# Northern Pueblos RTPO and Santa Fe MPO Coordinated Public Transit— Human Services

New Mexico Department of Transportation Prepared by the Transit and Rail Division September 2023

**Transportation Plan** 



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### Introduction

One of the primary objectives of the New Mexico Department of Transportation's (NMDOT) Transit and Rail Division is the establishment and maintenance of public and private non-profit transit systems. The Transit and Rail Division provides this assistance through a partnership with New Mexico's transit providers and the Federal Transit Administration (FTA), as well as cooperation with Regional Transportation Planning Organizations (RTPOs), Metropolitan Planning Organizations (MPOs), and local and tribal governments.

NMDOT is authorized under New Mexico's Public Mass Transportation Act Sections 67-3-67 to 67-3-70 NMSA 1978 (as amended by Sections 37, 37-8, and 39, Chapter 268, Laws of 1987) and has the primary authority and responsibility for administering the FTA's rural and small urban formula and discretionary grant programs.

The Fixing America's Surface Transportation Act (FAST Act), signed into law by President Obama on December 4, 2015 and effective October 1, 2015, applied new program rules to the Moving Ahead for Progress in the 21st Century Act (MAP-21) authorized funding for federal surface transportation programs beginning with ALL Federal Fiscal Year 2016 funding. The FAST Act legislation continued the coordinated transportation planning requirements established in previous laws. Specifically, MAP-21 noted that the projects selected for funding through the Section 5310 Program must be "included in a locally developed, coordinated public transit-human services transportation plan" and this plan must be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers, and other members of the public." The FAST Act maintains this requirement.

The two primary formula grant programs NMDOT administers are Sections 5310 and 5311. Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities, enhances mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and the Americans with Disabilities Act (ADA) complementary paratransit services. Section 5311, Formula Grants For Other than Urbanized Areas, provides capital, planning, administration, and operating assistance to states to support public transportation in rural areas (areas with a population of less than 50,000 people), where many residents often rely on public transit to reach their destinations.

As the statewide designated recipient of the Section 5310 and 5311 funds, NMDOT's Transit and Rail Division coordinated with transit and human services transportation providers, the Northern Pueblos RTPO, the Santa Fe MPO, and the general public to develop this plan. The main purpose of this plan is to analyze the transit services currently available in the plan area and makes strategy recommendations for transit programs and mobility coordination in the Northern Pueblos RTPO and the Santa Fe MPO. Separate plans were developed for each of the state's RTPO areas, these plans include MPOs, as appropriate.

# **Background**

This section provides an explanation of the coordinated transportation planning process based on FTA Section 5310 guidance, released in June 2014.

#### **Coordinated Plan Elements**

FTA guidance defines a coordinated public transit human service transportation plan as one that identifies the transportation needs of older adults, individuals with disabilities, households without vehicles, and persons living under the poverty line. The plan must also provide strategies for meeting the needs of these disadvantaged population groups and prioritize transportation services for funding and implementation.

In total, there are four required coordinated plan elements:

- Assessment of Available Services Identify current transportation providers from the public, private, and non-profit sectors.
- Assessment of Transportation Needs Identify the transportation needs of older adults, individuals with disabilities, households without vehicles, and persons living under the poverty line. This assessment can be conducted through public outreach, reviewing area transportation plans, data collection, and the assessment of gaps in current transit services.
- Development of Strategies Address the identified needs in addition to providing opportunities to increase efficiency within the transportation network.
- Development of Priorities for Implementation Address current resources, time frames, and feasibility for implementation

#### Section 5310 Program

MAP-21 established a modified FTA Section 5310 Program that consolidates the previous New Freedom and Elderly and Disabled Programs. The purpose of the Section 5310 Program is to enhance mobility for seniors and individuals with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Section 5310 Program recipients must continue to certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes input from seniors and individuals with disabilities, transportation providers, and other stakeholders; and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

#### **Funding**

Funds through the Section 5310 Program are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities, with 60 percent of the funds apportioned to designated recipients in urbanized areas with populations larger than 200,000, 20 percent to states for use in urbanized areas of fewer than 200,000 persons, and 20 percent to states for use in rural areas. The federal share for capital projects is 80 percent

with a 20 percent local match, and for operating grants is 50 percent with a 50 percent local match.

The local share for Section 5310 Program projects can be derived from other federal non-DOT transportation sources. Examples of these programs that are potential sources of local match include employment training, aging, community services, vocational rehabilitation services, and Temporary Assistance for Needy Families (TANF). More information on these programs is available on the Coordinating Council on Access and Mobility Website at <a href="https://www.transit.dot.gov/ccam">https://www.transit.dot.gov/ccam</a>. The CCAM Federal Fund Braiding Guide can also be found on the CCAM website and provides information to potential grantees and defines Federal fund braiding for local match.

#### Eligible Subrecipients and Activities

Under MAP-21, eligible subrecipients for the Section 5310 Program include states or local government authorities, private non-profit organizations, or operators of public transportation services that receive a grant indirectly through a recipient. MAP-21 also modified eligible activities under the Section 5310 Program:

- At least 55% of program funds are required to be used for capital projects that are:
  - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for purposes including:
  - o Public transportation projects that exceed ADA requirements.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.

