

Northwest RTPO and Farmington MPO Coordinated Public Transit—Human Services Transportation Plan

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

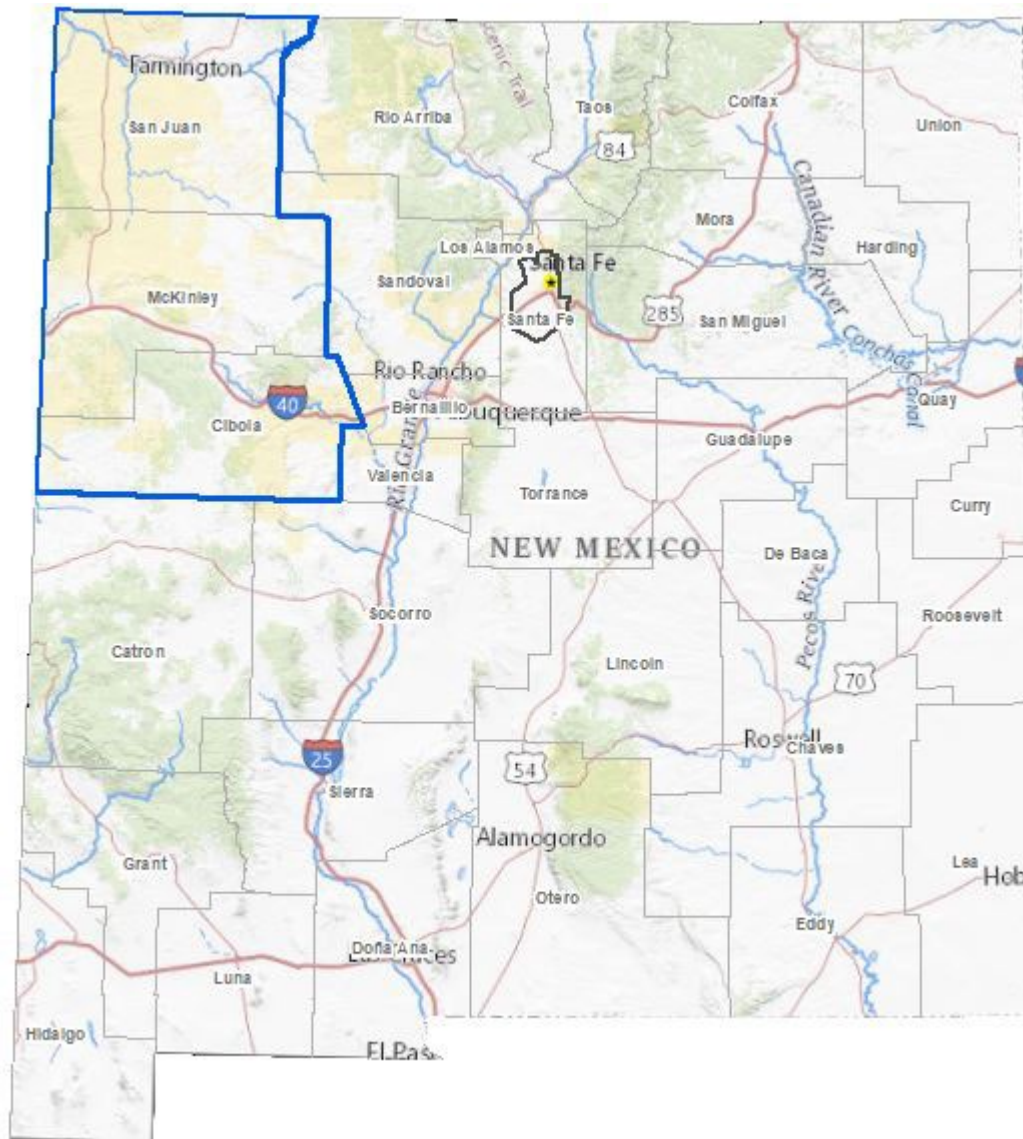


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Introduction

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 Northwest RTPO, the Farmington 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 program and mobility coordination in the Northwest RTPO and the Farmington MPO. Separate plans have been 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 Section 5310 FTA guidance, which was 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.
- Develop Strategies - address the identified needs in addition to providing opportunities to increase efficiency within the transportation network.
- Develop 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 <https://www.transit.dot.gov/ccam>. 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 must be used on 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:
 - 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 Northwest RTPO and Farmington MPO. As displayed in Figure 1, this RTPO includes San Juan, McKinley, and Cibola Counties. The Farmington MPO is within San Juan County. Farmington is the only urbanized area, but there are multiple urban clusters within the RTPO: Aztec, Bloomfield, Gallup, Grants, Kirtland, Shiprock, and Zuni Pueblo. The Navajo Nation also covers much of San Juan County and western McKinley County.

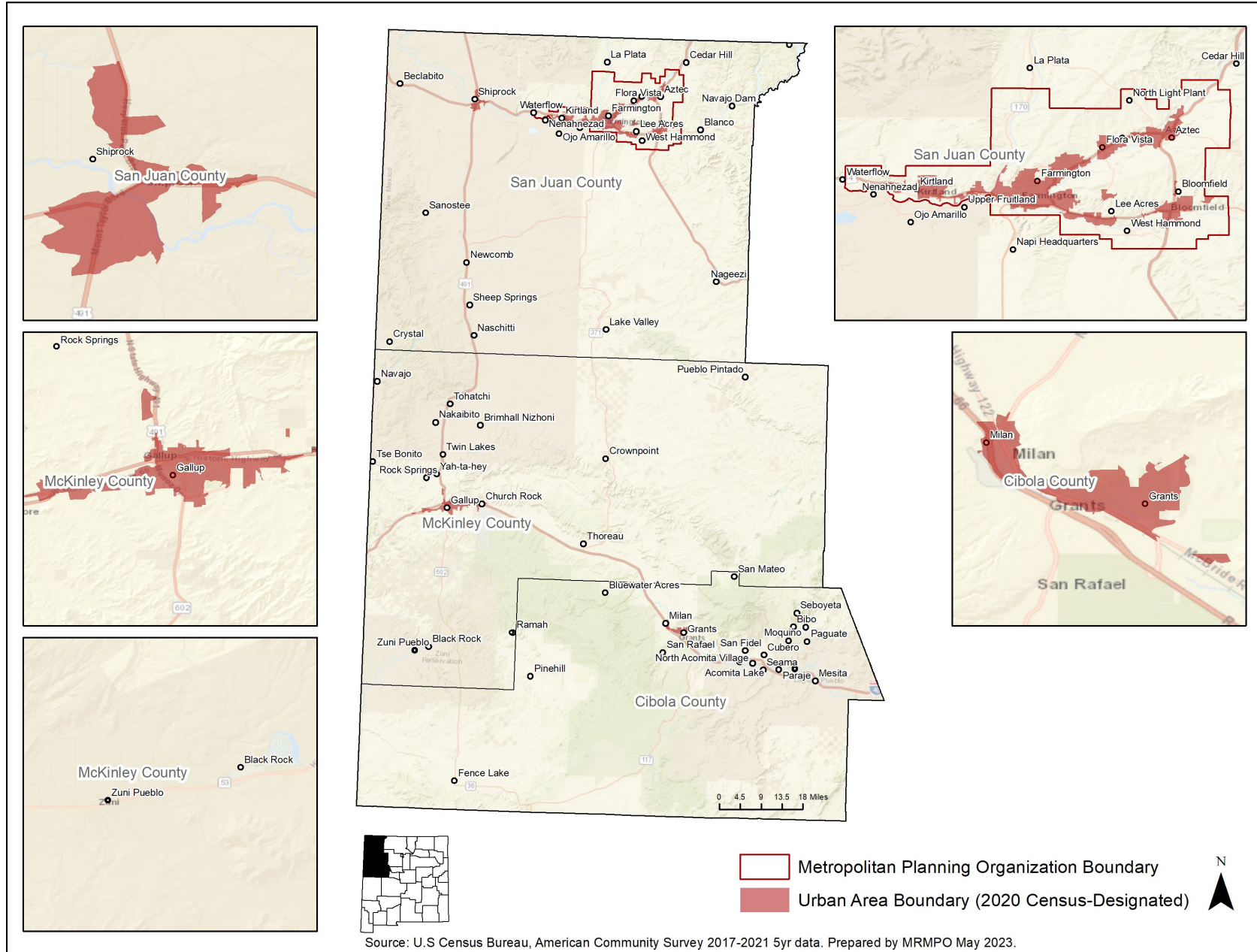
Table 1 provides a summary of existing transit providers serving the area.

