS rulemaking and litigation, interim storage of nuclear materials, the Kirtland Air Force Base jet fuel cleanup, uranium site reclamation, the environmental status of the San Juan Generating Station, an inventory of abandoned contamination sites, and NMED budget needs. The presentations are available [here](#).

## About this Report

The New Mexico Environment Department (NMED) began publishing quarterly assessments in Fiscal Year 2022 (FY22). This is the second quarterly performance assessment for FY24 and provides a retrospective look at the quarter while providing insights for the rest of the fiscal year.

NEW for Q2: Watch a video explaining this report on NMED's YouTube Channel at <https://youtu.be/Wlc-WtcV9Vk>

For more information, please visit our website, [www.env.nm.gov](http://www.env.nm.gov) > [About](#) > [Performance](#), to see past reports and other metrics. You can also contact:

Michael G. Bowers  
Collaboration Coordinator  
(505) 629-6302  
[Michael.Bowers2@state.nm.us](mailto:Michael.Bowers2@state.nm.us)



# Enforcement Watch Update

NMED’s [Enforcement Watch](#) provides a transparent, publicly accessible listing of all active and resolved enforcement cases with online reporting tools. Compliance is a core value at NMED. Assuring compliance with state licenses, permits, and rules, and enforcing against violations when they occur is critical to protecting the public and the environment.

**Enforcement Watch Alerts for the Second Quarter:**  
*(click on the month to read the corresponding press release)*

Month	Enforcement Actions	
	Initiated	Resolved
<a href="#">October</a> , 2023	115	11
<a href="#">November</a> , 2023	162	14
<a href="#">December</a> , 2023	99	7
<b>Total</b>	<b>376</b>	<b>32</b>

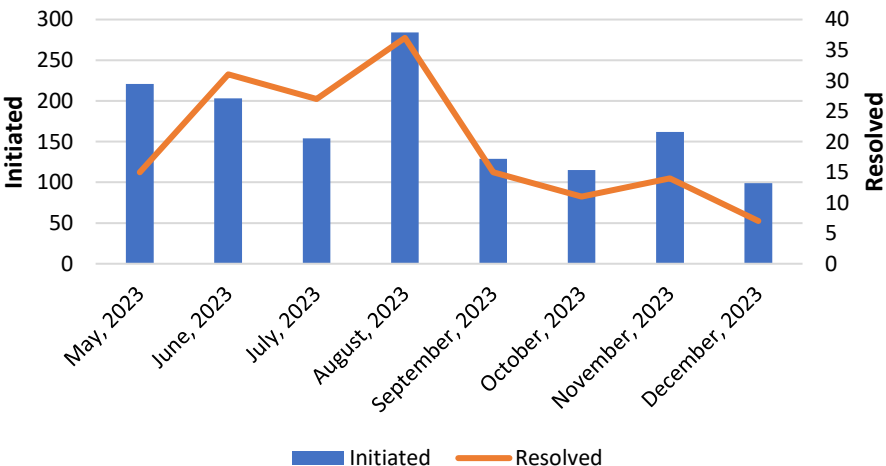
Major enforcement actions taken in the second quarter include:

- The Air Quality Bureau resolved a Settlement Agreement and Stipulated Final Compliance Order with Robert Medina and Sons Concrete and Sand, Inc., after the company paid a civil penalty of \$110,000.
- The Hazardous Waste Bureau resolved a Notice of Violation with Freeland NM Holdings, LLC in Brazos for alleged violations of the hazardous waste management regulations. Freeland NM cleaned up used oil releases and corrected container labeling and storage issues observed during the initial inspection.
- The Hazardous Waste Bureau reached a \$214,000 settlement with Los Alamos National Laboratory for alleged statutory and regulatory violations, including failure to dispose of hazardous waste within ninety days or obtain a permit.



*Taos Gravel settled with state regulators at the end of October, agreeing to pay fines totaling \$25,000. It was required to apply for a concrete batch permit before February 28, 2024*

## NMED Enforcement Actions

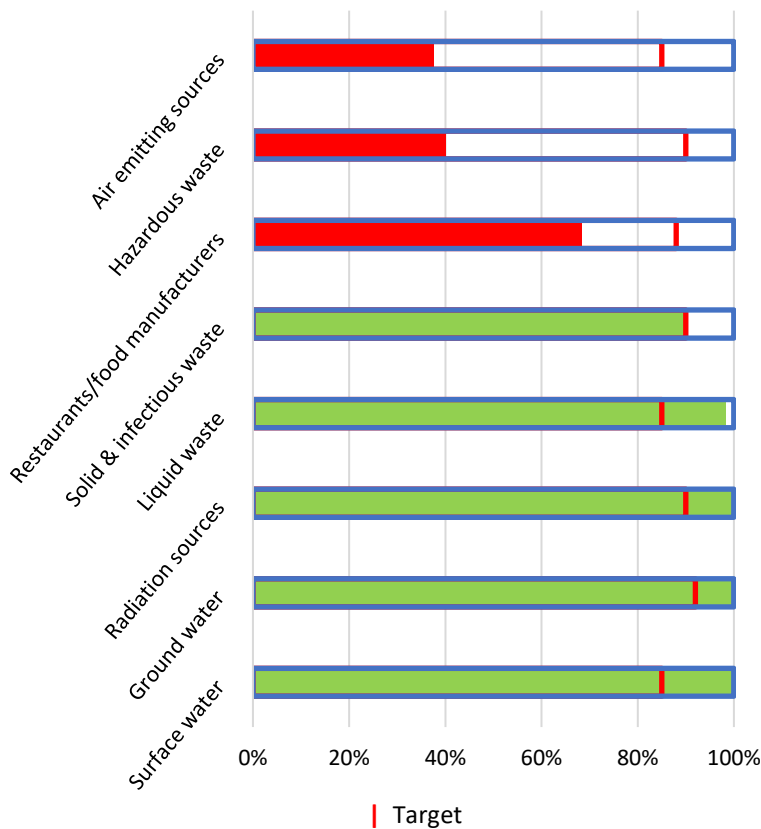


# Compliance and Enforcement

In the first two quarters of FY24, NMED staff conducted 5,021 compliance inspections.

The figure below shows compliance levels in programs across the Department compared to the performance target. Regulated entities in three program areas fell below the target (depicted in red) and regulated industry in five program areas exceeded the target (depicted in green).

**Percent of Inspections Showing Compliance, by Program**



## NMED Enforces Regulations on Liquid Waste Dumping

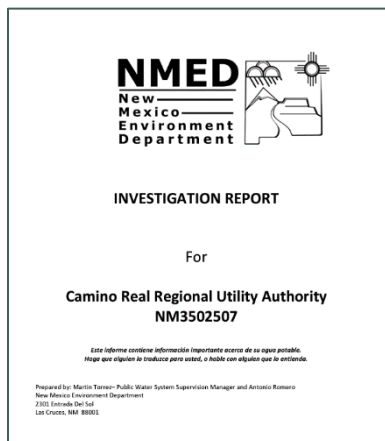
After receiving calls from irate members of the public about an alleged illegal dumper in the Las Cruces area, NMED enlisted a retired police officer who began following the truck and taking photos, along with a small group of community members. The field office used innovative measures to prove the case, such as researching legal and illegal dump sites and even Facebook to track down the dumper.

