



**NORTH CENTRAL REGIONAL TRANSIT DISTRICT
BOARD MEETING AGENDA**

April 4, 2014

9:00 AM - 1:00 PM

**Jim West Regional Transit Center
Board Room**

CALL TO ORDER:

1. PLEDGE OF ALLEGIANCE
2. MOMENT OF SILENCE
3. ROLL CALL
4. INTRODUCTIONS
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – March 7, 2014
7. PUBLIC COMMENTS

PRESENTATION ITEMS:

- A. **Election of Board Officers**
Sponsor: Commissioner Daniel Barrone, Chairman and Anthony J. Mortillaro Executive Director.
- B. **Discussion and Review of Chapters 1 and 3 of the Service Plan Update**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Project and Grants Specialist. *Attachment*
- C. **Presentation and Discussion of Marketing Efforts and Strategic Plan**
Sponsor: Anthony J. Mortillaro, Executive Director and Jim Nagle, Public Information Officer.

ACTION ITEMS FOR APPROVAL/ DISCUSSION:

- D. **Discussion and Consideration of Resolution 2014-06 Authorizing the Adoption of the Amendment of the ADA Complementary Paratransit Service and Demand-Response and Dial-a-Ride Service Policies and Procedures**
Sponsor: Anthony J. Mortillaro, Executive Director and Michael J. Kelly, Facilities and Transit Operations Director. *Attachment.*
- E. **Discussion and Consideration of Resolution 2014-07 Authorizing the Application Submittal for TIGER VI Funds**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. *Attachment.*

F. Discussion and Review of the Annual Board Attendance Report

Sponsor: Anthony J. Mortillaro, Executive Director and Mayor Pro Tem Dennis Tim Salazar, Secretary/Treasurer. *Attachment.*

DISCUSSION ITEMS:

G. Discussion and Review of Ski Santa Fe Service Update

Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. *Attachment.*

H. Financial Report for March 2014:

Sponsor: Anthony J. Mortillaro, Executive Director and Glenda Aragon, Finance Manager. *Attachment*

I. Finance Subcommittee Report:

Sponsor: Chair Tim Vigil and Anthony J. Mortillaro, Executive Director. *No Report.*

J. Tribal Subcommittee Report:

Sponsor: Chair Mary Lou Valerio and Anthony J. Mortillaro, Executive Director. *Minutes from January 14, 2014.*

K. Executive Report for March 2014 and Comments from the Executive Director:

- 1) Executive Report
- 2) Performance Measures for February 2014
- 3) Ridership Report for February 2014

MATTERS FROM THE BOARD

MISCELLANEOUS

ADJOURN

NEXT BOARD MEETING: May 2, 2014 at 9:00 a.m.

If you are an individual with a disability who is in need of a reader, amplifier, qualified Sign Language interpreter or any other form of auxiliary aid or service to attend or participate in the hearing of the meeting, please contact the NCRTD Executive Assistant at 505-629-4702 at least one week prior to the meeting, or as soon as possible. Public documents, including the agenda and minutes, can be provided in various accessible formats.



North Central Regional Transit District
Board Meeting
Friday, March 7, 2014
9:00 a.m. - 1:00 p.m.

CALL TO ORDER:

A regular meeting of the North Central Regional Transit District Board was called to order on the above date by Commissioner Dan Barrone, Chair, at 9:11 a.m. at the Jim West Transit Center, 1327 Riverside Drive, Española, New Mexico.

1. **Pledge of Allegiance**
2. **Moment of Silence**
3. **Roll Call**

Ms. Lucero called the roll and it indicated the presence of a quorum as follows:

Members Present:	Elected Members	Alternate Designees
Los Alamos County	<i>Councilor Pete Sheehey</i>	
Rio Arriba County	<i>Commissioner Barney Trujillo</i>	<i>Mr. Tomás Campos</i>
Taos County	<i>Commissioner Daniel Barrone</i>	
Santa Fé County	<i>Commissioner Miguel Chávez</i>	
Nambé Pueblo	<i>Mr. Lonnie Montoya (T)</i>	
Pojoaque Pueblo	<i>Mr. Tim Vigil</i>	
Ohkay Owingeh		<i>Mr. Ben Luján</i>
San Ildefonso Pueblo	<i>Ms. Lillian Garcia</i>	

Santa Clara Pueblo	Absent	
Tesuque Pueblo		<i>Ms. Sandra Maes</i>
City of Santa Fé		<i>Mr. Jon Bulthuis (T)</i>
City of Española	<i>Mayor Pro Tem D. Tim Salazar</i>	
Town of Edgewood	<i>Councilor Chuck Ring</i>	
Rio Metro (ex officio)	<i>Ms. Elizabeth Carter</i>	

Staff Members Present

Mr. Anthony J. Mortillaro, Executive Director
 Mr. Jim Nagle, Public Information Officer
 Ms. Dalene Lucero, Executive Assistant
 Mr. Mike Kelly, Transit Operations Director
 Ms. Stacey McGuire, Projects and Grants Specialist
 Ms. Glenda Aragon, Finance Director
 Mr. Gus Martinez, Fleet Manager

Others Present

Mr. Peter Dwyer, Legal Counsel
 Mr. Carl Boaz, Stenographer
 Mr. Erick Aune, SFMPO
 Mr. Scott Scanland, New Mexico Governmental Affairs
 Mr. John Jarrard, Huitt-Zollars
 Mr. Greg White, NMDOT

4. INTRODUCTIONS

All present introduced themselves to the Board.

5. APPROVAL OF AGENDA

Commissioner Trujillo moved to approve the agenda as presented. Mr. Lujan seconded the motion and it passed by unanimous voice vote (10-0).

6. APPROVAL OF MINUTES – January 10, 2014 and February 7, 2014

January 10, 2014

Commissioner Trujillo moved to approve the minutes of January 10, 2014 as presented and the motion passed by unanimous voice vote. (10-0).

February 7, 2014

Councilor Sheehey moved to approve the minutes of February 7, 2014 as amended with his name correctly spelled. Mayor Pro Tem Salazar seconded the motion and it passed by unanimous voice vote (10-0).

7. PUBLIC COMMENTS

There were no public comments.

Mr. Tomás Campos arrived at this time.

PRESENTATION ITEMS:

A. SFMPO Public Transit Master Plan *Erick Aune, Santa Fe Metropolitan Planning Organization*

Mr. Aune noted that in 2010, the Santa Fe MPO adopted the Public Transit Master Plan as one of three modal priority plans specifically called out in the 2010-2035 Metropolitan Transportation Plan (MTP). The goal was to provide a long range regional look at transportation plans. The MTP includes the 2012 Bicycle Master Plan and the pending 2014 Pedestrian Master Plan. Specifically, the 2010 Santa Fe MPO to take on a number of initiatives to advance how the transportation system will become accessible, interconnected, sustainable and multimodal. Proposals responding to the RFP were due on March 7 at 2 p.m. He explained that in it the MPO was looking forward to working with the RTD. The Plan deals primarily with the Santa Fé area but in 20 years, how the urban area might look and how transportation would operate. He said it would also include how the MPO could help with the NCRTD 5-year plan.

There were no questions and Chair Barrone thanked him for the presentation.

B. 2014 Legislative Report *Scott Scanland, New Mexico Government Affairs*

Mr. Scanland gave a summary report on the legislative session that ended a week before and the status of bills of interest to the RTD. At this time, the Governor had acted on a little less than half of the bills. The Capital Outlay bill included \$175,000 for the RTD for bus purchases. The RTD should thank Senator Wirth and Representative Egoff for their support of this appropriation.

Commissioner Chávez arrived at this time (9:20 a.m.).

Mr. Scanland said Senate Bill 41 (regarding CDL licensing) as amended by the Senator from Farmington passed easily. Similar legislation was supported last year but vetoed by the Governor. He clarified that under the legislation, the written CDL test could be taken as many as two times per week for the knowledge and skills knowledge. The driving test for CDL happens three times per year.

Mr. Scanland said there wouldn't be many changes in the House but Board members might go to them a couple of times each year about the routes that go through their district and that 800 people a week ride the buses through their constituent area. Some legislators were reluctant to commit money for the buses that serve other areas than their district. He promised to keep Mr. Mortillaro updated. Next year there would be new faces in the legislature as ten had retired out of the House and there could be more. The next session is a 60-day session and, assuming oil and gas prices stay up, there would be more capital outlay funds available.

Mr. Mortillaro thanked Mr. Scanland for getting the \$175,000 and hoped the veto pen didn't cut it off.

ACTION ITEMS FOR APPROVAL/DISCUSSION:

C. Review and Discussion of Maintenance Facility Conceptual Schematic Design and Cost Estimate *Anthony J. Mortillaro*

Mr. Mortillaro said this item was for discussion only. About 9 months ago, at the July 13, 2013 Board meeting, the Board awarded a contract for analysis of having a facility constructed when facility maintenance is brought in-house. To do that, the District needed a maintenance facility. The District received some 5304 planning money to get the phase 2 work done and the Board authorized the preliminary design.

Huitt-Zollars has now completed that work for the most part and Mr. John Jarrard was at the meeting to present it to the Board. Mr. Jarrard said they were excited about the project and had a great experience working with the District. He showed a Power Point to the Board and explained that transit facilities were his company's specialty. They were proud of their New Mexico Award for quality service.

He described the process for creating the programming plan. The Geo-technical Report and the Environmental Documentation would be completed in April. Construction Documents would take 20 weeks, bidding would take 4 weeks and construction would take 40 weeks. He pointed out on the site plan the space that would not be needed for other purposes.

He gave preliminary costs for the project estimated at about \$5.5 million and equipment/tools needed and soft costs for architect's fees, etc. that brought the total to about \$6.1 million. The estimate did not include other site improvements such as the Park and Ride facility or the Transit Orientated Development.

Ms. Carter said she understood the RTD didn't have fares but if the District decided in the future to do that, she asked where that would be managed.

Mr. Jarrard said the plan was to do that at the fueling lane. So the driver could come in, drop the fare, clean the bus and take it to wash at the fueling lane. That would have a covered canopy.

Mr. Campos asked if the filling station would be for CNG or for diesel fuel.

Mr. Kelly said in discussions at the design phase, they would have a placeholder in the design for a CNG dispenser. They were confident they would still be using traditional fuels, but they could have propane or CNG next year. If it was CNG, they could have underground conduits for overnight fueling of CNG and a corner for the compressor station.

Mr. Tim Vigil arrived at this time (9:42 a.m.).

Commissioner Chávez asked about any consideration for solar units on rooftops.

Mr. Jarrard said that was discussed and was the reason they selected the butterfly roof design. They could also have PV panels over the parking area as well.

Councilor Sheehey asked if there was a LEED level goal as baseline with options for higher levels.

Mr. Jarrard said typically Silver LEED was their baseline. They did one in Las Cruces at the Silver level. He added that a condition of FTA money was required LEED certification.

Councilor Ring asked if using solar later would incur more design costs. Mr. Jarrard agreed.

Councilor Ring asked if the 10% fee was negotiable.

Mr. Jarrard clarified that here it was about 8% fee and that was the industry average but given the preliminary, it might be lower. There was a lot of site work to do.

Ms. Maes asked if they did a soils analysis to make sure it met the standards.

Mr. Jarrard agreed. That was the Geo-technical report that would be finished in April. It does impact the project and the foundation.

Mr. Vigil apologized for being late and if provisions were being made for adding solar or if they would have to tear out walls for solar installation.

Mr. Jarrard said it would be designed to receive solar and the infrastructure would be put in now. It also depended on how much funding the District ends up with.

Mr. Mortillaro said the prior construction for the Administration building only included about five borings on the site but this geo-technical report would have over 11 borings to get a good base for what was going on in the back area. Mr. Jarrard generated cost estimates for this and he was advised to use a high construction estimate so hopefully it wouldn't cost more.

Chair Barrone asked where the money would come from.

Mr. Mortillaro said the District applied for TIGER Five funds but didn't get any. However, they just announced TIGER Six funding and the District would apply for it. With the upfront work done, the District had a better chance of getting an award because they would have the design and have it shovel ready. In a couple of months they would know what the budget would be for the next year. They would have to fund 100% of the design out of the District's money. Final design would take approximately 6-9 months and the estimated cost for the design was \$577,500.

D. Discussion and Consideration of Resolution 2014-04 Authorizing the Title VI Update *Stacey McGuire*

Ms. McGuire gave a brief overview of Resolution 2014-04 to adopt the Title VI nondiscrimination policy. The District is mandated by FTA C 4702.1A to adopt the Title VI regulations (49CFR, part 21) in order to be eligible to get federal funds. The Resolution was explained in the packet on pages 60-61 and the policy was on page 62.

Ms. McGuire said the proposed Title VI program had been reviewed by NMDOT and Resolution 2014-04 does provide for the adoption of the FTA required Title VI Program that prohibits discrimination on the basis of race, color, or national origin in federally funded programs and activities. Page 76 in the packet had the statements that the District published at various sites including on schedules. Pages 77-82 dealt with complaint procedures and complaint forms as a way to meet the requirements. She said the District has had no complaints or law suits. The public participation requirement need a way for the public to be involved in the decision making. Board meetings were published in print, on the web site and through other links. All District facilities were ADA accessible.

Page 67 explained how they relied on other government entities and she explained the arrangement with Los Alamos County.

Ms. McGuire explained the Outreach components and how service changes were communicated with MPO and RPO, and on the web site which allowed for public access. She also briefly addressed language provisions, noting that the majority understood Spanish and currently did translating on a regular basis. She briefly reviewed the other components of the policy.

Mr. Bulthuis moved to approve Resolution 2014-04 as presented. Commissioner Trujillo seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Ohkay Owingeh, Pojoaque Pueblo, San Ildefonso Pueblo Tesuque Pueblo, City of Española, Town of Edgewood and City of Santa Fe voting in favor and none voting against. Nambé Pueblo was not present for the vote.

After the vote, Mr. Bulthuis excused himself from the meeting.

E. Discussion and Consideration of Resolution 2014-05 Establishing a Sustainability Committee and Adopting a Charter for the Appointment of Members *Michael J. Kelly*

Mr. Kelly recalled that at the February Board meeting the Board approved the Sustainability Fund and established a committee to manage it. Resolution 2014-05 was shown in the packet on page 88 and described the Committee's responsibilities. It would utilize the vision statement which he read to the Board. The Committee would have seven members with Executive Director as ex officio. Membership would include two board members, two staff, one professional in sustainability, one in the education field and one at-large. Each member could have an alternate. There would be three-year staggered terms and no term limits. The Committee would meet every two months but could meet more frequently at the start. The resolution also set the meeting schedules. The Committee was subject to the Open Meetings Act and would elect a chair but staff could not serve as an officer.

The function or purpose was to facilitate implementation of the Sustainability Plan. Mr. Kelly shared other possible topics of their work and recommendations. He urged the Board to help the District take the lead in sustainability with recycling, pollution reduction, use of alternative energy, and partnerships.

Mr. Dwyer had reviewed this and recommended that the committee be 7 members instead of 6 and at the outset had four members with two-year terms instead of three members and three members with 1-year terms.

Commissioner Chávez asked if the resolution in the packet was correct. Mr. Dwyer agreed.

Commissioner Chávez moved to approve Resolution 2014-05 with the amendments by legal counsel. Councilor Ring seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, San Ildefonso Pueblo Tesuque Pueblo, City of Española, and Town of Edgewood voting in favor and none voting against. The City of Santa Fe was not present for the vote.

F. Discussion and Direction Amending the Para Transit and Demand Service Policies *Michael J. Kelly*

Mr. Mortillaro explained this was for discussion input now and at the April meeting would be brought back as amended, based on input today, to adopt by resolution.

Mr. Kelly said it was the revised ADA service policy. The original design facilitated certain fixed routes in Española and staff brought this to the consultants who realized the District was not totally in compliance with ADA in the way para-transit service was provided outside of Española. They were designated as commuter routes so they were exempt. But the consultant said all routes were fixed routes and the District needed to consider serving those who lived up to 3/4 mile from fixed routes. That was brought to the Board in February. Now the para transit policy had to be modified with those identified changes.

Historically the District had a 15 mile radius in Rio Arriba County with on-demand service charging a \$1 fare and twice the amount of the fare for ADA services, door to door. He explained that Española had its own transit service before NCRTD took it over. With the new 3/4 mile zone, Arroyo Seco and La Puebla would benefit from those services.

But during peak times, it would be difficult to provide complimentary ADA service during that time and since the on-demand service already existed, there was just a slight overlap into Santa Fé County that could be included. He referred the Board to section B, behind page 117 for the map.

This new area would help operationally to have an on-demand service into those limited areas during peak hours only. On subsequent pages was a map of the Nambé-Pojoaque area where it was recommended to discontinue the fixed route service and replace with dial a ride service and the updated policy included that dial a ride service which would require an hour notice of need for a ride. There were a few items that FTA rules showed the District need to take reservations for a ride up until 5:00 and removed "common" from common wheelchairs.

Councilor Ring asked if it would have a financial impact.

Mr. Kelly said the impact for the whole plan would be minimal; no more than \$2-3,000 per year.

Councilor Sheehey said if drivers were not required to go on a road the bus was not equipped to travel.

Mr. Kelly agreed and that was described on page 98. They must be paved or graveled and maintained with sufficient drainage and the buses would utilize the same turn around areas as school buses.

Commissioner Chávez read some correspondence he received from Ms. Lucero, a concerned resident in the La Puebla area who was more concerned with elderly riders instead of ADA. He explained that he shared it with staff and didn't want to respond directly to Ms. Lucero without having a Board discussion on it.

Ms. Maes felt this was a really tough subject and gave kudos to the staff because it could scream discrimination. She mentioned a person with Disabilities at the State level who could help finalize the language on it.

No action was needed because a resolution would be brought to the April Board meeting.

DISCUSSION ITEMS

G. Discussion and Review of Ski Santa Fe Service Update

Ms. McGuire referred to the hand out on the members' desks and reviewed the developments. In December, a formal letter was submitted to NMDOT requesting additional 5311 funds and their response was to detail the routes and in February we shared the routes. NMDOT said they didn't think they could provide added 5311 funds for 2014 but would include the request in the 2015 budget. She was working on that. She was looking at potential partners. In the coming weeks, a formal request would be prepared for board input.

She had been contacted by individuals who were interested and wanted to get involved. One was a woman with Sustainable Santa Fé who was willing to assist in getting more input from interested groups. Another was a woman who was a transit advocate who saw the value in the expansion of this project.

Councilor Sheehey commented that the legislative session just ended they approved a budget for 2015 and wondered how that filtered down so that NMDOT could include this request in their budget.

Mr. Mortillaro explained that the funding from DOT was 5311 federal pass through funds, not State of New Mexico dollars. The rural entities submit applications for that money months in advance. DOT asked the District to restructure the prior application to include this additional funding. It includes Galisteo and a number of the new routes and services in the service plan update so it was not just focused on Ski Santa Fé.

Chair Barrone recalled that was also the route the District was pursuing FLAP funds for and asked if that application was denied.

Ms. McGuire said they had not heard yet but it would be for 2018.

Mr. Mortillaro said the funding scenarios were aligned to have the beneficiaries investing their own money in the project also.

Mr. Vigil asked what that route would cost to provide.

Ms. McGuire said it was about \$230,000 for the first year. She had asked for \$1.8 million in the FLAP application.

Mr. Mortillaro said that amount included three buses and operations for 5 years.

Commissioner Chávez asked if it would be fare-based or free or if that had been discussed.

Ms. McGuire said it was discussed but was not decided. There were other ways to structure it without the fares also. She mentioned that the district had been approached by community groups and transit advocates who wanted to get involved. A representative of both the Sustainable Santa Fe commission and the business and Quality of Life Committee had reached out to the RTD and expressed a willingness to participate and facilitate the provision of additional information.

Commissioner Chávez thought Ski Santa Fé was willing to help but didn't think that would help that much. He felt they needed to ask for a significant contribution to make sure it didn't impact our service now.

Mr. Mortillaro agreed and said they went through 4-5 options and were settling down on one.

Councilor Ring agreed in principle with Commissioner Chávez that the District needed to at least break even. Without that, it could take away from other services.

H. Financial Report for February 2014

Ms. Aragon presented the financial report as of February 25 and 56% of the budget. She shared

highlights from page 121 and gave the details for GRT revenues, grant revenue and miscellaneous revenue. Two buses had been sold for which they received about \$5,000. They she highlighted summaries of expenses by category.

The Board had no questions regarding the Financial Report.

I. Finance Subcommittee Report - *Tim Vigil*

Mr. Vigil deferred to Mr. Mortillaro who reported that the Finance Committee participated in a customer Service Initiative Focus Group on February 12 in place of the regularly scheduled Finance subcommittee meeting.

J. Tribal Subcommittee Report – *Mary Lou Valério*

Mr. Mortillaro said the Tribal subcommittee had no report but they participated in the Customer Service Initiative Focus Group on February 12 in place of the regularly scheduled Tribal Subcommittee meeting.

Ms. Maes commented that the consultant for the focus group was excellent.

K. Executive Report for February 2014 and Comments from the Executive Director – *Anthony J. Mortillaro*

Mr. Mortillaro reported that when MAP 21 was authorized, tribal funding went from a competitive process to an allocation process and there was no funding allocated except for Ohkay Owingeh. The District worked with tribal members and FTA and the most recent report for 2014 indicated they funded San Ildefonso Pueblo, Ohkay Owingeh, Tesuque Pueblo and Santa Clara Pueblo by having Ms. McGuire dogging the FTA for it. A total of \$244,878 was being allocated to those four pueblos. Staff would meet with the pueblos to determine how they wanted to expend the funds.

Mr. Mortillaro announced that on March 25 he would update the Santa Fe County Board on the service plan.

Mr. Kelly reported on the performance measures that were included in the packet starting on page 140. The report included all RTD routes, Los Alamos routes and Santa Fé routes. Ridership was up about 5,000 riders from last year.

Page 142 showed monthly expenditures for operating and administration and determined the cost per mile at \$2.69 per mile and cost per passenger trip was \$12.02 per rider. The recent purchase of new vehicles brought the mileage average down considerably. Preventative maintenance and inspections were above the standards and there were no accidents in January. They received six validated complaints and had seven incidents on buses.

Councilor Ring commented they were great reports, great efforts and good results.

Chair Barrone thanked Ms. McGuire for getting the tribal funding.

MATTERS FROM THE BOARD

I. Appointment of Alisha Cata, Program Coordinator, as a Member of the Tribal Subcommittee to represent Ohkay Owingeh – *Daniel Barrone*

Chair Barrone announced receiving the letter from Ohkay Owingeh that Ms. Mermejo would step down from the Tribal Subcommittee and welcomed Ms. Cata who would take her place and was present at the meeting.

Mr. Luján thanked the Board for letting her become part of the Tribal Subcommittee. He and Ms. Mermejo would still be on the Board.

Mr. Vigil moved to approve the appointment of Alisha Cata to the Tribal Subcommittee to represent Ohkay Owingeh. Councilor Ring seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Rio Arriba County, Santa Fe County, Taos County, Nambé Pueblo, Ohkay Owingeh, Pojoaque Pueblo, San Ildefonso Pueblo Tesuque Pueblo, City of Española, and Town of Edgewood voting in favor and none voting against. The City of Santa Fe and Nambé Pueblo were not present for the vote.

Ms. Carter reported on the Mascot contest for the Rail Runner. She announced that the Montañío Station was opening on April 7 and ribbon cutting would take place in the afternoon.

Councilor Ring announced he was elected for 4 years more in Edgewood and was happy to remain a part of the NCRTD Board.

MISCELLANEOUS

There were no miscellaneous items.

ADJOURN – Next Board Meeting: April 4, 2014 at 9:00 a.m.

Mr. Vigil moved to adjourn the meeting. Mr. Luján seconded the motion and it passed by unanimous voice vote.

The meeting was adjourned at 11:20 a.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Dennis Tim Salazar, Secretary

Submitted by:

Carl Boaz, Stenographer



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014
Agenda Item - A

Title: Election of Officers

Prepared By: Anthony J. Mortillaro, NCRTD Executive Director

Summary: Article X- Officers, in the adopted Board of Directors Bylaws provides for the election of Officers every other year at the April meeting of the Board. The last election of Officers occurred in April 2012. Officers serve a two (2) year term in the position. The Officer positions are as follows; Chair, Vice Chair and Secretary and Treasurer which over the years has been combined as Secretary/Treasurer. Further guidance on the responsibilities is listed in Article X. The current officers and their terms are as follows:

Chair – Daniel Barrone, Taos County (April, 2012 – April, 2014)

Vice Chair – Barney Trujillo, Rio Arriba County (April, 2012 – April, 2014)

Secretary/Treasurer – Dennis Tim Salazar, City of Espanola (interim appointment approved by the Board in February 2014 – April 2014, preceded by Geoff Rodgers, Los Alamos County - April 2012 – January 2014)

Background: NA

Recommended Action: It is recommended that the Board elect officers.

Options/Alternatives: NA

Fiscal Impact: None

Attachments:

By Laws, Article X - OFFICERS

- c) **Notice.** After 60 days notice has been provided to the member Government Unit with no response the Board may act on the 2/3 majority vote to remove that member pursuant to Sections 73-25-6 and 73-25-17 of the Act.

ARTICLE X **OFFICERS**

Section 10.01. **Identification.** The Board shall elect or appoint a Chair, a Vice Chair, a Secretary, and a Treasurer.

Section 10.02. **Officers of the Board.** Officers of the Board shall be Tribal Governors, Tribal Council members or elected officials.

Section 10.03. **Election.** The Board shall elect Officers every other year at the April meeting of the Board. The currently elected Board shall elect Officers by simple majority vote after canvassing each member as to their interest in service, time availability, and qualifications.

Section 10.04 **Election of Chair and Vice Chair.** The election of the Board Chair and Vice Chair may alternate between Tribal and non Tribal members.

Section 10.05. **Term.** Each Officer shall serve a two (2) year term commencing upon election or appointment by the Board. Each Officer shall serve until the end of their term or until a successor is elected or appointed or the Officer is lawfully removed pursuant to State law or these Bylaws. Officers may serve unlimited terms.

Section 10.06. **Removal of Officers.** Any Officer of the Board may be removed at any time by a two-thirds majority vote of the voting units of all members of the Board.

Section 10.07. **Vacancies.** If a vacancy exists in any office, the Chair shall appoint a Director to fill such vacancy until the next regular meeting of the Board, when an election will be held. The term of the Office shall be until the next annual election of officers.

Section 10.08. **Duties of the Officers.**

(a) **Chair.** The Chair shall:

- (1) Have the power to call meetings of the Board and to preside over such meetings;
- (2) Have the power to execute, deliver, acknowledge, file and record on behalf of the District such documents as may be required by the Act or other applicable law;
- (3) Have the power to execute and deliver contracts, deeds and other instruments and agreements on behalf of the District as are necessary or appropriate in the ordinary course of its activities or as are duly authorized or approved by the Board;
- (4) Have such additional authority, powers and duties as are appropriate and customary for the office of the Chair of the Board of Directors of entities such as the District, and as the Board may otherwise prescribe.

- (b) Vice Chair. The Vice Chair shall:
 - (1) Be the Officer next in seniority after the Chair and, upon the death, absence, or disability of the Chair, shall have the authority, powers and duties of the Chair;
 - (2) Have such additional authority, powers and duties as are prescribed by the Board.
- (c) Secretary. If a Treasurer has not been elected or appointed, the Secretary shall also serve as Treasurer and may use the title of Treasurer in performing the functions of Treasurer. The Secretary shall:
 - (1) Designate a staff member who will carry out the work of the Secretary, under the day-to-day supervision of the Executive Director but with responsibility lying with the Secretary;
 - (2) Give, or cause to be given, notice of all meetings (including special meetings) of the Board;
 - (3) Keep written minutes of such meetings;
 - (4) Be responsible for the maintenance of all records and files and the preparation and filing of reports to governmental agencies (other than tax returns);
 - (5) Have such other authority, powers and duties as are appropriate and customary for the office of Secretary of entities such as the District, and as the Board may otherwise prescribe.
- (d) Treasurer. If a Treasurer has not been elected or appointed, the Secretary shall also serve as Treasurer and may use the title of Treasurer in performing the functions of Treasurer. The Treasurer shall, subject to rules and procedures established by the Board:
 - (1) Designate a staff member who will carry out the work of the Treasurer, under the day-to-day supervision of the Executive Director but with responsibility lying with the Treasurer;
 - (2) Be responsible for the custody of the funds and all stocks, bonds and other securities owned by the District;
 - (3) Be responsible for the preparation and filing of all tax returns, if any, required to be filed by the District;
 - (4) Receive all moneys paid to the District and, subject to any limits imposed by the Board or the Chair, shall have authority to give receipts and vouchers, and endorse checks and warrants in the District's name and on the District's behalf, and to give full discharge for the same;
 - (5) Sign checks and warrants, but must secure the signatures of either the Executive Director or one other Board Officer. In the absence of the Executive Director, the signature of a second Officer may sign;
 - (6) Have charge of disbursement of the funds of the District, shall keep full and accurate records of the receipts and disbursements, and shall deposit all moneys and other valuables in such depositories as shall be designated by the Board;
 - (7) Deposit and invest all funds of the District in accordance with the laws of the State applying to the deposit and investment of funds of regional transit districts formed under the Act;
 - (8) Have such additional authority, powers and duties as are appropriate and customary for the office of Treasurer of entities such as the District, and as the Board may otherwise prescribe.

ARTICLE XI
MEETINGS OF THE BOARD



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - B

Title: Discussion and possible action accepting Chapter 1 and 3 of Service Plan Update – Transit Service Plan

Prepared By: Anthony J. Mortillaro, Executive Director

Summary: At the February 7, 2014 meeting the Board discussed and approved the recommended route adjustments and alternatives that were incorporated in Chapter 2. Prior to this meeting the Board provided staff with direction related to those adjustments, alternatives and new recommended routes. The adjustments, alternatives newly recommended routes were also presented to the Board at the December 6, 2013 Board Meeting. Ken Hosen from KFH presented the results of the service plan update regarding unmet service needs (Tech Memo 4) and development of service and operational alternatives (Tech Memo 5). Contained within Tech Memo 5 were numerous approaches for a variety of existing route adjustments and suggestions for new routes.

Chapter 1 incorporates existing services, demographic data and transit service needs. Chapter 3 is the implementation and funding component.

Background: KFH was contracted with to update the existing service plan. Tasks seven and eight in the contract required the development of the recommended transit service plan and implementation and funding strategies, which are contained in chapter 1 and 3. These recommendations build upon demographic data, constituency input that was received during the 15 public outreach meetings held throughout the District, public comment provided at various Board meetings, Board Direction and the in-depth review of the existing transit services being provided and needs for future services. The next phase of the service plan will be Board adoption of the final document.

Recommended Action: Motion to accept Chapter 1 and 3 and directing their input into the Final Draft Transit Service Plan.

Fiscal Impact: Financial costs were enumerated in Chapter 2.

Attachments:
Chapter 1 and 3 Transit Service Plan Update

Transit Service Plan Update Final Report



March 28, 2014

*Prepared for:
North Central Regional Transit District*



KFH Group, Inc.



Southwest Planning

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Chapter 1

Needs and Existing Services

The North Central Regional Transit Authority (NCRTD) Transit Service Plan Update is intended to provide a short term direction for the operation. The goals included ensuring a more efficient (doing things right) and effective (doing the right things) NCRTD that is able to provide more service for residents and visitors to the region.

The Plan is in three chapters in addition to numerous technical memoranda in the attachments. The first chapter is a summary of the technical memoranda developed in support of this plan. This includes the extensive outreach efforts, review of existing services, demographics, travel patterns and other activities. The second chapter is the new service plan itself, detailing the changes to each route and service related activity. This plan was a result of detailed work by the consultants with strong support from NCRTD staff who spent many hours reviewing the routes. Chapter 3 addresses the implementation plan and the funding strategies needed to successfully change the services.

The first chapter of the *Transit Service Plan Update* includes the review of the five technical memoranda used to determine the service area needs and potential service changes. These technical memoranda are listed as follows:

1. ***A Review of Demographics, Land Uses, and Travel Patterns*** – which identifies where potential transit users live and where people are going.
2. ***Review of NCRTD Services*** – which documents the current level of service and where it operates.
3. ***Outreach Activities*** – This document details the outreach efforts and the results of the outreach activities
4. ***Identification of Unmet Needs*** – This compares the areas of need to the level of service provided, to assess how the needs are met and where unmet needs may exist. It was developed based on the results of the first three technical memoranda.
5. ***Development of Service and Operational Alternatives*** – Based on the needs and the review of services, a number of changes in service were introduced for the study team to consider and select those most appropriate.



These reports will be summarized in the following sections of this plan. Those interested in greater detail are urged to read the supporting technical memoranda in full.

Following the summary of the technical memoranda will be the development of the service changes, followed by infrastructure issues, ADA needs and other operational needs.

REVIEW OF DEMOGRAPHICS, LAND USES, AND TRAVEL PATTERNS

The Review of Demographics, Land Uses, and Travel Patterns presented in Technical Memorandum No. 1 includes the following sections:

- General Population Characteristics,
- Origins and Destinations,
- Travel Patterns; and
- Review of Existing Planning Documents.

General Population Characteristics

Population trends and projections are presented at the county level. Figure 1-1 presents a general map of the NCRTD service area, which includes the rural counties of Los Alamos, Rio Arriba, Santa Fe, and Taos.