Table 1: Service Providers

| Transit Name | Area of Service | Service Type(s) | Funding Program(s) |
|--|---|-----------------------------|---|
| A:shiwí Transit | Pueblo of Zuni and surrounding area and the City of Gallup | Modified Fixed, Commuter | \$5311 |
| Coyote Canyon Rehab Center | McKinley County, Navajo Nation, and San Juan County | Program Sponsored | \$5310 |
| Evangelical Lutheran Good Samaritan Society - Grants | Navajo Nation | Program Sponsored | \$5310 |
| Gallup Express | City of Gallup, Churckrock, Gamarco, Mentmore, Yatahey, and McKinley County | Modified Fixed, Fixed Route | \$5311 |
| Navajo Transit System | Church Rock CDP, Coyote Canyon, Crownpoint CDP, Crystal CDP, City of Gallup, McKinley County, Navajo CDP, Navajo Reservation, Smith Lake, Standing Rock, Tohatchi CDP, Twin Lakes CDP, and Torreon CDP, Town of Kirtland and the City of Farmington | Fixed Route | \$5311 |
| North Central Regional Transit District | City of Farmington and Bloomfield | Fixed Route | \$5307, \$5310, \$5311, \$5311(f), \$5339 |

| Transit Name | Area of Service | Service Type(s) | Funding Program(s) |
|---|--|--|---------------------------|
| Presbyterian Medical Services (PMS) McKinley County | Coolidge, Fort Wingate, the City of Gallup, McKinley County, Prewitt, Ramah CDP, and Thoreau CDP | Program Sponsored | \$5310 |
| Presbyterian Medical Services (PMS) San Juan County | City of Aztec, City of Bloomfield, City of Farmington, San Juan County including portion of Navajo Reservation | Program Sponsored | \$5310 |
| Red Apple Transit | City of Farmington | Demand Response, Fixed Route, Modified Fixed | \$5307 |
| Rockin 66 Express | Cibola County, City of Grants, and Village of Milan | Demand Response, Fixed Route, Modified Fixed | \$5311 |
| Shaa'srk'a Transit | Bernalillo County on Laguna Indian Reservation, Cibola County, and Laguna Pueblo | Demand Response, Modified Fixed | \$5311 |
| Tohatchi Area of Opportunity & Services, Inc. | The Navajo Nation, City of Gallup, Albuquerque, and surrounding areas | Program Sponsored | \$5310 |
| Veterans Highly Rural Transportation Services Program | Cibola County | Program Sponsored | |
| Zuni Entrepreneurial Enterprises, dba Empowerment, Inc. | Zuni Pueblo, Ramah, Pine Hill and the City of Gallup | Program Sponsored | \$5310 |

Figure 1: Northwest RTPO and Farmington MPO Regional Geography



Public Transit Providers

A:shiwi Transit

The Pueblo of Zuni operates an intercity Express Route to and from Gallup, NM, which runs four times a day. This route offers access to many commercial, business, and residential locations (UNM-Gallup, Hospitals, employment, and large shopping centers). The Pueblo of Zuni coordinates service with Gallup Express and Navajo Transit which offers our passengers access outside of our service areas. More information on A:shiwi Transit services can be found at <http://www.ashiwi.org/Transit.html>.

Gallup Express

Gallup Express operates six local bus routes within the city of Gallup. Service is available from Tuesday through Friday. Routes begin as early as 6:43 a.m. and end as late as 5:53 p.m. Gallup Express will deviate up to 1/4 mile off the route for pick up or drop off for an additional \$1 charge with a two-hour advance request for a deviation. To schedule a pick-up, call (505)722-0777 at least two hours in advance weekdays between 7:00 a.m. and 3:00 p.m. To request a drop-off, ask the driver. General fares for an all day pass costs \$3.00. Children 5 years old and younger ride free with paying adult. Children under the age of 12 need to be accompanied by an adult. More information on Gallup Express' services can be found at <http://gallupexpress.com/>.

Navajo Transit

Navajo Transit System provides intercity bus service in New Mexico, Arizona and Utah. District six is served by Routes 4, 5, 6, 7, 13 and 14, which all serve the corridor between Farmington and Fort Defiance, Arizona. Route 4 provides a daily round trip between Crownpoint and Fort Defiance, operating Monday through Friday. Currently this route is suspended due to the vacant driver's position. Route 5 provides four daily round trips between Gallup and Fort Defiance, operating Monday through Friday. Route 6 connects Navajo, Fort Defiance and Gallup with one daily round trip, operating Monday through Friday. Route 7 provides one roundtrip between Window Rock and Shiprock, and a second from Shiprock to Window Rock, Monday through Friday. Route 13 operates on a loop, serving Fort Defiance, Crownpoint and Gallup. Service operates in each direction once per day, Monday through Thursday. This route is currently suspended due to the vacant position of the driver. Route 14 provides one roundtrip between Shiprock and Fort Defiance. Route 18 provides services from Shiprock to Farmington 3 times a day. Service operates weekdays only. One-way fares on all Navajo Transit System routes are \$2.00. Currently all fares are waived. NTS fares are anticipated to increase to \$3.00 when NTS returns to charging fares. More information on Navajo Transit services can be found at <https://navajotransit.navajo-nsn.gov/>.

North Central Transit District

The North Central Transit District provides fare-free service to the Jicarilla Apache Nation with service between Chama and Dulce on Monday and Wednesdays and between Chama, Bloomfield and Farmington on Tuesday and Thursdays. More information on North Central Regional Transit District's transit services can be found at <https://www.ncrtd.org/>.