The Dona Ana County Sheriff's Department delivered a subpoena to the suspect. The defendant confessed and agreed to comply with all requirements for businesses and septage pumpers in the future.

The case is a milestone for NMED. The assistance of community members made it possible to gather the needed evidence. If the owner complies, NMED will not seek a permanent injunction against the business. Repeat violations can result in monetary penalties and/or criminal prosecution.

Illegal dumping is not only an eye- and nose-sore, it can result in the spread of contagious diseases such as Shigella, e-coli, typhoid, and cholera. NMED, along with community members, are watching.

## NMED confirms “Do Not Drink” order for Camino Real Regional Utility Authority



The Camino Real Regional Utility Authority (CRRUA) in Doña Ana County detected elevated pH levels in its water distribution system after resident reports of “slimy” tap water. NMED staff were onsite throughout that week, investigating the cause of the elevated pH issues and conducting a routine, previously scheduled inspection. NMED’s [investigation report](#) determined operational failures by CRRUA led to caustic soda being overfed into the treatment process, elevating pH levels. CRRUA failed to fully investigate complaints about “slimy water” as early as November 28. The investigation also found arsenic treatment facilities were offline periodically over the past year and CRRUA failed to notify customers and NMED. The Department anticipates taking additional enforcement action following this investigation.

# Advanced Clean Cars and Advanced Clean Trucks Rule

## NMED and City of Albuquerque Hold Public Meetings

In September, NMED and the City of Albuquerque announced the dates of public meetings on the proposed Advanced Clean Cars and Advanced Clean Trucks Rules. NMED staff facilitated these meetings and answered questions from attendees. The New Mexico Department of Transportation also participated in the meetings to provide a comprehensive perspective on how the proposed rules impact transportation.

The public meetings took place at the Community Room in the Santa Fe Public Library - Southside Branch on September 19, and on October 16 in the Community Meeting Room at the International District Library in Albuquerque. A total of 185 people attended the meetings in-person and members of the public also submitted written public comments online.

In November, the Environmental Improvement Board (EIB) and the Albuquerque-Bernalillo County Air Quality Control Board (AQCB) adopted advanced clean vehicles rules after a joint public hearing. Their independent approval of these rules ensure New Mexicans and New Mexico businesses will have access to a wide variety of electric, hybrid, and hydrogen passenger and commercial vehicles in the coming years. These types of vehicles are known as zero-emission vehicles, or ZEVs. The coordinated package of rules will significantly increase consumer choice for New Mexicans by assuring new and used zero-emission vehicles are available for lease or purchase.

The rules require national auto manufacturers to ship an increasing percentage of ZEVs to New Mexico auto dealerships. Starting in calendar year 2026, 43% of all new passenger cars and light-duty trucks and 15% of all new commercial heavy-duty trucks shipped to New Mexico auto dealerships by national auto manufacturers must be ZEVs. These percentages increase slightly each year through 2032.

The rules align with Governor Michelle Lujan Grisham's commitment to a cleaner, greener future while ensuring consumer access to zero-emission vehicles.

New Mexico has invested over \$11.5 million in electric vehicle charging stations from State and federal funding sources and received an additional \$38 million in U.S. Department of Transportation federal grants. Starting in January 2024, qualifying new or used electric vehicle will enjoy immediate savings of up to \$7,500 at the point of sale through a "cash on the hood" discount. This federal change eliminates the need to wait until tax return season to receive the federal tax credit.



## More electric, hydrogen, and hybrid vehicles coming to New Mexico starting in 2026



Advanced clean vehicle rules were adopted by the state EIB and city/county air board on November 16th, 2023, after a joint public hearing. Proposed by the Climate Change Bureau, the rule will reduce CO<sub>2</sub>, NO<sub>x</sub>, & PM emissions from the transportation sector by 62%, 43%, and 24%, respectively, by 2050.

To learn more, visit:

<https://tinyurl.com/NM-clean-cars-trucks>

or

<https://www.env.nm.gov/transportation/>



# Public Health Measures



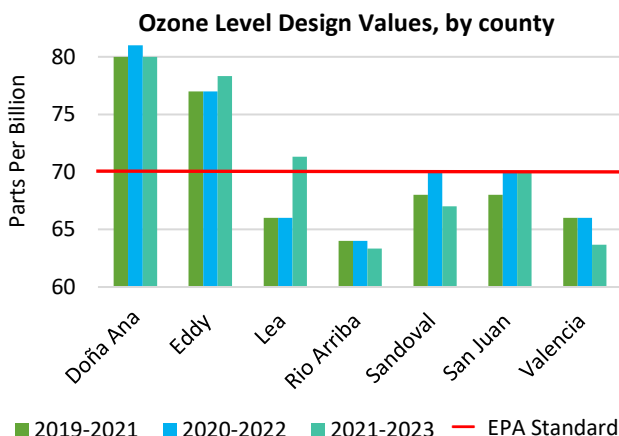
Clean air and land, safe drinking water and food, and healthy communities are critical public health measures for developing and maintaining a prosperous New Mexico. The table below provides an at-a-glance view of our progress toward our FY23 targets.

	FY24 Target	Q1	Q2	Q3	Q4	FY24 Actual
Percent of the population (in NMED jurisdiction) breathing air meeting federal health standards.	95.0% or more	98.3%	100.0%			
Percent of the population served safe and healthy drinking water.	95.0% or more	90.1%	90.5%			
Number of drinking water systems serving drinking water that did not meet at least one standard compared to the total number of drinking water systems.	260/563 (46.2%)	232/563 (43.8%)	205/563 (36.4%)			
Number of community water system violations returned to compliance as a result of NMED assistance.	500	16	16			
Number of superfund sites cleaned up as compared to the number of superfund sites remaining.	0/15					
Number of employers that did not meet Occupational Safety and Health Administration (OSHA) requirements for at least one standard compared to the total number of employers.	55.0%	73.2%	52.3%			

Note: Grey boxes in tables represent fields with no data reported because the respective measure is reported on a semi-annual or annual basis, rather than quarterly.

Our public health performance measures are described in detail in Appendix B. These explanations include additional definitions and assumptions to provide further insight into the significance of these measures.

## Measuring Ozone Pollution



NMED's ozone air monitor data for the last quarter did not exceed the federal limit of 70 parts per billion (ppb). However, ozone levels in some counties are close to or exceed federal standards based on the EPA required three-year average, which is a statistic known as a "design value." These design values inform EPA air quality compliance designations (i.e., attainment or non-attainment). Apart from the federal health limit, NMED evaluates and must act when design values are within 95% of the federal health limit (66 ppb). NMED does not have jurisdiction in Bernalillo County and does not have monitors in all counties.