Population Trends and Projections

As of 2010, the United States Census Bureau reported that the population of the four counties in the NCRTD service area totaled 240,790 (see Table 1-1). This was an increase of 10% over the total 2000 four-county population, with majority of the growth in Santa Fe and Taos Counties. The county with the overall highest density is Los Alamos (175.8 persons per square mile), due to its small compact nature. Overall, the region has a very low population density (23.8 persons per square mile).

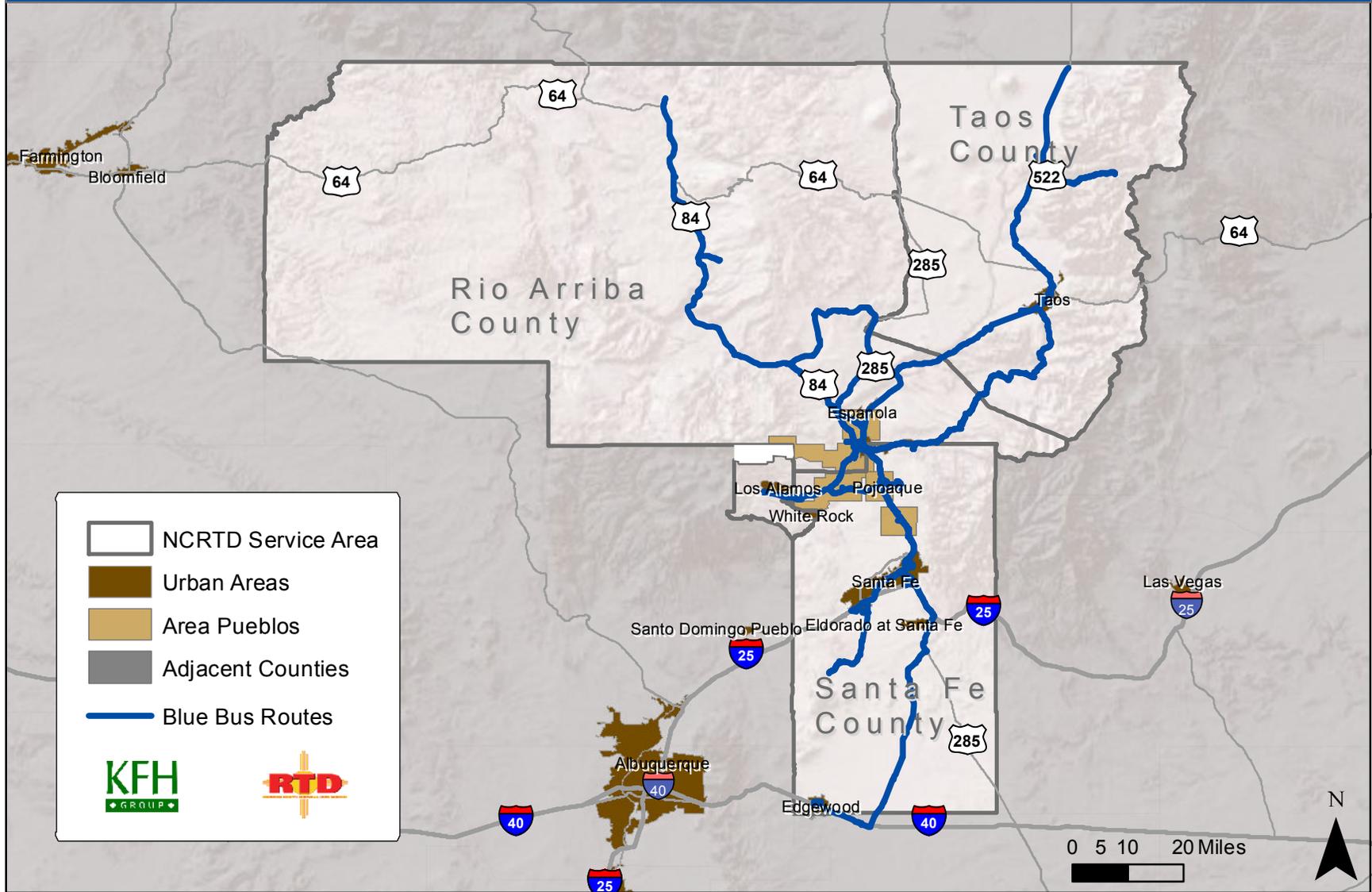
Table 1-1: Population and Population Density

Population Characteristics	Los Alamos County	Rio Arriba County	Santa Fe County	Taos County	Total NCRTD Region
2000 Population	18,343	41,190	129,292	29,979	218,804
2010 Population	19,190	41,366	147,864	32,370	240,790
Population Change, 2000-2010	847	176	18,572	2,391	21,986
Percent Change, 2000-2010	4.60%	0.40%	14.40%	8.00%	10.00%
2010 Land Area (Sq. Mi.)	109	5,896	1,911	2,205	10,121
2010 Pop. Density (persons per sq. mi.)	175.8	7	77.4	14.7	23.8

Source: U.S. Census Bureau, 2000 and 2010 Censuses



**Figure 1-1: North Central Regional Transit District
Blue Bus Service Area**





Population projections developed by the University of New Mexico, through 2030 estimate that Santa Fe and Taos Counties will grow significantly over the next 30 years, while the population in Los Alamos and Rio Arriba Counties will slightly decline (see Table 1-2).

Table 1-2: Population Growth Projections by County

	Los Alamos	Rio Arriba	Santa Fe	Taos	Total NCRTD Region
Projected Population					
2010	18,026	40,371	144,532	32,937	235,866
2015	18,058	40,780	154,756	35,012	248,606
2020	18,063	41,026	164,006	36,769	259,864
2025	18,016	41,058	171,905	38,183	269,162
2030	17,880	40,872	178,124	39,221	276,097
2035	17,603	40,509	182,410	39,850	280,372
2040	17,210	40,008	184,832	40,062	282,112
Percent Change					
2010-2015	0.2%	1.0%	7.1%	6.3%	5.4%
2015-2020	0.0%	0.6%	6.0%	5.0%	4.5%
2020-2025	-0.3%	0.1%	4.8%	3.8%	3.6%
2025-2030	-0.8%	-0.5%	3.6%	2.7%	2.6%
2030-2035	-1.5%	-0.9%	2.4%	1.6%	1.5%
2035-2040	-2.2%	-1.2%	1.3%	0.5%	0.6%
2010-2040	-4.5%	-0.9%	27.9%	21.6%	19.6%

Source: *New Mexico County Population Projections July 1, 2010 to July 1, 2040*, Geospatial and Population Studies Group, University of New Mexico. Released November 2012.

Table 1-3 presents student population at colleges and universities in the region. As of 2012, enrollment at these institutions totaled more than 14,000, predominantly within the City of Santa Fe. Student populations are also concentrated in Española, with more than 3,800 students enrolled at Northern New Mexico College, and to a smaller degree at the University of New Mexico branches in Los Alamos and Taos.

Table 1-3: Student Population at Colleges and Universities in the Region

County	City	College/University	2012 Student Population
Los Alamos	Los Alamos	University of New Mexico	710
Rio Arriba	Española	Northern New Mexico College	3,873
Santa Fe	Santa Fe	Institute of American Indian Arts	350
Santa Fe	Santa Fe	Santa Fe Community College	6,480
Santa Fe	Santa Fe	Santa Fe University of Art and Design	650
Santa Fe	Santa Fe	St. John's College	450
Taos	Taos	University of New Mexico	1,705
NCRTD Regional Total			14,218

Source: University of New Mexico website and Wikipedia as accessed 5/30/13

Origins and Destinations

This section summarizes the key origins and destinations in the region using demographic data, a variety of other sources as well as considerable field observation.

Population Density

Population density is often an effective indicator of the types of public transit services that are most feasible within a study area. While exceptions exist, an area with a density of 1,500 persons per square mile will generally be able to sustain frequent, daily fixed-route transit service. This can be lower based on the key destinations such as tourist centers, colleges and other large employers. Figure 1-2 portrays the population density in the NCRTD region at the Census block group level. The block groups that have a population density greater than 1,500 persons per square mile are found in Santa Fe, Española, Taos and Los Alamos.

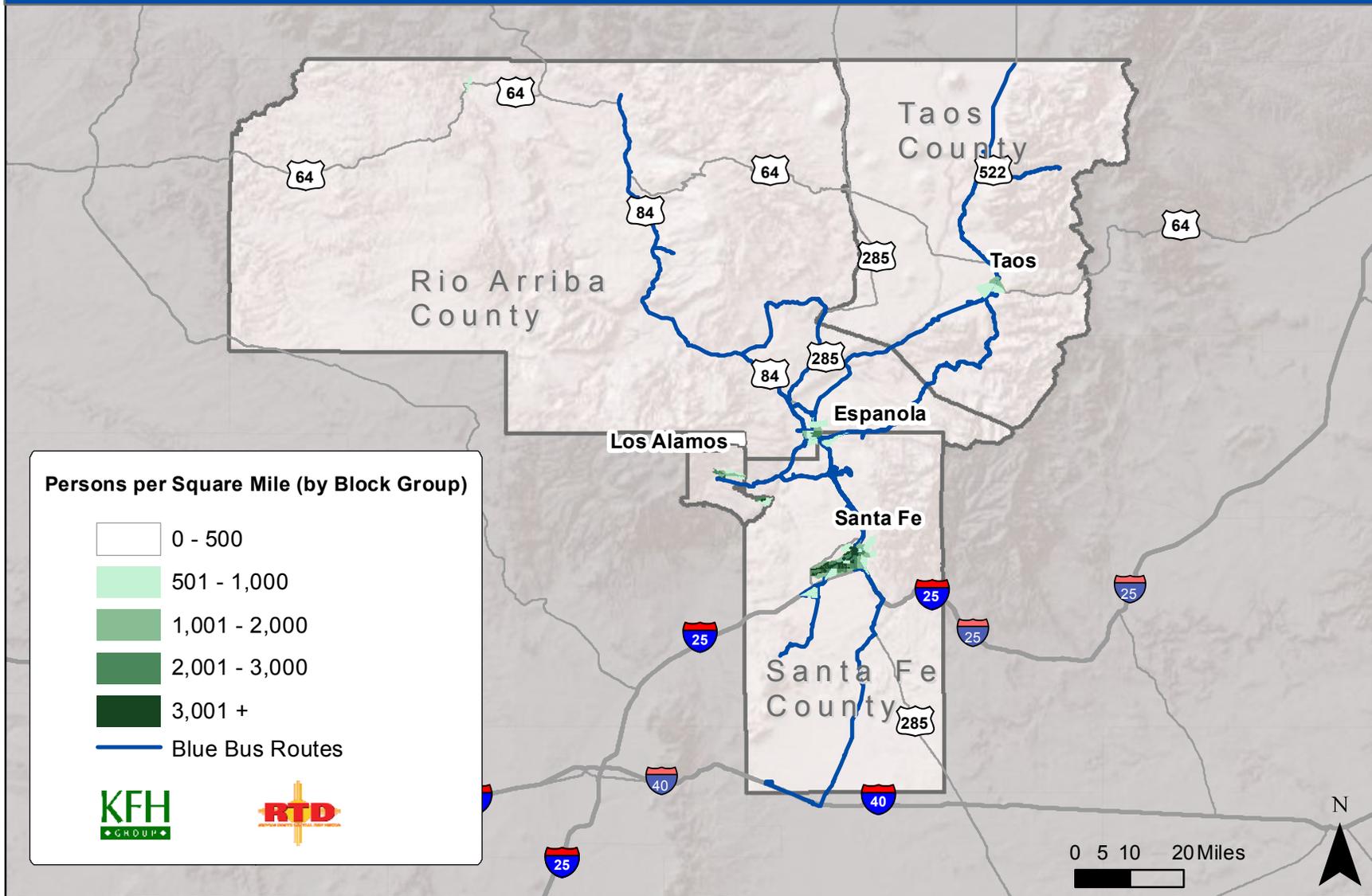
Analysis of Transit-Dependent Populations

This part of the needs assessment identifies more specifically where potential users reside and where they need to go. A detailed analysis of where transit-dependent populations live is presented at the block group level. Travel destinations that are likely to generate transit ridership are also presented for the region. Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. These include individuals who may not have access to a personal vehicle or are unable to drive themselves due to age, disability, or income status. Determining the location of transit dependent populations allows for an evaluation of current transit services and the extent to which they meet community needs.

Transit Dependence Index Analysis - For this analysis, KFH Group uses a Transit Dependence Index (TDI) approach. The Transit Dependence Index (TDI) is an aggregate measure that may be associated with mapping software to effectively display relative concentrations of transit dependent populations within a study area. The TDI utilizes data from the American Community Survey (ACS) five-year estimates (2007-2011), which permit an analysis of socioeconomic characteristics at the block group level, in addition to geographic information (e.g., block group boundaries) supplied by the United States Decennial Census. In brief, the TDI includes the following factors:

- Population per square mile,
- Elderly population (aged 65+),
- Youth population (aged 10-17),
- People living below poverty level,
- Households with no vehicle; and
- People with disabilities.

Figure 1-2: North Central Regional Transit District Study Area Population Density by Block Group





Details on the TDI, including the basis for its development, data sources used, and the TDI formula and factors, are detailed in the brief attached as Appendix A to this report. The results of these analyses are summarized below.

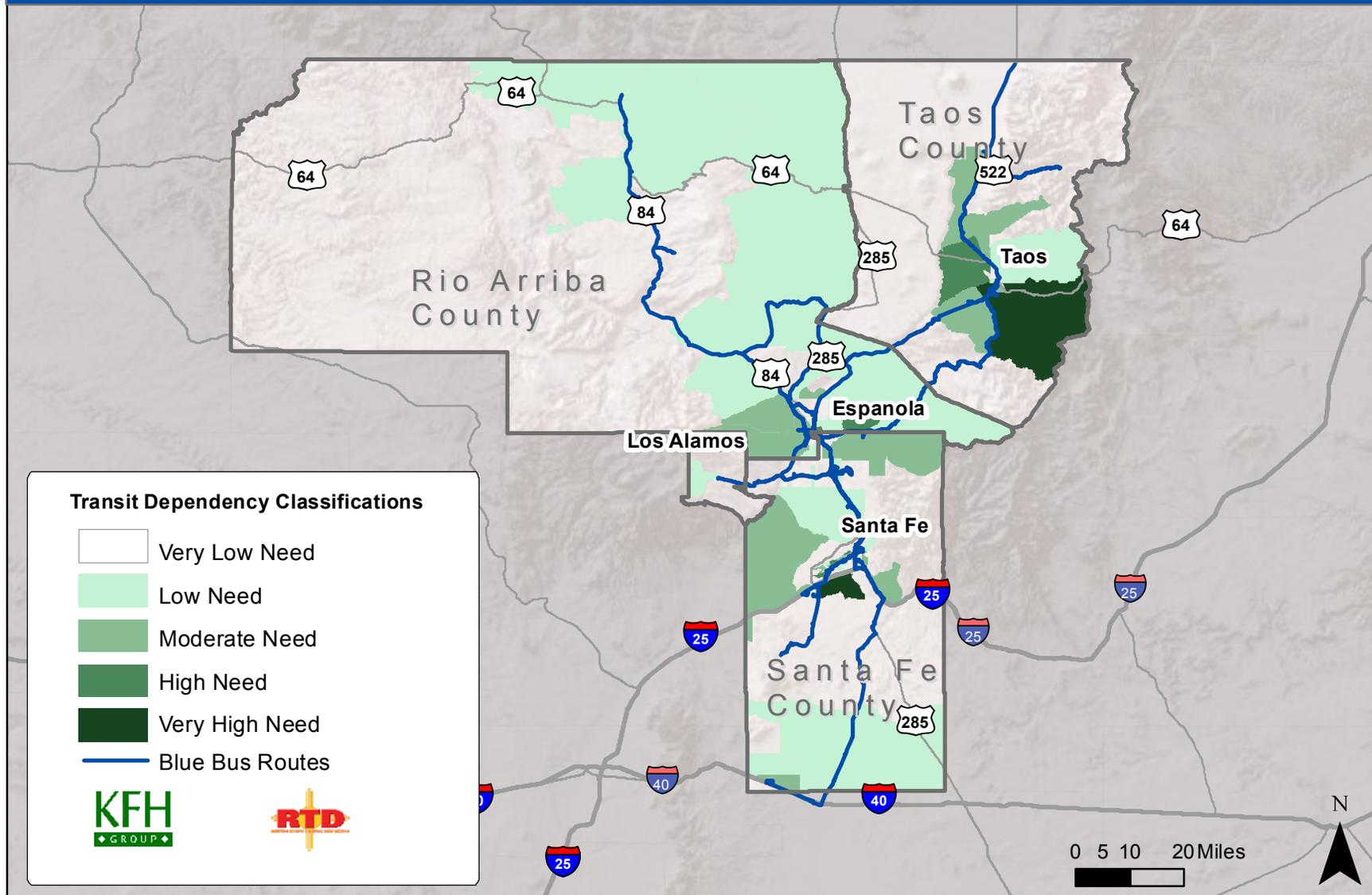
Because population with mobility disabilities is based on the 2000 Census, and the block group boundaries in the NCRTD service area changed significantly between the 2000 and 2010 Censuses, the TDI analysis conducted for this study did not include disability as a factor in the overall TDI analysis. Instead, concentrations of people with disabilities have been located through a separate analysis. A county-level summary of the population characteristics indicative of transportation need (including factors included in the TDI factors as well as disability) is presented in Table 1-4 and depicted in Figure 1-3.

Table 1-4: County-Level Population Characteristics Indicative of Transportation Need

Population Characteristics	Los Alamos County	Rio Arriba County	Santa Fe County	Taos County	Total NCRTD Region
Total Population					
Total Persons*	18,040	40,216	143,053	32,720	234,029
Total Households*	7,484	14,987	60,594	13,014	96,079
Land Area (Sq. Mi.)**	109	5,861	1,909	2,203	10,083
2000 Total Persons (for disability analysis)***	18,343	41,190	129,292	29,979	218,804
Transit Needs Characteristics Included in Transit Dependency Index					
Number of Persons/Households*					
Elderly (ages 65+)	2,548	5,539	20,980	5,430	34,497
Youth (ages 10-17)	2,247	4,545	13,897	3,075	23,764
Autoless Households	187	906	2,890	723	4,706
Persons Living Below Poverty	657	7,657	21,765	6,970	37,049
Percent of Total Population:					
Elderly (ages 65+)	14.1%	13.8%	14.7%	16.6%	14.7%
Youth (ages 10-17)	12.5%	11.3%	9.7%	9.4%	10.2%
Autoless Households	2.5%	6.0%	4.8%	5.6%	4.9%
Persons Living Below Poverty	3.6%	19.0%	15.2%	21.3%	15.8%
Density (Persons or Households per Square Mile)					
Elderly (ages 65+)	23.3	0.9	11.0	2.5	3.4
Youth (ages 10-17)	20.6	0.8	7.3	1.4	2.4
Autoless Households	1.7	0.2	1.5	0.3	0.5
Persons Living Below Poverty	6.0	1.3	11.4	3.2	3.7
Disability Characteristics (Not Included in TDI Due to Census Block Group Geography Changes)					
Persons with Mobility Disabilities***	621	3,078	7,542	1,726	12,967
Percentage of Population with a Disability	3.4%	7.5%	5.8%	5.8%	5.9%
Persons with Disabilities Per Sq. Mi.	5.7	0.5	3.9	0.8	1.3

Sources: U.S. Census Bureau: *2007-2011 American Community Survey, **2010 Census, ***2000 Census

**Figure 1-3: North Central Regional Transit District
Persons Displaying Characteristics of Transit Dependency**





Overall Needs Based on TDI Analysis

The relative need among block groups for transit services based on the TDI analysis (including the factors related to population density, age, income status, and vehicle availability) is summarized in Figure 1-3. As can be seen in this map, the greatest needs are in the Town of Taos, southeast of Taos, City of Española, and County of Santa Fe.

Location of Major Trip Generators

Identifying major trip generators in the region complements the above demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations such as major employers, medical facilities, educational facilities, civic buildings, shopping centers, and tourism destinations. Trip generators are mapped in Figure 1-4 and are listed by type in Appendix B of the first technical memorandum.

The majority of trip generators in the region are located in areas of high population density in and around the cities of Santa Fe, Española, Los Alamos, and Taos. Pockets of trip generators are also found scattered throughout the region, including along Hwy 84 in Rio Arriba County, within the Pueblos, and along Hwy 68 between Taos and Española.

It should be noted that, although elementary schools are not typically mapped as transit destinations, elementary school-aged children ride transit services in NCRD region, as observed by members of the study team who rode each of the routes.

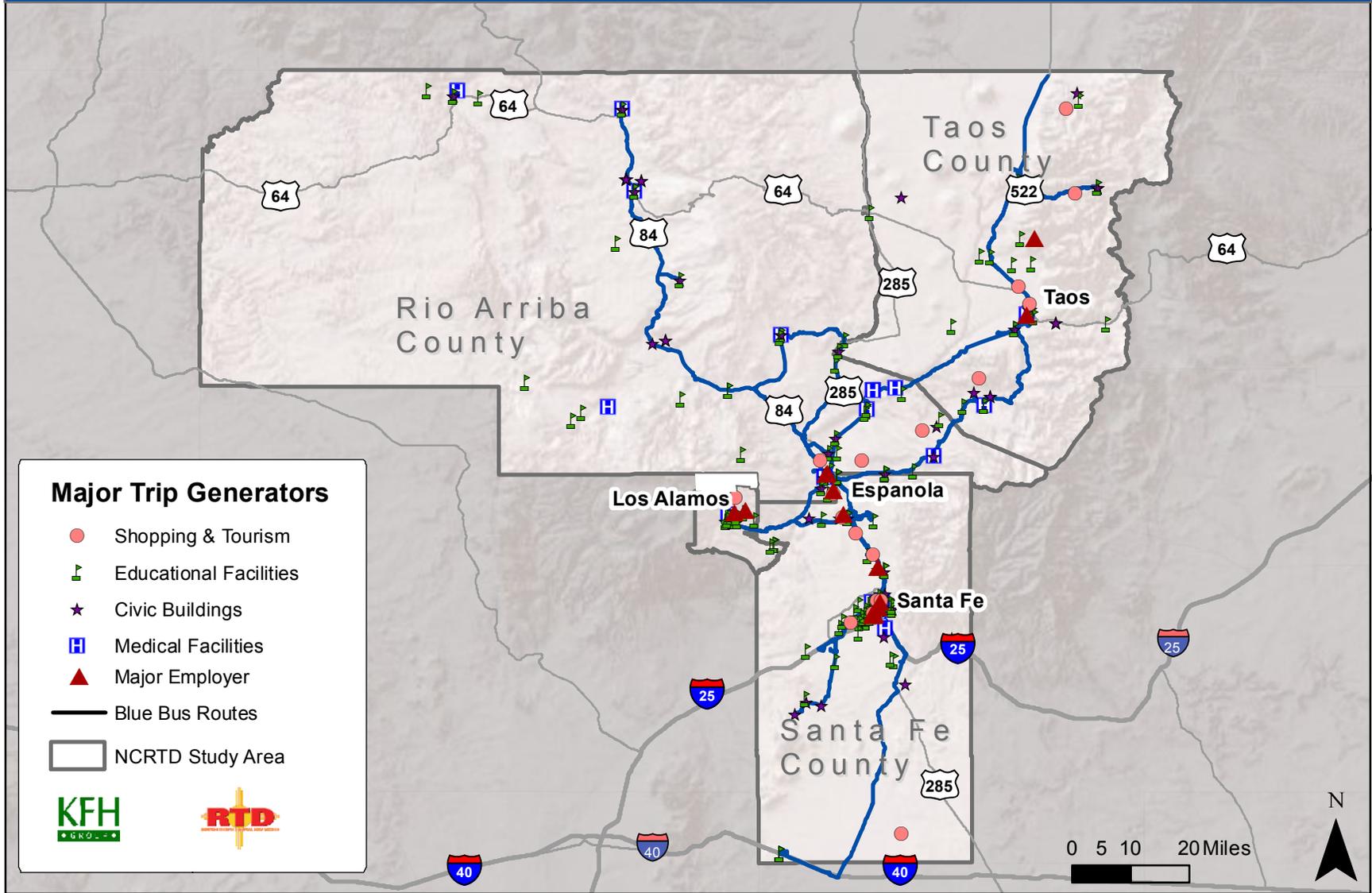
Block groups with highest rate of growth over the past decade were also mapped (Figure 1-5). As shown in this map, the cities of Santa Fe, Taos, and Los Alamos are the fastest growing communities (particularly Santa Fe).

Regional Travel Patterns

Table 1-5 presents county-level estimates on mode of transportation used in commuting to work for workers 16 years and up, available from the 2007-2011 American Community Survey 5-Year Estimates. As indicated in this table, public transportation is used by a very small percentage of workers, ranging from 1.2% (828 workers) in Santa Fe County, to 1.9% (270 workers) in Taos County, with a regional total of 1.4% (1,479 workers) commuting by public transportation. These numbers are typical for a service area such as North Central New Mexico (Mode split estimates for rural transit are estimated at 1 - 2 percent across the country).

Figure 1-4: North Central Regional Transit District Major Trip Generators

1-10



Major Trip Generators

- Shopping & Tourism
- 🌳 Educational Facilities
- ★ Civic Buildings
- H Medical Facilities
- ▲ Major Employer
- Blue Bus Routes
- ▭ NCRTD Study Area



0 5 10 20 Miles



**Figure 1-5: North Central Regional Transit District
Rate of Growth per Block Group**

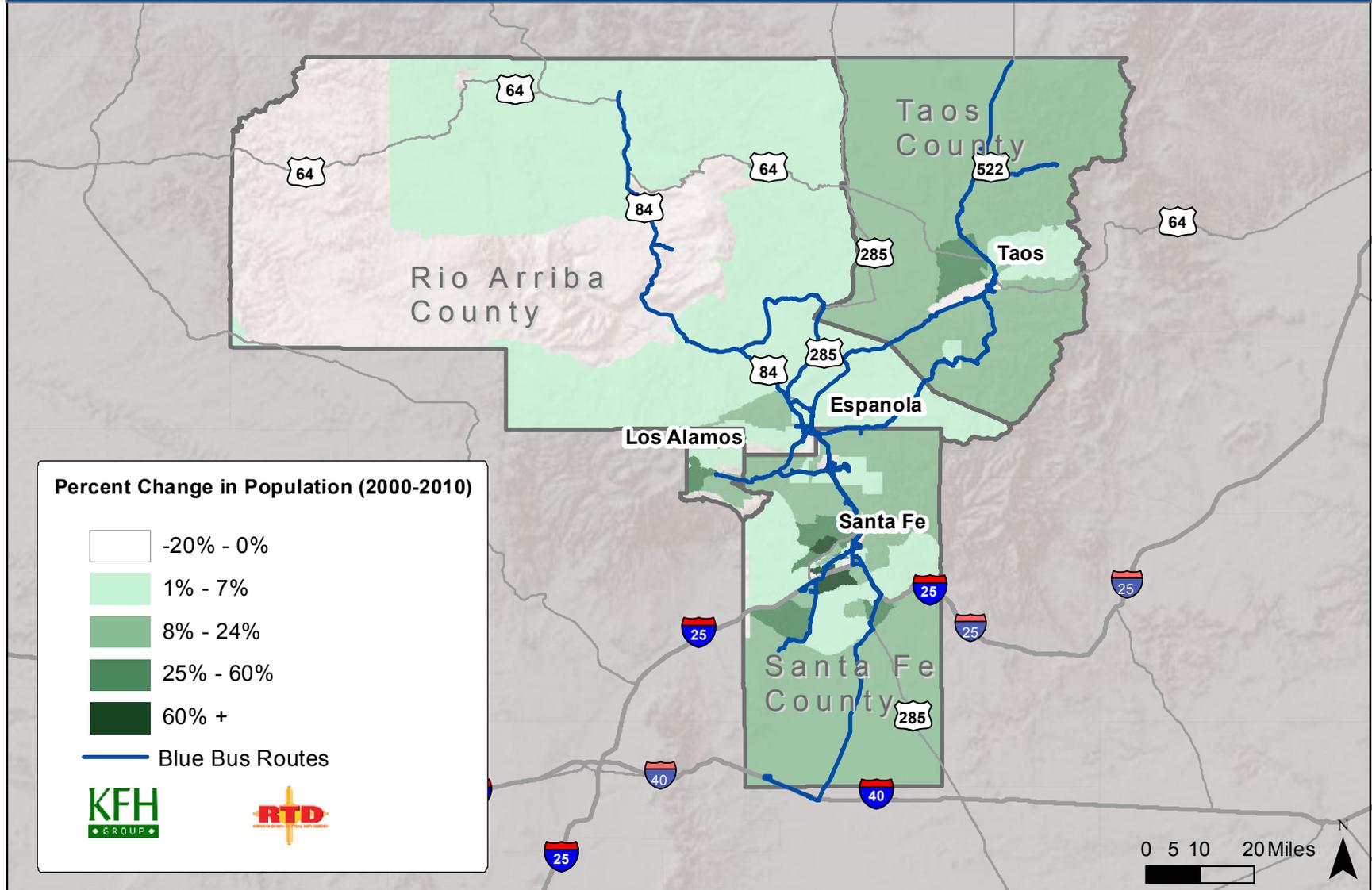




Table 1-5: Commuting Modes by County of Residence

	Los Alamos County	Rio Arriba County	Santa Fe County	Taos County	Total Region
Total Workers 16 years & over	8,949	16,107	70,081	13,891	109,028
Commuting Mode:					
Car, truck, or van -- drove alone	7,105	11,899	50,541	9,544	79,089
--percent of total	79.4%	73.9%	72.1%	68.7%	72.5%
Car, truck, or van - carpooled	786	2,744	8,053	1,527	13,110
--percent of total	8.8%	17.0%	11.5%	11.0%	12.0%
Public transportation (excluding taxicab)	148	233	828	270	1,479
--percent of total	1.7%	1.4%	1.2%	1.9%	1.4%

Source: 2007-2011 American Community Survey 5-Year Estimates

Another source of data that provides an understanding of employee travel patterns is the United States Census Bureau’s Longitudinal Employer-Household Dynamics (LEHD) 2010 dataset.¹ LEHD draws on federal and state administrative data from Censuses, surveys, and administrative records. Table 1-6 presents county-level data on the location of primary jobs for workers aged 16 or older, who live in each of the four counties. As shown in this table, there is a significant amount of inter-county commuting by residents of Rio Arriba, Santa Fe, and Taos Counties.

Table 1-6: County-Level Employee Travel Patterns to Primary Jobs

Destination (County of Primary Job)	Origin (County of Residence)								Regional Total	
	Los Alamos		Rio Arriba		Santa Fe		Taos			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Los Alamos	6,900	74.9%	1,878	16.2%	3,263	6.3%	1,115	8.7%	13,156	15.4%
Rio Arriba	109	1.2%	2,518	21.7%	1,481	2.9%	1,566	12.3%	5,674	6.6%
Santa Fe	446	4.8%	2,717	23.4%	34,134	65.8%	2,287	17.9%	39,584	46.3%
Taos	77	0.8%	1,471	12.7%	626	1.2%	5,235	41.0%	7,409	8.7%
Bernalillo	783	8.5%	1,388	12.0%	8,298	16.0%	1,290	10.1%	11,759	13.8%
Other Counties	903	9.8%	1,633	14.1%	4,093	7.9%	1,290	10.1%	7,919	9.3%
Total Workers	9,218	100.0%	11,605	100.0%	51,895	100.0%	12,783	100.0%	85,501	100.0%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2011).

¹ US Census Bureau. OnTheMap Application and 2010 LEHD Origin-Destination Employment Statistics. <http://lehd.did.census.gov/led/datatools/onthemap.html>.



The following commuter travel patterns can be derived from this table:

- Los Alamos County residents work predominantly (74.9%) within Los Alamos County, with the next most frequent destination being Bernalillo County (8.5%), and very small numbers commuting elsewhere.
- Rio Arriba County residents are more dispersed in their commuting patterns, with jobs in Santa Fe County (23.4%), within their own county (21.7%), Los Alamos County (16.2%), Taos County (12.7%), and Bernalillo County (12%), and the remainder (14.1%) scattered in other counties.
- Santa Fe County residents largely work within their county (65.8%), with the next most frequent destination being Bernalillo County (16%). More than 3,200 residents commute to jobs in Los Alamos County (6.3%), nearly 1,500 to Rio Arriba County (2.9%), a small number (626, 1.2%) commuting to Taos County and the remainder (7.9%) commuting to other counties outside the region.
- While the largest portion of Taos County residents (41%) work within the county, significant portions commute to Santa Fe County (17.9%), Rio Arriba County (12.3%), Bernalillo County (10.1%) and Los Alamos County (8.7%). The remaining 10.1 percent commute elsewhere.
- Looking at the region as a whole, employed residents of all four counties work in Santa Fe County (46.3%), Los Alamos County (15.4%), Bernalillo County (13.8%), Taos County (8.7%), and Rio Arriba County (6.6%), with 9.3% working elsewhere.

REVIEW OF EXISTING SERVICES

This technical memorandum provides a review of the current services operated by the North Central Regional Transit District (NCRTD), with particular focus on the twenty fixed routes. This review included collection and analysis of operating data provided by NCRTD, discussions with NCRTD staff, and observation of services through riding the routes. In conjunction with the review of demographics, land uses, and travel patterns, and the identification of unmet needs, this information will be used to develop options, alternatives, and strategies to improve existing services or to develop new routes where necessary.