# **Planning Context**

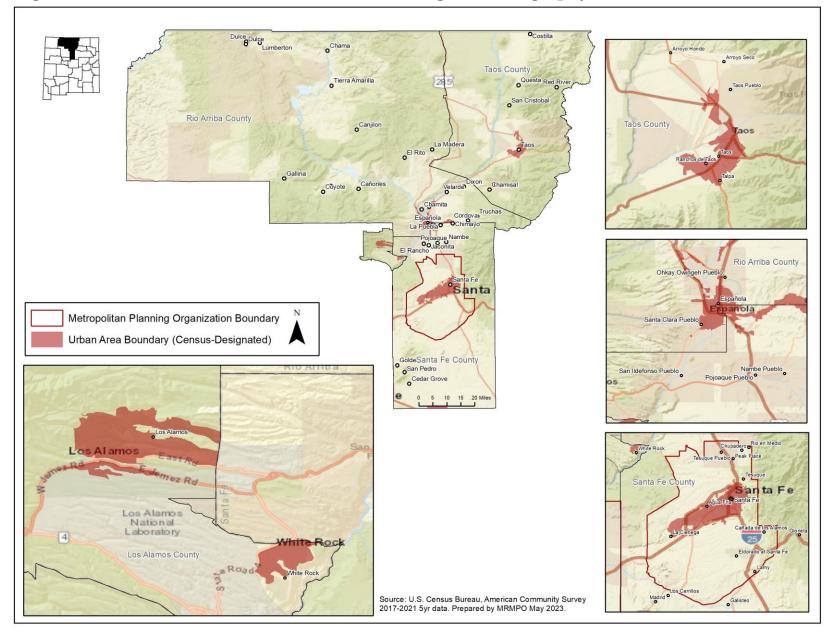
The following section provides an overview of the demographic composition of the Northern Pueblos RTPO. As displayed in Figure 1, this RTPO includes Rio Arriba, Taos, Santa Fe, and Los Alamos Counties. The Plan also includes the Santa Fe MPO. Table 1 provides a summary of existing transit providers serving the RTPO and MPO areas.

Table 1: Service Providers in the Northern Pueblos RTPO

Name	Area of Service	Service Type(s)	Funding Program(s)
Assistance Dogs of the West	City of Santa Fe	Program Sponsored	§5310
Atomic City Transit	Los Alamos County, a small portion of Sandoval County and the White Rock CDP	Fixed Route, Paratransit and Demand Response	§5311
Dreamtree Project	Taos County	Program Sponsored	§5310
Las Cumbres Community Services	Rio Arriba County	Program Sponsored	§5310
North Central Regional Transit District	City of Española, Los Alamos, Los Alamos County, Rio Arriba County, City of Santa Fe, Santa Fe County, Town of Taos, Taos Ski Valley, Taos County, Village of Chama, Edgewood, Moriarty, Questa, Town of Red River, Santa Clara Pueblo, Jicarilla Apache Nation, Dulce, Bloomfield, City of Farmington, San Ildefonso Pueblo, Pojoaque, and Nambe, Chimayo, and El Rito.	Intercity, Fixed Route and Paratransit	\$5307, \$5310, \$5311, \$5311(f), \$5339
NMDOT Park & Ride	Counties of Bernalillo, Doña Ana, Los Alamos, Rio Arriba, San Miguel, Sandoval, Santa Fe, Taos, Torrance, and El Paso County, TX	Intercity Bus	§5311(f) and state funding
New Mexico Rail Runner Express	Bernalillo, Sandoval, Santa Fe, and Valencia Counties	Commuter Rail	§5307 and §5339

Name	Area of Service	Service Type(s)	Funding Program(s)
Red River Miner's Transit	The Town of Red River	Dial-A-Ride and Demand Response	§5310 and §5311
Santa Fe Trails	City and County of Santa Fe	Fixed Route and Paratransit	§5307, §5310 and §5339
EnSueños Y Los Angelitos	Taos County	Program Sponsored	§5310
PoPay Messenger (Ohkay Owingeh)	Rio Arriba County (Ohkay Owingeh Pueblo)	Demand Response	§5311
Rio Arriba County	Rio Arriba County, City of Española, Village of Chama	Program Sponsored	§5310
Rocky Mountain Youth Corp.	Town of Taos	Program Sponsored	§5310
Santa Clara Pueblo	Santa Clara Pueblo	Program Sponsored	§5310
Life Circle New Mexico	City of Santa Fe	Program Sponsored	§5310
Santa Fe Recovery Center	City of Santa Fe	Program Sponsored	§5310

Figure 1: Northern Pueblos and Santa Fe MPO Regional Geography



#### **Public Transit Providers**

#### **Atomic City Transit**

The County of Los Alamos' Atomic City Transit provides both fixed route and demand response service. The entire County of Los Alamos and a very small portion of Sandoval County are served. Los Alamos County includes the communities of Los Alamos and White Rock. Atomic City Transit also operates a fixed route to Bandelier National Monument Visitors Center. Dial-a-Ride service is available to the general public from 6:30 p.m. to 9:00 p.m., Monday through Friday, and is a "curb-to-curb" service (or "door-to-door," upon request). All fixed routes and Dial-A-Ride services are free to the general public. ADA complementary paratransit service is available through ACT Assist. ACT Assist provides door-to-door service for individuals with disabilities who cannot use regular bus service. More information on Atomic City Transit may be found at:

https://www.losalamosnm.us/government/departments/public\_works/atomic\_city\_t ransit.