# Environmental Protection Measures



Environmental protection is a set of mitigation techniques aimed to help protect and manage different environmental issues. Environmental protection can be accomplished by reducing pollutants and other factors that contribute to the degradation of the environment. The table below provides an at-a-glance view of our progress toward our FY24 targets.

	FY24 Target	Q1	Q2	Q3	Q4	FY24 Actual
Amount of volatile organic compounds emitted statewide, in tons per year (TPY).	101,095					
Amount of volatile organic compounds emitted illegally, TPY.	5,000					
Amount of nitrogen oxides emitted statewide, TPY.	136,906					
Amount of nitrogen oxides emitted illegally, in TPY.	7,000					
Quantity of nutrient-based pollutants reduced due to implementation of watershed restoration and on-the-ground improvement projects, in pounds.	1,300		2,588			
Reduction in nonpoint source sediment loading attributed to the implementation of watershed restoration and on-the-ground improvement projects, in tons.	900		2,165			
Number of nonpoint source impaired waterbodies restored by the Department relative to the number of impaired water bodies.	1/377 (0.3%)					
Number of underground storage tank sites cleaned up compared to the total number of leaking underground petroleum storage tank sites remaining. (Denominator fluctuates as sites reach no further action status after completed cleanup.)	20/944 (2.1%)	10/842 (1.2%)	2/849 (0.2%)			
Number of completed cleanups of petroleum storage tank release sites that require no further action. (Cumulative over all time.)	1,976	2,018	2,020			

Our environmental protection performance measures are described in detail in Appendix B. These explanations include additional definitions and assumptions to provide further insight into the significance of these measures.

## Independent study shows New Mexico's emissions from oil and gas are HALF those of Texas' industry

New Mexico's nationally leading oil and gas regulations are having significant and positive impacts on greenhouse gas emissions from the industry. A study released in November by the environmental measurement and analysis firm Kayrros found that New Mexico's oil and gas operations emit half those of Texas, per unit. Texas' industry is far less regulated and often results in emissions traveling across state lines into New Mexico. Noting that both Texas and New Mexico have experienced exponential growth in oil and gas production over the time period its study covers, Kayrros said the difference in emissions between the states can only be attributed to New Mexico's stronger regulations on methane waste and emissions.



*A burning flare and other oilfield activity in the Permian Basin in southern New Mexico. Photo by Blake Thornberry.*

The research also tracked the number of "super emitter" events in the Permian Basin since 2019. Their results showed that Texas recorded 106 super emitter events since that time compared with 28 in New Mexico.



# Compliance Measures

Environmental regulatory compliance is essential to protect the environment and prevent harm to human health. Inspections are a valuable tool for NMED to determine whether regulated entities are in compliance with applicable laws, rules or permits. The table below provides an at-a-glance view of our progress toward our FY24 targets. The “compliance” measures reflect the results of inspections conducted within the reporting period. The “violation” measures reflect all active violations among all permittees. This difference in denominators can cause large differences between the “compliance” and “violations” rates.

	FY24 Target (%)	Q1 (%)	Q2 (%)	Q3 (%)	Q4 (%)	FY24 Actual (%)
<b>Air</b>						
Percent of air emitting sources inspected.	25.0	7.8	6.6			
Percent of air emitting sources in compliance.	85.0	50.0	37.5			
Percent of air emitting sources in violation.	15.0	50.0	62.5			
<b>Groundwater</b>						
Percent of groundwater permittees inspected.	65.0	5.8	10.3			
Percent of groundwater permittees in compliance.	92.0	97.5	100.0			
Percent of groundwater permittees in violation.	8.0	0.7	0.7			
<b>Hazardous Waste</b>						
Percent of hazardous waste facilities inspected.	15.0	0.8	0.8			
Percent of hazardous waste facilities in compliance.	90.0	60.0	40.0			
Percent of hazardous waste facilities in violation.	8.0	0.7	0.6			
<b>Radiation Sources in Medical Equipment</b>						
Percent of ionizing/non-ionizing radiation sources inspected.	85.0	5.6	4.4			
Percent of ionizing/non-ionizing radiation sources in compliance.	90.0	94.8	100.0			
Percent of ionizing/non-ionizing radiation sources in violation.	10.0	0.3	0.0			
<b>Restaurants and Food Manufacturers</b>						
Percent of restaurants/food manufacturers inspected.	90.0	20.8	20.2			
Percent of restaurants/food manufacturers in compliance.	88.0	73.4	68.3			
Percent of restaurants/food manufacturers in violation.	15.0	5.5	6.4			
<b>Septic Systems</b>						
Percent of new or modified liquid waste systems inspected.	85.0	91.8	90.6			
Percent of new or modified liquid waste systems in compliance.	85.0	95.8	98.2			
Percent of new or modified liquid waste systems in violation.	13.0	4.2	1.8			
<b>Solid/Infectious Waste</b>						
Percent of solid and infectious waste management facilities inspected.	85.0	24.4	22.2			
Percent of solid and infectious waste management facilities in compliance.	90.0	90.9	90.0			
Percent of solid and infectious waste management facilities in violation.	N/A	31.1	15.6			
<b>Surface Water</b>						
Percent of surface water permittees inspected.	100.0	5.0	10.0			
Percent of surface water permittees in compliance.	85.0	100.0	100.0			
Percent of surface water permittees in violation.	15.0	6.0	4.0			

Our compliance performance measures are described in detail in Appendix B. These explanations include additional definitions and assumptions to provide further insight into the significance of these measures.



# Economic Investment Measures



NMED is dedicated to making economic investments that promote public health, improve environmental protection, and foster compliance. Economic investment is critical to New Mexico's ability to continue to build resilient environments. The table below provides an at-a-glance view of our progress toward our FY24 targets.

	FY24 Target	Q1	Q2	Q3	Q4	FY24 Actual
Total grant dollars awarded to communities.*	\$65,000,000					
Number of brownfield acres of contaminated land cleaned up and available for reuse.	20					
Investments in water, in dollars.	\$30,000,000	\$16,700,000	\$31,500,000			
Number of new water infrastructure projects.	115	65	98			

Our economic investment performance measures are described in detail in Appendix B. These explanations include additional definitions and assumptions to provide further insight into the significance of these measures.

## NMED awards over \$750,000 to communities for trash, illegal dumping, and recycling



*Pictured left to right: A tire cutting machine, a sign at Isleta, and a wheel crusher machine purchased by Isleta Pueblo with RAID Grant funds awarded in FY23.*

NMED announced the latest recipients of Recycling and Illegal Dumping (RAID) grants for FY24. Communities, counties, solid waste authorities and pueblos around the state – many in rural areas – will share in the \$751,489 in grant funding. The funds will help clean up illegal dumpsites, establish illegal dump prevention education, offset the cost of scrap tire collection and recycling, provide educational outreach on recycling, reuse scrap tires, turn used oil into a heating source, and implement or expand recycling programs. [Click here](#) for the full story and the list of award recipients.