Contents of Memorandum

This document is presented in the following manner:

- **Background** – This section discusses the history of the organization and provides information on the governance structure and funding mechanisms in place through the District.
- **Review of Current Services and Overall Performance** – This section provides an overview of the NCRTD routes and services and a review of overall system performance. It also provides a review of previous expenses and revenues and



projected future budgets for the District. In addition, this section discusses other diagnostic measures beyond financial and ridership data.

- **Route Profiles** – This section offers a profile of individual NCRTD routes and services. Each route profile includes a description of the route, connections to other transportation services in the region, observations and comments from riding the route, and route strengths and weaknesses. The profiles also detail ridership and operating effectiveness and efficiency for each route.
- **Adjacent and Connecting Transit Services** – While individual route profiles include information on connections to other transit services in the region; this section provides an overall review of shared stops and current connections between these services.
- **Major Corridors and Duplication of Effort** – This section discusses major corridors in the NCRTD system, and provides a review of internal duplication of NCRTD routes as well as duplication with other transit services in the region.
- **ADA/Accessibility Considerations and Issues** – This section discusses areas related to the Americans with Disabilities Act (ADA) and to overall accessibility issues.
- **Summary of Existing Service Review** – This section summarizes the review of existing services and provides an initial analysis of the current system. This section also discusses modifications to current routes already planned by NCRTD.

Current Services and Overall Performance

NCRTD currently operates twenty fixed routes and two demand response routes in the North Central New Mexico region, with services as far north as Chama and Costilla and as far south as Edgewood and Moriarty, a distance of 174 miles. This section provides an overview of the NCRTD routes and services and a review of overall system performance, with particular focus on operating and ridership data. This section also reviews other diagnostic measures beyond this data, and provides information on current capital resources.

Fixed Routes

The twenty NCRTD fixed routes operate Monday through Friday and are fare free. Basic route information that includes ridership and operating statistics is provided in Table 1-7.



Table 1-7: NCRTD Basic Route Information, FY2012

Name	One Way Trips	Revenue Service Miles	Revenue Service Hours	Route Length - Round Trip (miles)	Scheduled Running Times	Headways
Pueblo Feeder Service						
Pojoaque to Nambe	3,167	31,048	2,016	25	7:00 a.m. to 5:06 p.m. (2.5 round trips)	2 hr.
San Ildefonso	3,399	22,980	1,008	16	7:00 a.m. to 6:00 p.m. (4 round trips)	1 hr.
Local Service						
Riverside	40,508	46,620	5,292	12	6:00 a.m. to 7:00 p.m. (Continuous)	30min./1 hr.
Westside	13,062	40,845	3,276	11	6:00 a.m. to 6:58 p.m. (Continuous)	1 hr.
UNM- Taos Klauer Campus	3,197	17,640	2,016	16	8:15 a.m. to 6:30p.m.(Continuous)	1.10 hr.
NM 599	6,852	25,956	590	15	5:55 a.m. to 4:23 p.m. (3 a.m. & 1p.m. one-way trips)	45 min.
Regional/Rural Routes						
Questa to Taos	12,202	46,872	2,016	58	6:35 a.m. to 6:20 p.m. (3 round trips)	2.5 hr.
Peñasco to Taos	8,697	43,848	2,016	72	6:05 a.m. to 6:35 p.m. (2 round trips)	2 hr.
Taos to Española	12,169	77,204	2,478	92	5:15 a.m. to 7:20 p.m. (3 round trips)	3 hr.
Española to Santa Fe	24,170	39,172	2,268	86	7:00 a.m. to 4:00 p.m. (3 round trips)	3 hr.
Española to Los Alamos to Pojoaque	1,317	33,764	1,008	N/A**	9:57 a.m. to 2:00 p.m. (0 round trips**)	1 hr.
Española to Chimayo	5,873	35,532	2,016	19	8:00 a.m. to 6:00 p.m. (Continuous)	1 hr.
Española to El Rito - Ojo Caliente	4,149	72,324	2,268	69	7:40 a.m. to 5:14 p.m. (4 round trips)	2 hr.
Chimayo to Las Trampas	2,051	48,384	2,016	34 (52 to Espanola)	7:00 a.m. to 5:30 p.m. (2.5 round trips)	2 hr.
Chama to Española	1,887	38,332	824	179	8:00 a.m. to 5:50 p.m. (2 round trips)	4 hr.
Questa to Red River	4,890	19,410	2,016	26	6:20 a.m. to 6:35 p.m. (6 round trips)	1 hr.
Eldorado to Santa Fe	8,243	53,676	2,016	34	7:10 a.m. to 6:30 p.m. (6 round trips)	1.5 hr.
Edgewood to Santa Fe	4,946	47,499	1,007	152	5:55 a.m. to 6:40 p.m. (1 round trip)*	N/A*
Pueblo/Local/Regional Hybrid						
Tesuque to Santa Fe	7,176	44,608	2,520	69	8:00 a.m. to 6:00 p.m. (4 round trips)	2 hr.
Santa Clara	7,022	52,920	2,058	73	7:05 a.m. to 5:55 p.m. (4 round trips)	1.20 hr.
Demand Response						
Demand Response	7,762	58,766	3,132	N/A	6:00 a.m. to 6:00 p.m.	N/A
Pojoaque Demand Response	3,088	22,109	1,199	N/A	5 hours per day	N/A
System Total	185,827	919,509	45,056			

* Commute route with one AM and PM run ** Does not run on a round trip basis



Demand-Response Services

While the vast majority of the NCRTD services are provided through the fixed routes, according to NCRTD two demand response service routes operate within 15 miles of Española within Rio Arriba County. These demand response services are summarized in Table 1-8.

Table 1-8: NCRTD Demand Response Information: FY2011 and FY2012

	One Way Trips	Revenue Service Miles	Revenue Service Hours	Scheduled Running Times	One-Way Trips per Hour	One-Way Trips Per Mile	MPH
FY 2011 Demand Response	10,050	59,129	3,534	6:00 a.m. to 6:00 p.m.	2.84	0.17	16.73
FY 2012 Demand Response	10,850	80,885	4,331	6:00 a.m. to 6:00 p.m.	2.51	0.13	18.68

The fare for the demand-response service is \$1.00 curb to curb and \$2.00 for door to door service. This service is open to the general public; however, there is no published information regarding the demand response service. The general public demand response service is also competing directly with the fixed route services in Española. In addition, the demand-response service is not operated in a manner to comply with Americans with Disabilities Act (ADA) paratransit requirements. More information on ADA paratransit services is included in a later section.

Revenues

NCRTD services are funded through a variety of federal, state, and local sources. The primary revenue source is the Gross Receipts tax (GRT). In FY2012 over \$7 million was provided through the GRT, nearly 70 percent of the NCRTD revenues.

Table 1-9 provides a review of all revenues, with actuals for FY2011-FY2012, budgeted amounts for FY2013 along with actuals through April 15, 2013, and the budget request for FY2014.

Table 1-9: Revenues

	FY11 Actual	FY12 Actual	FY13 Budgeted	FY13 Actual to 4/15/13	FY14 Budget Request
Section 5311/ Administration	\$594,161	\$489,984	\$482,040	\$439,277	\$496,501
Section 5311/ Operating	\$482,858	\$412,168	\$605,000	\$312,746	\$815,559
Section 5311/ Capital	\$95,587	\$57,545	\$289,000	\$2,493	\$96,000
Section 5311 Total	\$1,172,607	\$959,696	\$1,376,040	\$754,516	\$1,408,060
Section 5316 (JARC)/ Operating	\$137,655	\$99,166	\$182,356	\$118,129	\$58,089
Section 5304/ Planning	\$16,276		\$36,050	\$0	\$151,250
Tesuque Tribal FTA	\$0	\$4,749	\$43,434		
ARRA Stimulus	\$303,022	\$0	\$0		
Tribal Transit	\$71,212	\$57,595	\$0	\$222,604	
Section 5309/ Earmark	\$51,323	\$547,197	\$0	\$23,929	
Veterans Initiative					\$333,800
Total Other Federal Grants	\$441,833	\$609,541	\$79,484	\$246,533	\$485,050
State Capital Outlay/ Vehicles	\$0	\$616,856	\$280,000		\$170,000
LA Contribution	\$660,000	\$600,000	\$500,000	\$500,000	\$450,000
Building	\$0	\$250,000	\$333,000		
Other Revenue Total	\$660,000	\$1,466,856	\$1,113,000	\$500,000	\$620,000
Local Member Match	\$880,000	\$0	\$0	\$0	\$0
Gross Receipts Tax (GRT)	\$7,524,035	\$7,027,717	\$7,013,800	\$4,117,865	\$6,720,765
Misc.	\$99,641	\$33,702	\$0	\$53,411	\$40,000
Local/GRT Revenue Total	\$8,503,677	\$7,061,418	\$7,013,800	\$4,171,277	\$6,760,765
Total NCRTD Revenues	\$10,915,772	\$10,196,678	\$9,764,680	\$5,790,454	\$9,331,964

Source: NCRTD



Capital Expenses

In recent years primary capital expenses for NCRTD have been for a new administrative and operations facility. Table 1-10 provides a review of capital expenses, with actuals for FY2011-FY2012, budgeted amounts for FY2013 along with actuals through April 15, 2013, and the budget request for FY2014.

Table 1-10: Capital Expenses

	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to 4/15/13	Request
Furniture & Equipment under 5K		\$0	\$0	\$2,168	
Capital Expenses		\$0	\$457,000	\$6,781	
Buildings	\$880,690	\$1,129,200	\$180,000	\$224,891	\$8,000
Furniture & Fixtures	\$5,767	\$16,597	\$525,326	\$93,661	
Other Capital Expenses		\$0	\$0	\$9,090	\$450,000
Benches and Signage		\$0	\$0	\$4,952	
Passenger Bus	\$265,880	\$925,284	\$350,000	\$0	\$386,000
Bus Shelters	\$52,430	\$10,584	\$0	\$15,000	\$15,000
Total Capital Expenses	\$1,204,767	\$2,081,665	\$1,512,326	\$341,543	\$859,000

Source: NCRTD

Administrative, Operating, and Other Expenses

Administrative, operating, and other expenses incurred by NCRTD are provided in Table 1-11 with actuals for FY2011-FY2012, budgeted amounts for FY2013 along with actuals through March 29, 2013, and the budget request for FY2014. Not surprising, primary expenses are for salaries and benefits for operations and administrative staff and for fuel. Table 1-11 also includes GRT allocations for sponsored services not directly operated by the NCRTD in the City of Santa Fe, Los Alamos County and Rail Runner.



Table 1-11: Administration, Operations, and Other Expenses

<u>ADMINISTRATION</u>	FY11		FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Salaries and Benefits	\$378,443	\$322,204	\$408,316	\$197,480	\$383,924
Other Admin Expenses	\$159,261	\$81,806	\$126,443	\$42,791	\$144,441
Contracts	\$170,200	\$228,120	\$323,500	\$77,593	\$303,600
Total Administration Expenses	\$707,904	\$632,130	\$858,259	\$317,864	\$831,965
<u>FINANCE</u>	FY11		FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Salaries and Benefits	\$217,396	\$191,916	\$223,811	\$164,998	\$245,593
Other Expenses	\$62,027	\$84,000	\$46,035	\$11,659	\$35,485
Contracts	\$20,670	\$53,500	\$29,500	\$27,997	\$25,233
Total Finance Expenses	\$300,093	\$329,416	\$299,346	\$204,654	\$306,311
<u>OPERATIONS ADMINISTRATION]</u>	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Salaries and Benefits	\$285,574	\$242,529	\$249,293	\$130,603	\$245,384
Other Expenses	\$25,284	\$16,200	\$18,796	\$10,469	\$16,156
Total Operations Admin. Expenses	\$310,858	\$258,729	\$268,089	\$141,072	\$261,540
<u>OPERATIONS</u>	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Salaries and Benefits	\$1,186,635	\$1,271,688	\$1,488,431	\$1,006,924	\$1,560,908
Other Expenses	\$37,713	\$153,651	\$140,400	\$62,388	\$167,203
Total Operations Expenses	\$1,224,348	\$1,425,339	\$1,628,831	\$1,069,312	\$1,728,111
<u>FLEET/BUILDING</u>	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Salaries and Benefits	\$59,799	\$60,980	\$142,579	\$49,066	\$134,234
Fuel	\$304,353	\$328,291	\$420,000	\$299,347	\$430,000
Vehicle Maintenance - Repair	\$70,270	\$58,588	\$70,000	\$37,565	\$70,000
Other Expenses	\$216,939	\$155,664	\$348,684	\$226,286	\$467,929
Total Fleet/Building Expenses	\$651,361	\$603,523	\$981,263	\$612,264	\$1,102,163
<u>OPERATIONS - Non RTD</u>	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to	Request
Non-RTD Railrunner	\$1,922,899	\$1,985,628	\$1,823,588	\$1,048,947	\$1,957,780
Non-RTD Los Alamos County	\$1,238,603	\$1,303,870	\$1,402,760	\$519,829	\$1,344,173
Non-RTD City of Santa Fe	\$952,775	\$967,630	\$981,932	-	\$940,921
Total Operations Expenses	\$4,114,277	\$4,257,128	\$4,208,280	\$1,568,776	\$4,242,874

Source: NCRTD



System-wide Performance Review

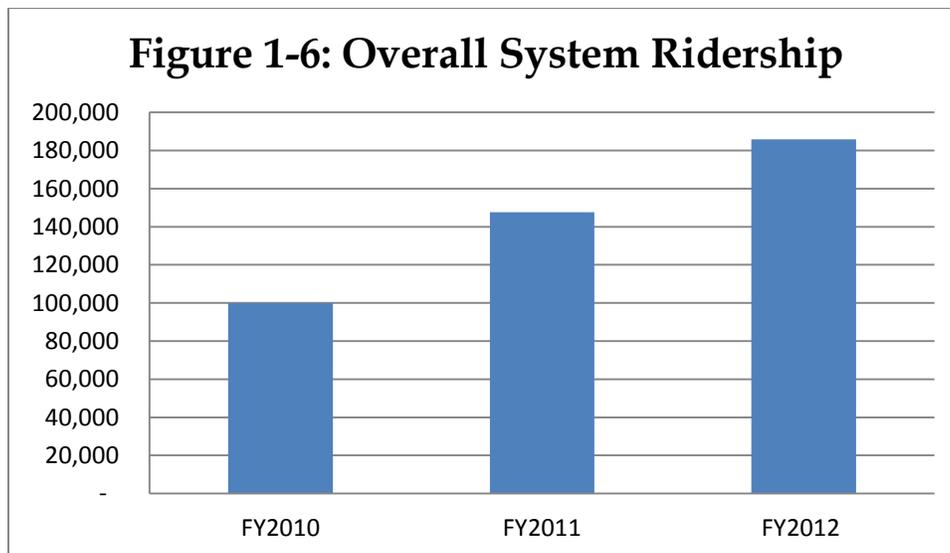
The performance review begins by looking at operating data for the overall NCRTD system. This data includes ridership (one-way passenger trips), vehicle miles, vehicle hours, and operating expenses. From this data the following performance indicators can be determined:

- Cost per Passenger Trip,
- Cost per Mile,
- Cost per Hour,
- Passenger Trips per Mile; and
- Passenger Trips per Hour.

While each of these performance indicators has value, typically the most useful single measure is the passenger trips per hour measure, as it reflects usage in relation to the amount of service provided. Generally speaking, the majority of transit operating costs are hourly (wages and benefits), so higher values of trips per hour reflect better use of existing resources.

Ridership

NCRTD services have demonstrated a significant ridership increase over the past several years. As shown in Figure 1-6, ridership has increased from 99,933 passenger trips in FY2010 to 147,546 passenger trips in FY2011 to 185,827 passenger trips in FY2012 – an 86 percent increase over that two-year period.





Using ridership data for the first three quarters of FY2013, in FY 2013 ridership rose 3.9 percent.

Operating Performance

Table 1-12 summarizes system wide data and performance measures for the past two fiscal years (FY2013 data and performance will be reviewed at the conclusion of the fiscal year). A review of the operating data provides the following observations:

- The all-important measure of productivity - one-way passenger trips per revenue hour - increased by over 21% between FY2011 and FY2012.
- The increase in ridership, coupled with only a slight increase in operating costs, resulted in an almost 20% decrease in cost per passenger trip.

Table 1-12: NCRTD Basic Performance Data and Measures: FY2011-2012

	FY2011	FY2012	Percent Change
One-Way Passenger Trips	147,546	185,827	25.9%
Vehicle Miles	850,230	919,519	8.1%
Vehicle Hours	43,508	45,056	3.6%
Total Operating Costs	\$3,259,889	\$3,323,373	1.9%
Cost per Passenger	\$22.09	\$17.88	-19.1%
Cost per Mile	\$3.83	\$3.61	-5.7%
Cost Per Hour	\$74.93	\$73.76	-1.6%
Passenger Trips Per Mile	0.17	0.20	16.5%
Passenger Trips Per Hour	3.39	4.12	21.6%

Source: NCRTD

While the system wide review is helpful, it is critical to review individual routes and assess their performance. Table 1-13 provides this assessment.



Table 1-13: NCRTD Basic Performance Data by Route

Route	One-Way Trips per Revenue Hour	One-Way Trips per Revenue Mile	MPH
Pueblo Feeder Service			
Pojoaque to Nambe	1.57	0.10	15.40
San Ildefonso	3.37	0.15	22.80
Local Service			
Riverside	7.65	0.87	8.81
Westside	3.99	0.32	12.47
UNM - Taos Klauer Campus	1.59	0.18	8.75
NM 599	11.61	0.26	43.99
Regional/Rural Routes			
Questa to Taos	6.05	0.26	23.25
Peñasco to Taos	4.31	0.20	21.75
Taos to Española	4.91	0.16	31.16
Española to Santa Fe	10.66	0.62	17.27
Española to Los Alamos to Pojoaque	1.31	0.04	33.50
Española to Chimayo	2.91	0.17	17.63
Española to El Rito - Ojo Caliente	1.83	0.06	31.89
Chimayo to Las Trampas	1.02	0.04	24.00
Chama to Española	2.29	0.05	46.52
Questa to Red River	2.43	0.25	9.63
Eldorado to Santa Fe	4.09	0.15	26.63
Edgewood to Santa Fe	4.91	0.10	47.17
Pueblo/Local/Regional Hybrid			
Tesuque to Santa Fe	2.85	0.16	17.70
Santa Clara	3.41	0.13	25.71
System Average	4.14	0.21	24.30

Cost Performance

As indicated in Table 1-12 overall system costs increased only slightly over the two year period despite an 8.1% increase in vehicle miles. As a result overall system cost per hour and cost per mile decreased between FY2011 and FY2012. The cost per hour of \$73.76 is within the normal range for transit peers and the same is said for cost per mile.



Review of Other Diagnostic Measures

The diagnostic measures are used to determine how well the system is performing in areas other than financial, ridership and productivity. Both efficiency measures (doing things right) and effectiveness measures (doing the right things) will be reviewed. These diagnostic measures are detailed in Tables 1-14. These measures include:

- One-way trips per capita - This is a measure of the impact NCRTD has on the community.
- Revenue miles per hour - The average speed of the route will be used for any changes of the route.
- Preventable accidents per 100,000 miles - a safety measure.
- Service area coverage 1/2 mile and 3/4 mile - This illustrates the service area for those persons walking to a stop.

Table 1-14: NCRTD Basic Diagnostic Measures: FY2011-2012

Year	One-Way Trips Per Capita	Revenue Miles per Hour	Preventable Accidents per 100k Miles
FY 2011 NCRTD	1.75	22.35	0.5
FY 2012 NCRTD	1.14	19.54	0.3

Source: NCRTD

One-Way Trips Per Capita

The number of one-way trips per capita is an indicator of the system’s footprint in the community. This number increased slightly in FY2012 (1.75) from 1.14 trips per capita in FY2011.

Average Speed

The average speed fluctuated 14 percent from FY2011 to FY2012. The current 22 mph is a productive speed for regional transit services. These numbers will be important at the route level in determining the average speed of each route. For example, if a route is operating at a scheduled 13.5 mph is always late; its scheduled speed is too fast and requires an extension of time to the route or a shorter route.



Preventable Accidents and Road Calls

Preventable accidents are at .5 per 100,000 miles, which is excellent. Accidents in FY2012 were up slightly from FY2011, but still remain low. FY2011 had one more non-preventable accident than 2012, but the accident rate for the system is exemplary.

Service Area Coverage

The service area coverage is measured in two ways. First, the ½ mile distance indicates the most likely maximum distance many people will walk to get to the bus (Figure 1-7). This map indicates that much of the core of Española service area within ½ mile of a route is covered. Areas outside of Española and the adjacent Pueblos are rural and regional in nature or are covered by other transit jurisdictions. In these areas the ½ mile buffer is not an effective indicator of service provision.

The ¾-mile coverage area (Figure 1-8) for ADA purposes shows the area in which complementary paratransit service must be provided. Unless the route is for commuting purposes only and operates only during peak hours, ADA complementary paratransit service is required within ¾ of a mile from the route.

Vehicle Inventory

As of October 2012, the NCRTD fleet consisted of 36 vehicles. Passenger capacity for each of these vehicles ranges from five to 40. Information on the overall existing fleet is provided in Table 1-15. Two 14 passenger buses, one 18 passenger bus, and one 28 passenger bus are on order, and this inventory will be updated accordingly for the draft final versions of the plan.

Figure 1-7: NCRTD Service 0.5 Mile Buffer

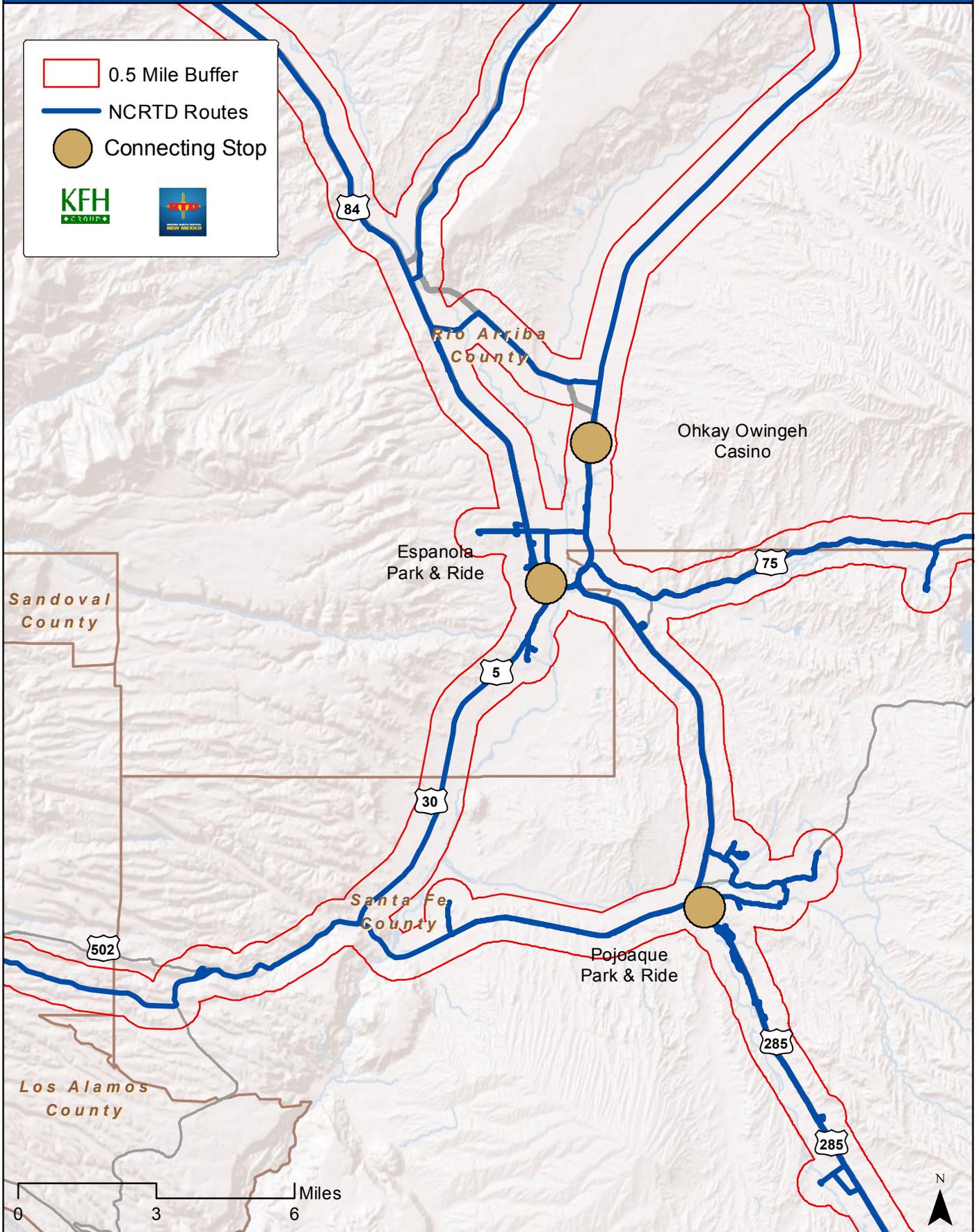


Figure 1-8: NCRTD Service 0.75 Mile Buffer

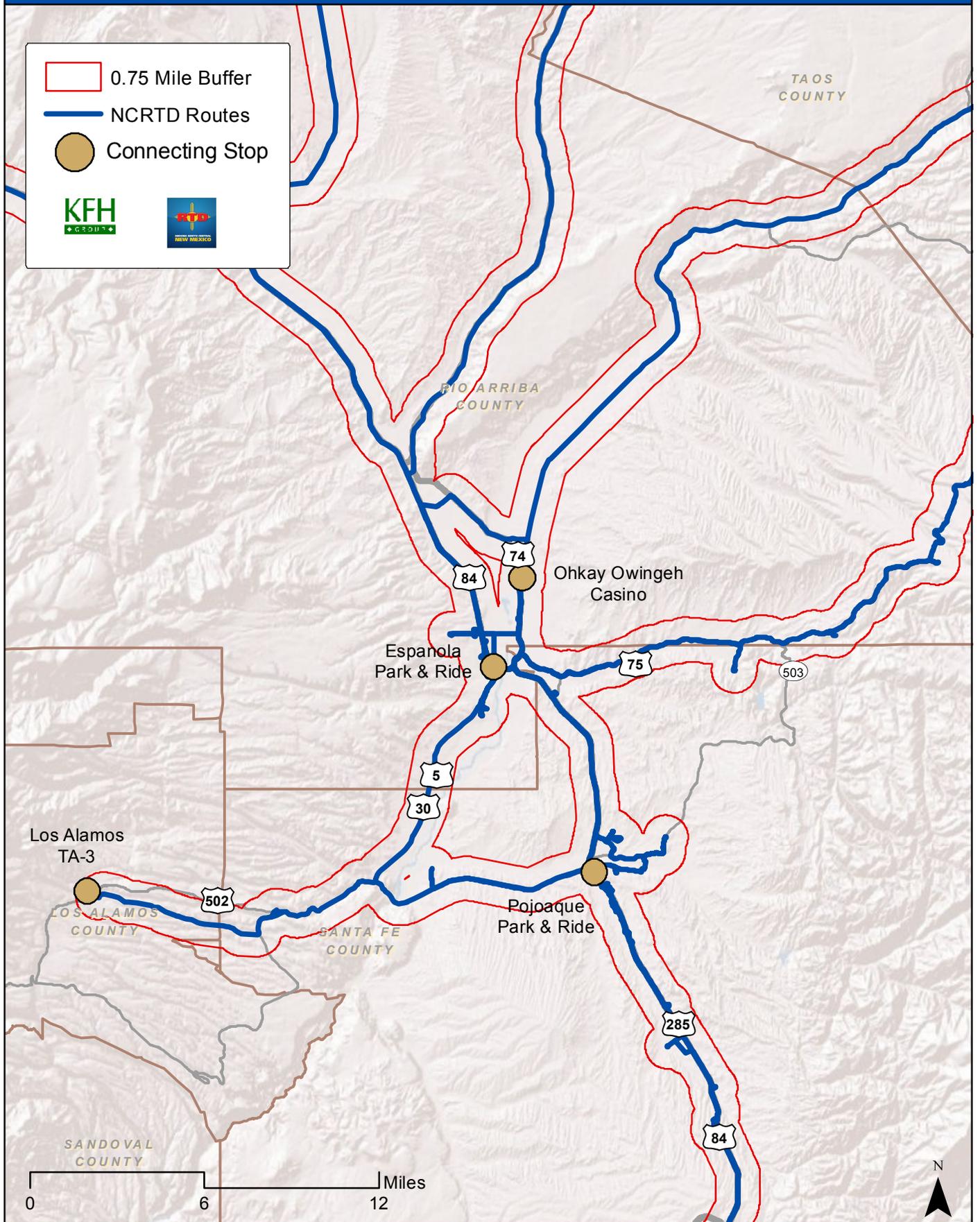




Table 1-15: Vehicle Inventory (As of 10/29/12)

UNIT #	MAKE	MODEL	PASS #	CONFIG	YEAR
T-502	FORD/STARTRANS	E-350	12	CUTAWAY	2008
T-508	DODGE/BRAUN	B-250	5	VAN	2001
T-510	FORD	E-150	N/A	VAN	2000
T-512	DODGE/BRAUN	B-250	10	EXTD VAN	2001
T-520	FORD/STARTRANS	E-350	12	CUTAWAY	2008
T-526	FORD/BRAUN	E-350	8	EXTD VAN	2008
T-527	FORD/BRAUN	E-350	8	EXTD VAN	2008
T-532	CHEVY/BRAUN	UPLANDER	6	MINI VAN	2008
T-533	CHEVY/BRAUN	UPLANDER	6	MINI VAN	2008
T-534	GMC/GLAVAL	C5500	25	BUS	2009
T-535	FORD/GOSHEN	E-350	12	CUTAWAY	2009
T-536	FORD/GOSHEN	E-350	12	CUTAWAY	2009
T-537	FORD/STARTRANS	E-350	12	CUTAWAY	2010
T-539	CHEVY/GLAVAL	E3500/TITAN II	18	BUS	2010
T-540	CHEVY/GLAVAL	E3500/TITAN II	18	BUS	2010
T-541	CHEVY/GLAVAL	E3500/TITAN II	18	BUS	2010
T-542	CHEVY/GLAVAL	E3500/TITAN II	18	BUS	2010
T-543	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	2011
T-544	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	2011
T-545	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	2011
T-548	INTER/CHAMPION	4300/DEFEN	40	BUS	2011
T-549	INTER/CHAMPION	4300/DEFEN	40	BUS	2011
T-550	INTER/CHAMPION	4300/DEFEN	40	BUS	2011
T-551	FORD/GLAVAL	F-550/ENTO	28	BUS	2011
T-552	FORD/STARTRANS	E-350/CAND	14	BUS	2010
T-553	FORD/GLAVAL	F-550/ENTO	28	BUS	2011
T-554	FORD/GLAVAL	F-550/ENTO	28	BUS	2011
T-555	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	2011
T-556	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	2011
T-557	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	2011
T-558	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	2011
T-559	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	2011
T-560	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	2011
T-561	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	2011
T-562	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	2011
T-563	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	2011

Source: NCRTD



Facilities

In 2012, NCRTD moved into their new headquarters in Española. This marked the first time the District's division began operating under one roof². The 12,500 square foot facility houses administrative staff, operations, and fleet maintenance.

Bus shelters are located at some key locations along NCRTD routes. However, in most cases these shelters are inaccessible for people who use wheelchairs due to the lack of sidewalks or a pathway.



Crowded Area at the Espanola Park and Ride

Transfer locations in Pojoaque, Santa Fe, Taos, and Los Alamos are adequate for current routes and ridership. Conversely, the Park & Ride location in Española that serves as the connecting point for many NCRTD routes is very crowded.

Summary of Existing Services

The NCRTD services consists of eleven regional routes, three pueblo feeder routes, four local routes and one pueblo/local/regional hybrid route. The highest levels of service are in Española and along the Highway 285/84 corridor between Española and Santa Fe. A total of 20 routes, 4 pueblo, and 12 regional travel along this corridor, and much of the service is duplicative.

It is evident that based on the overall data and performance measures from FY2011 and FY2012, NCRTD is headed in a positive direction. The FY2012 performance measures can now serve as benchmarks for the system as a whole. The objective will be to improve service over those benchmarks. The next step is to assess individual routes to identify specific areas to improve performance over time, and to identify opportunities for improved service design and to reduce any duplication.

The review of the individual routes indicates that some routes are performing well, while other routes are candidates for modifications. Each route is profiled in Technical Memorandum No. 2. The summary of those routes includes six primary categories of service rationalization for the NCRTD fixed route services. They are:

² NCRTD 2012 Annual Report



- Major Corridors and Interlining,
- Connections,
- Bus stops,
- Jurisdictional Coordination/Regional Service Planning,
- Service Duplication,
- Scheduling and Timing Points; and
- Service and Route Design.

Major Corridors and Interlining

By far the corridor with the most significant ridership and service is the corridor connecting Santa Fe and Española. There are currently three separate routes that operate entirely or in large part along this corridor at some points during the day. Many of the routes serve different stop locations, but it remains that there are several NCRTD buses serving the corridor at the same time.