Red Apple Transit

Red Apple Transit provides intercity service from Farmington to Aztec on the Aztec Route, to Bloomfield on the Bloomfield Route, and to Kirtland on the Kirkland Route. Each route provides service three times daily with frequent stops along the way. All routes connect to local Red Apple Transit routes at Orchard Plaza. Standard one way fares are 1.00 for in-town and \$2.00 for out of town. More information on Red Apple Transit services can be found at <http://www.fmtn.org/279/Red-Apple-Transit>.

Rockin 66 Express

The Rockin 66 Express provides demand response service within the Village of Milan and the City of Grants and unincorporated areas of Cibola County. Schedule Hours of operation are Monday through Friday from 7:15 am to 5:30 pm. Fares \$0.75 per person per trip (one-way) \$0.30 per student per trip (one-way) ages 10-17 with a signed parent waiver Veterans ride free (with proof of Veterans ID or DD214) \$30.00 pass for 60 rides (20 free rides) with no expiration date \$2.00 All-Day pass (subject to time slot availability) Demand Response Service Rides must be scheduled at least one day in advance, by calling (505) 290-2469. If it's the day of when scheduling, dispatch can fit you in where they can. More information on Rockin 66 Express Transit services can be found at <https://www.villageofmilan.com/departments/transit/index.php>.

Shaa'srk'a Transit

Shaa'srk'a Transit operates one intercity route connecting the Pueblo of Laguna to the City of Grants. The service runs on Fridays only, with one trip to Grants in the morning and returns to the Pueblo of Laguna at least by 12:00 p.m. Passengers must call (505) 552-9850 to schedule a pickup by mid-afternoon on the Thursday before the departure to Grants on Friday. Fare for a one-way transport is \$2.00, round trip fare is \$4.00. More information on Shaa'srk'a Transit services can be found at <https://www.lagunapueblo-nsn.gov/departments/community-health-and-wellness/shaasrka-transit/>.

Demographics

The demographic analysis in this section highlights to what extent existing services align with areas of potentially transit dependent populations. It examines population density as well as data on youth, seniors, individuals with disabilities, those living below the federal poverty level, and households without vehicles. It also presents two indices based on the density and percentage of transit dependent persons.

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 in 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. The RTPO's population is primarily within the Farmington MPO, as well as to the south surrounding Gallup and Grants. Table 2 allows for a comparison of county population within the RTPO, and to other counties in New Mexico. San Juan County is the most populated within the RTPO, followed by McKinley County. San Juan, Cibola and McKinley Counties are projected to experience a decrease in population in the next 25 to 30 years.