# Operational Measures

NMED is committed to modernizing and improving operational efficiency while reducing operational costs with no loss in customer service. Increasing operational efficiency enables NMED to provide greater services to the public, industry, and our employees. The table below provides an at-a-glance view of our progress toward our FY24 targets.

	FY24 Target	FY24 Actual
Percent of NMED financial transactions completed online by the public or regulated community.	50%	
Total dollars collected by NMED and transferred to the general fund resulting from successful prosecutions and/or settlements stemming from non-compliance with laws, rules, or permits administered by the Department.	\$750,000	

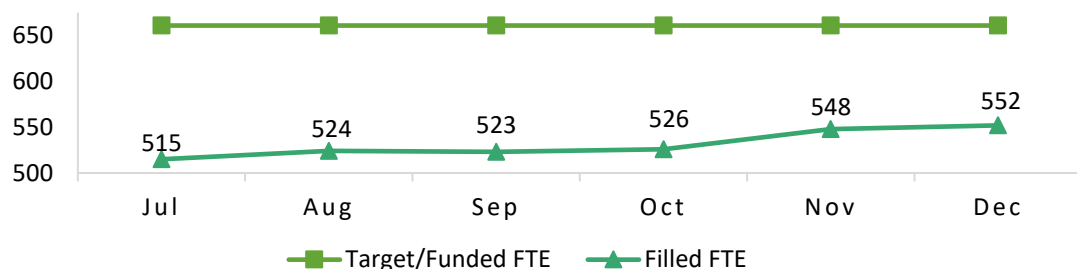
Vacancy rate by month													
FY24 Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	FY24 Actual
6.0%	22.09%	20.73%	20.88%	20.42%	17.1%	16.49%							

Our operational performance measures are described in detail in Appendix A. These explanations include additional definitions and assumptions to provide further insight into the significance of these measures.

At the end of Q2, NMED had employees filling 552 full-time equivalent positions (FTE). While the Department has 714 authorized FTEs, the FY24 staffing budget funded 661 of those based on the average FTE cost because the Legislature did not fully fund that expense. For FY24, NMED was the only state agency to receive a separate appropriation to help cover the cost of the 6 percent raise for state employees. The Department's FY25 budget request included a \$6.2 million general fund increase to appropriately compensate employees based on their education and experience in accordance with state regulations.

NMED's vacancy rate declined slightly by the end of the second quarter of FY24, but the Department still faces headwinds to retaining and recruiting staff. In FY24, NMED will continue to work to reduce vacancy rates for the Department overall and especially in those programs where employees are still stretched too thin. Our NMED Staff Workload Snapshot, on page 11, highlights some of those areas.

**Fiscal Year 2024  
Full-Time Equivalent (FTE) by Month**



# NMED Staff Workload Snapshot

Based on existing staffing levels and assuming 235 workdays per year, it would take most NMED programs multiple years to assure compliance with all permitted or licensed facilities.<sup>1</sup> This means that businesses subject to laws passed by the Legislature, regulations adopted by state boards and commissions, and permits and licenses issued by the Department go largely unchecked by NMED staff for years. New Mexicans likely perceive greater oversight by NMED than what is achievable under existing budget and staffing levels. NMED cannot offer technical assistance to the regulated community or assure compliance with legislation, rules, permits, and licenses that protect public health and the environment beyond what NMED's budget allows.



10 OSHA inspectors oversee 68,041 employers, or 6,804 employers per inspector



At current staffing levels, Air Quality Bureau staff can visit all permittees once every 9.6 years



OSHA has 5 staff to consult 68,041 employers, limiting their ability to ensure worker safety



The Surface Water Quality Bureau has 8 positions filled to cover almost 200,000 stream miles and 173 bodies of water



The Drinking Water Bureau's 3 Utility Operator Certification employees support and provide services to 2,173 operators, or 724 operators for each NMED staff



3 staff oversee protection of over 1,000,000 acres of wetlands



Each of Construction Programs Bureau 5 technical staff manages 115 infrastructure projects

<sup>1</sup> Assuming an employee works five days per week, receives the 11 state holidays, and exercises their right to two weeks of annual leave but does not take any sick leave.

# Appendix A

## NMED Program Workload Data

### Regulatory Permitting and Enforcement Programs

Division	Bureau	Program	Known Regulated Universe / Number of Permits	Authorized Permitting & Enforcement FTE	Filled Permitting & Enforcement FTE	% Time Permitting	% Time Enforcement	Regulated Entities/Permits per Filled Permitting & Enforcement FTE	As of Date
EHD	EHB	Liquid Waste, Food Safety, & Pool and Spa Programs	15,294	58.0	47.0	25%	75%	325	2/26/2024
EHD	OHSB	Compliance Program	68,041	17.0	10.0	0%	100%	6,804	2/26/2024
EPD	AQB	Permitting and Enforcement	3,628	27.0	16.0	90%	10%	227	2/28/2024
EPD	RCB	Radiation Protection Program	1,734	11.0	8.0	90%	10%	217	1/12/2024
RPD	HWB	Compliance and Tech. Assistance Program	2,474	7.7	4.7	0%	100%	526	1/23/2024
RPD	HWB	Permitting Program	19	23.0	18.0	100%	0%	1	1/23/2024
RPD	PSTB	Prevention/Inspection - Delivery Prohibition	1,711	16.0	12.0	0%	100%	143	1/22/2024
RPD	PSTB	Remedial Action Program	938	16.0	5.0	0%	100%	188	1/22/2024
RPD	SWB	Solid Waste Bureau	1,297	14.0	8.0	25%	75%	162	1/1/2024
WPD	DWB	Public Water System Supervision	1,068	12.0	10.0	90%	10%	97	1/24/2024
WPD	GWQB	Agriculture Compliance Section	208	5.0	4.0	90%	10%	52	12/31/2023
WPD	GWQB	Mining Environmental Compliance Section	46	12.0	10.0	90%	10%	5	12/31/2023
WPD	GWQB	Pollution Prevention Section	453	11.0	10.0	90%	10%	45	12/31/2023
WPD	SWQB	Dredge/Fill Permits	76	4.0	4.0	15%	5%	19	1/24/2024
WPD	SWQB	NPDES permit compliance	4,641	7.0	7.0	50%	50%	663	1/24/2024