- *Española to Santa Fe* – This route travels along Highway 285/84 stopping at major destinations.
- *Tesuque to Santa Fe* – This route operates primarily between Santa Fe and Tesuque Pueblo along Highway 285/84.
- *Santa Clara* – This route starts in the Santa Clara Pueblo to the southwest of Española, going through Española to the north before heading south along Highway 285/84 connecting to Santa Fe.

Another corridor that has potential for interlining is the Española to Taos corridor along the highroad to Taos. There are three routes serving this corridor which all connect, though there is some duplication in the Chimayo area during the morning peak times.

- *Española to Chimayo* – this is a local route that connects Española to Chimayo on hour-long headways.
- *Chimayo to Las Trampas* – is primarily a commuter route that connects the Chimayo route to the Peñasco route.
- *Peñasco to Taos* – this is also a mostly commuter route going from Las Trampas to Taos in the mornings and evenings.

Consolidating the Highway 285/84 routes into two or three routes and the high road routes into one or two routes will likely improve productivity by eliminating duplication and improve on-time performance.

Connections

As noted earlier, a connection is not a shared stop. Just because two routes stop at the same location doesn't mean that those routes connect. A connection is a timed meet at a stop location where passengers have the chance to alight one bus and board another. NCRTD does an excellent job connecting their services with Atomic City routes, but can make improvements coordinating connections with other NCRTD routes, Chile Line services, and NMDOT Park & Ride routes. For example, the Chimayo route stops just 300 yards short of connecting to other NCRTD routes in Española.



NMDOT Park and Ride making a timed connection with the Rail Runner service.

While NCRTD does an excellent job coordinating with the NMDOT Park and Rider services so as not to duplicate routes and compete with one another, there is less coordination in making timed connections. At the Española park and ride location there are often NCRTD buses departing the stop as NMDOT Park and Ride buses are arriving.

Bus Stops

According to the New Mexico Uniform Traffic Ordinance bus operators cannot load and unload passengers at locations other than a bus stop. Many potential passengers are not served, not because they do not live on a route, but rather because they do not live near a bus stop, which is limited in rural areas. The addition of bus stops may help residents along rural corridors access NCRTD services.

The majority of the bus stop shelters are inaccessible to a person using a wheelchair. This not only negatively impacts ridership it is out of compliance with ADA.

The individual route profile maps show a sample of daily boarding at all bus stop locations in the NCRTD system. Many stops go unused throughout the day.

Jurisdictional Coordination/Regional Service Planning

Jurisdictional coordination and regional service planning are important from a performance (increased productivity) and political (turf issues) standpoint. Many of the NCRTD routes that serve the Taos area meander through Taos stopping at locations already served by the Chile Line, or locations that should be served by the



The Taos County Courthouse shared stop with the Chile Line



Chile Line. The Chile Line operates regional service connecting Taos to Santa Fe on the weekends. Regional service is one of the primary directives of NCRTD. Streamlining the meandering service in Taos in coordination with the Chile Line will improve productivity of both systems and enable each entity to focus on their major service typologies for the area.

Service Duplication

There are several areas where NCRTD services are duplicative. Some routes duplicate more than one route. Duplication is a major contributor to low productivity because it creates an environment where NCRTD is competing with itself. Some routes are duplicative geographically though they serve the same areas at separate times and some routes are duplicative in both geography and scheduling. The following routes are duplicative of other routes:

- *Santa Clara* - This route duplicates several other routes, including portions of the Westside route, Riverside and all other routes serving the Highway 285/84 corridor.
- *Tesuque to Santa Fe* - This route operates along a stretch also served by other Española to Santa Fe services, with only a few stops at several different locations from the other routes.
- *Española to Santa Fe* - This route is one of six that travel along Highway 285/84 between Santa Fe and Española.
- *UNM Taos Klauer Campus* - This route is a local Taos route, most of which duplicates Chile Line service, though the Chile Line does not currently stop at the campus.
- *Peñasco to Taos* - The portion of this route that meanders through Taos is duplicative of local Chile Line service, though some specific stop locations are not currently served by Chile Line.

Scheduling and Timing Points

Many of the routes operate to and from the right places however many do not operate when needed. Many do not operate schedules conducive to commuting in both directions. Many do not offer enough time for shopping or any other needs or offers 6 hours – too much time. In these cases, simply adjusting the schedules will generate higher ridership.

It is common for long regional routes with only 5 or 6 stops to have a timing point at every stop as long as the bus does not have to sit if there are no passengers. The same is not true for shorter local routes with many stops. Both the Riverside and Westside routes have timing points at every stop. As a result the buses sit at stops often for up to 5 minutes because they are running ahead of schedule. These routes have too



much time worked into them and have too many timing points, significantly reducing their effectiveness.

Service and Route Design

Selecting the right service and route design is an important factor in improving productivity. Looping and meandering routes tend to be frustrating for transit customers, lead to decreases in ridership, and hurt the productivity of routes. Transit routes and schedules should be clear and easy to understand. The Westside is an example of a route that both loops and meanders and suffers from low productivity (3.99 trips per hour) especially for a route serving an urban area. The Pojoaque Nambé route is also a meandering route that only serves 1.5 passengers per hour.

The Española - Los Alamos - Pojoaque route is very difficult to understand as it is essentially two separate routes. It travels several times between Española and Los Alamos before changing direction completely and traveling several times between Los Alamos and Pojoaque. Finally the route travels from Pojoaque to Española. The route does not complete only one full round trip from 9:57 a.m. to 2:00 p.m., though the route runs continuously.

The Española to El Rito to Ojo Caliente route consists of a long loop at the northern portion of the route. This renders the route ineffective as passengers at the beginning of the loop have to ride for over an hour to get to the park and ride. Passengers on the back half of the loop have to ride over an hour to get back to their trip origin.

OUTREACH ACTIVITIES

NCRTD highly values public input and has requested significant efforts to reach out to the public. The KFH Group and its team member Southwest Planning (SWP) conducted extensive outreach in order to gauge the appropriateness of the service and to determine where there are still unmet needs.

Connecting with the Public and Other Stakeholders

To that end, the KFH Group Team used a number of approaches to connect to various segments of the public. These included the following:

1. Southwest Planning conducted 15 meetings and one focus group throughout the service area. These are documented with a full set of meeting transcripts.
2. Discussions with over 100 riders, bus drivers, local residents, and other stakeholders throughout the service area.



3. Discussions with management from connecting transit systems: Santa Fe Trails, Atomic City Transit, The Chile Line, Rail Runner and NMDOT Park and Ride.
4. Meetings with management staff and drivers/dispatchers.
5. The 2011 survey conducted for NCRTD.

Public and Pueblo Meetings

SWP conducted 10 community meetings and 5 Pueblo meetings over the course of 5 weeks across the North Central Regional Transit District. Prior to the community meetings, SWP implemented a media campaign to inform residents that the meetings were going to occur. The media campaign included radio ads, public service announcements, flyers, NCRTD rider alerts, interfacing with local community organizations and government agencies, church bulletin announcements in select communities, and other forms of outreach.

Community Meeting Summary

Attendance varied by community. Madrid was the best attended community meeting with 30 people in attendance. On average, the meetings had 5-7 people.

Connectivity

1. A number of transit destinations were brought up repeatedly as target destinations: Santa Fe (most popular), Española, Los Alamos and Taos by the more rural communities. Participants traveling to these destinations indicated that they would use them for shopping, school, medical facilities, etc. as connection points to other destinations.

New Service

1. There were a number of requests for new service in the following areas:
 - a. La Cienega/Las Golondrinas,
 - b. Tres Piedras,
 - c. Tourist oriented service - Santa Fe to Taos and
 - d. Ski service.

Service Times

1. Investigate weekend service from all the rural communities. While not every community mentioned the need for weekend service, and some explicitly rejected it, the issue was brought up at a number of meetings.



2. Many rural areas would like more than a morning-afternoon route. People using the buses are forced to spend a full day in their target destination for
 - a. Access to medical services for the elderly,
 - b. Shopping,
 - c. Activities for children,
 - d. Human services department; and
 - e. Unemployment office.
3. Multiple respondents discussed the need for service times geared towards summer activities for tourists and children.
4. Multiple morning/evening connections were identified as being either too early or too late to properly accommodate work schedules.
5. Service times do not always properly connect with other transit services (Chile Line, Rail Runner, etc.).

Communication

Generally, there is not a lot of awareness in any of the communities about the NCRTD as a brand; however, the “Blue Bus” branding was strong. Numerous respondents indicated that the meeting was the first they had heard of the NCRTD, but that they were familiar with that blue bus.

1. Communication in the rural areas should be targeted to the area.
2. Those participants who visited the website had polarized opinions about it.
3. The phone number received mixed but generally positive reviews.
4. Numerous respondents requested that schedules be posted at bus stops. They also indicated that schedules were difficult or impossible to come by.
5. Bus drivers are the main channel of communication with riders.
6. Many participants thought that the NCRTD buses should say “free” clearly on the outside of the bus.
7. Other channels of communication such as radio, billboard, etc. are less effective means of reaching the communities than others listed above; however, they still had some impact.



Other

There were a small yet vocal number of respondents that were concerned about bike space on the bus. These riders indicated that the two available bike racks on their buses would sometimes fill up. Any additional cyclists attempting to use the bus would be unable to. They also indicated that only a small number of additional bike spaces would greatly alleviate the problem.

Some routes are becoming too full to accommodate the number of riders. Look at routes to make sure equipment is being upgraded according to ridership growth.

Primary reasons for bus use were to save money on gasoline prices, protect the environment, and due to lack of transportation alternatives.

Bus drivers as a means of communication, scheduling, and other functions on commuter routes are an important resource for the NCRTD. They currently perform some informal duties that should be formalized and taken advantage of.

Buses generally were considered to be comfortable and safe.

ASSESSMENT OF OVERALL NEED

The final step in the needs assessment analysis is to determine the unmet needs and gaps in service. The efforts conducted in the first three technical memoranda are used in this memorandum to identify the unmet mobility needs and potential gaps in transit service in the RTD region. We will use the findings to evaluate the potential for generating future transit ridership over the next five years and beyond. This effort will help us to identify the unmet mobility needs and potential gaps in transit service in the four-county region. We will use the findings to evaluate the potential for generating future transit ridership over the next five years and beyond.

Based on the findings from the first three memoranda the study team has determined that there are unmet needs in a variety of areas:

- **Unserved Areas** - NCRTD has service throughout much of the region. The coverage areas of service include most communities of the size that could sustain service. There are a few areas that are not receiving service at this time (this includes both communities as well as significant destinations - often tourist oriented). These were identified in the outreach component as well as through demographic analysis and observations. These areas vary widely and will require different approaches to service. In addition to these unserved areas,



there are areas that are unserved due to a lack of a bus stop and these will be discussed in a subsequent section.

- **Underserved Areas** – These include areas that do not get enough service, particularly commuter service, weekend service or night service. These include communities on existing routes, some with regular service, just not at the right time. In some cases areas are not served because of a lack of a bus stop and these are discussed in the following section.
- **Bus Stops** – Due to New Mexico state law public transit buses can only stop at designated bus stops and flag stops common across the country in rural areas, are not permitted. The limited stops inhibit ridership and causes communities on the route, not to be served. There is a need for many more stops throughout the transit system especially on the long distance rural routes. These needs can be remedied at very little (and one time) cost.
- **Connectivity and Regional Mobility** – NCRTD is the glue that binds each of the six systems in the service area. Timed, seamless meets are essential for connectivity. Without a seamless meet, there is no real connection. There are many examples of buses missing each other and eliminating the ability to travel throughout the service area. The connectivity must include all modes as well as to ensure that RTD buses meet each other as well.
- **Existing Service Modifications** – A considerable number of the needs can be met with simple adjustments to schedules, minor route changes and other no cost or very low cost changes to service. This includes:
 - eliminating service duplication,
 - modifying existing routes and schedules,
 - reducing the number of timing points; and
 - tailor service for seasonal fluctuations when serving tourist areas and colleges.
- **Rationalize Taos/Española/Santa Fe Corridor** – Currently there are three separate routes that serve the same corridor. Service in this corridor needs to be coordinated and less confusing. There should be one route serving the corridor with both local and express service. All of the other routes should be connecting and feeding these trunk routes.
- **Americans with Disabilities Act** – There are a number of ADA issues that need to be addressed. This includes:

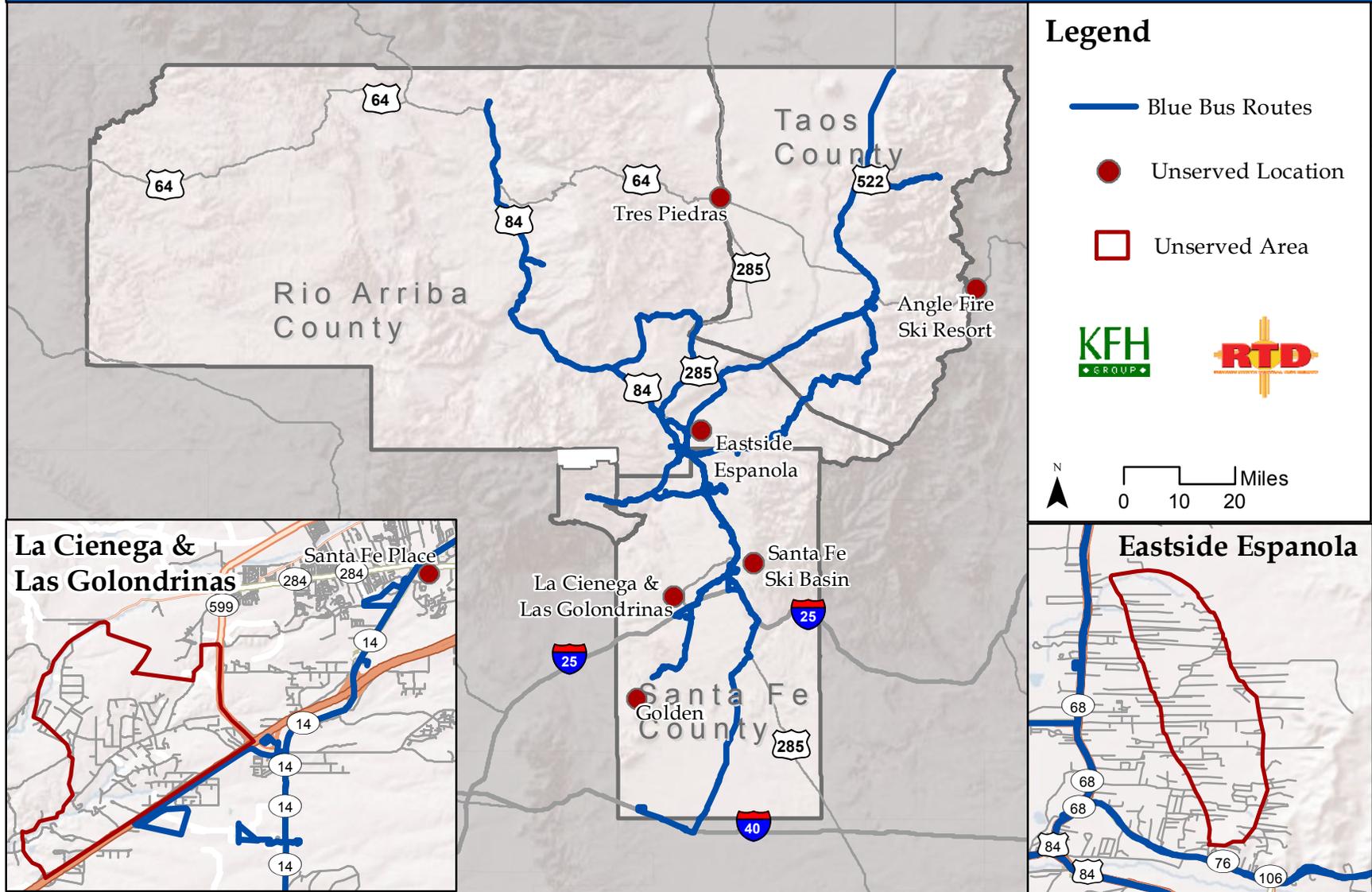


- ensuring that complementary paratransit or a flex route design is available as required by the ADA,
 - properly marketing and promoting the service; and
 - ensuring that bus shelters are accessible (discussed in the section on facilities).
- **Facilities** - Only some facilities are under control of the RTD. Major issues include shelters that need ADA improvements and the Española Transit Hub (owned by the City of Española) used by the Park and Ride service as well as the Blue Bus.
 - **Coordinated Planning Activities** - There are six transit systems directly serving the region and coordination/connectivity is an essential component to regional mobility. In fact all systems generate higher ridership when they ensure connections between systems. In previous years, staff of the different systems met quarterly to discuss issues of mutual concern. To aide in the accomplishment of that goal most of the providers voiced a need for a formal or informal Planning Work Group. The consultants believe this should be a formal arrangement to ensure that all parties commit to an open planning process.

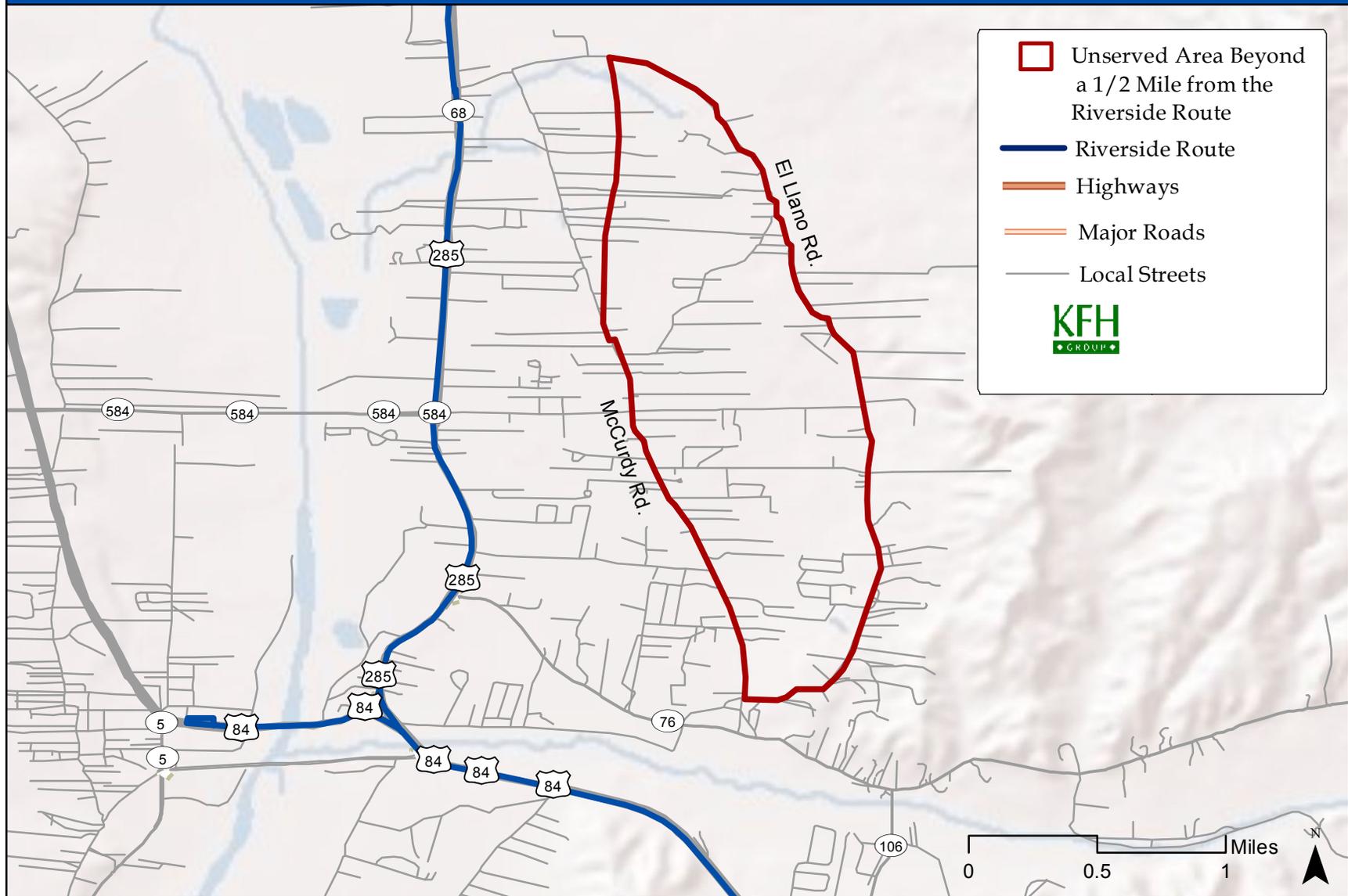
Unserved areas identified in the previous technical memoranda are depicted in Figure 1-9 and include:

- **East Side of Española between McCurdy and El Llano Rds. south toward Santa Cruz** - This area of Española is between ½ and 1 mile from the Riverside Route and is the largest residential area in Española. Currently only the portions of this area close to Riverside have reasonable access to the Riverside route. Figure 1-10 details this area of need.
- **La Cienega** - This is a community southwest of Santa Fe that parallels I-25 to the west and is about five miles south of the 599 Rail Runner train stop. The population of the area is about 4,000. Figure 1-11 details this area and Las Golondrinas. Currently it is 5 miles from the nearest Santa Fe Trails bus stop and about 10 miles from the Santa Fe Place Transit Center.
- **Las Golondrinas** - A living history museum about 1.5 miles north of La Cienega. This would be a stop on a route that served La Cienega. It is depicted in Figure 1-11.
- **Golden** - This is a small community 11 miles south of Madrid. The area is sparsely populated and is depicted in Figure 1-12.

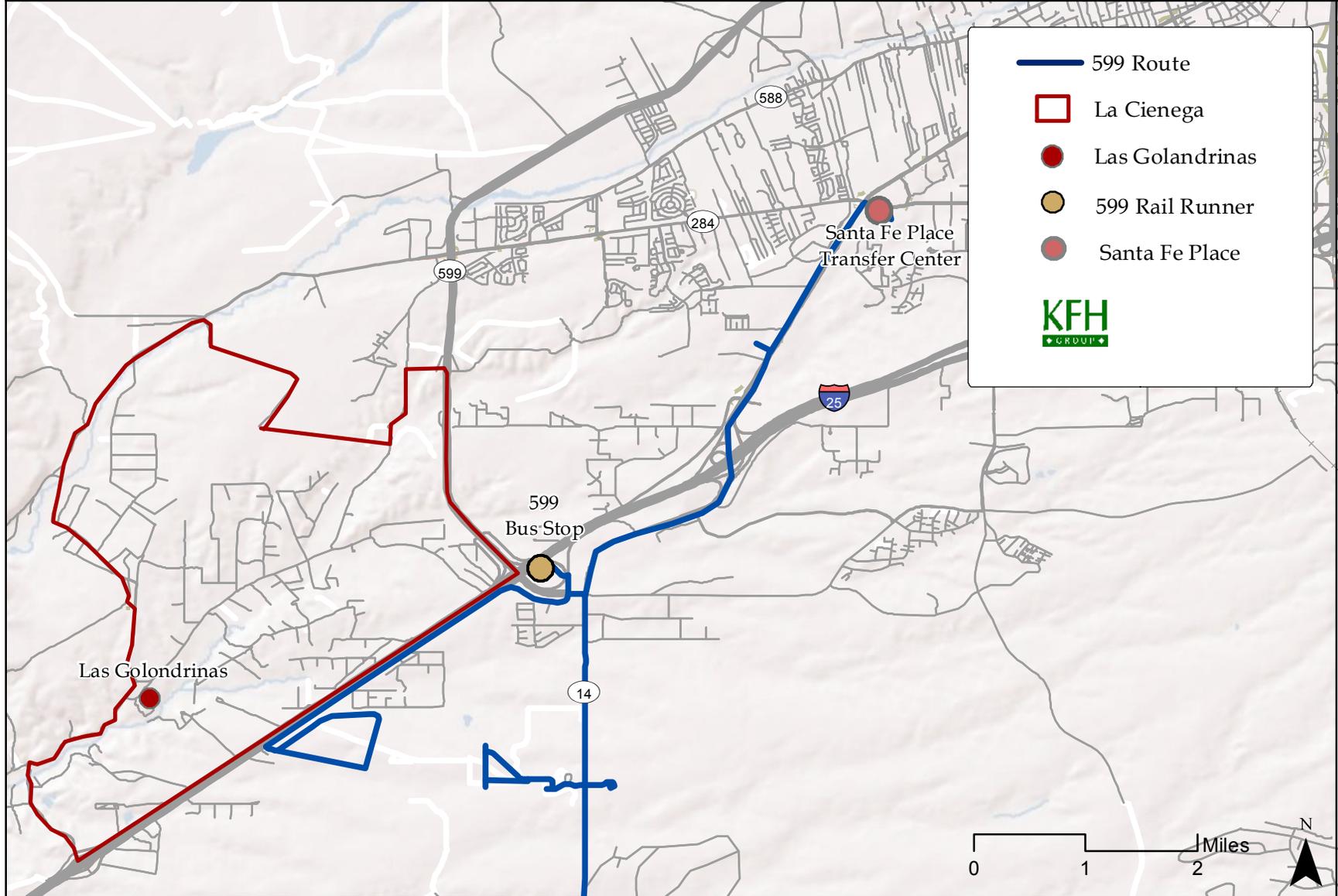
**Figure 1-9: North Central Regional Transit District
Unserved Areas**



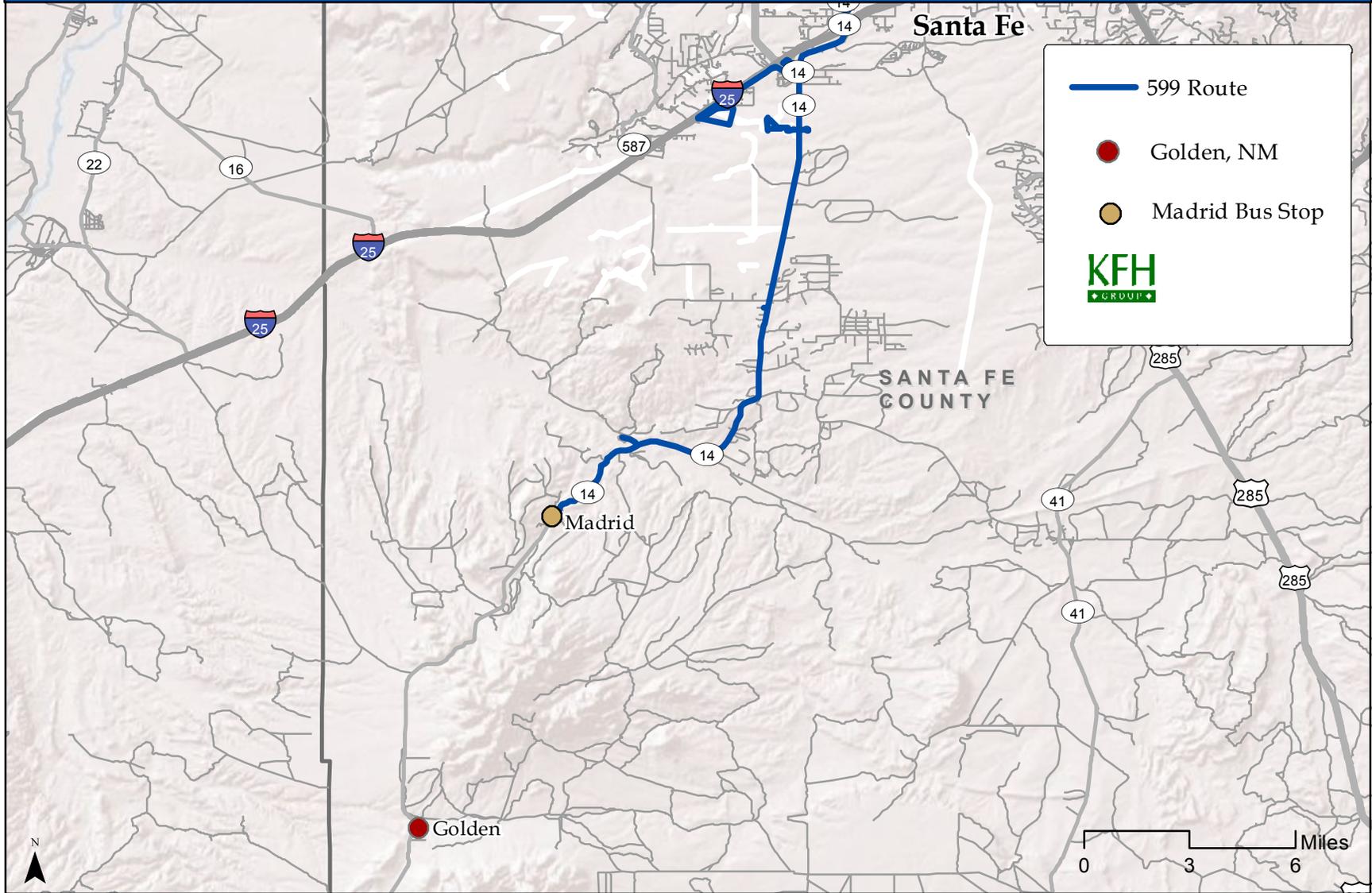
**Figure 1-10: North Central Regional Transit District
East Side of Espanola Unserved Area**



**Figure 1-11: North Central Regional Transit District
La Cienega Unserved Area**



**Figure 1-12: North Central Regional Transit District
Golden Unserviced Area**





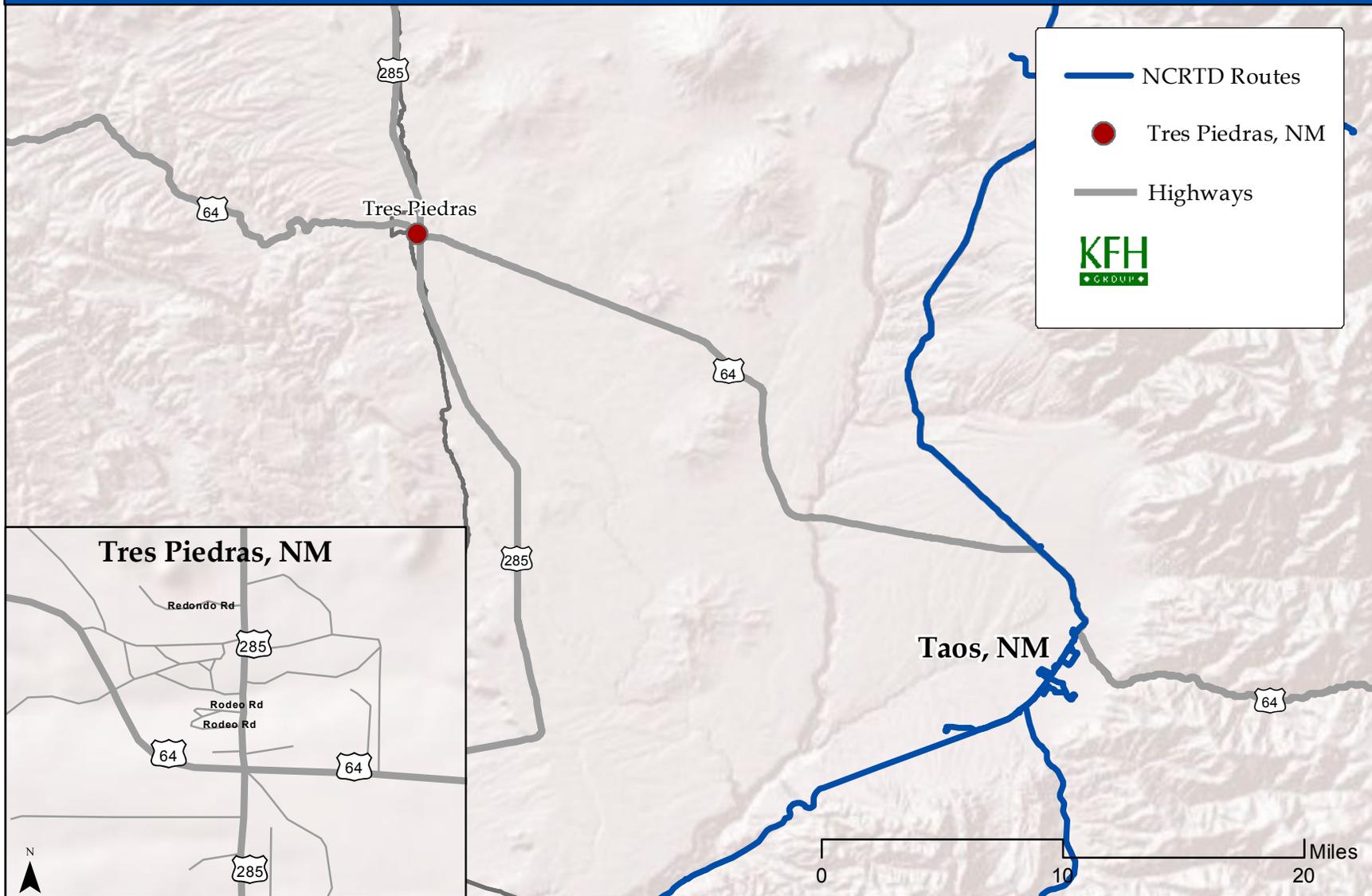
- *Tres Piedras* – In the northern reaches of the service area is Tres Piedras a small isolated community over 30 miles from Taos (Figure 1-13). There are a few homes at the crossroads of US highways 285 and 64 with approximately 1,000 people living in the larger area and an average density of fewer than 2 persons per square mile.
- *Service to Ski Basins in the Santa Fe and Taos areas* – These services could be developed in conjunction with the Rail Runner and the local ski destinations.