Figure 2: Northwest RTPO and Farmington MPO Population by Block Group

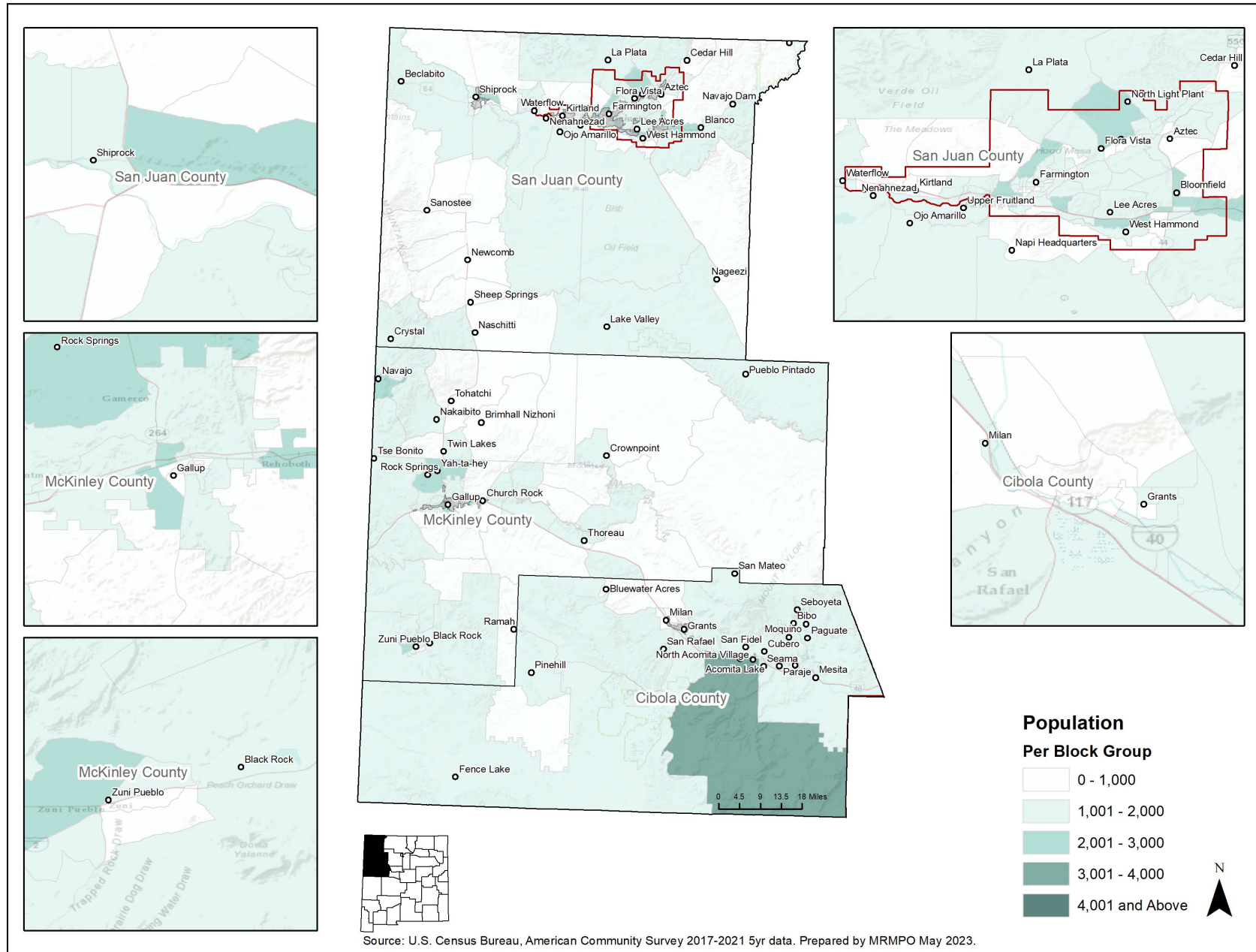


Figure 3: Northwest RTPO and Farmington MPO Population Density

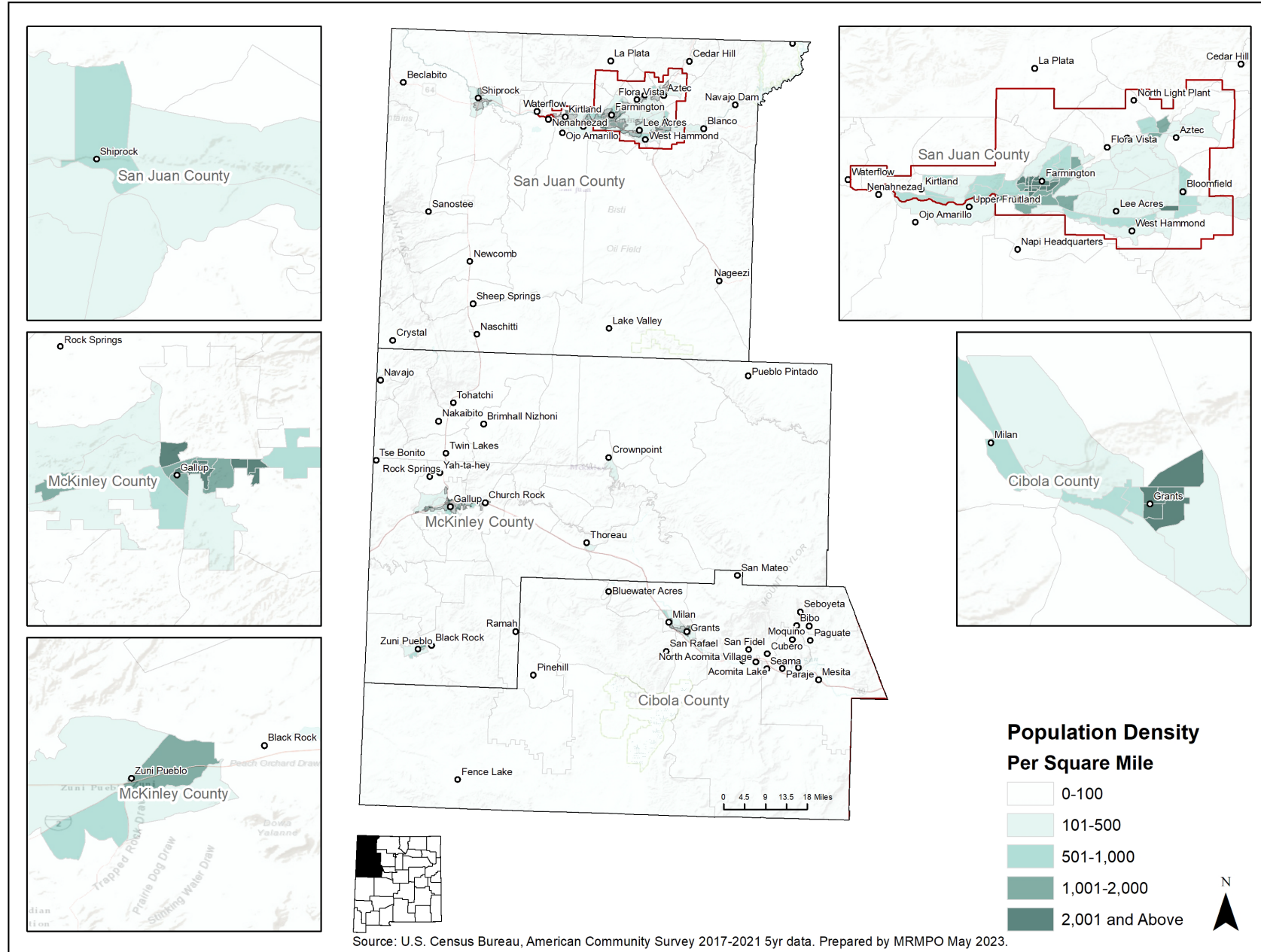


Table 2: Population and Growth by County

| 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 Northwest 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.

Youth, Seniors, Individuals with Disabilities, and Low-Income Individuals

Youth (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 the youth, senior, individuals with disabilities, and low-income populations. The greatest numbers of youth are located in the area surrounding Farmington and Gallup. The senior population is concentrated in and around the City of Farmington and the northeast corner of San Juan County, in McKinley County, the City of Gallup and south of Gallup also has a high senior population density, as well as northern Cibola County, including Grants. Individuals with disabilities are most concentrated within Cibola County, however, there are also high population densities northwest of Farmington, and in McKinley County south of Gallup and south of Zuni Pueblo. Block groups with the most low-income individuals are located in San Juan and McKinley Counties, in the eastern half of Cibola County, south of Grants, Laguna Pueblo and in Pinehill.

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 car. Block groups with the highest number of households without vehicles (Figure 8) are in San Juan and McKinley County and in the eastern half of Cibola County, south of Grants, Laguna Pueblo and in Pinehill.