**Non-Regulatory Programs**

Division	Bureau	Program	Permittees / Facilities	Known Universe Category	Authorized FTE	Filled FTE	Workload per filled FTE	Descriptor	As of Date
EHD	OHSB	Consultation Program	68,041	Employers	6.0	5.0	13,608	Employers per Consultation Program FTE	2/26/2024
RPD	HWB	Incident Coordination	365	Emergency calls	1.3	1.3	280.8	Emergency calls per Incident Coordination FTE	1/23/2024
RPD	SWB	Recycling and Illegal Dumping Grants	19	FY24 grants	1.1	0.7	27	FY24 grants per Recycling and Illegal Dumping Grants FTE	1/1/2024
WPD	CPB	Technical Section	575	Infrastructure Projects	7.0	5.0	115	Infrastructure Projects per Technical Section FTE	1/17/2024
WPD	DWB	Engineering	1,068	Public Water Systems	2.0	2.0	534	Public Water Systems per Engineering FTE	1/24/2024
WPD	DWB	Infrastructure Funding Support	1,068	Infrastructure Funding Support	2.0	0.0	1,068	Infrastructure Funding Support per Infrastructure Funding Support FTE	1/24/2024
WPD	DWB	Sustainable Water Infrastructure	1,068	Public Water Systems	14.0	8.0	134	Public Water Systems per Sustainable Water Infrastructure FTE	1/24/2024
WPD	DWB	Utility Operator Certification	2,173	Utility operators	3.0	3.0	724.3	Utility operators per Utility Operator Certification FTE	1/24/2024
WPD	GWQB	Remediation Oversight Section	192	Sites	8.0	7.0	27.4	Sites per Remediation Oversight Section FTE	12/31/2023
WPD	GWQB	Superfund Oversight Section	29	Sites	10.0	8.0	3.6	Sites per Superfund Oversight Section FTE	12/31/2023
WPD	SWQB	Water Quality Standards	6,698	Perennial stream miles in NM	4.0	3.0	2,233	Perennial stream miles in NM per Water Quality Standards FTE	1/18/2024

Division	Bureau	Program	Permittees / Facilities	Known Universe Category	Authorized FTE	Filled FTE	Workload per filled FTE	Descriptor	As of Date
WPD	SWQB	Water Quality Standards Program	190,225	Non-perennial stream miles in NM	4.0	3.0	63,408	Non-perennial stream miles in NM per Water Quality Standards Program FTE	1/18/2024
WPD	SWQB	Monitoring Program	6,698	Perennial stream miles in NM	6.0	2.0	3,349	Perennial stream miles in NM per Monitoring Program FTE	1/18/2024
WPD	SWQB	Monitoring Program	190,225	Non-perennial stream miles in NM	6.0	2.0	95,113	Non-perennial stream miles in NM per Monitoring Program FTE	1/18/2024
WPD	SWQB	Monitoring Program	173	Number of Significant Lakes and Reservoirs	6.0	2.0	87	Number of Significant Lakes and Reservoirs per Monitoring Program FTE	1/18/2024
WPD	SWQB	TMDL & Assessment	622	Number of assessed river/stream reaches	5.0	4.0	156	Number of assessed river/stream reaches per TMDL & Assessment FTE	1/18/2024
WPD	SWQB	Wetlands Protection	1,053,809	Acres of freshwater wetlands in NM	4.0	3.0	351,270	Acres of freshwater wetlands in NM per Wetlands Protection FTE	1/18/2024
WPD	SWQB	Nonpoint Source Pollution - Planning & Restoration	3,223	Number of sub-watersheds	9.0	7.0	460	Number of sub-watersheds per Nonpoint Source Pollution - Planning & Restoration FTE	1/18/2024
WPD	SWQB	Effectiveness Monitoring	138	Number of impaired river/stream reaches	1.0	1.0	138	Number of impaired river/stream reaches per Effectiveness Monitoring FTE	1/18/2024

## Appendix B

Public Health Measures	Definitions and Assumptions
Percent of the population breathing air meeting federal health standards.	"Meeting federal health standards" means meeting the National Ambient Air Quality Standards (NAAQS) for air pollutants. "Population" means 32 percent of the total population of New Mexico since 35 percent of the total population live in 20 counties without air monitors and 33 percent of the total population live in Bernalillo County and the City of Albuquerque which operate their own air monitoring sites and monitors and do not contribute to the NMED data set. Therefore, 32 percent of the population will be used as the denominator when calculating the percent of the population in the 10 monitored counties breathing air meeting federal health standards.
Percent of the population served safe and healthy drinking water.	"Community water system" means a public water system that serves at least 15 service connections used by year-round residents or regularly serves at least 25 year-round residents. "Safe and healthy drinking water" is defined as drinking water served by a community water system that meets primary health-based drinking water standards. Health-Based Standards are standards that fall into one of three categories: 1) maximum contaminant levels (MCLs) that specify the highest allowable contaminant concentrations in drinking water; 2) maximum residual disinfectant levels (MRDLs) that specify the highest concentrations of disinfectants allowed in drinking water; and 3) treatment technique requirements that specify certain processes intended to reduce the level of a contaminant. The numerator will exclude the population served by systems with unresolved violations from prior quarters and will be based on the compliance status of each community water system at any time during the quarter. The denominator is the total number of people served by community water systems.
Number of drinking water systems serving drinking water that did not meet at least one standard compared to the total number of drinking water systems	"Drinking water system serving drinking water that did not meet at least one standard" is a community water system with one or more violations of primary health-based drinking water standards. See above for "community water system" definition. The numerator will exclude population served by systems with unresolved violations from prior quarters; also, the numerator will be based on compliance status of each community water system at any time during the quarter. The denominator is the total number of people served by community water systems.
Number of community water system violations returned to compliance as a result of NMED assistance.	See above for "community water system" definition. "Violations" means all violations, including monitoring, reporting, public notice, and exceedances. "Returned to compliance" means that a violation has gone from non-compliant status to compliant status in the data system of record (i.e., Safe Drinking Water Information System). Note that there can be a lag between when the system addresses the violation and when NMED documents that the system returned to compliance.
Number of superfund sites cleaned up as compared to the number of superfund sites remaining.	"Superfund site" means an entire Superfund Site on the National Priorities List, including all operational units. As of September 30, 2021, there are 15 Superfund Sites in New Mexico. Superfund Site clean-ups take many years, and it is common for Sites to remain on the National Priorities List for decades. As a result, most years the number of Superfund Sites cleaned-up will be zero. If, in a given year, a Superfund Site is partially delisted (e.g., one operational unit is delisted and one or more remains) we will note this in the narrative, but a partial delisting will not count toward this measure.
Number of restaurants/food manufacturers that did not meet at least one standard compared to the total number of restaurants/food manufacturers.	"One standard" means having at least one priority violation during an annual inspection. "Priority violations" are the highest risk violations that indicate the greatest risk of consumers possibly becoming ill as a result of eating food from the restaurant/food manufacturer. The denominator is the number of facilities for which NMED made a compliance determination during the quarter, following an inspection of the facility. The denominator does not include facilities for which the program made a compliance determination without conducting an inspection (e.g., based on records review).