Commuter Service Needs

A number of communities have some service, but no commuter service. Those communities with access to NMDOT Park and Ride service are not included in this:

- The San Ildefonso bus misses a commuter connection so it is not used as commuter service.
- The Chama route by virtue of its three day per week service does not provide access for commuters anywhere on this route. There was an expression of a need for commuter service from Abiquiu south into Española.
- The El Rito service also does not provide commuter access.
- Santa Clara has commuter service into Santa Fe, but it does not have commuter access to Española.
- Service from Chimayo for commuters get people into Española by 8 a.m. and while this may work for some commuters, it is late for others especially if they need to transfer to another bus.

**Figure 1-13: North Central Regional Transit District
Tres Piedras Unserved Area**





Mid-Day Service

Very often service that caters to commuter's offer the availability of a mid-day ride home. Further, people who want to go shopping or have personal or medical needs often must stay all day as there is no mid-day ride. These communities/routes include:

- *Edgewood* – This community is requesting a mid-day ride for people who only want to travel for a half day, either morning or afternoon. The mid-day option would allow for both. While the mid -day service will in all probability be a low ridership service, it could boost commuter ridership as more people would ride knowing they can get home at mid-day in an emergency.
- *Questa* – Mid day riders state they need more time in Taos.
- *Peñasco* – This route operates one A.M. and one P.M. run. The routes operate two way service when there is only demand for one way service. The southbound run can be delayed until closer to noon taking people back to Peñasco, then turning around and providing a mid-day northbound run (eliminating the 3 P.M. run from Peñasco).
- *Pojoaque - Nambé* – There is a four hour mid-day gap in service making local travel and shopping difficult.
- *Taos - Española* – This route has an almost 9-hour gap in service rendering use for anyone other than commuters and some students difficult at best.
- *Santa Clara* – There is a four hour mid-day gap in service on this route.

Bus Stops

Because of a New Mexico law prohibiting “flag” bus stops, every stop must be designated. There are two sets of issues related to bus stops:

- *Rural routes* – The rural routes all have a need for a significant expansion of bus stops. Currently it is typical that bus stops are many miles apart, often the bus stops bypass communities that only need a simple stop to receive service.
- *Urban routes* – The urbanized routes especially in the Española area have each stop serve as a timing point often requiring the bus to stop at almost every stop whether there is a passenger at the stop or not. This needs to be modified to both tighten the schedule, but also reduce the number of timing points (such as one out of every 6 – 8 stops).



ADA

ADA needs are in two areas. These include:

- **Complementary paratransit or flex route service** – many of the rural routes are required to have ADA service. This could be in the form of complementary paratransit where a separate vehicle will provide door to door service for any qualifying person for trips within $\frac{3}{4}$ of a mile of the route. The other option and more appropriate in rural areas would be a flex route service where persons with disabilities can still be picked up at their door by the route bus. This second option will be most appropriate for areas outside Española (which has an ADA paratransit program).
- **Bus Shelters** – Bus stops without improvements do not have to be modified for ADA. Stops with shelters; however, must have accessible features. Unfortunately, most of the shelters are inaccessible according to ADA due to: 1) The concrete pad is not large enough to allow the deploying of a lift, 2) inaccessible shelter due to placement of the shelter in a ditch, surrounded by gravel, and/or in many cases a 1 - 3 inch lip from the ground to the pad.

Facilities

The major facility issues include the need for upgraded shelters (discussed under ADA issues) and the need for more space at the Española Transit Hub. The current lot is typically full and as more buses meet there, space becomes an issue. In the short term emphasis should be placed on timed meets between NCRTD and Park and Ride buses to reduce the need for auto traffic. Between reduced space for parking and excellent connections to the community, it may be possible to continue to meet the needs at this location.

DEVELOPMENT OF ALTERNATIVES

These alternatives are a working document designed to initiate a collaborative approach to selecting the alternatives that will guide the development of the NCRTD over the next 5 - 10 years. The alternatives define the services possible.

In some cases, there are multiple options. In others, there is only one basic solution to an issue. After receipt of Technical Memorandum No. 5, the consultant met with NCRTD management to determine the best approach for service related changes to meet the needs of the community.

As previously stated, the coverage area of NCRTD needs very little improvement as most areas that can benefit from transit are served. The focus is not as much where,



but when. When a vehicle is traveling to a particular destination determines to a great extent, its usage. When the bus is scheduled is a very significant driving force behind ridership – going when the customer wants to go. For example, if the bus to the big town does not operate during commute hours, this large segment of the riding public will be excluded. If the time available in the big town is limited to an hour (as is the case in some situations), that severely limits the usability of the service. In this example, commuters and most other riders would not be able to use the service – not because it did not go where needed, but that it did not go when needed.

The alternatives included amending existing routes to meet more needs and addressing unserved areas with new service. The development of alternatives and options included the following components:

- I. *Route by Route Changes and Recommendations* – Most routes need some changes. All routes will be reviewed, with alternatives for each that are in need of change.
- II. *New Services* – Based on the review of needs, a number of significant origins and destinations were identified. Services were designed to meet those needs.
- III. *ADA Issues* – There are a number of ADA issues related to facilities and service that must be addressed.
- IV. *Facility Options* – In particular, the major issue is in Española. Bus stops will also be addressed.
- V. *Funding Opportunities* – NCRTD has an excellent, diverse base of local and Federal funds. In this section we will look at the private sector.
- VI. *Other Issues* – This includes revising the approach toward schedules, maps, terminology, route names, and numbers.

Route Summaries

Those interested in the detailed alternatives should review Technical Memorandum No. 5 which has detailed maps and information for each alternative.

1. Pojoaque to Nambé:
 - a. Revise service hours to be more compatible to needs or add service hours.
 - b. Change to Dial a Ride service.
2. San Ildefonso:
 - a. Extend service into the Pueblo.
 - b. Revise or add service hours.
 - c. Add bus stops on 502.



3. Riverside:
 - a. Revise southern portion of route.
 - b. Timed meets.
 - c. Eliminate timing points at every stop.
4. Westside:
 - a. Complete reconfiguration.
 - b. Westside and crosstown routes.
 - c. Timed meets.
5. UNM Taos:
 - a. Reduce service to coincide with campus usage.
 - b. Turn service over to Chile Line to operate the last 1.5 miles to campus.
6. NM 599:

This route has recently been revised and will not be modified at this time.
7. Questa to Taos:
 - a. Modify schedule to allow more time in Taos for medical, shopping, personal business, etc.
 - b. Additional bus stops.
 - c. Timed for advantageous meets with Chile Line.
8. Peñasco/Taos:
 - a. Revise schedule.
 - b. Revise route in Taos to reduce duplication with Chile Line.
9. Taos to Española:
 - a. Revise schedule.
 - b. Provide greater frequency.
 - c. Revise route in Española.
10. Española to Santa Fe:
 - a. Include Tesuque and Santa Clara trips on the Española to Santa Fe schedules.



11. Española/Los Alamos/Pojoaque:
 - a. Revise schedule.
12. Española to Chimayo:
 - a. Connect to Española at transfer center.
 - b. Combine with Las Trampas.
13. Española to El Rito:
 - a. Revise route and schedules.
14. Las Trampas to Chimayo:
 - a. Revise schedule of route.
15. Chama to Española:
 - a. Revise schedule.
 - b. Combine with Chimayo.
16. Questa to Red River:
 - a. Adjust to seasonal levels.
17. Eldorado to Santa Fe:
 - a. Revise service levels.
18. Edgewood to Santa Fe:
 - a. Add a mid-day round trip, combined with Eldorado.
19. Tesuque to Santa Fe:
 - a. Combining service with Española to Santa Fe service.
20. Santa Clara:
 - a. Coordinate Santa Fe schedules.
 - b. Revise local service schedule.



21. Paratransit:

- a. Use existing vehicles on layover whenever possible.

Review of Costs

Most of the changes are no or low cost changes as often an adjustment to the schedule is all that is needed. In at least two routes there are significant savings by seeking an alternative.

Potential New Services

The review of needs indicated a number of potential new services that were detailed in Technical Memorandum No. 5.

- ***East Side of Española between McCurdy and El Llano Rds. south toward Santa Cruz*** - This area of Española is between ½ and 1 mile from the Riverside Route and is the largest residential area in Española. Currently only the portions of this area close to Riverside have reasonable access to the Riverside route. Residents of the Santa Cruz area have access to the Chimayo route, but only as far as Las Lomas apartments. Modifications to the Westside route will meet many needs. The new service would be a separate route.
- ***La Cienega*** - This is a community southwest of Santa Fe that parallels I-25 to the west and is about five miles south of the 599 Rail Runner train stop. The population of the area is about 4,000. Currently it is 5 miles from the nearest Santa Fe Trails bus stop and about 10 miles from the Santa Fe Place Transit Center. A flex route service was proposed to connect to the Santa Fe Trails Transfer Center.
- ***Las Golondrinas*** - A living history museum about 1.5 miles north of La Cienega. This would be a stop on a route that served La Cienega.
- ***Golden*** - This is a small community 11 miles south of Madrid. The area is sparsely populated. One day per week service is proposed with an extension from the Madrid/NM 599 Route.
- ***Tres Piedras*** - In the northern reaches of the service area is Tres Piedras a small isolated community over 30 miles from Taos. There are a few homes at the crossroads of US highways 285 and 64 with approximately 1,000 people living in the larger area and an average density of fewer than 2 persons per square mile. One day per week service is proposed.



- **Regional Taos to Española to Santa Fe premium express service** - This would be attractive to commuters and tourists depending on the timing. Weekend service should be offered and marketed to visitors in Santa Fe and if appropriate to visitors in Taos. Currently Chile Line is doing some of this service.
- **Service to Ski Basins in the Santa Fe and Taos areas** - These services could be developed in conjunction with the Rail Runner and the local ski destinations. Funding should be provided by private sector beneficiaries.
- **Shopper Shuttles** - Another partnering opportunity where the destination retailer(s) would sponsor the service and certain demographics would be targeted (elderly, low income, etc.). Funding should be provided by private sector beneficiaries.
- **Weekend Service** - Saturday service typically generates about one-half the riders of a weekday and typically one-third the riders. As discussed above, premium Regional service would be effective and consideration should be given to operating Española routes on Saturday and if possible, Sunday.



Chapter 2

Transit Service Plan Update

The Transit Service Plan Update is the culmination of the five technical memoranda previously completed. The first chapter of the plan includes a summary of the first five technical memoranda. Interested readers are invited to review the detailed analysis and outreach in the attachments to this plan. The implementation activities and the financial plan will be fully incorporated in this plan as Chapter 3. This chapter of the Plan (Chapter 2) will include the following elements:

1. **Transit Routes**
 - a. Maps,
 - b. Bus stops,
 - c. Service days, hours and frequencies,
 - d. Transfers and timed meets,
 - e. Estimated hours, miles and ridership,
 - f. Operating cost; and
 - g. Capital needs.
2. **Future Services**
 - a. Maps,
 - b. Service days, hours and frequencies,
 - c. Estimated hours, miles and ridership,
 - d. Operating cost; and
 - e. Capital needs.
3. **ADA Requirements** – This includes both ADA paratransit as well as flex route service.
4. **Bus stops and amenities.**

ROUTE REVISIONS

The routes to be incorporated into the system are detailed in this section. These routes were developed from a series of alternatives developed in Technical Memorandum No. 5 Development of Alternatives. Those interested in the specific



alternatives for each route as well as new bus stops are encouraged to review that technical memorandum in Attachment No. 5.

Operating Assumptions

The service revisions require a number of assumptions that will be weaved throughout each change. These assumptions are as follows:

1. **ADA Service** - Almost all routes will require ADA type service. In the Española area, ADA paratransit will be continued, but all other routes will require a flex route (route deviation) service. This will be discussed in detail in Section III - ADA Issues. Flex route service will be free for qualifying persons with disabilities, but a \$5 or more fare for each "flex" should be charged for the premium service of having a vehicle come to your door.
2. **Service Times** - This is critical to successful service. Unfortunately, what is best for riders and ridership as a whole may be difficult to schedule for vehicle operators. For example, two-hour runs may work well for rural communities, but may not be acceptable to vehicle operators. Therefore, we will work closely with staff to ensure that the best and most consistent schedules are in place that balances the needs of management and vehicle operators with those of customers. Most rural/commuter routes have the recommendation to provide one peak trip a.m. and p.m. as well as a mid-day option. This gives part day riders the option of traveling in the morning or afternoon and gives riders a minimum of three hours at their destination. Commuters have a mid-day return. A second option allows for multiple morning and afternoon trips, but no mid-day return. This however gives riders an option of one hour or three - four hour stays in the destination location (typically Española, Taos, and Santa Fe). Commuters do not get the mid-day option in this scenario.
3. **Service Constraints** - NCRTD is somewhat constrained in that it should not compete with New Mexico Department of Transportation Park and Ride Service (NMDOT Park and Ride) between Española, Los Alamos and Santa Fe. Competition means that times and destination stops are duplicated. For example, in Santa Fe while NMDOT Park and Ride focuses on destinations such as the Capitol, Sheridan and South Capitol Station, while NCRTD focuses on the Indian School and the Indian Hospital. NCRTD also serves the Rail Runner and downtown, albeit at different times. The emphasis will be on NCRTD services that complement NMDOT Park and Ride services.
4. **Timed Meets** - Where feasible appropriately timed meets will occur with NCRTD and all other transit systems that interface. When building schedules, the transfer time will be the basis for the schedule - where feasible.



5. **The Española Transit Hub** - Critical to successful timed meets is a transfer hub that can function with up to six- seven vehicles meeting at one time (in most cases it would be two or three buses). While it is still a Park and Ride lot, in this report it will be referred to as the Española Transit Hub as it or a similar location in the future is truly the hub of the system as a majority of NCRTD's and many NMDOT Park and Ride routes travel through Española.
6. **Additional Bus Stops** - Bus stops will be added to most rural and regional routes. These are depicted in each of the route maps. There are safety issues related to bus stops as inevitably passengers will need to cross busy highways such as U.S. 84 with 65 mph speed limits. While there are no official or unofficial standards, NCRTD can develop its own standards for safety. This can be accomplished through proper procedures for both the vehicle operators and the riders, with appropriate outreach. Where feasible stops will be placed at protected intersections.
7. **Cost Per Hour** - For preliminary cost purposes we are using a figure of \$76 per hour, based on the information reported by NCRTD.
8. **Status Quo Alternatives** - The status quo is also an alternative for each route.
9. **Change** - Disadvantages always include the following: Change will be difficult for some: both staff and riders. Where possible change is to be avoided. Where significant change is required, a proactive grass roots outreach campaign should help riders seek the best transit solution. This will minimize the negative effects. Fortunately, for the most part, change will be of a timing nature to help improve service.
10. **Service Levels** - These are based on estimates of needs. Smaller communities receive less service out of necessity. The attempt here is to balance service levels based on need and utilization. These levels can be modified and increased or decreased.

I. TRANSIT ROUTES

In this section, the routes will be configured for the new service plan.

Nomenclature

Terminology is important and must be consistent:

- **Vehicle Direction** - It is recommended that the direction be referred to as northbound, southbound, etc.



- **Route Names** - The route names are descriptive. In most cases, they describe each end point, while in others they state the name of the community or primary point, such as NM 599 or UNM Taos. Other names can include; the main thoroughfare traveled (Riverside Route for example) or simply the end point of the route such as the Chama Route.
- **Route Numbers** - The system is definitely large enough to assign numbers to each route. The route number assignments should be geography based.
- **Bus Stop Names** - Where possible bus stops will be identified by a cross street or a major origin/destination such as Ohkay Owingeh Casino.

ROUTE CHANGES

This section reviews the changes made to the existing routes. In some cases, the service level increases and in other decreases based on need. The issues do not revolve around where the bus goes, rather in many cases it is when the bus goes - simply a matter of adjusting the schedules to meet commute, shopping, medical and other needs. Overall, the service changes will allow for greater convenience and ease of use.

RIO ARRIBA COUNTY BASED ROUTES

The first group of routes includes those based in Rio Arriba County and serves the Española Transit Hub. As this is the center of the system, with a majority of the routes passing through here, where possible these routes will be coordinated with timed meets to ensure regional accessibility.

SANTA FE COUNTY BASED ROUTES

These are the routes that are based in Santa Fe County and primarily serve areas surrounding Santa Fe. These routes connect to one or more of the following services: the Rail Runner, Santa Fe Trails and other NCRTD routes.

TAOS COUNTY BASED ROUTES

The Taos County based routes include all routes serving Taos or with a destination in Taos as well as the Red River route.

LOS ALAMOS COUNTY BASED ROUTES

The Los Alamos County based routes consists of routes connecting Española and Pojoaque to Los Alamos.



Rt. 100 - Riverside

This route, one of the busiest in the system traverses Española in a north/south manner. The route operates primarily on Riverside and arrives at the Española Transit Hub every half hour during peak hours.

Service Changes

There are two basic issues related to this route. These include:

- The route travels south to Dreamcatcher Theater. The last 1.5 miles in each direction has very low ridership.
- The route is timed to operate at a very low speed, with timing points at every stop. The route is scheduled for 30 minutes, but only takes about 20 minutes necessitating the bus to sit at various places throughout the route. In the future if the bus must sit, it should be timed to sit at an end point.

Revise Route

The route needs to be revised at each end to provide more effective service. The schedule must ensure arrivals at the Española Transit Hub on the one-half hour. The changes include limited service to the Ohkay Owingeh Library in the center of the pueblo and to the Dreamcatcher Theater four times per day. That would allow the route to operate on one-half hour headways with the exception of the limited service runs that will be one-hour round trips (Figure 2-1). This could be supplemented by a second peak bus to continue the one-half hour headways.

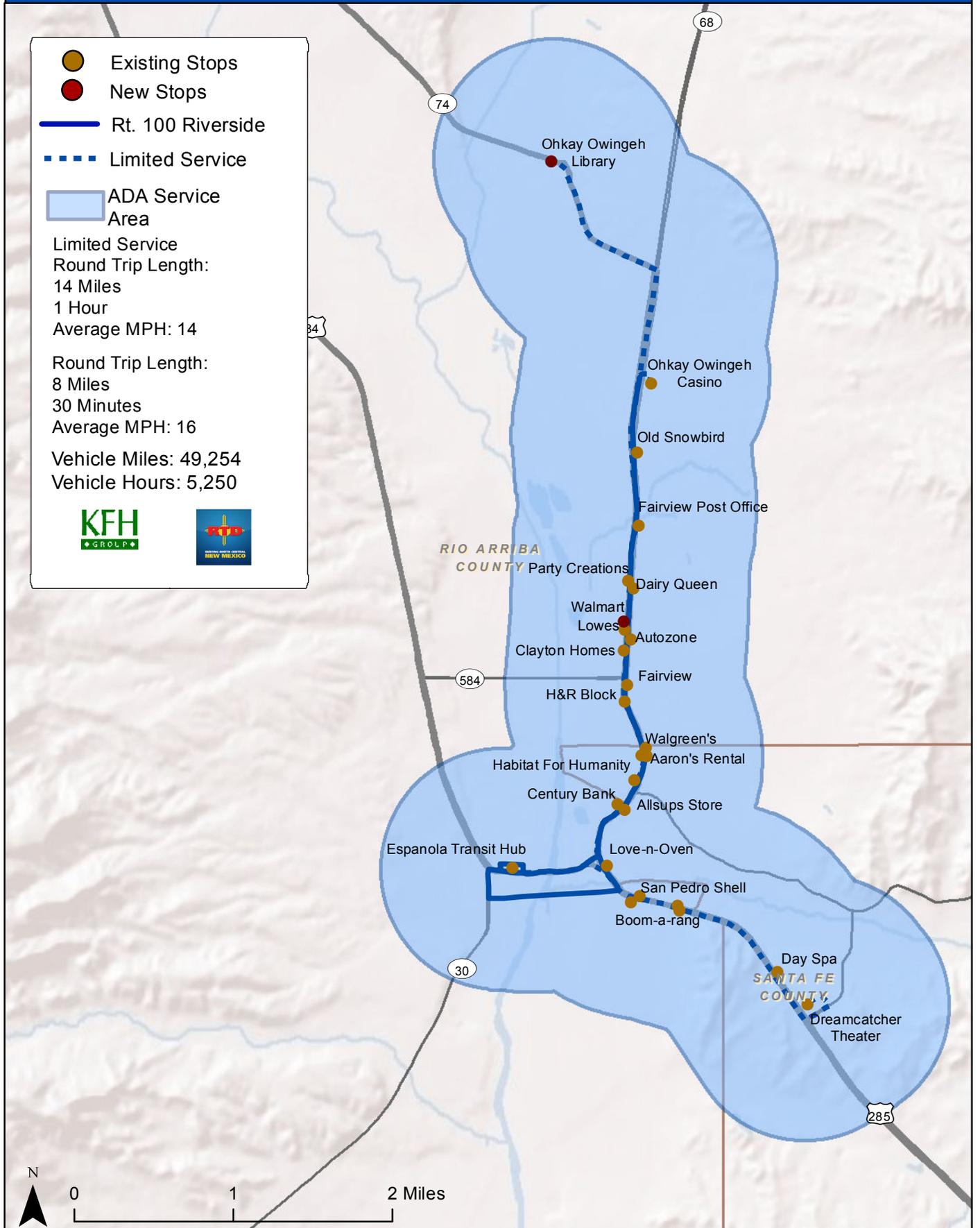
Eliminate Most Timing Points

Currently all stops are timing points causing the bus to sit at various times throughout Riverside Drive. Timing points should be limited to each end point and two others 10 minutes apart. The timing should be such that if there is slack in the schedule it should be taken at the Transit Hub and not along the route. All other stops will be in between the timing points. Outreach efforts will be targeted to assisting riders in understanding how to read the schedule and determine the appropriate time for that stop. This is standard practice in the transit industry.

Bus Stops

The bus stops will remain as is for the most part, with additional stops at the Ohkay Owingeh Pueblo and on Santa Clara Bridge Road. If Wal-Mart chooses to become a sponsor, there can be a stop at the store front/side or in the lot next to the store (both are common in many Wal-Marts across the country).

Figure 2-1: Route 100 Riverside





Operating for the most part on half-hour headways (on the hour and half hour), will allow for seamless timed transfer to all routes serving Española. This will make access to Española available to all riders in a manner that does not require a wait for a bus. This may also have a positive impact on the parking problem at the Transit Hub.

Service Impact - Performance

The level of service in this corridor will not change significantly, however, with modified schedules, new stops and timed connections to all other routes serving Española, we anticipate an increase in ridership. Table 2-1 describes the FY13 performance for this route and compares the basic route data with the routes in the plan.

Table 2-1: Rt. 100 Riverside Route Revisions

	FY13	New	% Change
Service Hours	5,250	5,250	0.00%
Service Miles	49,254	49,254	0.00%
Ridership	41,483	-	-
One-Way Passenger Trips per Hour	8	-	-
Average MPH	9	9	-
Cost	\$399,000	\$399,000	0.00%

Cost Impact

The service hours and costs will remain unchanged.



Rt. 110/120 - Westside/Crosstown

This route will be completely revised. It will have two distinct routes that interline at the hub every half hour: a Westside route and a crosstown route that goes into the unserved eastern side of the Española area. The eastern part of Española/El Llano has the greatest unmet need in the region. This along with the additional stop on the Chimayo Route at Santa Cruz, will expand options for riders in this area. This route will meet the Riverside Route at the Hub every half hour.

Service Changes

The route will change to provide greater coverage with schedules that are simple to follow. This will be in essence, two routes each operating a 30 minute round trip and one hour headway. Figure 2-2 illustrates the two interlined routes. The two routes will provide direct service to all of the Westside destinations in the previous route structure, but in less time. In addition, there will be crosstown service on Fairview to El Llano, providing new service in El Llano and eastern Española.

Bus Stops

Bus stops will have to be reconfigured for the new routes, but many will remain as is, just on a different route. Figure 2-2 illustrates the best options for bus stops on these routes.

Transfers and Timed Meets

Operating on half hour headways (on the hour and half-hour), will allow for seamless timed transfer to all routes serving Española. This will make access to Española available to all riders in a manner that does not require a wait for a bus.

Service Impact - Performance

The level of service will not change significantly, however the service area covered will double, extending service to the central east side and El Llano. The ridership was very low and it is anticipated that this will change significantly with this new access, direct service and timed meets. Table 2-2 describes the FY 13 performance for this route and compares the basic route data with the routes in the plan.

Figure 2-2: Route 110 Westside and Route 120 Crosstown

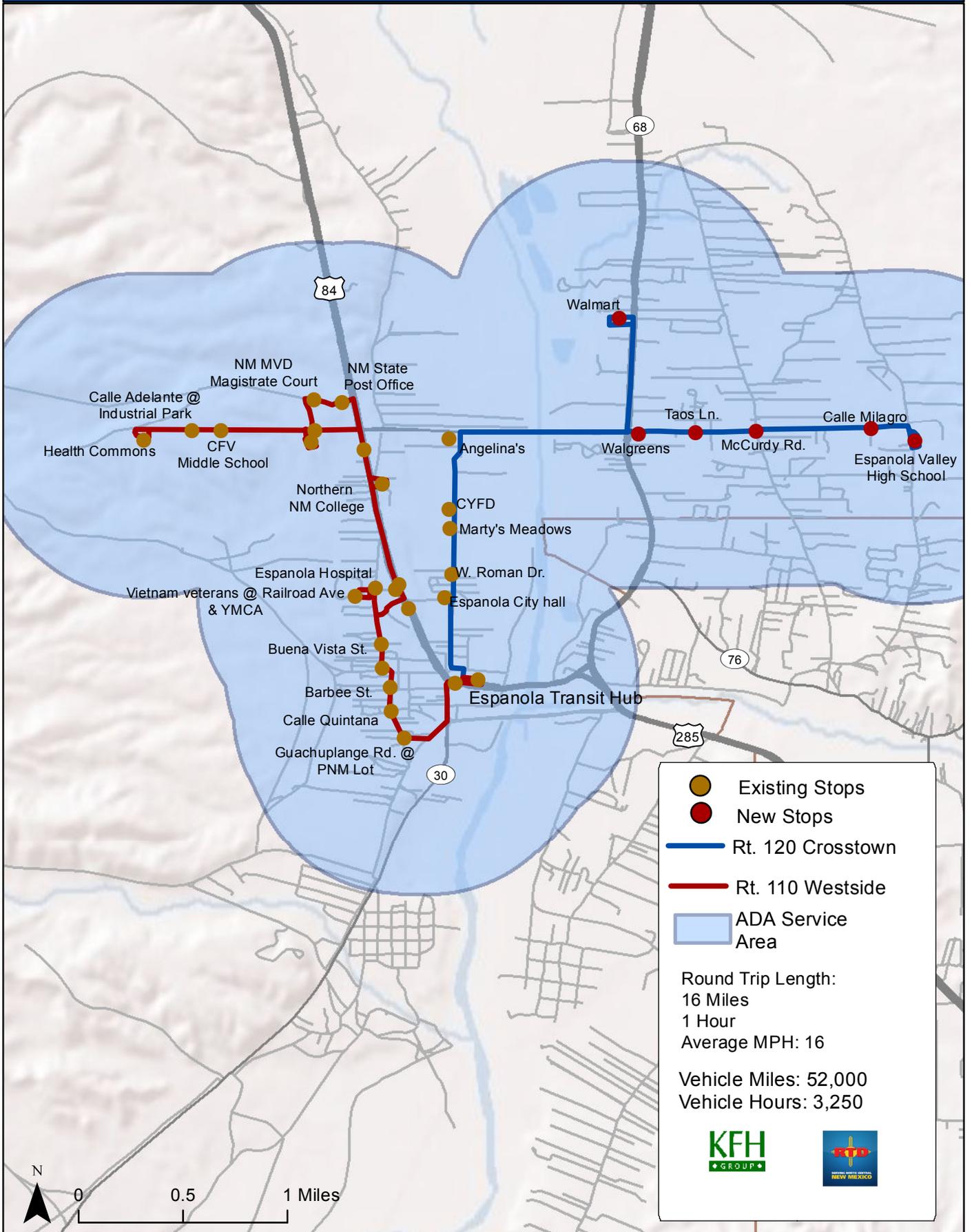




Table 2-2: Rt. 110/120 Westside/Crosstown Route Revisions

	FY13	New	% Change
Service Hours	3,250	3,250	0.00%
Service Miles	39,289	52,000	32.35%
Ridership	13,351	-	-
One-Way Passenger Trips per Hour	4	-	-
Average MPH	12	16	-
Cost	\$247,000	\$256,750	3.95%

Cost Impact

The service hours will not change. Due to the considerable increase in mileage an additional \$9,750 annually will be required for the new route.



Rt. 150 - Chimayo

There are currently two routes that serve this area. Chimayo operates about eight vehicle hours a day and the Las Trampas route operates six vehicle hours per day.

Service Changes

This modified route will combine the Las Trampas route with the Chimayo route using the same vehicle. This will reduce the hours for the two routes from 14 vehicle hours daily to 12.5 hours. Further this route will now provide expanded service and connectivity to the rest of the system by connecting at the Española Transit Hub rather than Las Palomas Apartments. The Santa Cruz area will also be connected to the rest of Española, giving the Eastside of Española more consistent service.

The Las Trampas Route will become part of the Chimayo Route. The route will start in Las Trampas at 7:00 a.m. and provide all stops service to the Española Transit Hub with an arrival at 8:00 a.m. (Figure 2-3). The service will then provide hourly service between Chimayo and the Española Transit Hub for timed meets. At noon, the bus will leave Española and provide service back to Las Trampas. It will then come back to Chimayo to continue the hourly runs until 5:30 p.m. when it completes one more eastbound trip to Las Trampas arriving there at 6:30 p.m.

Bus Stops

Bus stops should be on both sides of the street with schedules that match. The number of timing points between Española and Chimayo should be reduced to four, for example: Española Park and Ride, Sangre De Cristo Church, Dollar General and Chimayo. An additional non-timing point stop should include Rio Chiquito. In Santa Cruz/Española there should be one more stop at the vicinity of Rt. 76 and Lamb St to better serve the Santa Cruz area.

Transfers and Timed Meets

Each run will connect for a timed meet at the Española Transit Hub. This will allow connections to the local Española Routes, as well as most other routes that stop at the Española Transit Hub. This will be a major improvement to this route.

Service Impact - Performance

The level of service and the coverage in this corridor will increase, while the service hours are reduced through the combination of routes. The Chimayo route will now serve all points on Riverside between Santa Cruz Rd. and the Española Transit Hub.

Figure 2-3: Route 150 Chimayo

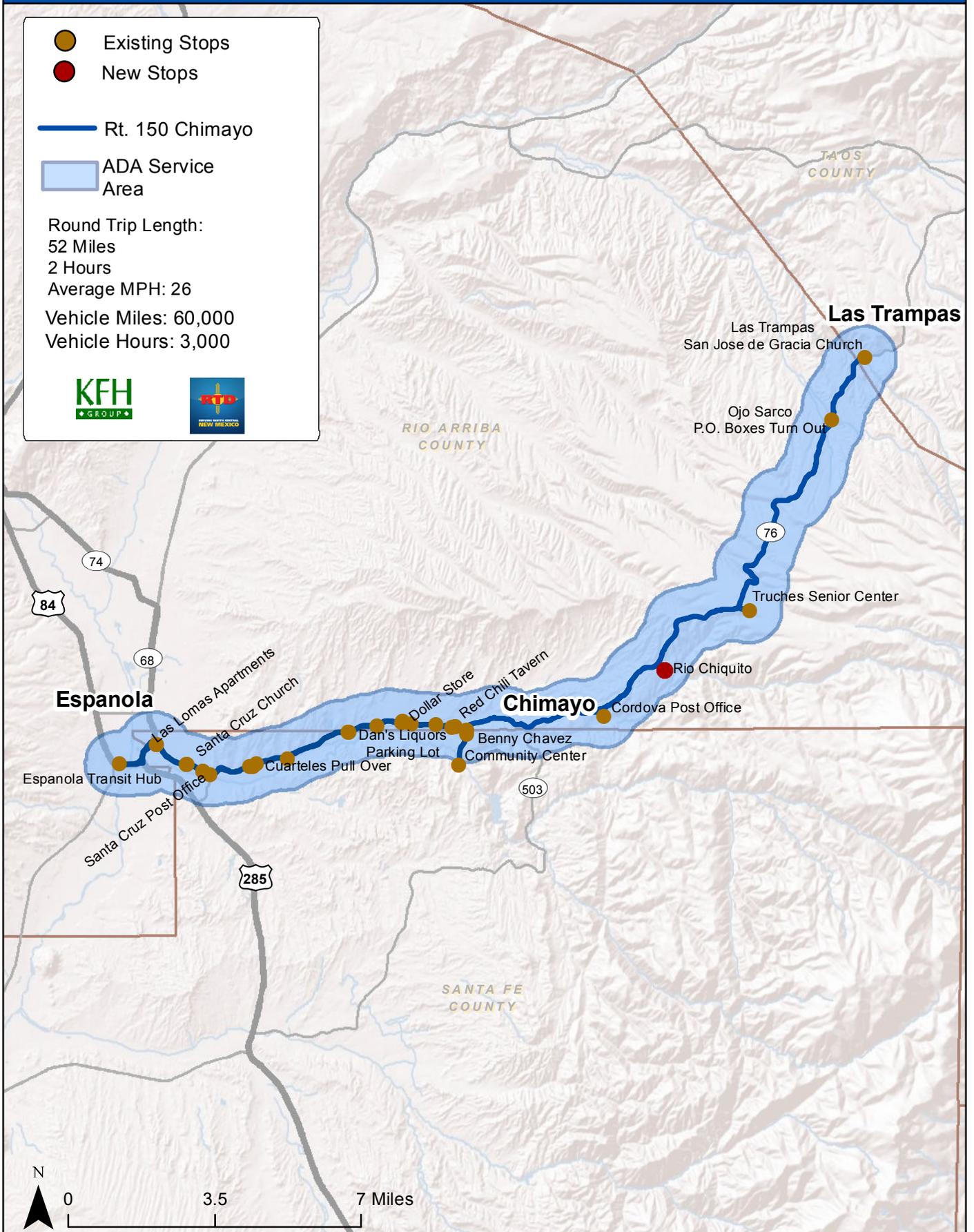




Table 2-3 describes the FY 13 performance for this route and compares the basic route data with the routes in the plan.