**Figure 4: Northwest RTPO and Farmington MPO
Youth Population (ages 10-17)**

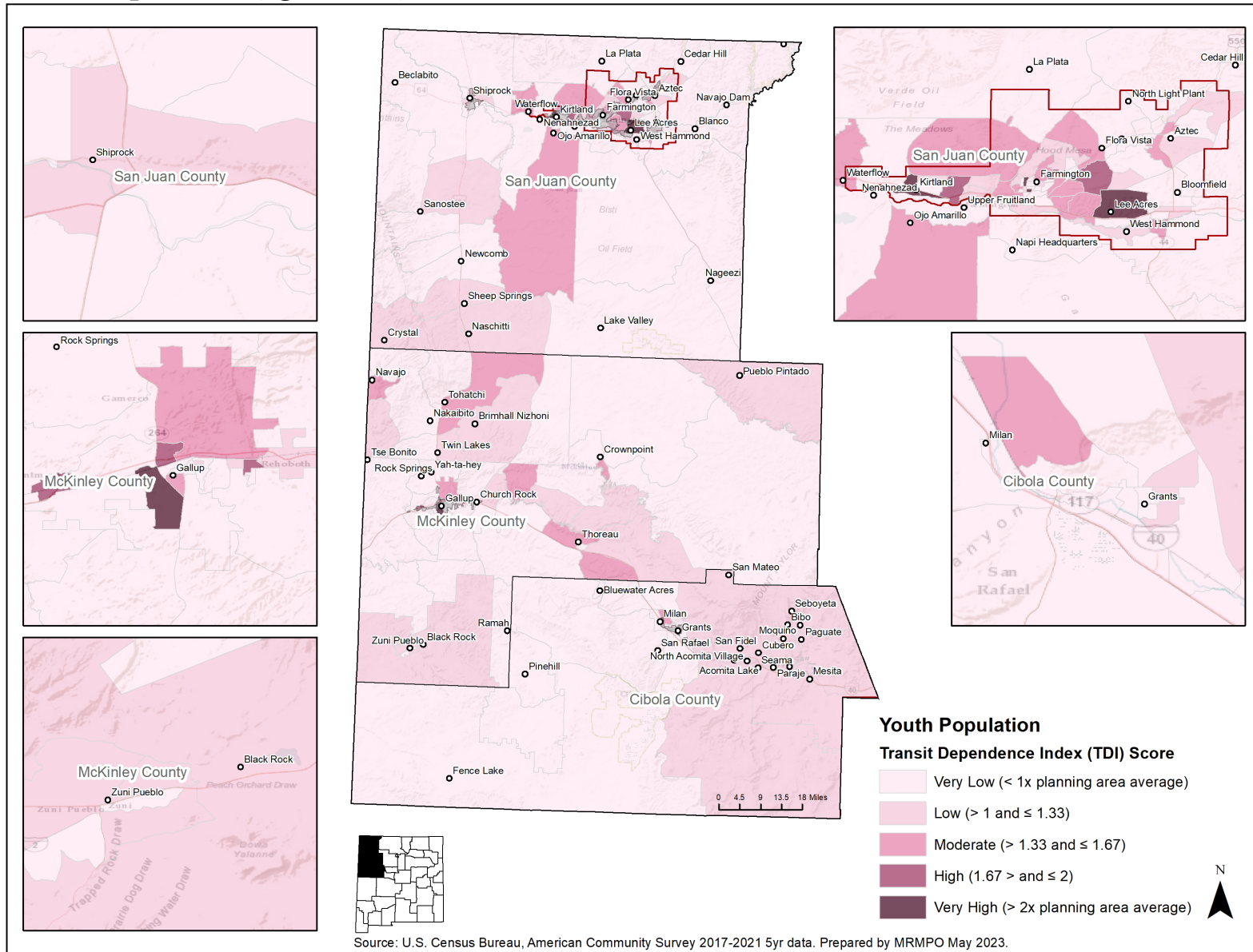
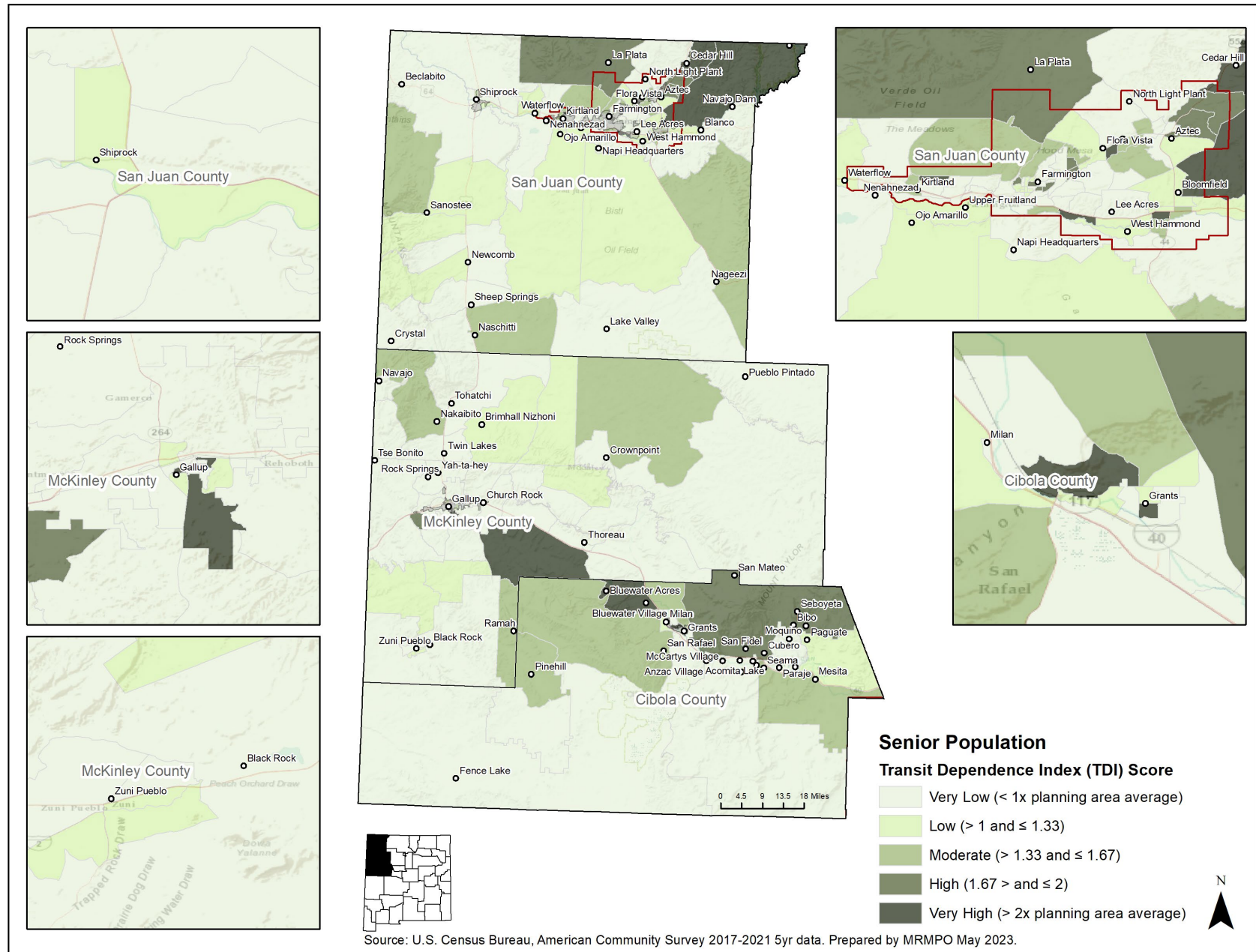
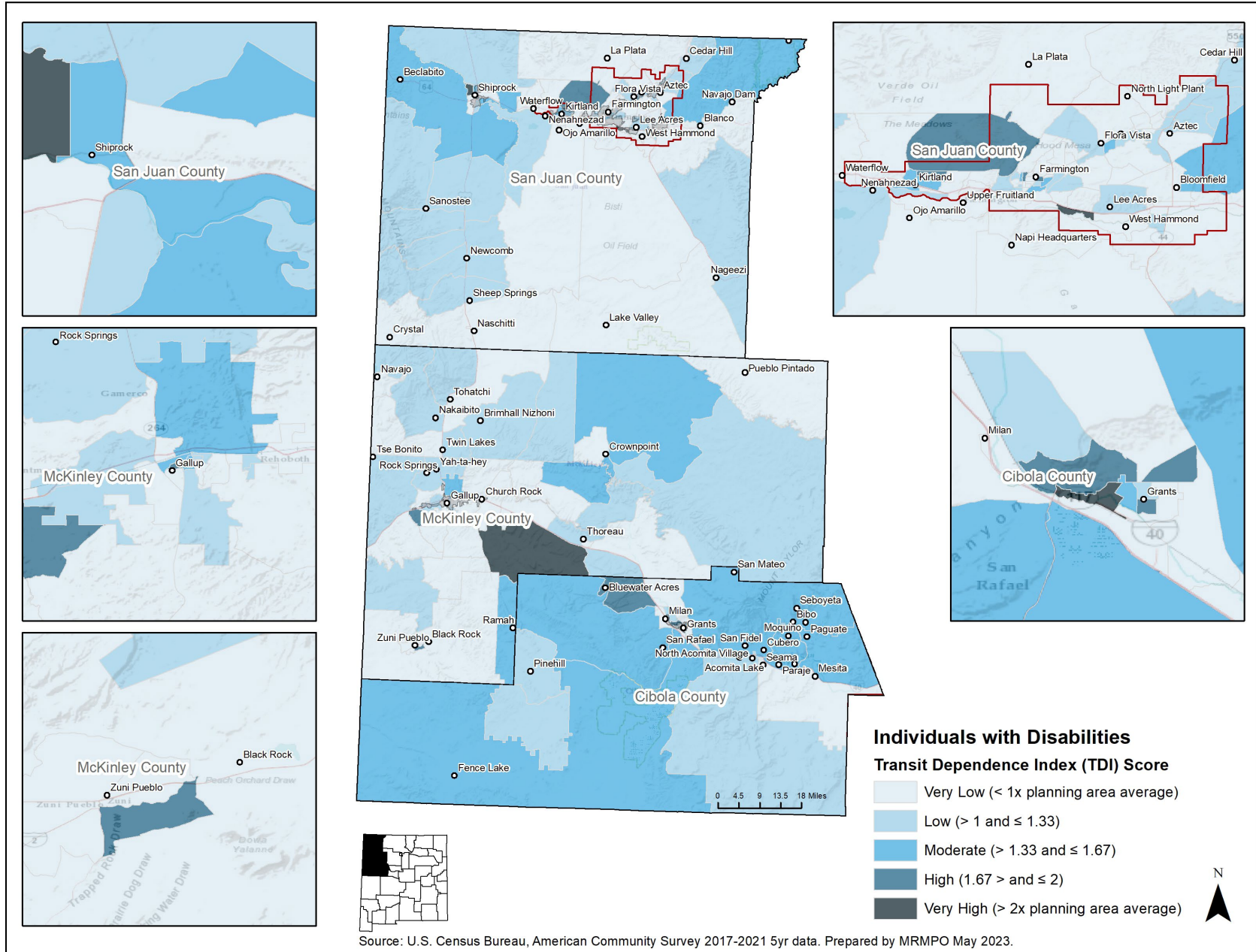