Number of employers that did not meet Occupational Safety and Health Administration (OSHA) requirements for at least one standard compared to the total number of employers.	"Number of employers that did not meet OSHA requirements" includes all employers issued at least one citation for violation(s) of OSHA standards (numerator). "Total number of workplaces" includes all employers found in compliance (case closed with no citations) and employers issued citation(s) during the fiscal year (denominator).
<b>Environmental Protection Measures</b>	<b>Definitions and Assumptions</b>
Amount of volatile organic compounds emitted statewide, in tons.	This measure will use the annual calendar year volatile organic compounds (VOCs) emissions inventory which includes actual emissions (i.e., routine, start up, shut down, maintenance, malfunction (SSM/M)) and all illegal VOC emissions. The tons per year reported at the end of the fiscal year will constitute emissions for the previous calendar year. Qualified sources are defined in 20.2.73.300.B(1) as "Any source which emits, or has the potential to emit, 5 tons per year or more of lead or lead compounds, or 100 tons per year or more of PM10, PM2.5, sulfur oxides, nitrogen oxides, carbon monoxide, or volatile organic compounds shall submit an emissions report annually". NMED will assume for this performance measure that legal emissions are from sources in NMED's jurisdiction, which excludes Bernalillo County and Tribal areas.
Amount of volatile organic compounds emitted illegally, in tons.	"Illegal emissions" are those that exceed permitted (allowable) limits. This is a reporting of the illegal total tons of VOC emissions for comparison to total tons of emissions. The tons per year reported at the end of the fiscal year will constitute emissions for the previous calendar year. NMED will assume for this performance measure that illegal emissions are from sources in NMED's jurisdiction, which excludes Bernalillo County. This measure assumes all excess emissions reported to NMED by regulated facilities are in violation of state and federal law. Note: nonpermitted sources are not required to report excess emissions because they do not have an "allowable" limit.
Amount of nitrogen oxides emitted statewide, in tons.	This measure will use the annual calendar year nitrogen oxides (NOx) emissions inventory which includes actual emissions (i.e., routine, start up, shut down, maintenance, malfunction (SSM/M)) and all the illegal NOx emissions. The tons per year reported at the end of the fiscal year will constitute emissions for the previous calendar year. See above for "qualified sources" definition. NMED will assume for this performance measure that legal emissions are from sources in NMED's jurisdiction, which excludes Bernalillo County and Tribal areas. The data is collected from permitted and registered industrial facilities (point sources).
Amount of nitrogen oxides emitted illegally, in tons.	See above for "illegal emissions" definition. This is a reporting of the illegal total tons of NOx emissions for comparison to the total tons of emissions. The tons per year reported at the end of the fiscal year will constitute emissions for the previous calendar year. NMED will assume for this performance measure that illegal emissions are from sources in NMED's jurisdiction, which excludes Bernalillo County. This measure assumes all excess emissions reported to NMED by regulated facilities are in violation of state and federal law. Note: nonpermitted sources are not required to report excess emissions because they do not have an "allowable" limit.
Quantity of nutrient-based pollutants reduced due to implementation of watershed restoration and on-the-ground improvement projects, in pounds.	"Nutrient-based pollutants" are nitrogen and phosphorus. "Pounds of nitrogen" are measured as Total Nitrogen. "Pounds of phosphorus" are measured as Total Phosphorus. NMED will count load reductions toward this measure when NMED confirms individual project completion. The data do not include pollutant load reductions resulting from programs and projects not represented in the U.S. Environmental Protection Agency's (EPA) Grants Reporting and Tracking System (GRTS). Due to the requirement for NMED to report to EPA once annually, along with the cycle for implementation of water quality restoration projects that generate pollutant reductions, numbers reported for this measure mid-year may not demonstrate progress toward annual targets.



Reduction in nonpoint source sediment loading attributed to implementation of watershed restoration and on-the-ground improvement projects.	“Nonpoint source sediment loading” means the amount of sediment (in pounds) that is carried by rain and snowmelt and deposited in aquatic environments from many diffuse (i.e., nonpoint) sources over a specific period (e.g., day, year, etc.). “Nonpoint source pollutant” means a pollutant released into the aquatic environment from a wide area and many diffuse sources. NMED will count load reductions toward this measure when NMED confirms individual project completion. The data do not include pollutant load reductions resulting from programs and projects not represented in EPA GRTS. Due to the requirement for NMED to report to EPA once annually, along with the cycle for implementation of water quality restoration projects that generate pollutant reductions, numbers reported for this measure mid-year may not demonstrate progress toward annual targets.
Number of nonpoint source impaired waterbodies restored by the Department relative to the number of impaired water bodies.	See above for “nonpoint source pollutant” definition. “Impaired waterbody” means a surface water of the state (i.e., stream, river, lake, wetland) is not meeting the applicable surface water quality standards for one or more pollutants. In other words, the concentration of the pollutant(s) is higher than the levels established to protect fish, recreation, irrigation, and other uses. Full restoration of a waterbody takes years and typically many combined projects to address the causes of the impairment. Despite successful efforts to restore certain waterbodies and remove them from the impaired waters list, the total number of impaired waterbodies will increase over time due to: (1) monitoring and assessment of more waterbodies; and (2) the general trend for changing land uses over time, combined with impacts of climate change.
Number of underground storage tank sites cleaned up compared to the total number of leaking underground petroleum storage tank sites remaining.	“Cleaned up” means that soil and groundwater contaminants of concern have met the applicable state’s standards. “Underground storage tank” means a single tank or combination of tanks, including pipes connected thereto, that are used to contain an accumulation of regulated substances and the volume of which, including the volume of the underground pipes connected thereto, is ten percent or more beneath the surface of the ground. “Petroleum storage tank” means a storage tank system that contains petroleum or a mixture of petroleum with de minimis quantities of other regulated substances. Such systems include those containing motor fuels, jet fuels, distillate fuel oils, residual fuel oils, lubricants, petroleum solvents, and used oils. “Leak” means any spilling, emitting, discharging, escaping, or disposing of a regulated substance due to the failure of components of a storage tank system to contain a regulated substance as designed. A leak may or may not result in a release to the environment. “Petroleum” means crude oil, crude oil fractions, and refined petroleum fractions, including gasoline, kerosene, heating oils, and diesel fuels. This measure does not reflect ongoing work to clean up sites to achieve No Further Action (NFA) status. Also, this measure does not report NFA releases from above ground storage tanks.
Number of completed cleanups of petroleum storage tank release sites that require no further action.	“No Further Action” is a technical determination issued by NMED that documents that the owner or operator of a site has met all applicable WQCC and EIB remediation standards and that no contaminant will present a significant risk of harm to public health, safety, welfare, and the environment. “Completed cleanups” is another term for “No Further Action.” See above for “petroleum storage tank” definition. “Release” means any spilling, leaking, emitting, discharging, escaping, leaching, or disposing of a regulated substance from a storage tank system into the groundwater, surface water or soil. See above for “petroleum” definition. This measure does not reflect ongoing work to clean up sites to achieve NFA status.