Table 2-3: Rt. 150 Chimayo Route Revisions

	FY13	New	% Change
Service Hours	3,500	3,000	-14.29%
Service Miles	79,789	60,000	-24.80%
Ridership	8,871	-	-
One-Way Passenger Trips per Hour	2	-	-
Average MPH	23	20	-
Cost	\$266,000	\$228,000	-14.29%

Cost Impact

The service hours and costs will be reduced by 500 hours annually, saving about \$38,000 annually.



Rt. 160 - Santa Clara Pueblo

This route is a combination commuter route and local loop route. It has low ridership, which corresponds with the limited number of stops outside of Santa Clara Pueblo. This route should be part of the seamless network being built around the Hub.

Service Changes

The most significant change to this route will be the re-routing to eliminate the loop nature of the service as well as the duplication of service with the Riverside route. This is depicted in Figure 2-4. The second change will be to time the route to meet at the Hub on the top of the hour or the one-half hour giving Santa Clara residents seamless access to Española and the region. Service hours and times will remain the same.

The route will eliminate the loop by traveling on the west side of the route and going to the Ohkay Owingeh Library. There riders can connect to the Riverside route to travel south (or riders will have a seamless connection at the Hub). This will reduce the travel time for anyone who wants to use part of the loop. For example to go from the hub to the stop at Reggie's is about a seven minute trip to get there. The return trip, however, is over an hour, as the rider must traverse the entire route. In the new service, each leg of the trip would be seven minutes.

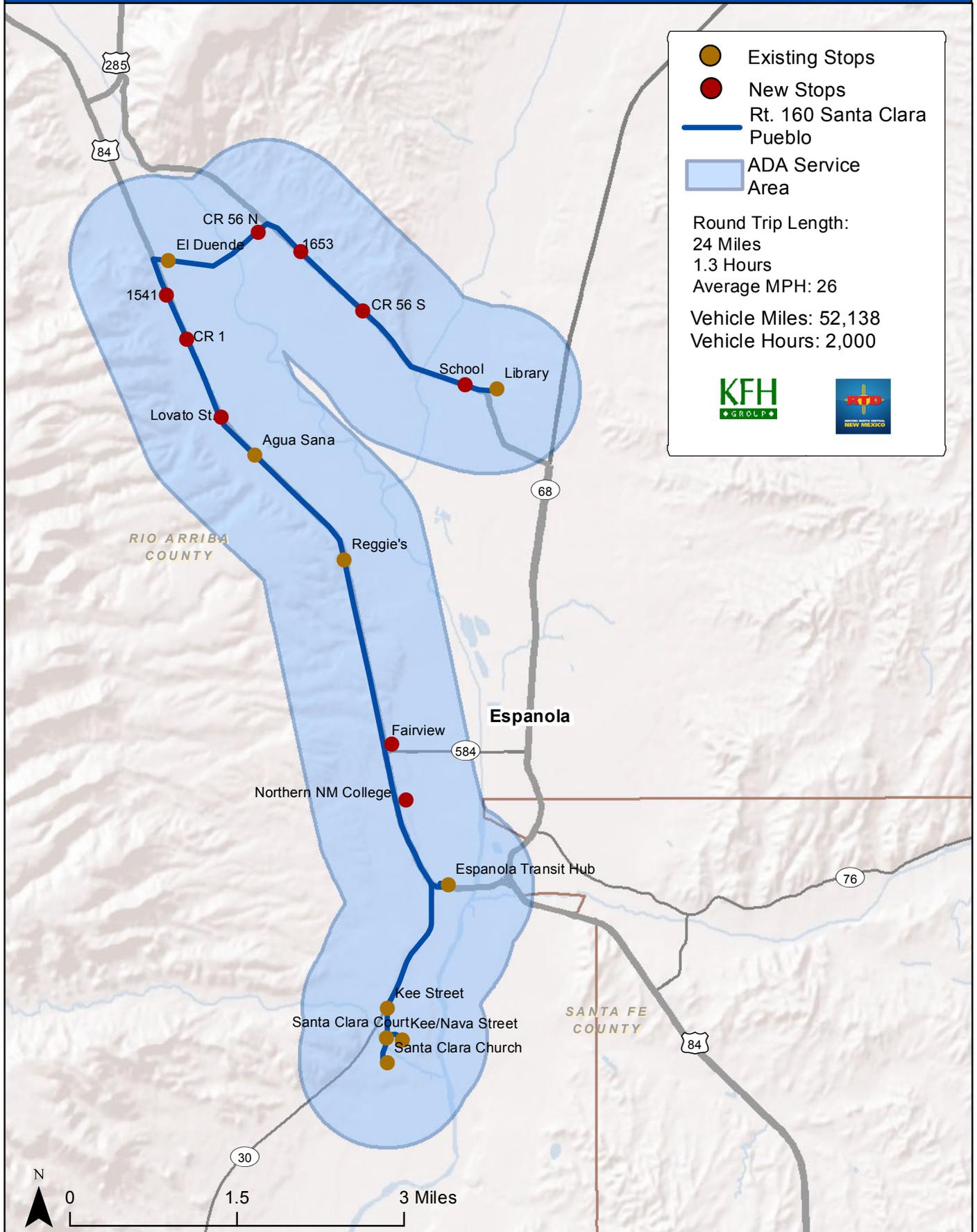
Two other minor changes include a schedule change to ensure that the bus arrives at the hub either on the hour or half-hour. The second is to ensure that the Santa Clara bus stops at the hub in both directions of its Santa Fe run. Again, this stop must be timed for the top of the hour or one-half hour.

Finally, as with the Tesuque route, the Santa Clara peak trips to Santa Fe will also be placed on the Rt. 200 Santa Fe schedules.

Bus Stops

There should be a variety of stops in Española along U.S. Highway 84 to include the Northern New Mexico College and north of the Fairview U.S. 84 intersection. Additional stops should be placed on Highway 74 every mile in the populated areas. Stops along the Chama Highway should be every mile and this route should use the same stops used by the El Rito and Chama routes.

Figure 2-4: Route 160 Santa Clara Pueblo





Transfers and Timed Meets

The residents of Santa Clara can benefit from the timed meets designed for this route. They will now have seamless connections within Española and connections to buses going to Santa Fe, Los Alamos, and Taos as well as expanded opportunities to travel to Santa Fe.

Service Impact - Performance

While the level of service will not change, the more direct service and the connections to other routes will significantly increase ridership on this route.

Table 2-4 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. This will be followed by a brief discussion of expectations for this route highlighting basic performance data and measures for the first year of implementation.

Table 2-4: Rt. 160 Santa Clara Pueblo Route Revisions

	FY13	New	% Change
Service Hours	2,000	2,000	0.00%
Service Miles	52,138	52,138	0.00%
Ridership	7,242	-	-
One-Way Passenger Trips per Hour	4	-	-
Average MPH	26	26	-
Cost	\$152,000	\$152,000	0.00%

Cost Impact

The service hours and costs will remain unchanged.



Rt. 180 - El Rito

The El Rito route is a poor performer as it does not meet the time needs of residents or visitor and a large portion of the route is either unserved due to a lack of bus stops or in the case of Rt. 554 south of El Rito, there are no virtually no origins or destinations until U.S. Rt. 84. There is no commute run, which will also keep ridership low. In addition, the loop nature of this route requires excessively long round trips for many, especially those at the busiest stop at Ojo Caliente.

Service Changes

There are three changes to this route that will reduce costs and increase ridership. These include the following two, with the third – additional bus stops in the following section:

- Adjust the timing on this route to allow for commuter service – One A.M. commuter run, if a driver is available in the El Rito area the route can start at in El Rito. If based out of Española, the bus can operate in revenue service northbound prior to its southbound commuter run. The timing will be such that the bus will arrive at the Española Transit Hub at either 7:30 a.m. or 8:00 a.m. with an evening return at either 5:00 p.m. or 5:30 p.m. (depending on initial A.M. arrival). There would also be a mid-day round trip. This will reduce service hours from eight to six daily.
- Change the route from a loop route to a direct route. This change (Figure 2-5) will allow for reduced ride times (round trip) for most and eliminate 12 miles of dead space on Rt. 554.

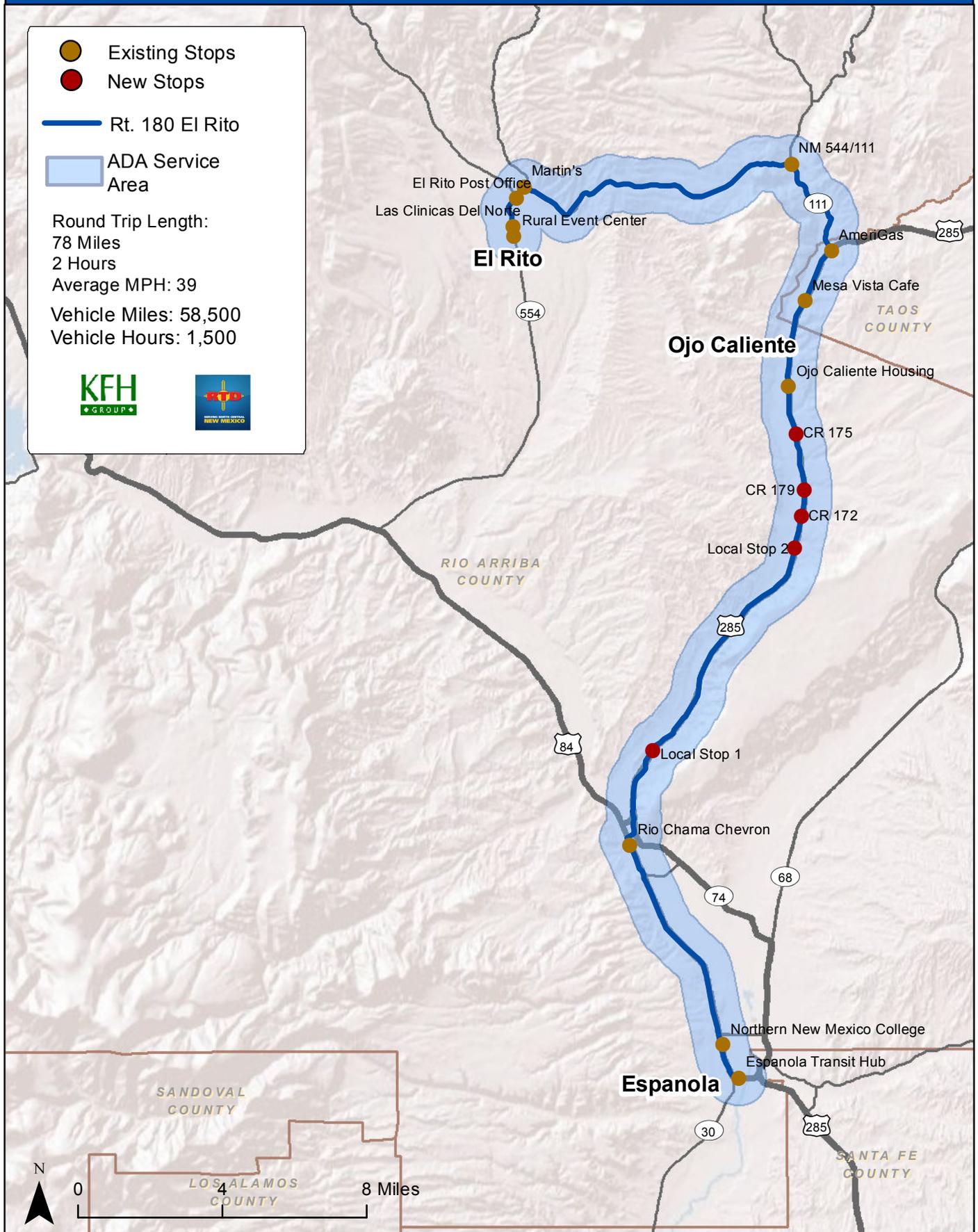
Bus Stops

Currently there are no bus stops between Ojo Caliente and Española – 23 miles. In fact, there are numerous populated areas south of Ojo Caliente for five miles that would justify stops each mile. There will also be additional stops on U.S. 84/285 on the way into Española to be shared with the Chama and Santa Cara routes. Stops between the turnoff for U.S. 285 and Fairview should be every mile. These are depicted in Figure 2-5.

Transfers and Timed Meets

This bus will arrive and depart at the Transit Hub to meet a variety of buses and always the two Española routes. It will also meet a Santa Fe (either NCRTD or Park and Ride) bus in the morning, mid-day and evening.

Figure 2-5: Route 180 El Rito





Service Impact - Performance

The level of service in this corridor will be reduced and at the same time it is anticipated that ridership will be increased due to the usefulness of the new schedules and the opening of the route by adding bus stops and reducing ride time for most. While ridership will always be modest (the nature of long rural routes), it is anticipated that ridership will easily double. Table 2-5 describes the FY13 performance for this route and compares the basic route data with the routes in the plan.

Table 2-5: Rt. 180 El Rito Route Revisions

	FY13	New	% Change
Service Hours	2,000	1,500	-25.00%
Service Miles	71,441	58,500	-18.11%
Ridership	4,835	-	-
One-Way Passenger Trips per Hour	2	-	-
Average MPH	32	39	-
Cost	\$152,000	\$114,000	-25.00%

Cost Impact

The service hours and costs will be reduced by 25 percent, cutting costs by about \$38,000.



Rt. 190 - Chama – Expansion – Six-Month Trial

The Chama Route as currently configured is a three day a week service, which precludes its use for commuter service especially from Abiquiu south to Española. This greatly inhibits ridership as does the current schedule that allows for one hour for shopping at Wal-Mart.

Service Changes

This route will operate five days per week on a six-month trial basis. Essential to this trial will be significant grass roots marketing to advise customers of the new commuter schedules and mid-day service, affording time for shopping, medical services and other needs. The bus will have a timed meet at the Transit Hub allowing seamless access to Española and other parts of the service area (Figure 2-6). It should be pointed out that the new times will be far more conducive to ridership (with more time for shopping and medical needs for example).

Bus Stops

Currently the route operates its first 22 miles to Abiquiu without any stops, passing a number of significant sized communities along the Rio Chama River. It is proposed that there be additional stops along U.S. 84 south of Abiquiu. This would include a series of stops between Rt. 554 (timing point) and U.S. Rt. 285 as well as stops virtually every mile to the Transit Hub, most notably the Northern New Mexico College. These stops will be shared with the El Rito and in part, Santa Clara routes. These will not be timing point stops, with the exception of the stop at Rt. 554.

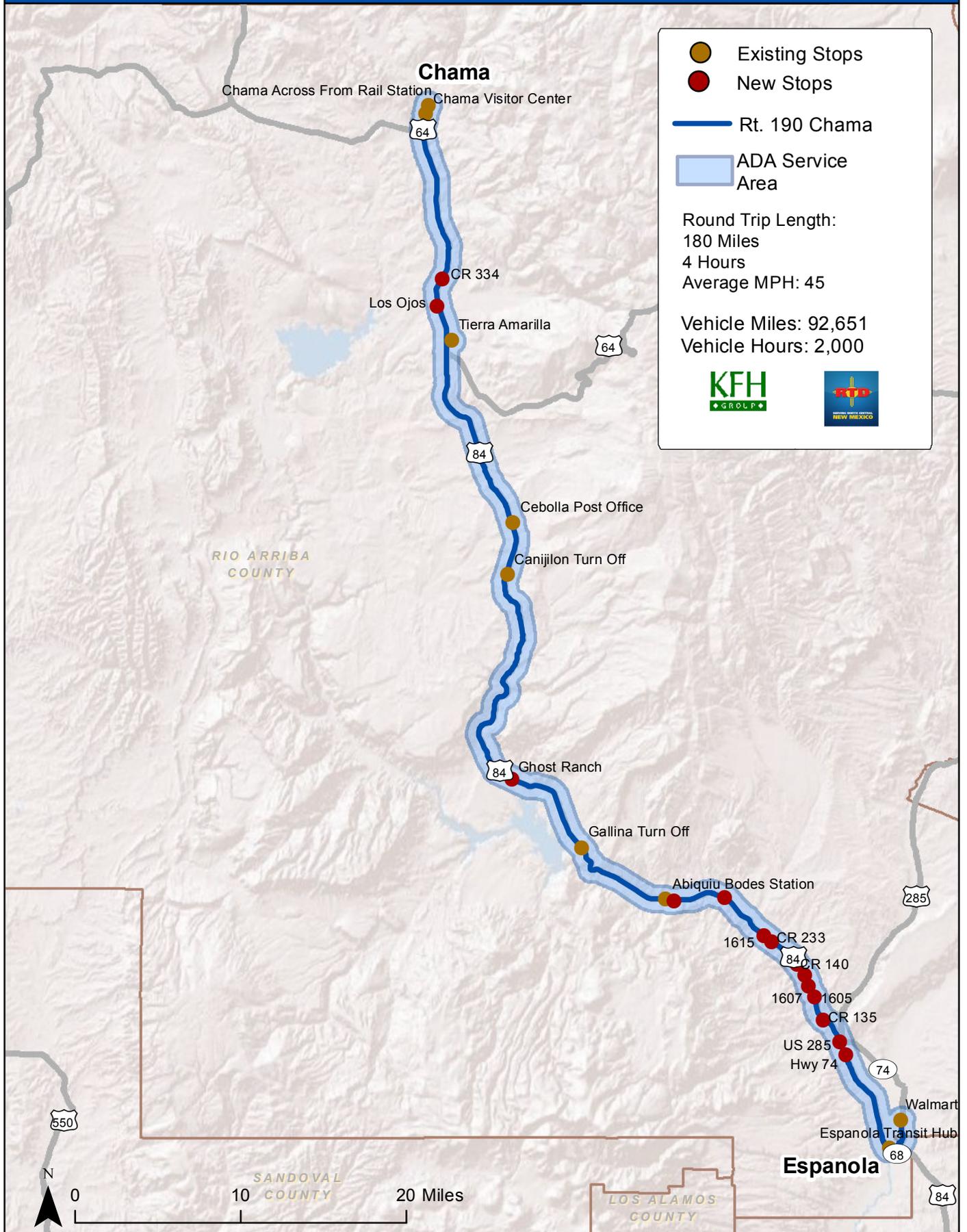
Transfers and Timed Meets

This route will be timed to arrive at the Transit Hub at either 7:30 a.m. with a 5:00 p.m. or 5:30 p.m. return or an 8:00 a.m. arrival and a 5:30 p.m. or 6:00 p.m. return. This will allow time for passengers that have to transfer to another Española route and access to the entire system.

Service Impact - Performance

This is an opportunity for additional ridership for a variety of needs and at the same time reduces the number of daily service hours from eight to six. Total service hours for five day per week service on an annual basis will be 2,000 hours compared to the present 1,200 hours (eight hours three days per week). It is anticipated that the productivity and ridership of this route will improve as there will now be opportunities for commuters, students (many south of Abiquiu), and shoppers (with time in

Figure 2-6: Route 190 Chama





Española) riders at new bus stops, and even day trippers to Ghost Ranch. The timed meets will also attract new riders on this route extending the reach of transit.

Table 2-6 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. Assuming these new attributes will be marketed to potential riders, it is anticipated that productivity on this route (one-way trips per vehicle hour) will increase 20 - 25 percent in the first year.

Table 2-6: Rt. 190 Chama Route Revisions

	FY13	New	% Change
Service Hours	1,200	2,000	66.67%
Service Miles	55,613	92,651	66.60%
Ridership	3,296	-	-
One-Way Passenger Trips per Hour	3	-	-
Average MPH	46	45	-
Cost	\$91,200	\$152,000*	66.67%

**For one year*

Cost Impact

The service hours and costs will increase as the service will go from three days per week to five days per week. The total cost for this service will be \$152,000 on an annual basis. This is an increase of \$60,800 (annualized) over the current service level.



Rt. 200 - Santa Fe

This regional route that has relatively high ridership and in fact is the most heavily travelled corridor in the region. It meets a variety of needs from commuters and students to medical, shopping and personal business for riders going to both Santa Fe and Española. This route operates along the same corridor as the New Mexico Department of Transportation Park and Ride service (NMDOT Park and Ride); therefore, it must complement that service and avoid competition (same times and same destinations).

At the current time both the Tesuque Pueblo route and the Santa Clara Pueblo route have at least one round trip daily to Santa Fe - basically identical to the Santa Fe route described here. This recommendation includes all three of these routes in the Rt. 200 Corridor (Figure 2-7). There are to be 14 sets of round trips when all three of the current routes are counted along with the Park and Ride Service (six of the round trips). The draft schedule will be presented in the next chapter.

Service Changes

The changes to this route are for the most part an issue of scheduling and timing:

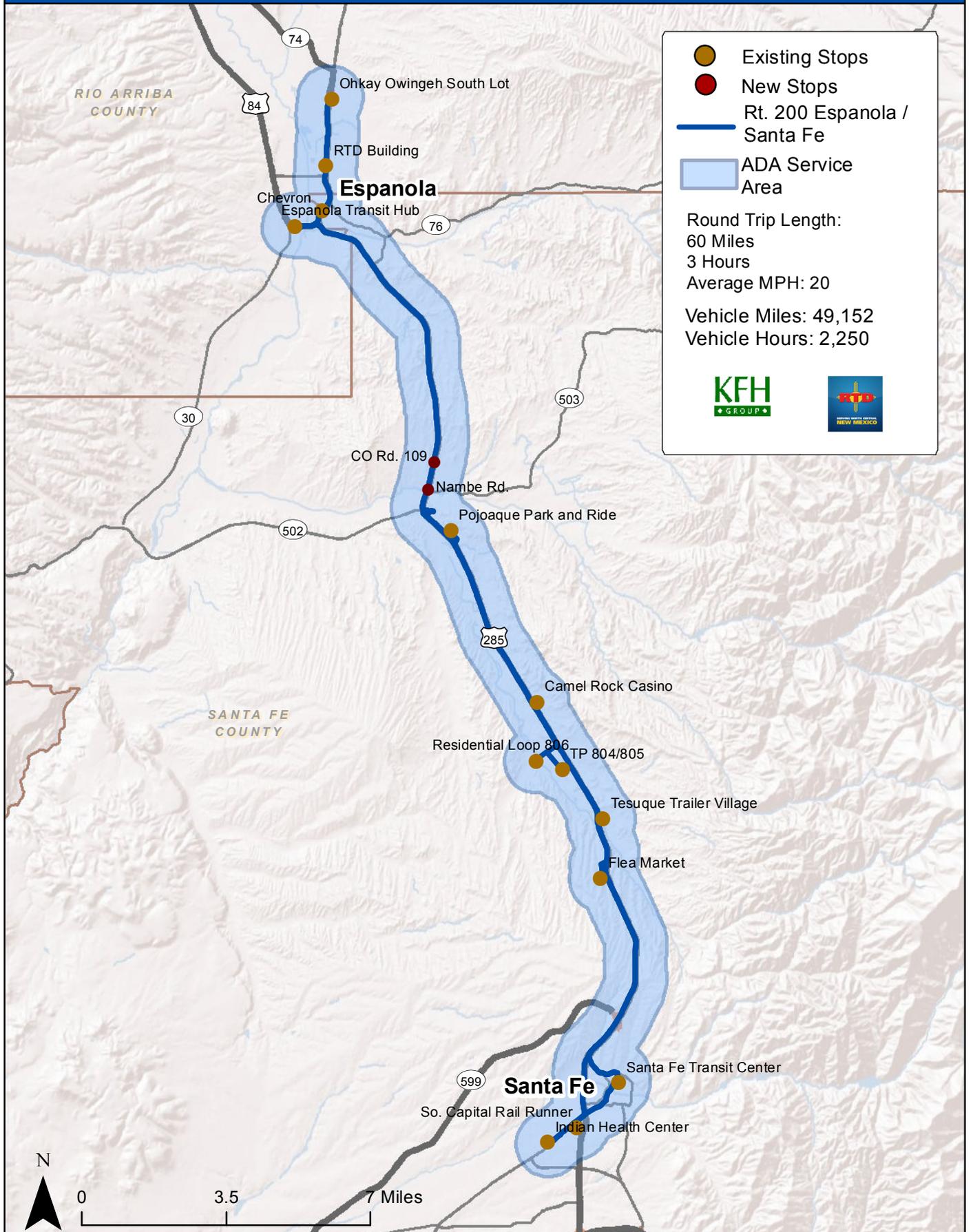
- The NCRTD buses will be scheduled to arrive/depart the Española Transit Hub on the hour or one half hour. This will allow for timed meets with all other route serving the area.
- Santa Clara service will make a stop at the Española Transit Hub in the morning and evening and will have a timed meet with other NCRTD buses.
- The morning southbound Tesuque trip will start in Española and run local service to Santa Fe. This will match the evening return that already goes to Española.
- The late morning and afternoon NCRTD runs have changed time to meet the Rail Runner and Los Alamos buses.

Bus Stops

The bus stops are illustrated on Figure 2-7. Most buses will operate at the key stops and timing points (Española, Pojoaque, Camel Rock and stops in Santa Fe) some will run express and make very limited stops and one A.M. southbound and a P.M. northbound peak hour trip will be all stops. Additional (non-timed) stops should be placed:

- At the intersection of U.S. 285 and Nambé Rd.
- At the intersection with County Rd. 109N/Camino Las Joyas.

Figure 2-7: Route 200 Santa Fe





These stops are at signaled intersections and have safe pedestrian access. These stops should be available for all routes that pass through. Since they are at the street, the bus will not stop unless riders want to board or alight. It is also possible to stop on the shoulders pursuant to NMDOT approval.

Transfers and Timed Meets

There are multiple opportunities for this corridor to offer timed transfers to ensure seamless travel throughout much of the region. First, most buses will be timed to be in Española Transit Hub on the hour or half hour to maximize timed meets. This activity will allow NCRTD to offer more rapid and convenient service throughout the region. Following are the timed meets:

- **Rail Runner** - Timed connects on an A.M. and P.M. run,
- **Pojoaque Park and Ride** - The San Ildefonso, Los Alamos and Pojoaque/Nambé routes will all have timed meets with NCRTD or Park and Ride buses as appropriate,
- **Española Park and Ride** - Timed to multiple routes on the half hour (can include: Santa Clara, El Rito, Chama, Taos, and Chimayo. Local Española Service will meet each corridor bus; and
- It is possible to interline with the Española/Taos route to provide a one-seat ride from Taos to Santa Fe.

Service Impact - Performance

The level of service in this corridor will not change significantly; however, schedules will be adjusted to allow for seamless transfers at many transfer points. Further, two routes (Tesuque and Santa Clara) operate some service in this corridor and those runs will be included in the schedule, adding a number of additional options for riders. New timed meets, additional stops and express service will also encourage ridership. Table 2-7 describes the latest performance for this route and the Santa Fe portions of the Santa Clara and Tesuque routes.

Table 2-7: Rt. 200 Santa Fe Route Revisions

	FY13	Revised	% Change
Service Hours	2,250	2,250	0.00%
Service Miles	49,152	49,152	0.00%
Ridership	25,341	-	-
One-Way Passenger Trips per Hour	11	-	-
Average MPH	20	20	-
Cost	\$171,000	\$171,000	0.00%

Cost Impact

The service hours and costs will remain virtually unchanged.



Rt. 210 - Pojoaque-Pueblo

This underperforming route operates in an area not suited to fixed route. The meandering circuitous nature of the streets makes fixed route service problematic. Further, this route does not meet the requirements of the Americans with Disabilities Act (ADA). The timing of the route covers the morning rush hour, but does not cover the evening rush hour. There are about seven service hours daily. Ridership dropped 20 percent between 2011 and 2012 to about 1.5 one-way trips per hour.

Service Changes

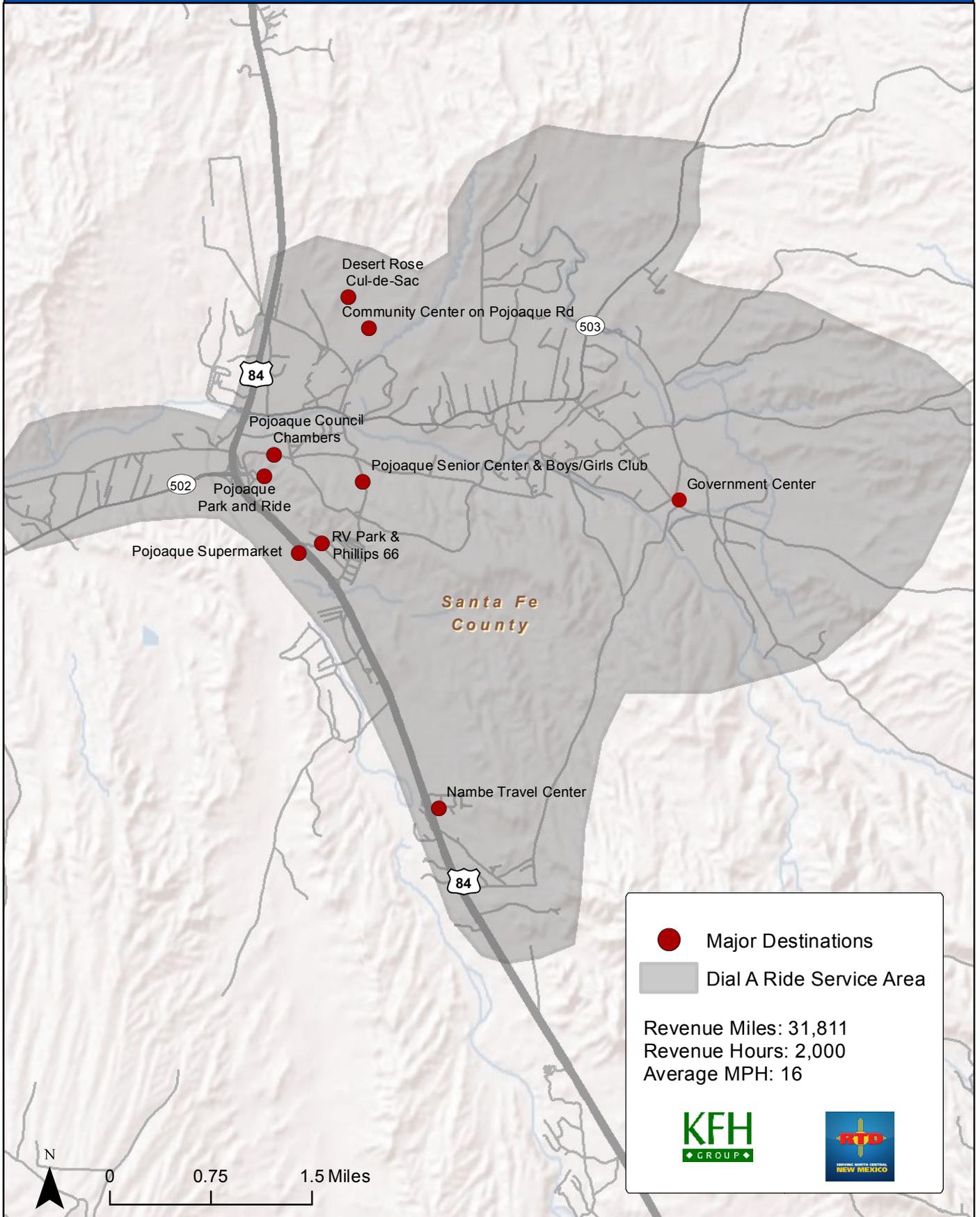
This route will be changed from an ineffective fixed route to a dial a ride where customers can call up to one - two hours before the trip. Dial a ride service is more suited to this service area and will offer a more flexible service for riders (Figure 2-8). There will be two types of trips. The first is standing order trips where customers apply for a standing order for a regular trip that always goes at the same time on the same day. For example, commuters may want to set up standing order trips five days a week for their morning and evening commute trip to the Pojoaque Park and Ride facility. Another example is a person who has medical treatments one day per week at the same time. Standing order trips are set in the schedule and customers only have to call if they are cancelling their trip. The second type of rider will be the dial a ride riders who call shortly before the trip. The dispatcher will use the new software that will be implemented in the near future.