Figure 5: Northwest RTPO and Farmington MPO Senior Population (ages 65+)



**Figure 6: Northwest RTPO and Farmington MPO
Individuals with Disabilities (ages 18+)**



**Figure 7: Northwest RTPO and Farmington MPO
Individuals Living Below Poverty Level (all ages)**

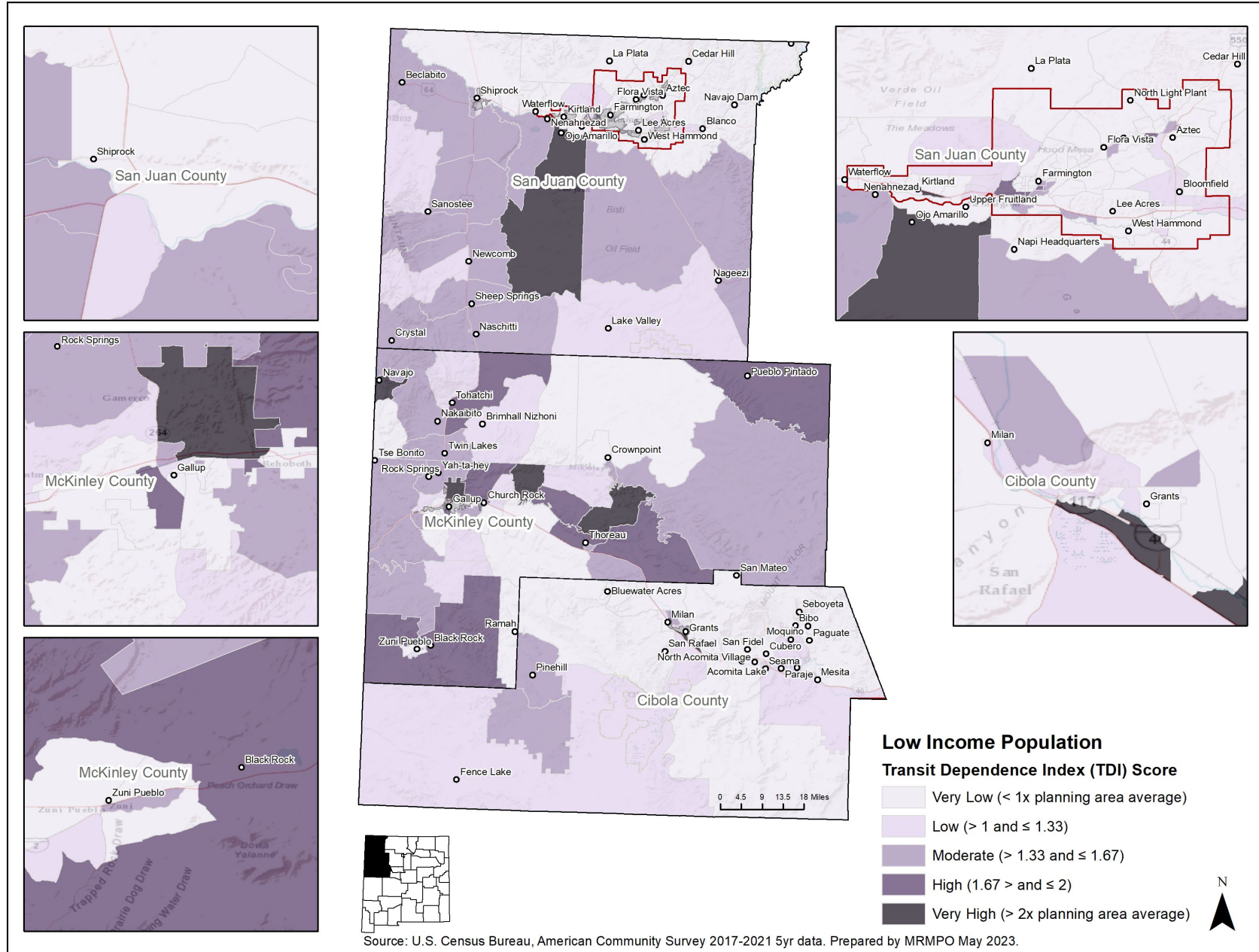
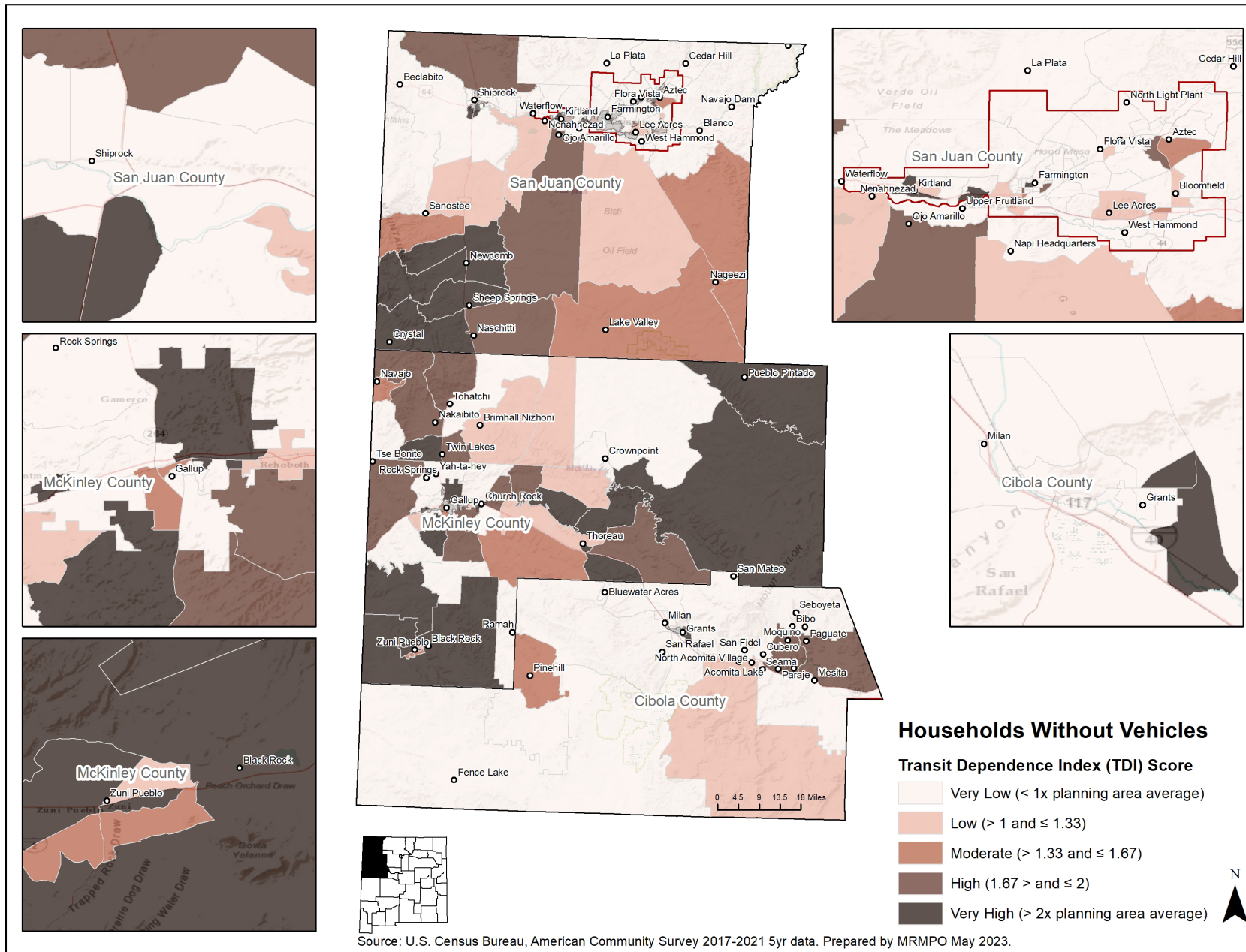