#### NMDOT Park & Ride

The New Mexico Department of Transportation operates a general public park and ride bus service, NMDOT Park & Ride, consisting of 11 routes throughout the state. Nine of these routes serve the Northern Pueblos RTPO offering service to Española, Las Vegas, Los Alamos, Pojoaque, and Santa Fe, including three shuttles that connect New Mexico Rail Runner Express Stations to major destinations in Santa Fe. Fares for the services range from \$1.00 to \$6.00 depending on the route. Discounted monthly passes are available. Service begins at 3:55 a.m. to 9:35 p.m. More information on NMDOT Park & Ride services may be found at: www.nmparkandride.com

#### North Central Regional Transit District

The North Central Regional Transit District provides fixed-route and demand response service Monday through Sunday to a service area that encompasses over 10,000 square miles of north central New Mexico including the counties of Taos, Los Alamos, Rio Arriba, and Santa Fe; the Cities of Santa Fe, Española, and the Towns and Villages of Taos, Questa, Peñasco, Edgewood, Cerrillos, Madrid, El Rito, Ojo Caliente, Chama, Chimayo, La Cienega; as well as the Pueblos of Pojoaque, Ohkay Owingeh, Nambé, San Ildefonso, Santa Clara, Tesuque, Picuris, Taos, and the Jicarilla Apache Nation. Fixed route service is fare free and demand response service is \$1.00 per one way trip. ADA certified riders ride free. The RTD provides contracted, fixed route commuter service between the Village of Mora and the City of Las Vegas throughout the year. The company's signature "RTD Blue Buses" provide additional transit connections to New Mexico Rail Runner Express, Santa Fe Trails, NMDOT Park & Ride, Los Alamos Atomic City Transit, Red River Miner's Transit, and Farmington Red Apple Transit. NCRTD's buses are equipped with bike racks and are ADA accessible. More information on the NCRTD service may be found at: www.ncrtd.org

#### Santa Fe Trails

The City of Santa Fe Transit Division operates three distinct transit programs delivering service 7-days a week within the City of Santa Fe and the Community College District in Santa Fe County. Santa Fe Trails is the general public fixed-route bus system, which delivers service on ten fixed routes throughout the City and to the Santa Fe Community College. Fares for the service are \$1.00 per one-way trip, \$0.50 discounted fares for seniors and individuals with disabilities, and discounted daily, monthly, and yearly passes are available. Service is available from 5:30 a.m. to 10:30 p.m. Monday thru Friday, Saturdays from 8:00 a.m. to 8:00 p.m. and Sundays from 8:00 a.m. to 6:00 p.m. Santa Fe Pick-Up Shuttles provide fare-free service on three routes around the downtown, to Canyon Road, and to Museum Hill. Santa Fe Trails and Santa Fe Pick-up connect with New Mexico Rail Runner Express, NMDOT Park and Ride and NCRTD services. Santa Fe Trails' buses and shuttles are equipped with bike racks and are ADA accessible. Santa Fe Ride provides complimentary ADA Paratransit transportation exclusively to the disabled and elderly population with curb-to-curb service during the hours of the fixed route service. More information on the Santa Fe Trails service may be found at: www.takethetrails.com.

## **Demographics**

The demographic analysis in this section highlights the extent existing services align with areas of potentially transit dependent populations. It examines population density, data on youths, seniors, individuals with disabilities, those living below the federal poverty level, and households without vehicles. It also presents one index based on the density of transit dependent persons, which includes all 6 demographics listed above.

The analysis draws on recent data from American Community Survey five-year estimates (2017-2021) and the 2020 Decennial Census. For each potentially transit dependent population, block groups and census tracts are classified relative to the planning area as a whole, using a five-tiered scale of very low to very high. Mapped and summarized below, the results of the analysis highlight those geographic areas of the planning area with the greatest transportation need.

#### **Population**

Population (and population density) is an important indicator of the extent of urbanization of an area, which in turn affects the types of transportation that may be most viable. While fixed-route transit is more practical and successful in areas with 2,000 or more persons per square mile, specialized transportation services are typically a better fit for rural areas with less population density.

Figures 2 and 3 display population and population density, respectively. Both maps show that a significant amount of the planning area is extremely rural. The RTPO's population is primarily within Taos, Española, Los Alamos, and Santa Fe. In addition, Table 2 allows for a comparison of county population within the RTPO to other counties in New Mexico.