The second part of this change is a revision to the schedule (with no additional service hours). The schedule should allow for morning and evening commuters with service starting at 6:30 a.m. in order to meet a Santa Fe/Española corridor bus. The service can operate, for example: 6:30 a.m. to 9:30 a.m., 11:00 a.m. to 1:00 p.m. and 4:00 p.m. to 6:30 p.m. or 6:30 a.m. to 10:00 a.m. and 3:00 p.m. to 6:30 p.m. This could allow for ample time for local shopping or longer distance needs.

Bus Stops

Dial a ride services like ADA paratransit does not have designated bus stops. The bus stops at the requested origin or destination. The bus will not stop in an area that is unsafe, inaccessible or where unsafe backing up is necessary.

Figure 2-8: Route 210 Pojoaque Pueblo





Transfers and Timed Meets

Transfers will be available at the Pojoaque Park and Ride facility at the request of passengers. Transfers are available for direct service to Santa Fe, Española, and Los Alamos.

Service Impact - Performance

Dial a ride will provide more convenient, flexible service for riders. There will be shorter ride times and convenient transfer opportunities for commuters to both Blue Buses and Park and Ride service. The revised service hours will also attract new riders. Overall, it is anticipated that ridership will improve up to 25 percent in the first year. Table 2-8 describes the FY13 performance for this route and compares the basic route data with the routes in the plan.

Table 2-8: Rt. 210 Pojoaque Pueblo Route Revisions

	FY13	New	% Change
Service Hours	2,000	2,000	0.00%
Service Miles	31,811	31,811	0.00%
Ridership	1,459	-	-
One-Way Passenger Trips per Hour	1	-	-
Average MPH	16	16	-
Cost	\$152,000	\$152,000	0.00%

Cost Impact

These changes have no impact on cost.



Rt. 220 – Tesuque Pueblo

The Tesuque service operates as a circulator between Tesuque and Santa Fe, just to the south. One peak P.M. northbound trip operates between the Santa Fe and the Española Transit Hub. The service operates about 8 hours daily.

Service Changes

The only actual change to this route would be to start the route in Española as an all stops (local) bus to Santa Fe, adding a segment between Camel Rock and Española (Figure 2-9). All other services will remain the same. The only other change is to have the A.M. and P.M. local service between Española and Santa Fe included on the Rt. 200 schedules as well as the Tesuque schedules.

Bus Stops

The bus stops will remain the same.

Transfer and Timed Meets

This bus will allow transfers to the Santa Fe system at Sheridan St., Rail Runner and for the one trip each way to Española, a timed meet with the Española Routes.

Service Impact - Performance

This route will remain relatively stable with possible increases from the enhanced commuter connections. Table 2-9 describes the FY13 performance for this route and compares the basic route data with the routes in the plan.

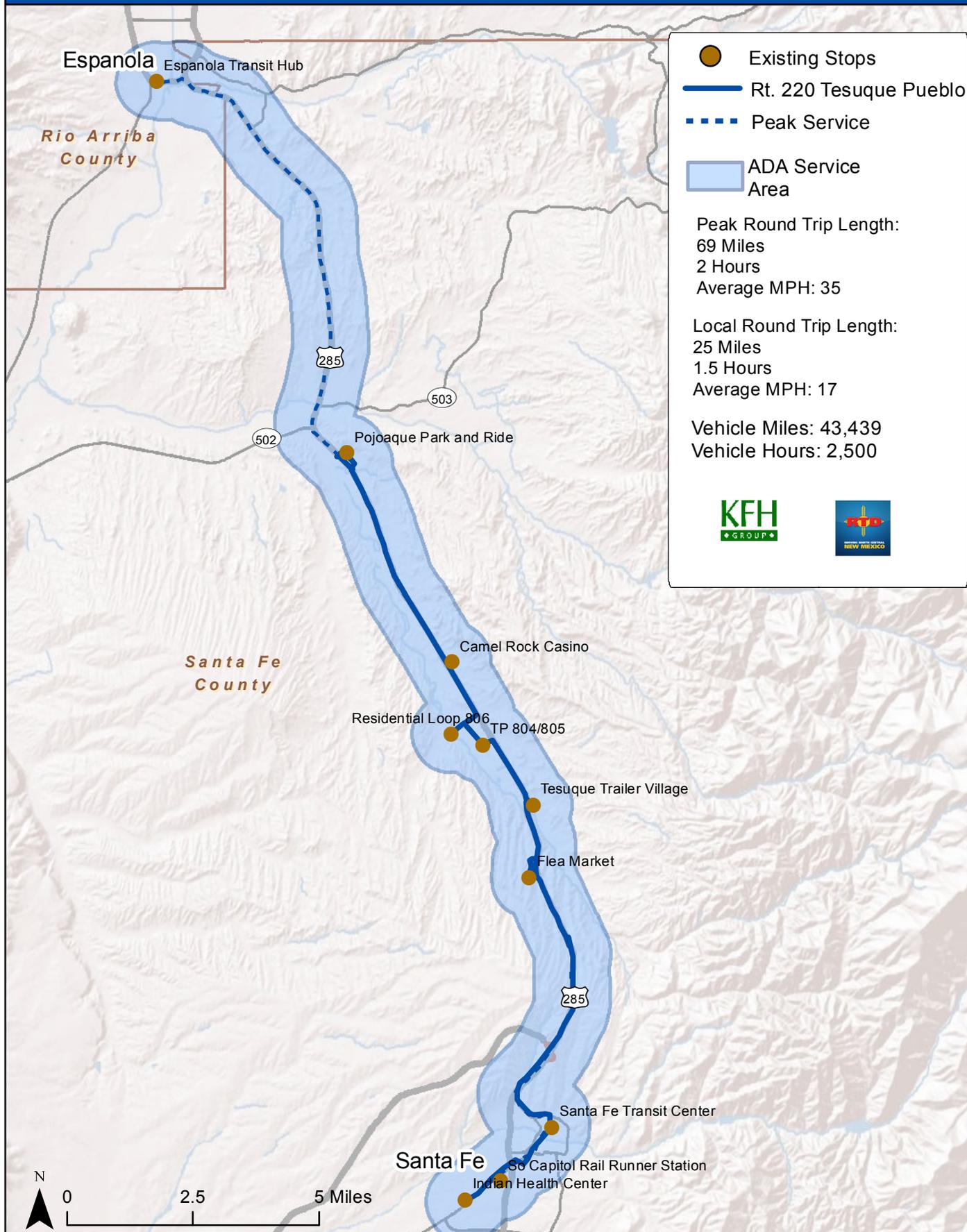
Table 2-9: Rt. 220 Tesuque Pueblo Route Revisions

	FY13	New	% Change
Service Hours	2,500	2,500	0.00%
Service Miles	43,439	43,439	0.00%
Ridership	7,487	-	-
One-Way Passenger Trips per Hour	3	-	-
Average MPH	17	17	-
Cost	\$190,000	\$190,000	0.00%

Cost Impact

The service hours and costs will remain unchanged.

Figure 2-9: Route 220 Tesuque Pueblo



-  Existing Stops
-  Rt. 220 Tesuque Pueblo
-  Peak Service
-  ADA Service Area

Peak Round Trip Length:
 69 Miles
 2 Hours
 Average MPH: 35

Local Round Trip Length:
 25 Miles
 1.5 Hours
 Average MPH: 17

Vehicle Miles: 43,439
 Vehicle Hours: 2,500






Rt. 230 - San Ildefonso Pueblo

The San Ildefonso route operates two round trips to the Pojoaque Park and Ride in the morning and two in the evening to meet commuter needs for residents needing access to Santa Fe or Española. There is no mid-day service. The service starts at the visitor center and does not enter the pueblo at this time.

Service Changes

The changes to this route will include additional stops in the Pueblo and along Rt. 30 at Avanyu and along O Toh Nah Po at the northern end of the pueblo (Figure 2-10). This will add about 40 minutes to each round trip, however cutting out five minutes of scheduled slack time each hour will reduce the added time to 30 - 35 minutes. Adding about 500 hours annually to this route.

The second change will adjust the schedule to maximize timed transfers at Pojoaque Park and Ride. Service times will be anchored by these meets to the greatest extent possible.

Bus Stops

This route will see a significant change in the number of bus stops. First, all the stops on Rt. 502 as discussed for Rt. 400 Los Alamos will be available for this route. In addition, there will be two stops on Rt. 30 to include Avanyu and along O Toh Nah Po off of Rt. 30. In addition, there should be two stops within the Pueblo near the government offices and at the senior center.

Transfers and Timed Meets

All transfers for this route will be at the Pojoaque Park and Ride facility. The route timing will be determined based on the potential to meet Santa Fe and Española buses, to allow for access to these cities.

Service Impact - Performance

This route can see ridership gains from the added stops along the route and assured timed meets for buses both north and southbound. Table 2-10 describes the FY 13 performance for this route and compares the basic route data with the routes in the plan.

Figure 2-10: Route 230 San Ildefonso Pueblo

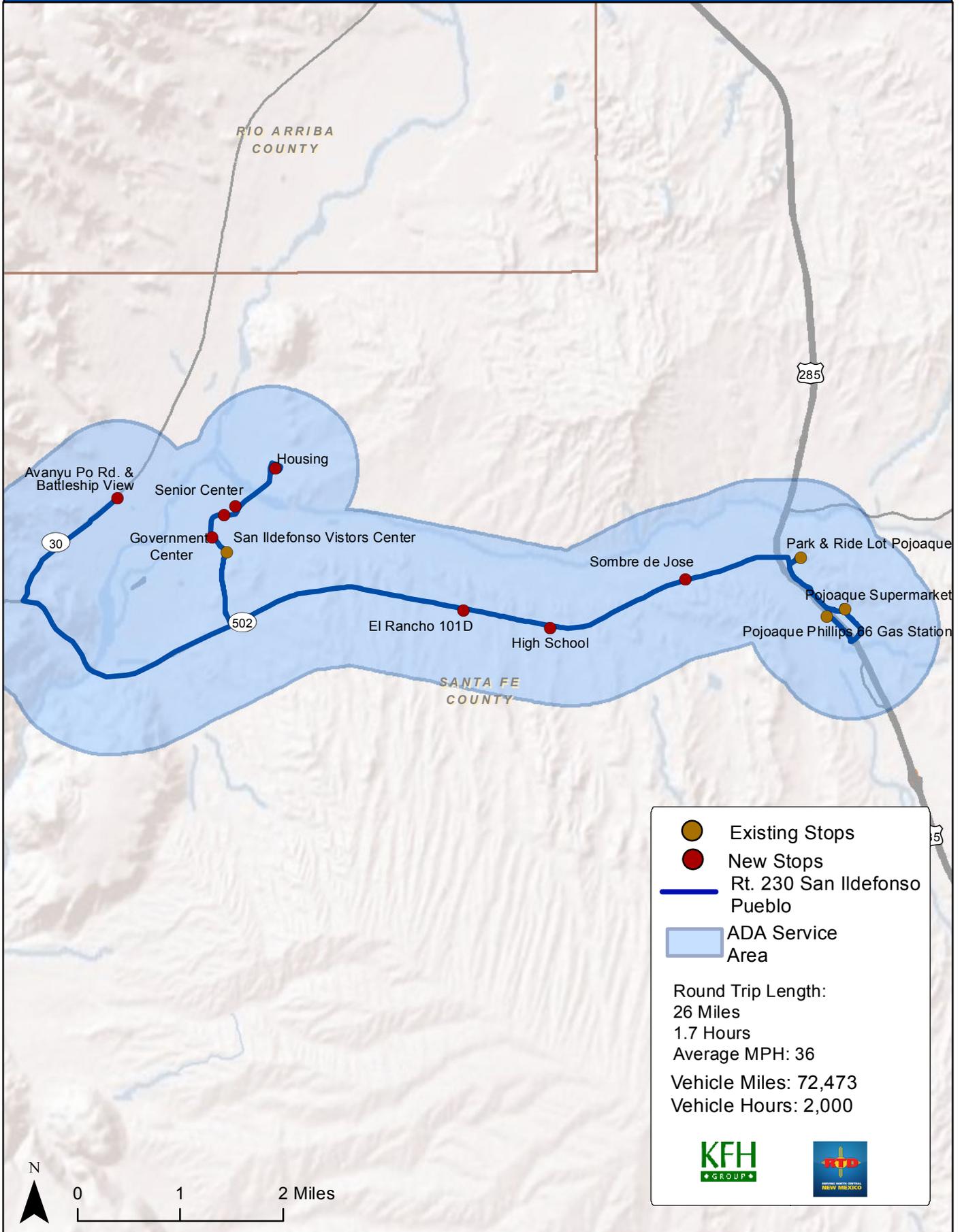




Table 2-10: Rt. 230 San Ildefonso Pueblo Route Revisions

	FY13	New	% Change
Service Hours	1,500	2,000	33.33%
Service Miles	54,491	72,473	33.00%
Ridership	3,348	-	-
One-Way Passenger Trips per Hour	2	-	-
Average MPH	36	36	-
Cost	\$114,000	\$152,000	33.33%

Cost Impact

The service hours and costs will increase 500 hours needed to serve Rt. 30. Each round trip takes an extra 30 – 40 minutes and with the elimination of slack in the route, this addition will cost about \$38,000.



Rt. 270 – Turquoise Trail

Up until July 2014, this was a commuter route that served employment sites near the 599 Rail Runner station. This was a short and productive route that operated limited hours. In July, RTD added off peak service to Madrid (Figure 2-11). The service now operates to Madrid with a round trip at about 11:00 a.m. and a return trip to Madrid leaving Santa Fe Trails transfer center at 4:30 p.m.

This route change is still relatively new and will need time to mature. No changes are recommended at this time. Management should review ridership weekly to determine its effectiveness.

Bus Stops

It is recommended that some of the timing points be eliminated and management should monitor the on-time performance and adjust accordingly.

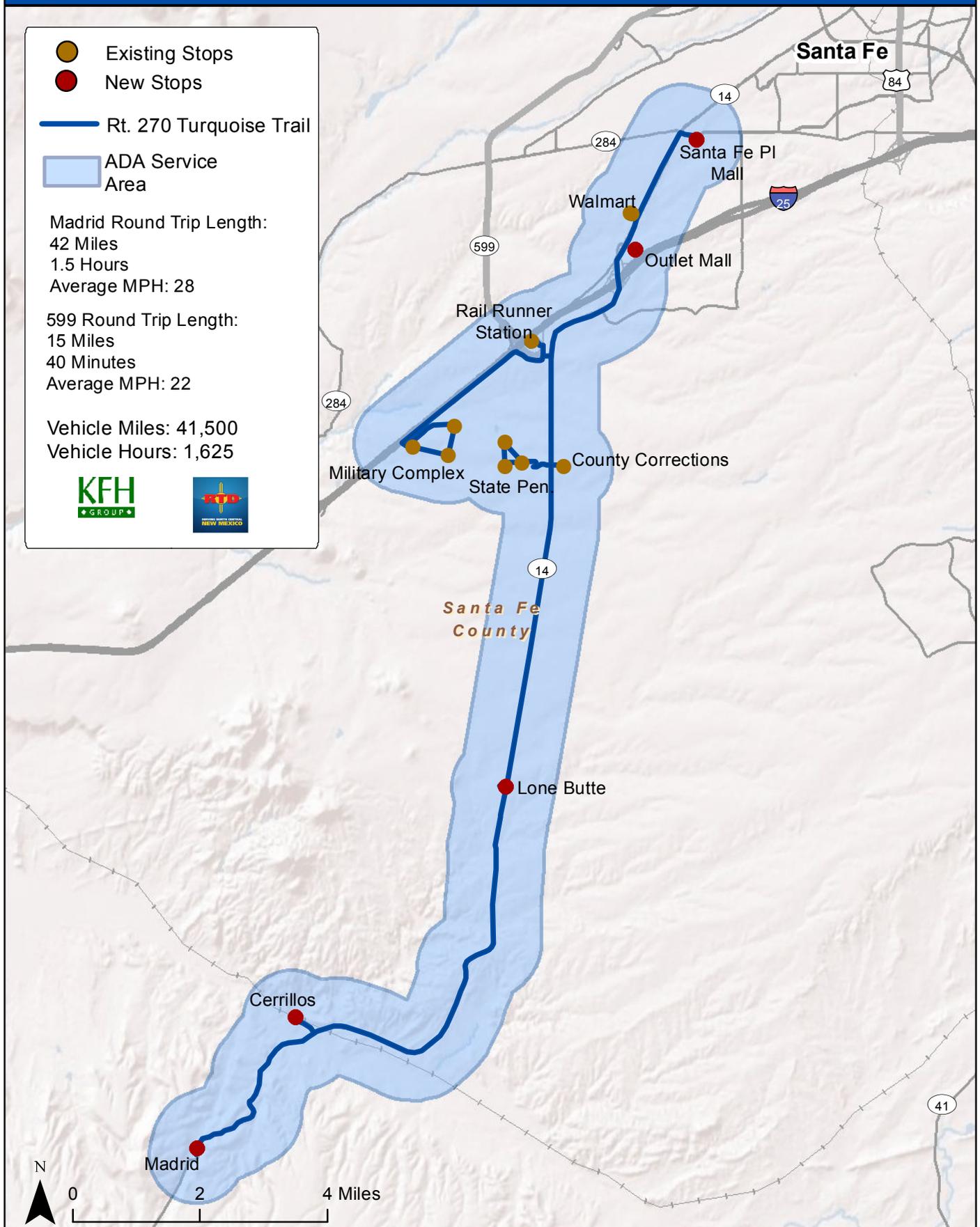
Service Impacts – Performance

No Changes.

Cost Impact

No Changes.

Figure 2-11: Route 270 Turquoise Trail





Rt. 280 - Eldorado

This route serves suburban Santa Fe in a community south of Santa Fe alongside U.S. Rt. 285. There are six round trips daily – three in the morning from 7:00 a.m. to 10:45 a.m. and three in the afternoon from 2:30 p.m. to 6:30 p.m. – about eight hours of service daily. The Eldorado’s first run in the morning and last in the evening duplicate the Edgewood route.

Service Changes

The current service sees most ridership on the first and last trips of the day – commuter service (Figure 2-12). For the short term, the route will remain the unchanged with the exception of a mid-day time adjustment in order to combine with the Edgewood route for one mid-day round trip. It should be noted that the Edgewood mid-day round trip is on a six- month trial, therefore this change should also be on a six-month trial. Combining routes may help to boost ridership and give these routes a chance to thrive. Other than the timing change, El Dorado riders will see no changes.

The longer term objective will be to combine the first northbound run, the mid-day run, as well as the last run southbound with Edgewood, eliminating the cost of most of the Eldorado service with no reduction in service levels or quality.

Bus Stops

No additional stops.

Transfers and Timed Meets

This route will meet Santa Fe Trails and NCRTD buses at Sheridan Street.

Service Impact - Performance

The level of service in this corridor will not change, however schedules will be adjusted to share resources and provide more effective ride times for riders. This route will be combined with the Edgewood route for one daily round trip.

Table 2-11 describes the FY13 performance for this route and compares the basic route data with the route in the plan. The combination of a mid-day run with the Edgewood route will not affect the cost of the Eldorado route.

Figure 2-12: Route 280 Eldorado

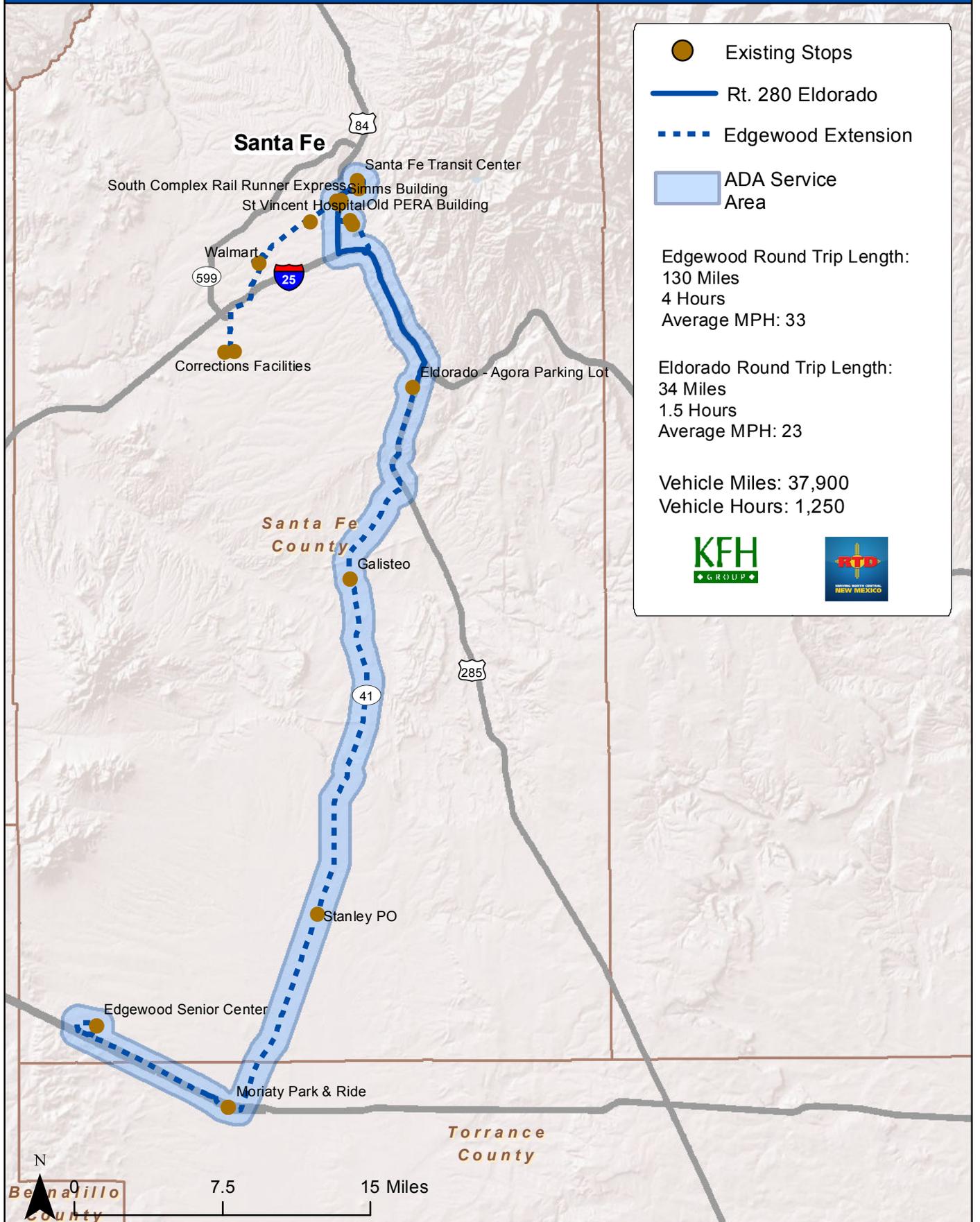




Table 2-11: Rt. 280 Eldorado Route Revisions

	FY13	New	% Change
Service Hours	2,000	2,000	0.00%
Service Miles	50,533	50,533	0.00%
Ridership	14,610	-	-
One-Way Passenger Trips per Hour	7	-	-
Average MPH	25	25	-
Cost	\$152,000	\$152,000	0.00%

Cost Impact

The service hours and costs will remain unchanged.



Rt. 290 - Edgewood

The Edgewood route consists of one northbound trip for the morning commute and one southbound trip for the evening commute (Figure 2-13). This route has good ridership and now uses one of NCRTD's biggest buses. There is also a need for additional bike racks and/or destination based bicycle storage.

This route uses a driver who then goes to their regular job during the day. The bus stays in Santa Fe during the day. The driver lives in the Edgewood area and there is no deadhead costs. Without a driver-rider (who is paid for their time), the deadhead would double the costs of the route. The mid-day round trip would use a different driver and a smaller vehicle.

Service Changes

The primary need voiced for this route is a mid-day return option. This mid-day service should be combined with the Eldorado route's mid-day round trip to reduce costs without reducing service or quality. The increase in cost for the mid-day run can be reduced if the mid-day run is combined with the Eldorado route (also serving Eldorado).

Bus Stops

The bus will stop at Eldorado.

Transfers and Timed Meets

This route will meet Santa Fe Trails and NCRTD buses at Sheridan Street.

Service Impact - Performance

The service in this corridor will add a mid-day run that may generate low ridership, but can help enhance use of the route during peak hours as riders would now have a mid-day return option. Further by combining the mid-day run with El Dorado it can boost ridership at a time that usually sees low ridership.

Table 2-12 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. As with Rt. 280 Eldorado, the combining of the two routes will increase the productivity and ridership, freeing resources for the six-month mid-day trial.

Figure 2-13: Route 290 Edgewood

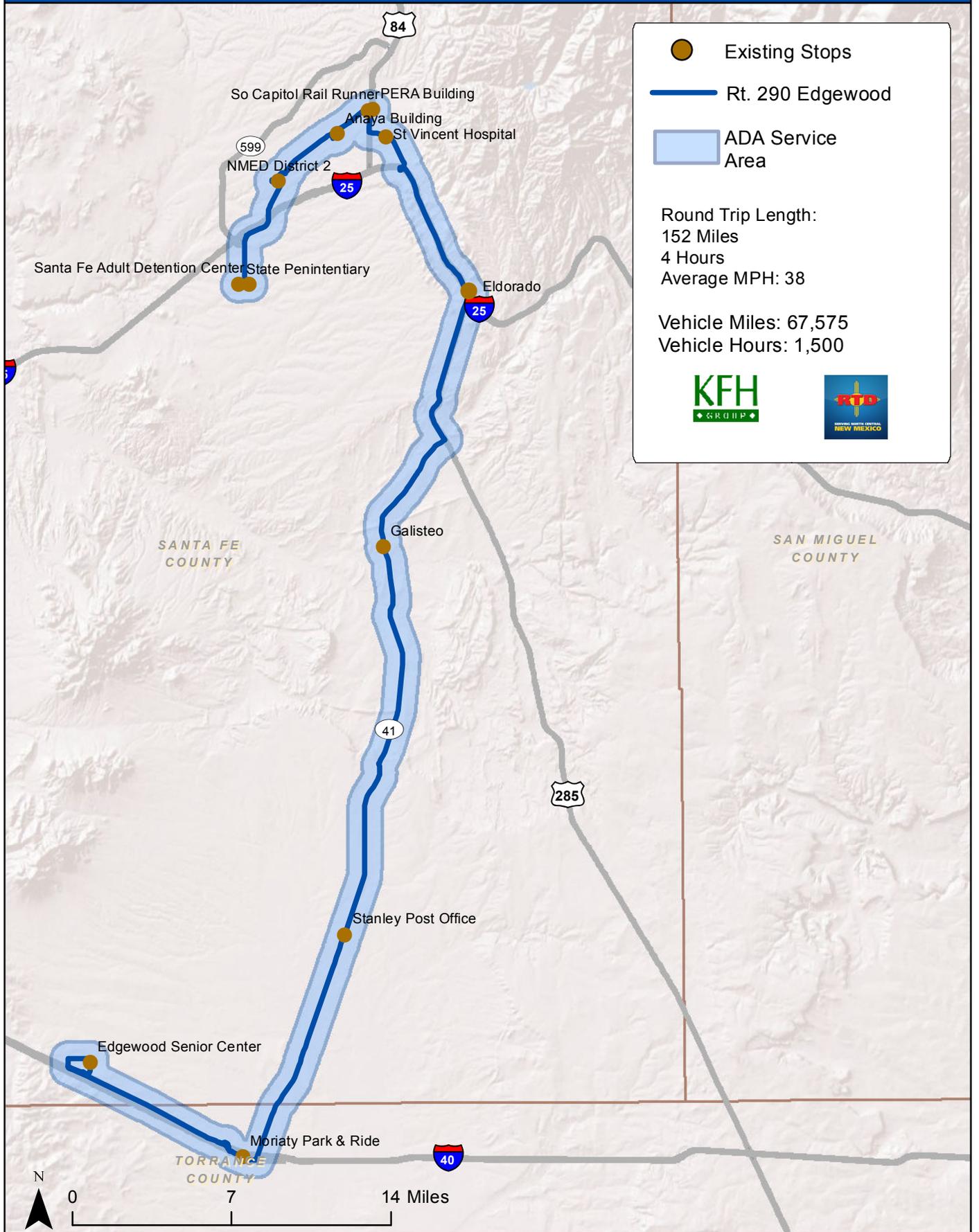




Table 2-12: Rt. 290 Edgewood Route Revisions

	FY13	New	% Change
Service Hours	1,250	1,500	20.00%
Service Miles	54,575	67,575*	23.82%
Ridership	14,610	-	-
One-Way Passenger Trips per Hour	12	-	-
Average MPH	44	45	-
Cost	\$95,000	\$114,000	20.00%

**Additional mileage is calculated from El Dorado to Edgewood and return*

Cost Impact

The additional mid-day run will increase annual costs by \$19,000.



Rt. 300 - Taos

There are three round trips on this route. One very early roundtrip gets very little ridership on the southbound run. The second trip follows right behind the first and the last trip arrives back in Taos after 7:00 p.m. There are nine hours of daily service.

Service Changes

The first change is to route the bus onto Fairview when in Española for service to Railroad Avenue and a stop at the college. All buses would follow this routing in both directions, giving access to college students on each run (Figure 2-14).

The second change would be to revise the schedules. To target commuters to Española and beyond the first bus would start at 6:00 a.m. or 6:30 a.m. This first bus would be timed to meet a 7:30 a.m. or 8:00 a.m. Santa Fe bus. The evening bus, leaving at 6:00 p.m., would also have timed meets. There would also be a mid-day round trip as well from 11:00 a.m. from Española with a return from Taos at 2:00 p.m.

Bus Stops

Additional bus stops will be south of Velarde and in some areas stops will be every mile. This route will also use all stops in the Española area along the roads traveled by this route. No additional timing points are needed with the exception of Velarde.

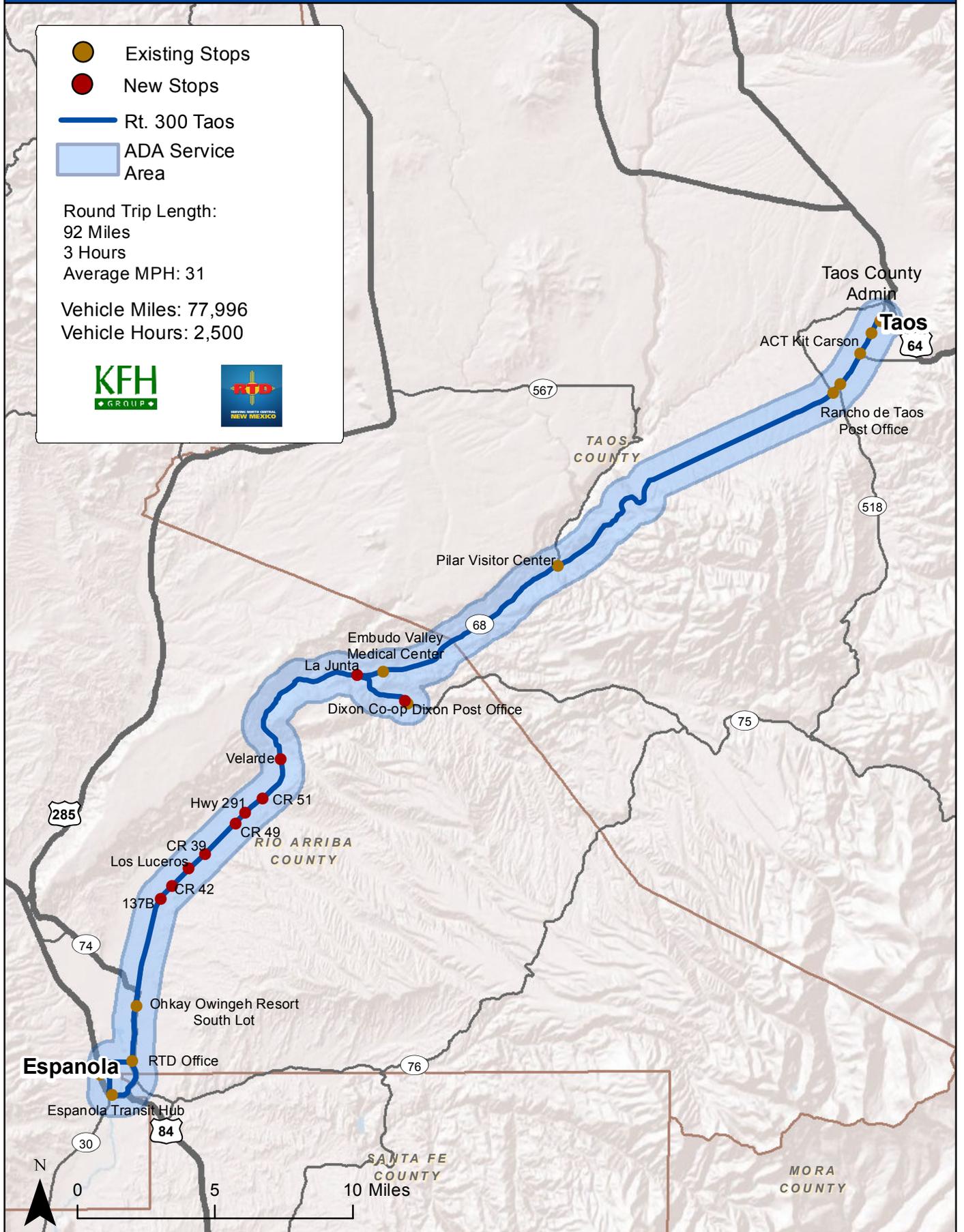
Transfers and Timed Meets

The Taos end of the route should be anchored by a transit connection and an appropriate park and ride lot within the Taos area. Where possible timed meets with Chile Line should be sought. There will be timed meets with Santa Fe buses and an interline is possible as well. However if the connections are seamless and rapid, the need for an interline is not as great.