Compliance Measures	Definitions and Assumptions
<b>Air</b>	
Percent of air emitting sources inspected.	"Inspected" means a full compliance evaluation, either on-site or off-site (with photographic verification of equipment and other physical verifications required) that is conducted to inform a compliance determination and support enforcement actions, if appropriate. Inspections include evaluation of all appropriate regulatory requirements and permit conditions. "Air emitting source" means a source of air pollutants, usually an industrial facility, that is included in the Air Quality Bureau (AQB) list of sites to inspect in the universe of sources that may be included in a given annual Compliance Monitoring Strategy (CMS) Plan.
Percent of air emitting sources in compliance.	"Air emitting source" means an industrial facility that is included in the annual CMS Plan that is subject to approval by the EPA. "In compliance" means, upon completion of an on-site or off-site evaluation by NMED, the air emitting source meets all the requirements of permit(s), state regulations and federal regulations that apply to the facility and its operations. The denominator is the number of facilities for which NMED made a compliance determination during the quarter, following an inspection of the facility. The denominator does not include facilities for which the program made a compliance determination without conducting an inspection (e.g., based on records review).
Percent of air emitting sources in violation.	See above for "air emitting source" definition. "In violation" means that one or more potential violations were discovered through analysis of state or federal regulatory requirements or permit conditions. Numerator is all permittees with one or more potential violations that remain unresolved (i.e., permittees with an ongoing violation). Denominator is the total number of regulated entities (permittees/facilities).
<b>Groundwater</b>	
Percent of groundwater permittees inspected.	"Inspected" means an on-the-ground compliance inspection that is conducted to inform a compliance determination and support enforcement actions, if appropriate. "Groundwater permittees" means a person or facility with an active discharge permit issued by the NMED Ground Water Quality Bureau (GWQB) under the authority of Water Quality Control Commission (WQCC) regulations found at 20.6.2 NMAC, 20.6.6 NMAC, and 20.6.7 NMAC; this term does not include sites under abatement pursuant to WQCC regulations unless the facility is abating groundwater contamination under discharge permit. The numerator is the number of permittees inspected during the reporting period; the denominator is total regulated permittees. The denominator will be set on July 1 each year and quarterly inspection activity will vary. This measure will be tracked and reported cumulatively across quarters.
Percent of groundwater permittees in compliance.	See above for "groundwater permittees" definition. "In compliance" means that GWQB inspected the facility and determined that no violations of the permit conditions or regulations were found at the time of inspection. See above for which permits are included in this measure. This measure will provide a compliance rate as a snapshot in time (one quarter only). The numerator is the number of permittees inspected in past quarter that are in compliance with applicable requirements and permit conditions. The denominator is the number of permittees for which a compliance determination was made during the quarter following an inspection of the permittee. The denominator does not include facilities for which the program made a compliance determination without conducting an inspection (e.g., based on records review).
Percent of groundwater permittees in violation.	See above for "groundwater permittees" definition. "In violation" means a permittee with a violation that has not yet been resolved. This will include permittees that are working on ongoing corrective actions but have not completed them. See above for which permits are included in this measure. Numerator is the number of facilities with an unresolved violation, regardless of whether the violation was identified during the reporting quarter. Denominator is the total number of regulated facilities/entities.

<b>Hazardous Waste</b>	
Percent of hazardous waste facilities inspected.	"Inspected" means an on-the-ground compliance inspection that is conducted to inform a compliance determination and support enforcement actions, if appropriate. "Facilities" tracked under this measure include hazardous waste generators, transporters, and treatment, storage and disposal facilities.
Percent of hazardous waste facilities in compliance.	See above for "facilities" definition. "In compliance" means that there were no violations of the New Mexico Hazardous Waste Management Regulations (HWMR) 20.4.1 New Mexico Administrative Code (NMAC) found at the time of inspection. This percentage will be calculated based on the number of compliant facilities out of the total number of facilities inspected.
Percent of hazardous waste facilities in violation.	See above for "hazardous waste facilities" definition. "In violation" means the facility was found to be out of compliance with the New Mexico HWMR 20.4.1 NMAC at the time of inspection. Numerator is the number of facilities with an unresolved violation, regardless of whether the violation was identified during the reporting quarter. Denominator is the total number of regulated facilities/entities.
<b>Radiation Sources in Medical Equipment</b>	
Percent of ionizing/non-ionizing radiation sources inspected.	"Inspection" means an official examination or observation including, but not limited to, tests, surveys and monitoring to determine compliance with rules, regulations, orders, requirements and license or registration conditions of the department. In other words, an on-the-ground compliance inspection that is conducted to inform a compliance determination and support enforcement actions, if appropriate. "Ionizing radiation" means a form of energy that acts by removing electrons from atoms and molecules of materials that include air, water, and living tissue. "Non-ionizing radiation" means a form of radiation with less energy than ionizing radiation. Unlike ionizing radiation, non-ionizing radiation does not remove electrons from atoms or molecules of materials that include air, water, and living tissue. The denominator is the total regulated entities.
Percent of ionizing/non-ionizing radiation sources in compliance.	See above for "ionizing radiation" and "non-ionizing radiation" definitions. "In compliance" means no violations of state regulations were found during onsite or virtual inspections. The denominator is the number of facilities for which NMED made a compliance determination during the quarter, following an inspection of the facility. The denominator does not include facilities for which the program made a compliance determination without conducting an inspection (e.g., based on records review).
Percent of ionizing/non-ionizing radiation sources in violation.	See above for "ionizing radiation" and "non-ionizing radiation" definitions. "In violation" means a violation of at least one state regulation was found during and on-site or virtual inspection. Numerator is the number of facilities with an unresolved violation, regardless of whether the violation was identified during the reporting quarter. Denominator is the total number of regulated facilities/entities.
<b>Restaurants and Food Manufacturing</b>	
Percent of restaurants/food manufactures inspected.	"Inspected" means an on-the-ground compliance inspection that is conducted to inform a compliance determination and support enforcement actions, if appropriate. The denominator is the total regulated entities with scheduled inspections within the quarter being reported.
Percent of restaurants/food manufactures in compliance.	"Compliance" means an inspected facility did not have priority violations during an annual inspection. "Priority violations" are the highest risk violations that indicate the greatest risk of consumers possibly becoming ill as a result of eating food from the restaurant/food manufacturer. The denominator is the number of facilities for which NMED made a compliance determination during the quarter, following an inspection of the facility. The denominator does not include facilities for which the program made a compliance determination without conducting an inspection (e.g., based on records review).
Percent of restaurants/food manufactures in violation.	"Violation" means having at least one priority violation during an annual inspection. See above for "priority violations" definition. Numerator is the number of facilities with an unresolved violation, regardless of whether the violation was identified during the reporting quarter. Denominator is the total number of regulated facilities/entities.