Figure 2: Northern Pueblos and Santa Fe MPO Population by Block Group

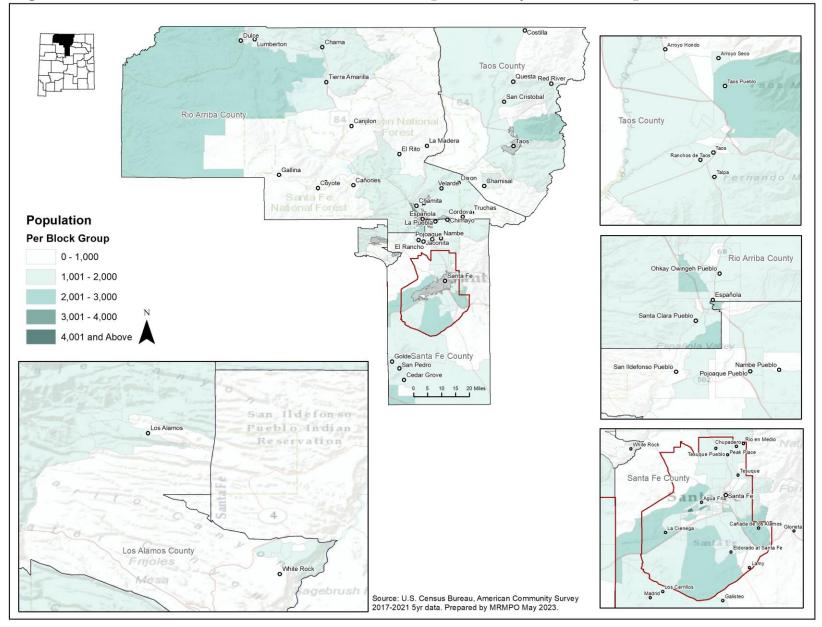


Figure 3: Northern Pueblos and Santa Fe MPO Population Density

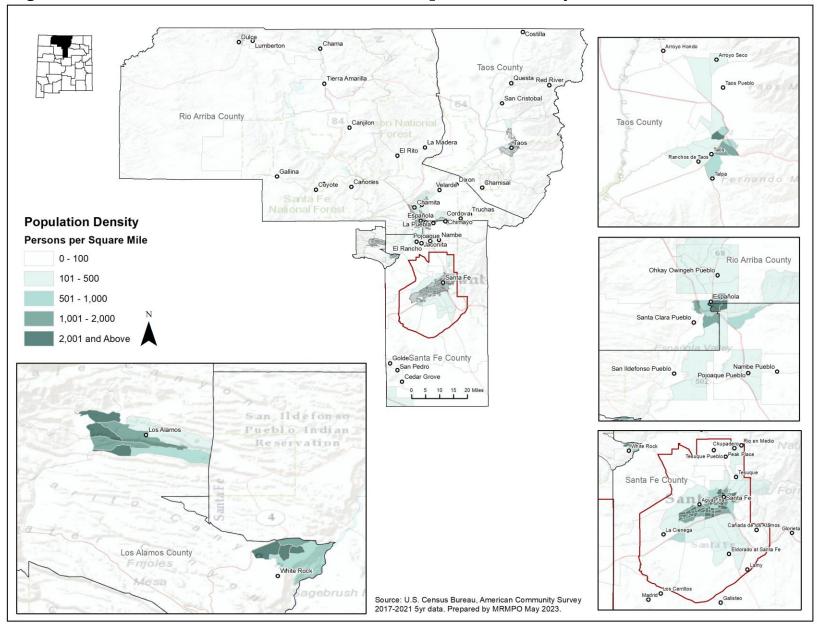


Table 2: Population and Growth by County

County	2017 Estimate	2040 Projection	Percent Change
Bernalillo	681,233	694,327	2%
Catron	3,491	2,897	-17%
Chaves	64,670	60,586	-6%
Cibola	26,981	25,595	-5%
Colfax	11,752	7,313	-38%
Curry	50,521	53,367	6%
De Baca	1,781	1,245	-30%
Doña Ana	218,971	231,331	6%
Eddy	59,179	68,435	16%
Grant	27,652	23,092	-16%
Guadalupe	4,330	3,472	-20%
Harding	677	627	-7%
Hidalgo	4,171	2,610	-37%
Lea	72,618	86,405	19%
Lincoln	19,397	16,514	-15%
Los Alamos	18,765	19,941	6%
Luna	24,300	21,963	-10%
McKinley	71,637	69,795	-3%
Mora	4,470	3,509	-22%
Otero	67,278	72,340	8%
Quay	8,203	6,297	-23%
Rio Arriba	38,721	34,485	-11%
Roosevelt	19,331	17,747	-8%
Sandoval	147,069	172,862	18%
San Juan	126,358	114,447	-9%
San Miguel	27,479	22,782	-17%
Santa Fe	150,488	158,420	5%
Sierra	10,898	8,400	-23%
Socorro	16,969	14,544	-14%
Taos	32,795	31,412	-4%
Torrance	15,531	13,356	-14%
Union	4,073	2,956	-27%
Valencia	75,193	69,684	-7%

Light grey depicts the counties included in the Northern Pueblos RTPO

Source: New Mexico County Population Projections July 1, 2010 to July 1, 2040, Geospatial and Population Studies Group, University of NM. Released July 2020.

#### Youths, Seniors, Individuals with Disabilities, and Low-Income Individuals

Youths (10-17), seniors (65 and above), individuals with disabilities (18 and above), and low-income individuals (living below the federal poverty level) must be identified and accounted for when considering transit need.

Figures 4 through 7 display youths, seniors, individuals with disabilities, and low-income populations. The greatest numbers of youths are located to the north and south of the Town of Taos, to the west of the City of Santa Fe, and the southern portion of Santa Fe County. The senior population is primarily north and southeast of the Town of Taos the western portion of Taos County. The City of Santa Fe has a dense senior population surrounding the city and the City of Espanola has the highest senior population northeast and south of the city. Individuals with disabilities are concentrated to the north of Española and in the eastern portion of Rio Arriba County. There is a high concentration of Individuals with Disabilities surrounding the Town of Taos and in the northern portion of Taos County. The southwestern portion of the City of Santa Fe has the densest population of Individuals with Disabilities as well as the northern area of Santa Fe County.