Figure 8: Northwest RTPO and Farmington MPO Households with No Vehicles Available



Transit Dependence Indices

For each block group in the planning areas, 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 in 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.

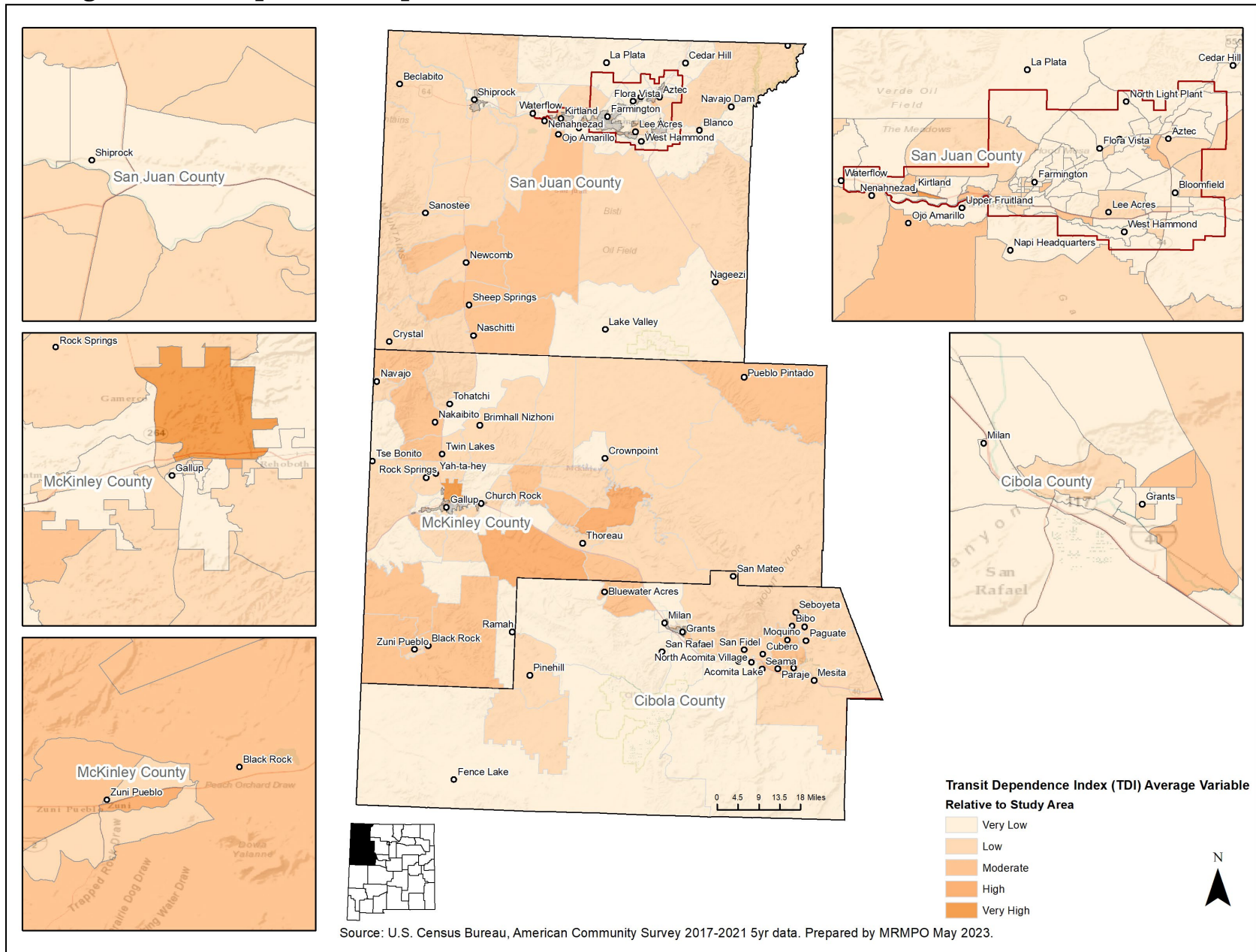
Both the TDI and TDIP follow a “very low” to “very high” classification scale. Shown in Table 1-3, the score of “very low” to “very high” is based on the relative concentration of these populations in relationship to the average of the RTPO. A block group classified as “very low” can still have a significant 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 1-3: Potential Transit Dependence Scoring