<b>Septic Systems</b>	
Percent of new or modified liquid waste systems inspected.	“Inspected” means an on-the-ground compliance inspection that is conducted to inform a compliance determination and support enforcement actions, not including photo or virtual inspections. A liquid waste system inspection includes, for the purpose of this measure, an inspection of a new or modified system that has been installed, complete and not ready for a compliance inspection. This measure does not include compliance-based inspections. The denominator is total number of systems inspected as a result of the installation of a new or modified system.
Percent of new or modified liquid waste systems in compliance.	“Compliance” of a new or modified liquid waste systems means the system has been inspected on-site and found to meet regulatory requirements during the initial inspection and may be issued a final approval. The denominator is the total number of systems inspected as a result of the installation of a new or modified system by department personnel, not including photo and unpermitted system inspections.
Percent of new or modified liquid waste systems in violation.	“Violation” of new or modified liquid waste systems are those that have been inspected and have been found to not meet regulatory requirements and could not be issued a final approval. The system installation requires a re-inspection before final approval. The denominator is the total number of systems inspected as a result of the installation of a new or modified system by department personnel, not including photo and unpermitted system inspections.
<b>Surface Water</b>	
Percent of surface water permittees inspected.	“Inspected” means an off-site or on-site compliance inspection that is conducted to evaluate compliance with the EPA permit and support EPA enforcement actions, if appropriate. "Surface water permittees" refers to NPDES surface water discharge permittees. The numerator is the number of permittees subject to NMED-led inspections completed that quarter; the denominator is the number of NMED-led inspections planned for the fiscal year through SWQB's commitment to EPA Region 6. This measure represents surface water discharge inspections NMED conducts on behalf of EPA Region 6, which is currently the permitting authority for these regulated entities in New Mexico.
Percent of surface water permittees in compliance.	See above for "surface water permittees" definition. "In compliance" means the permittee scored a 3 or higher on their facility evaluation rating on a scale of 1 (very unreliable programs) to 5 (very reliable programs). The denominator is the number of permittees for which NMED issued a final Facility Evaluation Rating during the quarter, following an NMED-led inspection of the permittee. The numerator is the number of permittees for which final inspection reports were issued with a Facility Evaluation Rating of 3 or higher during the quarter.
Percent of surface water permittees in violation.	See above for "surface water permittees" definition. "In violation" means that EPA issued an enforcement action against an inspected facility. Numerator is the number of facilities with an unresolved violation, regardless of whether the violation was identified during the reporting quarter. Denominator is the total number of regulated facilities/entities. “Enforcement action” is an EPA-issued administrative order or administrative penalty order. If SWQB completes an inspection report during the 1 <sup>st</sup> quarter, that facility may not be in the numerator for percent in violation for the 1 <sup>st</sup> quarter because the noncompliance determination may not be made until another quarter. This facility would end up in the numerator for the percent in violation measure in the quarter when the EPA issues the enforcement action.



Economic Investment Measures	Definitions and Assumptions
Total investment of grants dollars awarded to communities, year to date.	"Investment" means the action of investing money to a particular undertaking with the expectation of a worthwhile result. "Grant dollars" means money from state or federal funds. "Communities" means a physical location of census tracts or a neighborhood bounded by certain streets and geophysical features. "Awarded" means funds given to communities. This performance measure will include data from many sources, including but not limited to: Solid Waste Bureau's Recycling and Illegal Dumping (RAID) grants, the Construction Program Bureau (CPB)'s Clean Water State Revolving Loan Fund (CWSRF) and Rural Infrastructure Program (RIP). These data do not include tracking funds as they are reimbursed or capital outlay funds. Also, these data do not include funds awarded to contractors or areas without populations.
Number of brownfield acres of contaminated land cleaned up and available for reuse.	"Brownfield acres" means brownfields sites that utilize the Brownfield Revolving Loan Fund (BRLF) program or a national brownfield grant to fund assessment or clean-up. "Cleaned up and available for reuse" means the acres are remediated and "Ready for Anticipated Use (RAU)," a technical determination that environmental conditions at the site are protective of human health and the environment based on current use(s) or planned future use(s). This measure will not report on sites being regulated through the State Cleanup Program.
Investments in water infrastructure, in dollars.	"Investments" means actual disbursements from CWSRF, RIP and Capital Outlay to communities for water infrastructure projects. "Water infrastructure" includes drinking water, wastewater, stormwater and any other projects eligible for CWSRF or RIP, and any Capital Outlay projects appropriated to NMED and managed by the CPB. These data are reported by quarter, not as a rolling total of dollars from quarter to quarter. It is important to note that the number of new Capital Outlay projects in a given year is dependent on legislative appropriation. Disbursements from programs not managed directly by CPB are not included in this measure, so a total amount of financial impact to the state from water programs CPB only participates in as a contractor are not included.
Number of new water infrastructure projects.	"New water infrastructure project" means Clean Water State Revolving Loan Fund (CWSRF), Rural Infrastructure Program (RIP) and capital outlay projects with a funding agreement executed during the reporting period (i.e., quarter). Capital outlay funding agreements are a consequence of appropriations made to the NMED by the Legislature. Because this measure does not capture disbursements from programs not managed directly by NMED CPB, reporting of this measure does not reflect the total amount of financial impact to the State of New Mexico from all water infrastructure financing programs.
Operational Measures	Definitions and Assumptions
Total dollars collected by NMED and transferred to the general fund resulting from successful prosecutions and/or settlements stemming from non-compliance with laws, rules, or permits administered by the Department.	Enforcement actions are administrative or judicial actions initiated by NMED in response to some information that a regulated entity is violating a statute and/or rule (regulation) for which NMED has legal enforcement authority, or a permit administered by NMED. NMED administers permits pertaining to the following: air quality, water quality, drinking water quality, solid waste, hazardous waste, liquid waste, food safety, ionizing radiation, hemp (warehousing, extraction processing, manufacturing), and public recreation water safety. NMED has enforcement authority for all these matters, in addition to occupational health and safety. The intent of this measure is to display the success of enforcement actions and litigation, as well as the benefit to the entire state via general fund revenue generation. Ideally, the target is zero since compliance with state rules and permits is always required. Realistically, and as the compliance and violation performance measures indicate, NMED is likely to see violations that merit civil penalties in all regulatory programs. Note that NMED may transfer penalties to the general fund from actions initiated by NMED, the Attorney General, a federal agency, etc.
Vacancy rate by month.	The intent of this measure is to track NMED's effort to achieve our budgeted vacancy rate. A negative trend will convey greater staff retention and increased hiring to reduce our vacancy rate. "Vacancy rate" is calculated by subtracting the number of filled full-time equivalent (FTE) positions from the number of budgeted FTE positions (i.e., 662 for FY23) and dividing by the number of authorized FTE positions. Note that as FTE goes down, vacancy rate increases.

Percent of NMED financial transactions completed online by the public or regulated community.	A “financial transaction” facilitates the utilization of ACH and credit card payments for NMED license permitting, loan payments, corrective action fees, certification renewal fees, and other compliance, primacy, and regulatory fees which NMED bills to the constituent and regulated community via email, paper mail, or at the Wells Fargo portal, who pay directly to Wells Fargo, who processes the payment, and the money is deposited into individual program’s Wells Fargo account. The intent of this measure is to drive NMED's modernization, cost-saving efforts, and improved customer service (e.g., online transactions require different resources than in-person or by mail). A positive trend will convey that a greater share of financial transactions is being completed online, directly resulting from modernization, human capital, and cost-saving efforts to improve efficiency and provide enhanced customer service. The following transactions are not being measured here: legal settlements, compliance agreements, State of New Mexico budgets, federal and state grants, inter/intra agency transfers, and special revenue funds.
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