#### Households without Vehicles

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit and human service organizations than those households with access to a vehicle. Figure 8 shows the distribution of households without vehicles in the Northern Pueblos RTPO. Large populations of households without vehicles are heavily scattered throughout the RTPO. Some clusters include eastern Rio Arriba County, southern and eastern Taos County, the northeastern area of Rio Arriba County, south of Española and the Pueblos, southwestern Santa Fe County, dense clusters in the Agua Fria area, west and south of the city of Santa Fe.

Figure 4: Northern Pueblos and Santa Fe MPO Youth Population (ages 10-17)

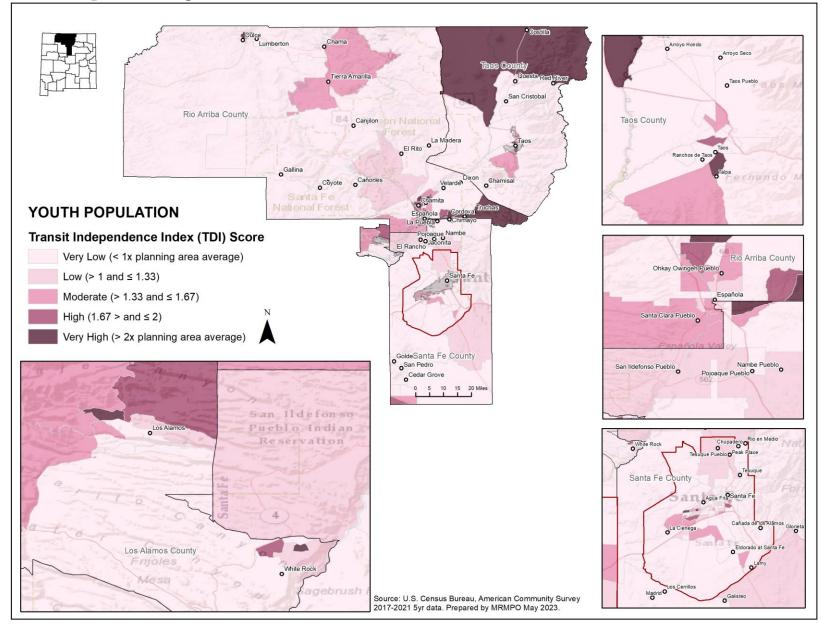


Figure 5: Northern Pueblos and Santa Fe MPO Senior Population (ages 65+)

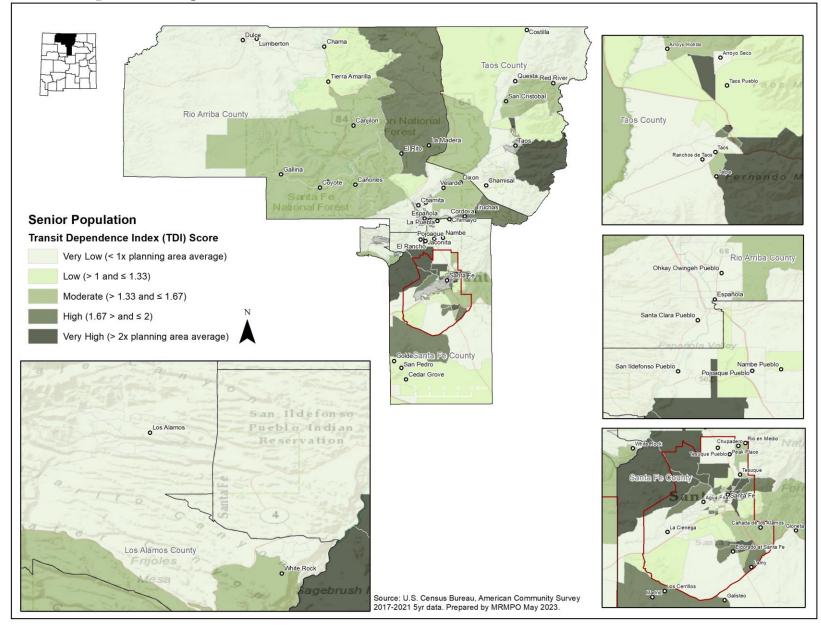


Figure 6: Northern Pueblos and Santa Fe MPO Individuals with Disabilities (ages 18+)