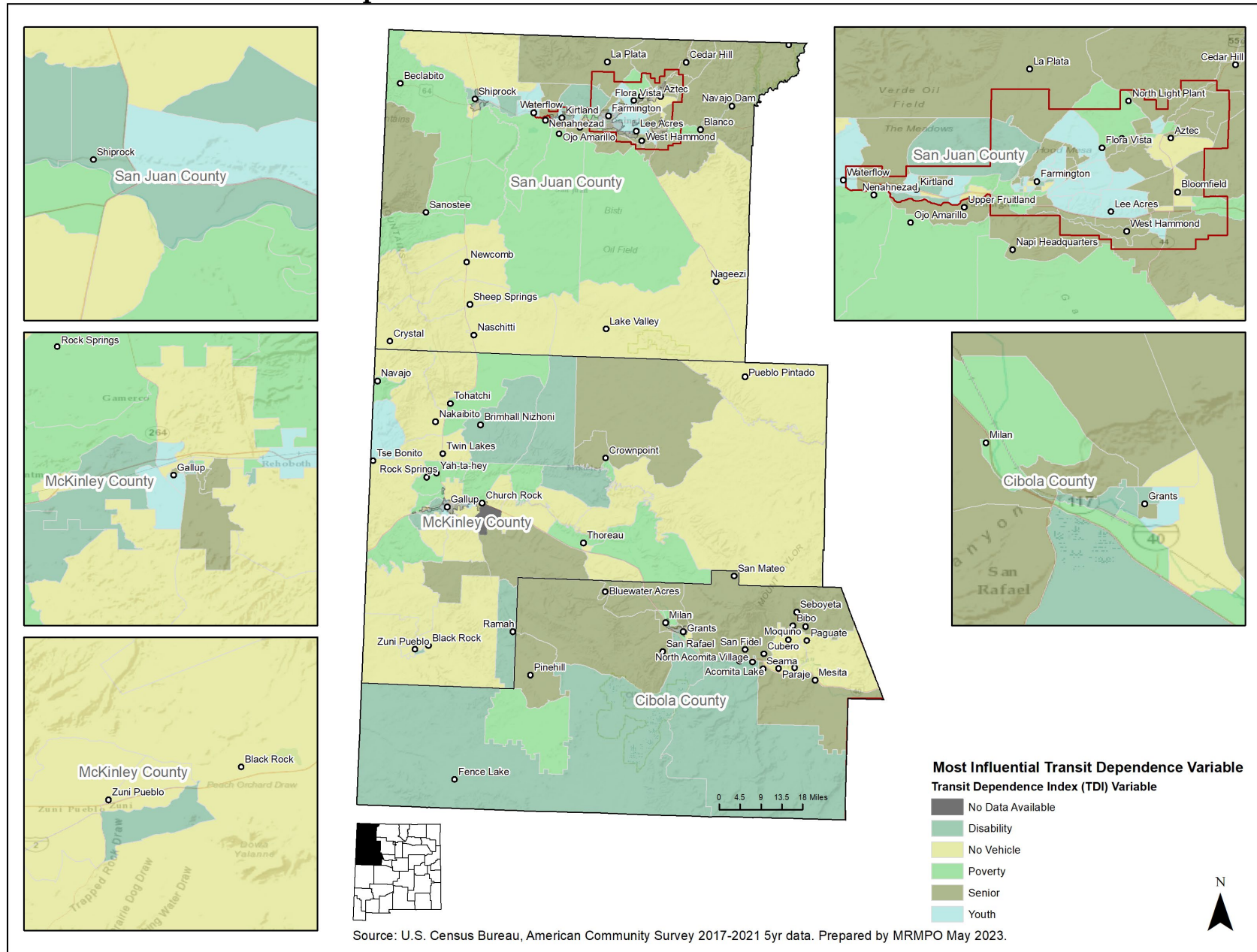
| Vulnerable Persons/Households (# or %) | Score |
|---|---------------|
| ≤ the planning area average | 1 (Very Low) |
| > Average and ≤ 1.33 times average | 2 (Low) |
| > 1.33 times average and ≤ 1.67 times average | 3 (Moderate) |
| > 1.67 times average and ≤ 2 times average | 4 (High) |
| > 2 times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

Figure 9 displays the average 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. The block groups that have a TDI classification of very high to high include areas east of Grants, Laguna Pueblo, north of Gallup, Zuni Pueblo, Black Rock, Pueblo Pintado, north and south of Thoreau, Kirtland, the southwest portion of San Juan County and a few areas within the Farmington MPO.

**Figure 9: Northwest RTPPO and Farmington MPO
Average Transit Dependent Population**



**Figure 10: Northwest RTPO and Farmington 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. Information on needs was also gleaned from the Northwest New Mexico Regional Transportation Plan and the New Mexico 2045 Statewide Multimodal Transportation Plan.

The Northwest New Mexico Regional Transportation Plan (adopted 2022) included the following transit related needs:

- Improve public transportation to connect residents to jobs and healthcare, tourists to destinations
- Integrate technology into transportation/transit programs and projects.
- Improve public transit services and regional connectivity including route evaluation, schedule, and locations.
- Create a Regional transit alliance or District to regionalize investments and coordination.
- Coordinate with other agencies and senior centers for the benefit and coordination of the aging population.
- Improve accessibility and ensure ADA compliance.
- Promote connectivity between all modes of transportation.
- Improve and enhance active and multimodal transportation modes (transit/bicycle/pedestrians) to address health and safety.
- Improve transit connectivity between Albuquerque and the rural areas; Farmington and Colorado communities
- Create a system of interlinked transit services serving Gallup.
- Support the local Gallup Express bus system by:
 - Encouraging routes serving significant destinations in the community.
 - Encourage frequent service and weekend service.
 - Develop bus stops for scheduled routes, including bus shelters, benches and trash receptacles.
- Support for multimodal connectivity with attention to bike and pedestrian options, public transit, and recreational trails development supporting economic development, to include cooperation with the City of Gallup in planning bicycle routes, trails and lanes that enter unincorporated areas.
- Support for retaining Amtrak rail service to and through McKinley County, e.g., the Southwest Chief route.
- Collaboration with Navajo Transit, Gallup-McKinley County Schools, Gallup Express, and other current and potential bus service providers to support enhancing and sustaining bus transit service in the County.

- Consultation with Gallup Express on potential extension of routes serving unincorporated areas of the County.
- Pursuit of follow-up studies on the potential for expanded inter-community transit service along the I-40 corridor between Gallup and Albuquerque, building on prior studies commissioned by the Northwest Regional Transportation Planning Organization.

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).

Strategies and Recommendations

Equally important to identifying the needs and gaps in existing transportation services is developing corresponding strategies for improvement. 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. This is intended 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
- 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 and between major centers inside and outside of the planning area, e.g. Albuquerque, Aztec, Bloomfield, Farmington, Gallup, the NAPI Center, and Durango, Colorado
- Increase transit service to educational and healthcare facilities within and out of the planning area
- Increase transit service to areas in the planning area with growing special needs populations
- Route new or additional service to unserved or underserved populations in both urban and rural areas, e.g. Aztec, Bloomfield, Counselors, Crownpoint, Farmington, Sheep Springs, and Shiprock

- Monitor and respond to unserved and underserved special transit needs
- Cooperate with other transit service providers when possible by sharing resources such as information and riders, dispatch and maintenance facilities, and operations and administrative processes
- Work on regional transit solutions such as car and van pools
- Seek and utilize opportunities to expand, combine or leverage funding sources to increase or improve services, i.e. provide customers with one number to call for requests for various transportation services, information on services, and trip planning
- 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
- Coordinate with service providers and appropriate agencies to fill transportation service gaps such as:
 - Evening and weekend service
 - Intercommunity and intercity service
 - Service for rural areas
- 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 [the New Mexico Transit Guide](#)); one-click, one-call systems; voucher programs; etc.