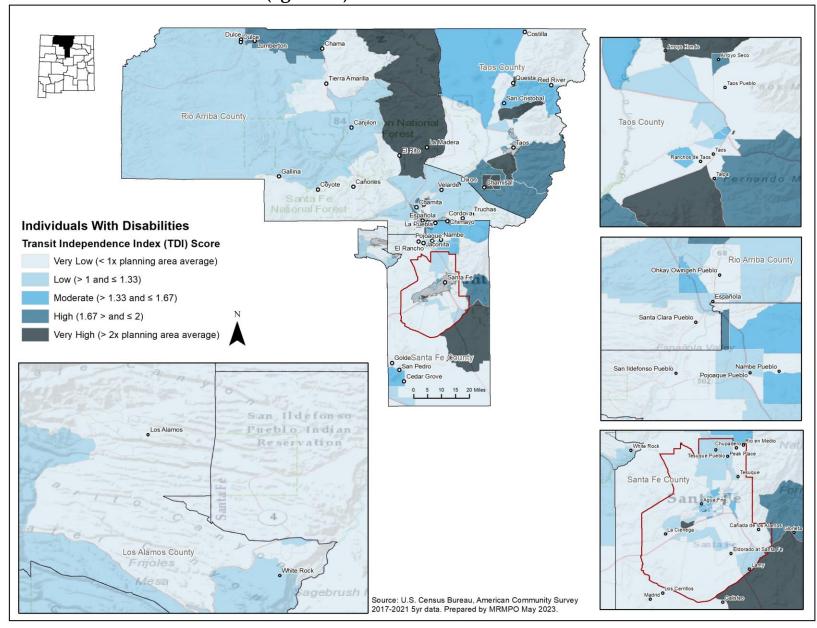


Figure 7: Northern Pueblos and Santa Fe MPO Individuals Living Below the Poverty Level (all ages)

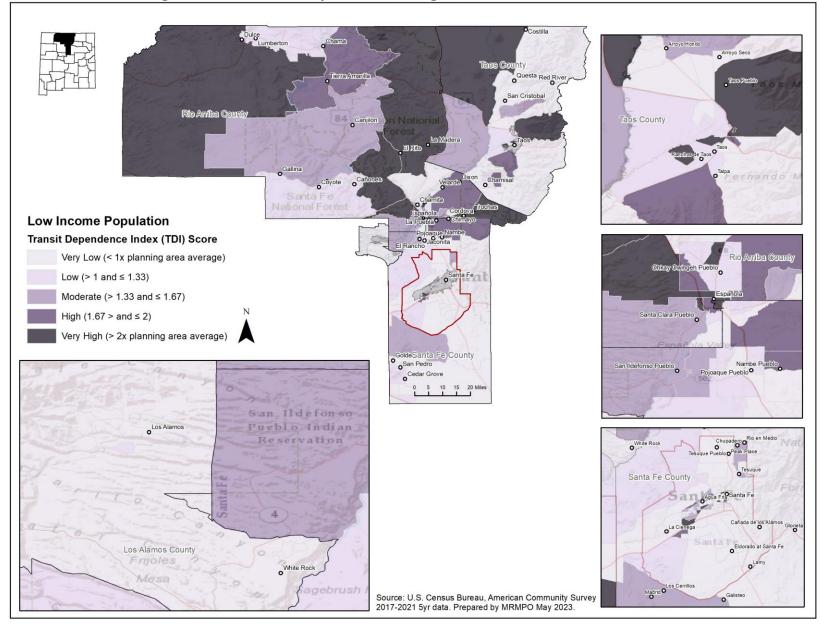
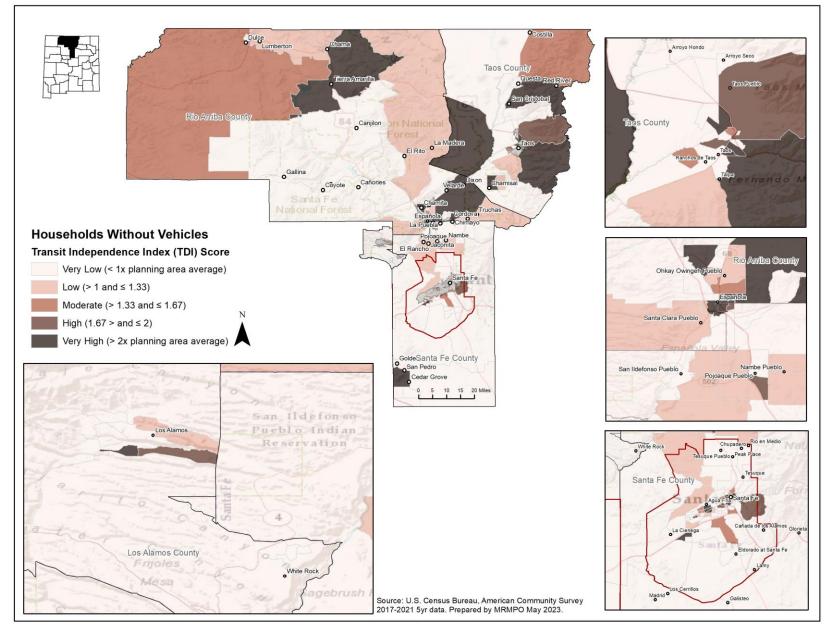


Figure 8: Northern Pueblos and Santa Fe MPO Households with No Vehicle Available



#### **Transit Dependence Indices**

For each block group in the planning area, the socioeconomic characteristics described above were combined into aggregate measures of transportation need: the Transit Dependence Index (TDI) and the Transit Dependence Index Percentage (TDIP). Both measures are based on the prevalence of the vulnerable populations within the planning area. However, the TDI accounts for population density and the TDIP does not. By removing the persons per square mile factor, the TDIP measures degree rather than amount of vulnerability.

As shown in Table 3 below, the score of "very low" to "very high" is based on the relative concentration of these populations in relationship to the average of the planning area. A block group classified as "very low" can still have a significant number of potentially transit dependent persons; "very low" only means below the planning area average. At the other end of the spectrum, "very high" means greater than twice the planning area average.

**Table 3: Potential Transit Dependence Scoring** 

Vulnerable Persons/Households (# or %)	Score
≤ the planning area average	1 (Very Low)
> Average and ≤ 1.33 times average	2 (Low)
> 1.33 times average and ≤ 1.67 times average	3 (Moderate)
> 1.67 times average and ≤ 2 times average	4 (High)
> 2 times the planning area average	5 (Very High)

Figure 9 displays the overall TDI rankings for the RTPO. Figure 10 shows the highest scoring or most influential variable for each block, regardless of a block group's average TDI score. This gives some indication of what may be driving transit dependence in particular areas. The block groups that have a TDI classification of high are scattered and include a rural area to the immediate west of Española and two block groups within the City of Santa Fe. The block groups with high and very high transit needs are all within Española, Los Alamos, Santa Fe and Taos.

Figure 9: Northern Pueblos and Santa Fe MPO Average Transit Dependent Population

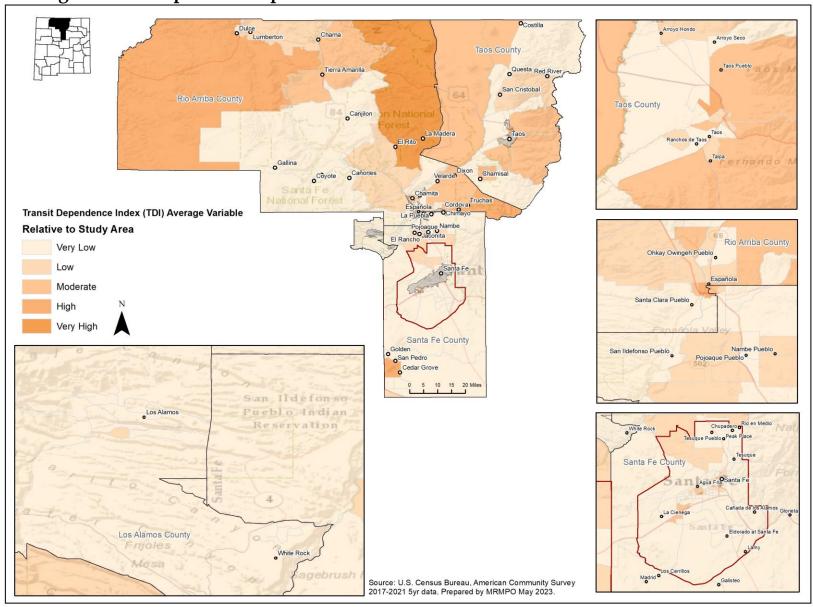
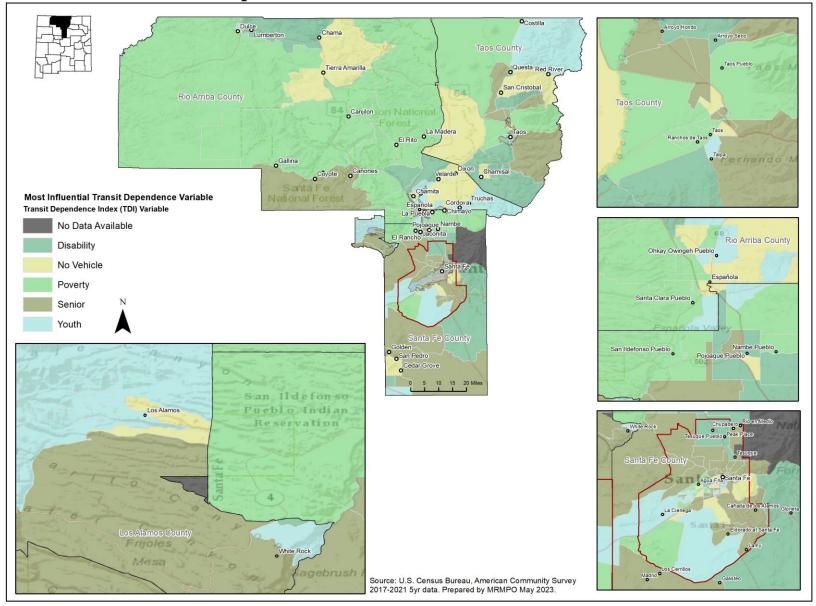


Figure 10: Northern Pueblos and Santa Fe MPO Most Influential Transit Dependence Variable



#### **Needs Assessment**

While an analysis of demographic data is important for understanding overall mobility needs, it is vital to gain the insight of local stakeholders who are acutely aware of the transportation challenges faced by residents. Participants from the initial planning process provided input on specific unmet needs in the region. This information was gained by focusing on the targeted population groups for the Section 5310 (seniors, individuals with disabilities, people with lower incomes) and specific need characteristics (trip purpose, time, destination, etc.). The vast majority of needs identified could be described as cross-cutting the needs of all three population groups.

In addition to the demographic data presented in the previous section, the Northern Pueblos RTPO Long Range Plan, the Santa Fe Metropolitan Transportation Plan, the New Mexico Statewide Multimodal Transportation Plan, and the New Mexico Statewide Public Transportation Plan were reviewed to provide a complete picture of the region's needs, goals, and objectives.

The Northern Pueblos Regional Transportation Plan included the following transit related needs:

- An integrated regional transportation system that includes effective, reliable, affordable, and sustainable public transit services
- Increased investment of public funds toward multi-modal transportation systems
  that improve access for people and benefits community development
  rather than just focusing on managing vehicles and maintaining engineered
  design speeds
- Development of an integrated regional transportation system that not only provides safe roads but also addresses mobility needs and travel options for residents, commuters and visitors alike

The Santa Fe Metropolitan Transportation Plan 2020-2045 (adopted 2020) provides the following transit specific goals to be accomplished in order to achieve a regional transit and rail system:

- Promote regionally coordinated efforts for the investment of technology, such as, websites, real-time GPS tracking, trip planners, and Google Transit.
- Develop a coordinated information clearinghouse that includes a website that steers riders to access their destination without having to negotiate multiple sites.
- Increase evening and weekend services throughout the metro area to include human services, medical facilities, advanced educational institutions, and general access around the south side of Santa Fe.
- Increase safety and security along Santa Fe Trails' Cerrillos Road, Route 2
- Addition of the new Southside Transit Center
- Secure funding for the reconstruction of the Sheridan Street Transit Facility
- Repurpose the Santa Fe Pickup service for commuters and tourists
- Santa Fe Trails fleet expansion
- Increase access to stops, and provide better facilities at each stop

The New Mexico 2045 Statewide Long-Range Multimodal Transportation Plan (adopted 2021) included the following transit related goals and needs:

- Expand transportation choice through multimodal investments and complete streets design.
- Improve mobility and accessibility in strategic corridors.
- Provide technical assistance for transit agencies planning and funding-pursuits that will lead to the electrification of assets.
- Promote and support the expansion of vanpooling services to close transit service gaps, improve mobility and reduce Vehicle Miles Traveled (VMT).

The New Mexico Statewide Public Transportation Plan offers some objectives for NMDOT that will "strengthen the Department's position for a more effective, integrated public transportation network" (an update to the 2010 plan is currently in process):

- Create and sustain statewide integrated network of public transportation services and intermodal facilities
- Encourage regional and local planning partners to adequately address state public transportation policy in all transportation planning activities and programs throughout the state
- Preserve existing public transportation service levels, facilities and equipment
- Build partnerships between federal, state, regional, local, tribal, and private sector public transportation entities to improve public transportation planning and coordinated service delivery
- Promote the availability of some form of public transportation service in all areas of New Mexico for use by the general public, including all "human services" groups, with particular attention to small urban and rural areas
- Market and promote the use of public transportation for all residents of the state
- Promote the implementation of state-of-the-art public transportation management and operations to ensure effective use of resources and to improve service delivery

## **Strategies and Priorities**

Local stakeholders generated a variety of strategies through the previous coordinated transportation planning process. These strategies were reassessed and updated accordingly.

The following strategies and recommendations are broad in scope. The intention is to allow agency flexibility for funding and provider creativity in suggesting programs and services.

- Prioritize transit service to areas with higher concentrations of special needs populations
- Focus on increasing service to seniors at a rate at least proportional to the growth in their numbers
- Route new or additional service to unserved or underserved populations
- Seek opportunities to expand or leverage Section 5311 service with other funding sources to increase service to smaller towns and rural areas
- Emphasize education on available special needs transit service to eligible

- population groups
- Coordinate with existing transit services to determine and respond to any eligible and unmet needs in the urban area where special needs transit funding could effectively supplement urban service
- Increase transit connections to major centers inside and outside of the planning area
- Increase transit service to educational and healthcare facilities within and outside the planning area
- Increase transit service to growing areas in the planning area
- Route new or additional service to unserved or underserved populations in both urban and rural areas
- Coordinate with service providers and appropriate agencies to fill transportation service gaps such as:
  - Evening service
  - Weekend service
  - o Intercommunity and intercity service
  - Service for rural areas
- Coordinate with appropriate agencies to provide service to larger cities such as Albuquerque
  - Coordinate with appropriate entities to provide connections to existing commercial transportation service providers' intra- and interstate routes
  - Continue to monitor and respond to unserved and underserved special transit needs, such as those in rural communities, e.g., Abiquiu, Chama, Embudo, Dulce, Galisteo, Las Trampas, Picuris Pueblo, Stanley, Tierra Amarilla, and Truchas
  - Cooperate when possible, by sharing resources such as information and riders, dispatch and maintenance facilities, and operations and administrative processes i.e., provide customers with one number to call for requests for various transportation services, information on services, and trip planning
- Work on alternative transit solutions, such as vanpools and microtransit
- Seek and utilize opportunities to expand, combine or leverage funding sources to increase or improve services
- Expand or enhance existing transportation services to meet the growth rate of special needs populations in the planning area
- Provide opportunities to add or enhance public transportation services beyond the minimum requirements of the ADA
- Improve coordination between government agencies and non-profit transit providers. This could take the form of an annual summit and/or networking meetings; a directory of providers (NMDOT publishes <a href="the New Mexico Transit Guide">the New Mexico Transit Guide</a>); one-click, one-call systems; voucher programs; etc.