Service Impact - Performance

The current schedules make it difficult for riders to use the service. The very early start time generates almost no ridership, where a route that starts later can still get

Figure 2-14: Route 300 Taos





people to Española and beyond for a morning and evening commute. The mid-day run will also be productive, especially between the cities. Communities such as Alcalde, Velarde, Dixon, and Embudo will now be able to take advantage of the service for shopping, medical, and other needs, as they will not have to stay in Española or Taos all day.

Table 2-13 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. With the additional stops/opportunities and the new timing, it is anticipated that ridership will increase 10 - 20 percent.

Table 2-13: Rt. 300 Taos Route Revisions

	FY13	New	% Change
Service Hours	2,500	2,500	0.00%
Service Miles	77,996	77,996	0.00%
Ridership	10,525	-	-
One-Way Passenger Trips per Hour	4	-	-
Average MPH	31	31	-
Cost	\$190,000	\$190,000	0.00%

Cost Impact

The service hours and costs will remain unchanged.



Rt. 310 - Red River

The Red River Route links a small resort community to Questa and Taos. Red River itself has a one-vehicle demand response service that addresses internal needs. The service operates at the same level throughout the year, even though ridership falls off after March until November. Most of the ridership is directed eastbound from Questa in the morning and westbound to Questa on the return this indicates (and supported by interviews) that many of the trips are commuter oriented. The service operates six round trips with the first trip from Red River that requires a deadhead move from where the driver is based in Questa (Figure 2-15). The deadhead move is made three more times throughout the day. Including deadhead time there is about eight hours of service daily.

Service Changes

The changes will revolve around the following:

- Tightening the schedule that has five minutes slack every 25 minutes. Eliminating these breaks allows for more service for the same cost.
- Scheduling the deadhead moves – Since the driver is going anyway, it should be placed on the schedule.
- Reducing service during off-season.

By eliminating the five minutes at each end of the run (30 minutes) and by scheduling the deadhead moves from the driver's base and returning (two hours), the service could complete four round trips (eight in total) in the time that three trips are taken now (5:55 a.m. to 9:10 a.m.). This can be done in the morning and evening.

During off-peak season the service can still operate the to the current number of round trips in the morning and afternoon, reducing service three hours per day for the same amount of round trips. For seven months of off peak season, this savings comes to 440 hours.

Bus Stops

One to two additional bus stops will be placed in Red River.

Transfers and Timed Meets

The schedules will be designed to provide a meet for westbound passengers to meet a Questa/Taos bus in the morning and the reverse in the evening.

Figure 2-15: Route 310 Red River





Service Impact - Performance

By better utilizing all of the hours available, this route can add a round trip during peak season for the same amount of hours. This can generate additional ridership through more service and faster running times. Off-peak service will have its hours reduced, but not the number of round trips (from the current level). This keeps a good level of service for Red River while reducing costs in the off-peak season. Table 2-14 describes the FY13 performance for this route and compares the basic route data with the routes in the plan.

Table 2-14: Rt. 310 Red River Route Revisions

	FY13	New	% Change
Service Hours	2,000	1,560	-22.00%
Service Miles	45,000	60,000	33.33%
Ridership	5,334	-	-
One-Way Passenger Trips per Hour	3	-	-
Average MPH	23	30	-
Cost	\$152,000	\$123,240	-18.92%

Cost Impact

The service hours and costs will remain the same during peak season, with an off peak reduction of three hours per day, 440 hours. This results in a cost reduction of \$28,760.



Rt. 320 - Questa

This route, primarily for commuters sees good ridership on the early A.M. and evening commuter trips. The northbound 7:30 p.m. run from Taos and its corresponding return to Taos however do not leave passengers with many options - either a 1 hour stay in Taos or 7.5 hours.

Service Changes

This route has the opportunity to provide far more service for the same number of hours by making a few simple changes. The route will operate the first southbound run as always, but it will not return to Questa at 7:45 a.m., as there typically are no riders (Figure 2-16). Instead, the bus will return northbound at 10:00 a.m. and proceed to conduct two round trips between 10:00 a.m. and 3:00 p.m. The last run will remain the same, leaving the Taos area at 5:30 p.m.

Bus Stops

The stops can remain as is for now with the addition of a stop in the vicinity of San Cristobal (Rt. 493).

Transfers and Timed Meets

There is and will continue to be a timed meet between the Questa and the Red River routes for the first and last Questa trips. This will not change. Other connections can be made with adjustments to the Red River route.

Service Impact - Performance

With no change in service levels, the service will now become more open to riders in the area for shopping, medical, and other needs in addition to commuting. Additional mid-day ridership is anticipated.

Table 2-15 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. This will be followed by a brief discussion of expectations for this route highlighting basic performance data and measures for the first year of implementation.

Figure 2-16: Route 320 Questa

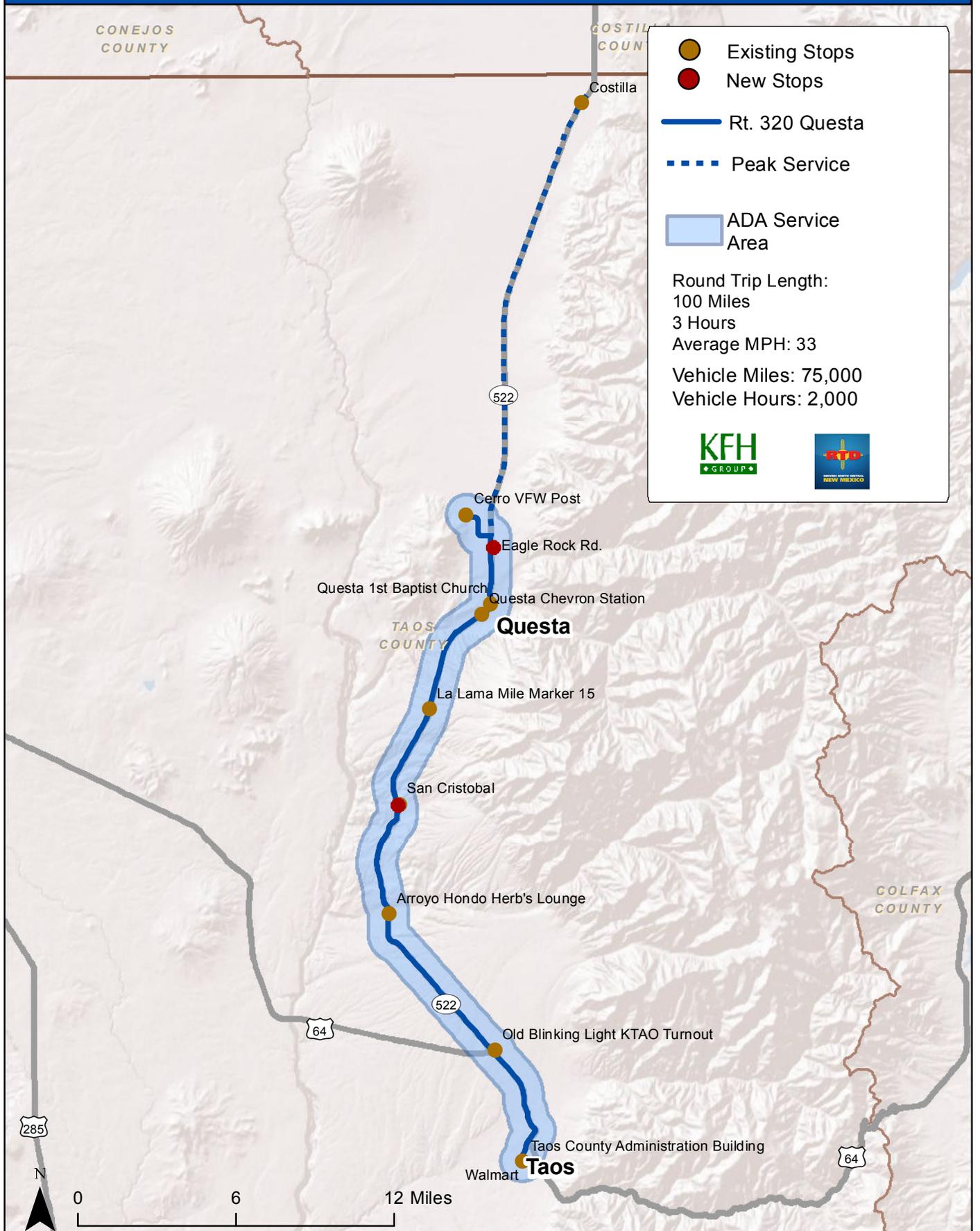




Table 2-15: Rt. 320 Questa Route Revisions

	FY13	New	% Change
Service Hours	2,000	2,000	0.00%
Service Miles	46,292	75,000	62.02%
Ridership	12,921	-	-
One-Way Passenger Trips per Hour	6	-	-
Average MPH	23	33	-
Cost	\$152,000	\$158,000	3.95%

Cost Impact

The service hours will remain unchanged. Due to the increase in miles, the annual cost will increase by \$6,000.



Rt. 330 - Penasco

The route as currently configured operates a northbound peak hour trip to Taos and then heads back to Las Trampas at a time when few would ride in that direction. The afternoon trip is essentially a deadhead move as well since few would ride to Taos in the afternoon with no way of getting back. In essence, there is a two-hour northbound run in the morning and a 1.5 hour southbound run in the evening. This 3.5 hours of service results in 6.5 service hours, with three hours of ineffective time.

Service Changes

The scheduling of the route should change, however finding service for that vehicle after arriving in Taos could be an issue. The second change would be to schedule a mid-day round trip to meet needs of riders that do not want to stay all day in Taos.

The second change is to add a stop at the Picuris Pueblo west of Penasco – this will add five to ten minutes to the trip, which could be offset by a reduction in stops in Taos and greater dependence on the Chile Line for circulation in Taos (Figure 2-17). Service will operate “closed door” within Taos, as northbound buses will only drop off passengers in Taos, while southbound buses will only pick up passengers, avoiding any trips internal to Taos as well as eliminating competition with the Chile Line.

Bus Stops

A stop will be added at the Picuris Pueblo.

Transfers and Timed Meets

Transfers will be available at the Chile Line Transfer point.

Service Impact - Performance

The level of service in this corridor will not change; however, schedules will be adjusted to meet the needs of riders for both commuter/all day needs to half-day needs for shoppers, those going to medical appointments and personal business that cannot ride at this time.

Table 2-16 describes the FY13 performance for this route and compares the basic route data with the routes in the plan. It is expected that ridership will increase 5 - 10 percent due to the changes.

Figure 2-17: Route 330 Penasco

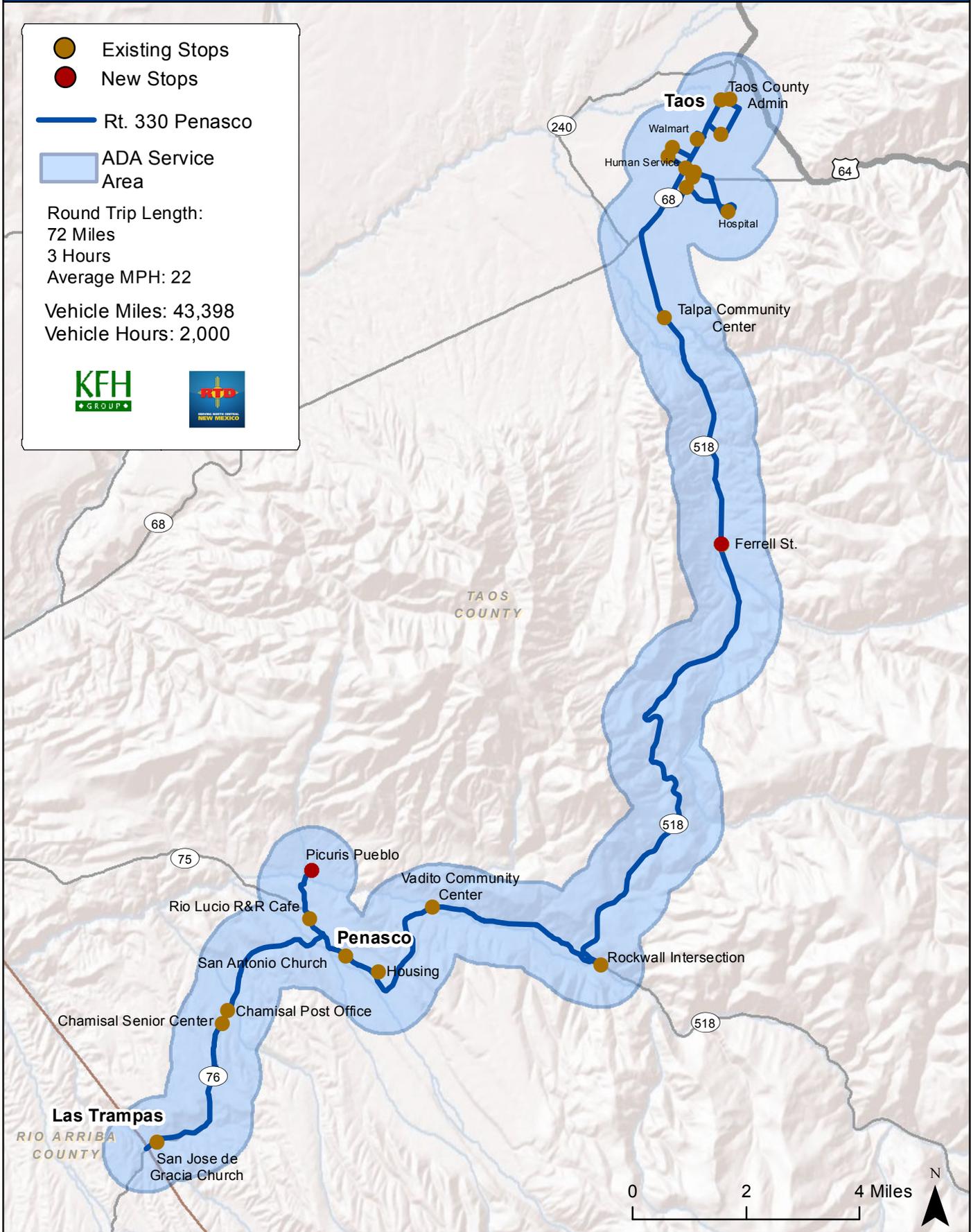




Table 2-16: Rt. 330 Penasco Route Revisions

	FY13	New	% Change
Service Hours	2,000	2,000	0.00%
Service Miles	43,398	43,398	0.00%
Ridership	9,192	-	-
One-Way Passenger Trips per Hour	5	-	-
Average MPH	22	22	-
Cost	\$152,000	\$152,000	0.00%

Cost Impact

The service hours and costs will remain the same.



Rt. 400 Los Alamos – Española and Rt. 410 Los Alamos – Pojoaque (LA-E/LA-P)

This route is designed to provide midday service to and from Los Alamos from Española and Pojoaque during hours when the Park and Ride service does not operate. It is proposed that the hours of service be revised to better meet needs and provide a southbound connection at Pojoaque to Santa Fe at 12:20 p.m.

Service Changes

The service hours will be revised to better meet the needs of riders. Service will start in Española at 11 a.m., travel to Los Alamos, departing Los Alamos about noon and offering service to Pojoaque for a timed meet with a southbound Santa Fe bus. The bus will then travel back to Los Alamos, followed by a last run to Española ending at 2 p.m. (Figure 2-18). The Park and Ride service starts again at Pojoaque at 2:53 p.m. and Los Alamos at 3:28 p.m. The route will now serve the Los Alamos urban core on Rt. 502.

Bus Stops

There is a significant need for service along Highway 30 and 502. There should be stops along Rt. 30:

1. Battleship View,
2. Red Clay Rd. (timing point),
3. Wagon Rd.; and
4. Kee St.

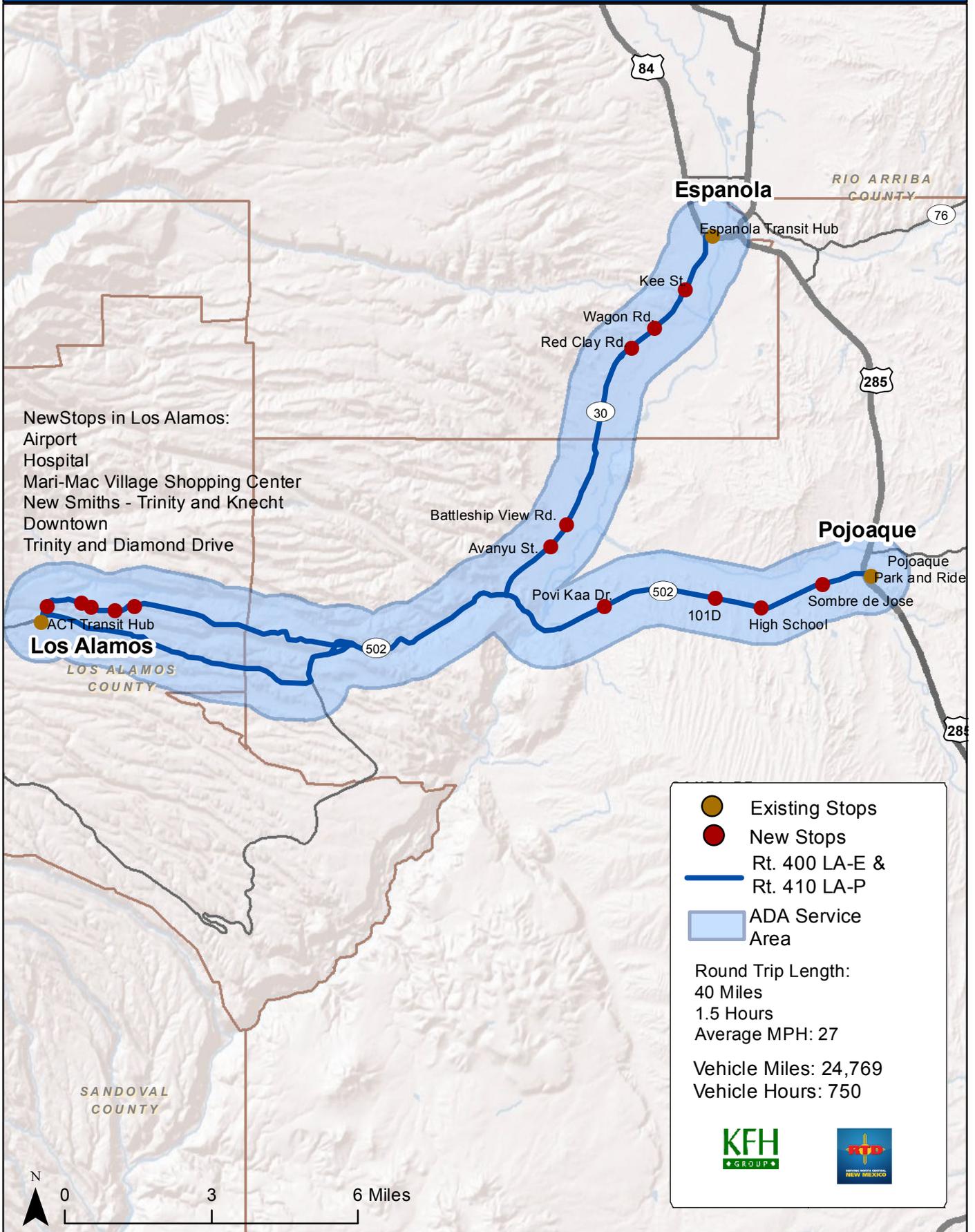
The stops along Rt. 502 should be as follows:

1. Sombre de Jose,
2. CR. 101E/High School,
3. CR. 101D (timing point),
4. Povi Kaa; and
5. Entrance to San Ildefonso.

There will also be a new set of stops within Los Alamos including:

1. The airport,
2. Hospital,
3. Mari Mac Village Shopping Center,
4. Trinity and Knecht (new mall)
5. Downtown; and
6. Trinity and Diamond Dr.

Figure 2-18: Route 400 LA-E and Route 410 LA-P





These stops will provide access to the system for persons that reside along the route. It is recommended a stop along each highway’s mid-point should be a timing point.

Transfers and Timed Meets

This route is dependent on the ability of riders to transfer to another route or another system. Each connection at the Española Transit Hub will be met by the local Española Routes. There will also be a timed meet in Pojoaque for mid-day service to Santa Fe from Los Alamos. The route will also connect to the Atomic City Transit Center.

Service Impact - Performance

The level of service in this corridor will not change significantly; however, schedules will be adjusted to allow for greater use of the service. It will also allow for extended stays in Española or Los Alamos with one leg of the trip using Park and Ride services. This route will never be a high ridership route as the travel between these cities at mid-day is light and this route serves more to complement the Park and Ride service by offering a mid-day return. While this route may gain a little ridership, if marketed by Park and Ride (and placed on their schedule) that service may also see a slight increase in riders. Table 2-17 describes the FY 13 performance for this route and compares the basic route data with the changes proposed in the plan.

Table 2-17: Routes 400 and 410 Los Alamos Route Revisions

	FY13	New	% Change
Service Hours	1,000	750	-25.00%
Service Miles	33,026	24,796	-24.92%
Ridership	1,459	-	-
One-Way Passenger Trips per Hour	1	-	-
Average MPH	33	27	-
Cost	\$76,000	\$57,000	-25.00%

Cost Impact

The reduction in service hours will result in a \$19,000 savings annually.



PARATRANSIT

NCRTD operates paratransit service in the Española area (Figure 2-19), both in support of ADA as well as for these areas currently not served by fixed route. The purpose of ADA paratransit is to meet the needs of those that cannot use fixed route because of a disability. As fixed route improves, NCRTD should see a reduction in use of ADA paratransit. This service is the only form of public transit that strives for fewer riders rather than more riders. The objective is to place as many riders on the fixed route as possible.

Service Changes

This service will see a number of modifications. First as the availability of fixed route transit increases, NCRTD should see a reduction in use of paratransit. Management and staff must pursue opportunities to get riders to use the fixed route service rather than the far more expensive paratransit. The other change will include deploying vehicles and drivers that are coming in from another area (for example: Chama and El Rito) to operate in paratransit mode while otherwise laying over. These drivers would get their manifests electronically on their tablets or mobile data terminals. This and other implementation issues will be discussed in detail in the next chapter.

Service Impact - Performance

As stated above, it is anticipated that as fixed route expands, many more ADA and non-ADA riders will be able to use the fixed route service. The reduction of paratransit through greater use of fixed route should always be an objective of NCRTD.

Cost Impact

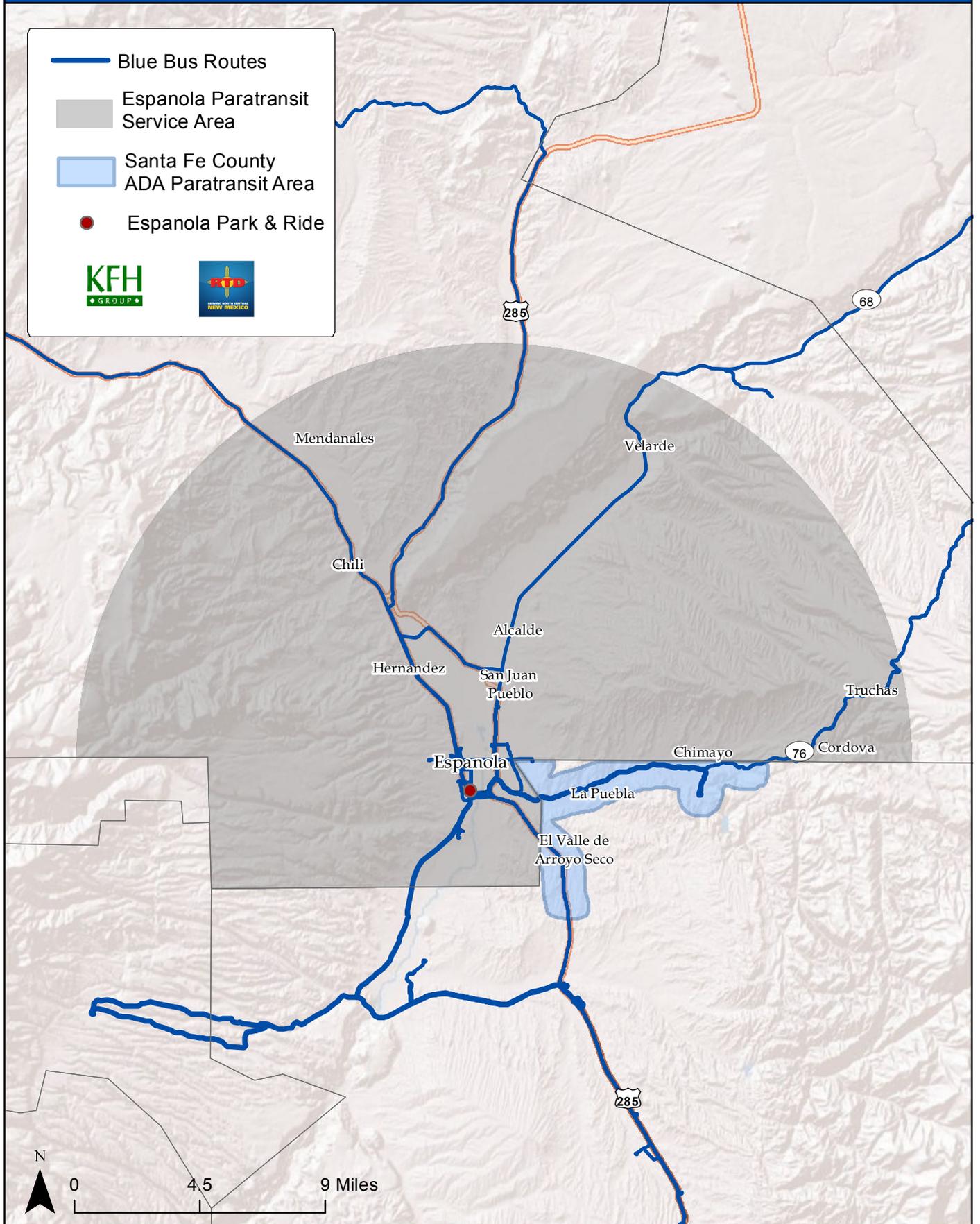
While difficult to calculate at this point, it is expected that ridership will remain stable and will not increase due to the expansion and greater utility of fixed route.

SERVICE ELIMINATED

Rt. 350 - UNM Taos Klauer

This route is a near duplicate of the Chile Line service operated by the Town of Taos. The only exception is that this route travels 1.5 miles further south to the campus. This route operates all year including when class is not in session generating almost zero ridership on those days. Overall, it has very low ridership and is in fact one of the poorest performing routes in the system.

Figure 2-19: Espanola Paratransit Service Area





This route should be turned over to Chile Line for compensation to extend their route 1.5 miles to UNM Klauer Campus. This service would only be extended when the Campus is open and active – about 210 days. A three-mile round trip extension every hour would result in about an additional 12 minutes each hour or about two hours per day.

Service Impact - Performance

This change will have little impact on overall ridership, but by consolidating service with Chile Line, will help their productivity, and lower their cost per trip.

Cost Impact

The route currently costs about \$153,216 annually (\$76 per hour times 2016 hours). Eliminating this route and transferring service to Chile Line (\$15,000 cost) will save \$138,216.

NEW SERVICES

There are two new services that will be implemented for a six-month trial. These routes are designed to provide limited service for shopping, medical, and other needs. These services can ultimately be expanded or eliminated based on route performance over the six-month period. It will be incumbent on NCRTD and community leaders to ensure that all residents are informed of these services and can take advantage of them.

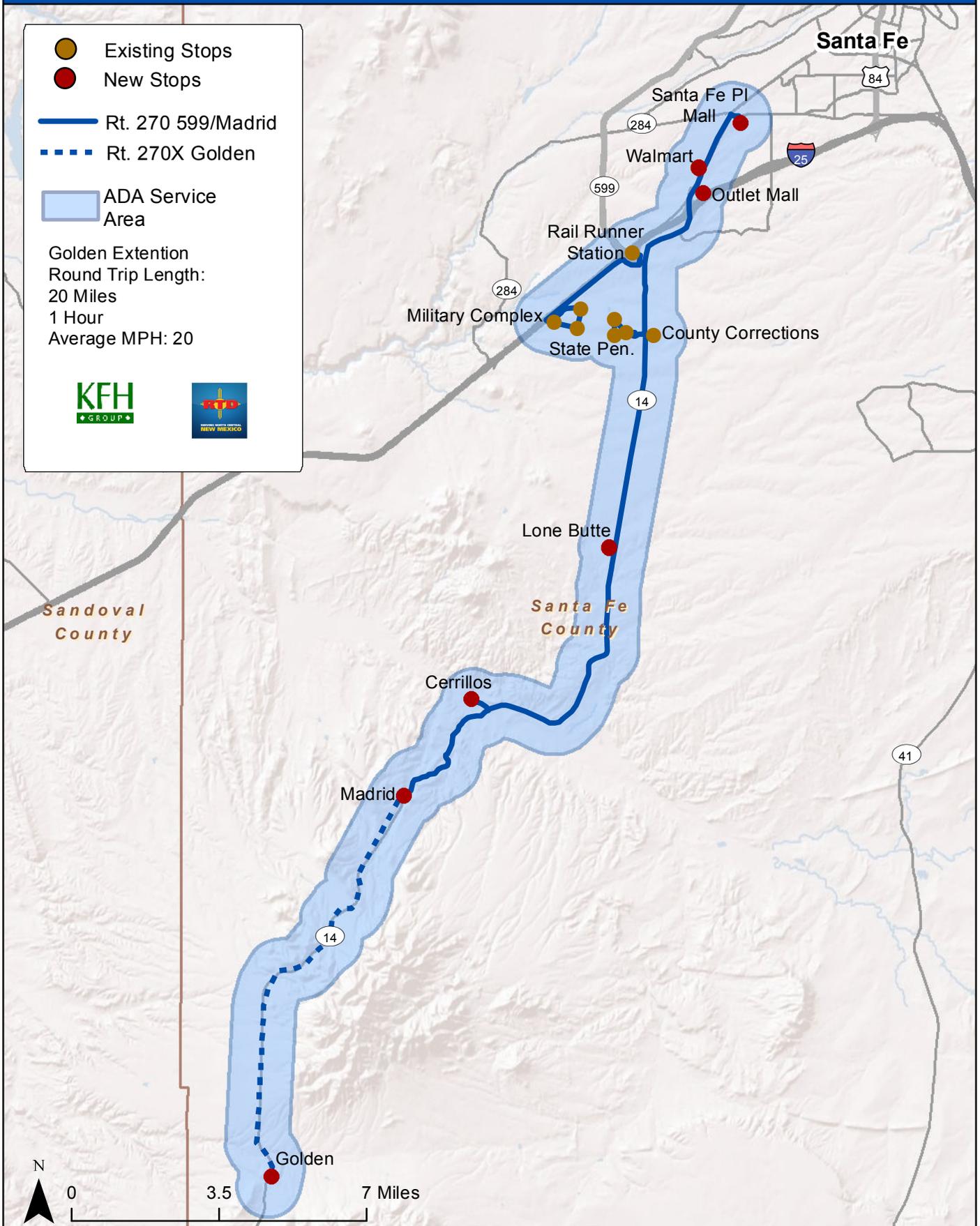
Rt. 270X - Golden Extension- Six-Month Trial

Golden is a small rural community about 10 miles south of Madrid. Madrid is now served by two round trips daily in the mid-day. This service will provide access from Golden into Santa Fe one day per week as an extension of the Madrid route (Figure 2-20). NCRTD will identify a stop with parking access. This would add 30 minutes to each leg of the round trip, or about \$76 per week - \$3,950 annually. This service will provide mid-day service into Santa Fe with stops at the outlet mall, Wal-Mart and the Santa Fe Place Mall/Transit Center.

Service Impact - Performance

While ridership will be light, as an add on to the Madrid route, it can help boost overall ridership. Adding two - three trips on a one way run will make the service viable.

Figure 2-20: Route 270X Golden Extension





Cost Impact

The cost of this service would be about \$3,950 per year to add it to the Madrid service.

Rt. 360 - Tres Piedras

Tres Piedras is a small community over 30 miles northwest of Taos. The potential ridership for a daily route is minimal. Tres Piedras can support a one day per week mid-morning/mid-afternoon trip for medical appointments, shopping, and personal business (Figure 2-21). It is recommended that a scheduled service start in Tres Piedras at 9:00 a.m. – 10:00 a.m. (utilizing a bus that would otherwise layover in Taos – the Rt. 320 – Questa for example). The return would be at 3:00 p.m. – 4:00 p.m. The vehicle would make designated stops in Taos at the County building, the hospital, Wal-Mart and other shopping areas. This would require two round trips at 2 hours each round trip.

Service Impact - Performance

Light ridership levels are anticipated; however, there is an untapped market for shopping, medical appointments, and other personal needs.

Cost Impact

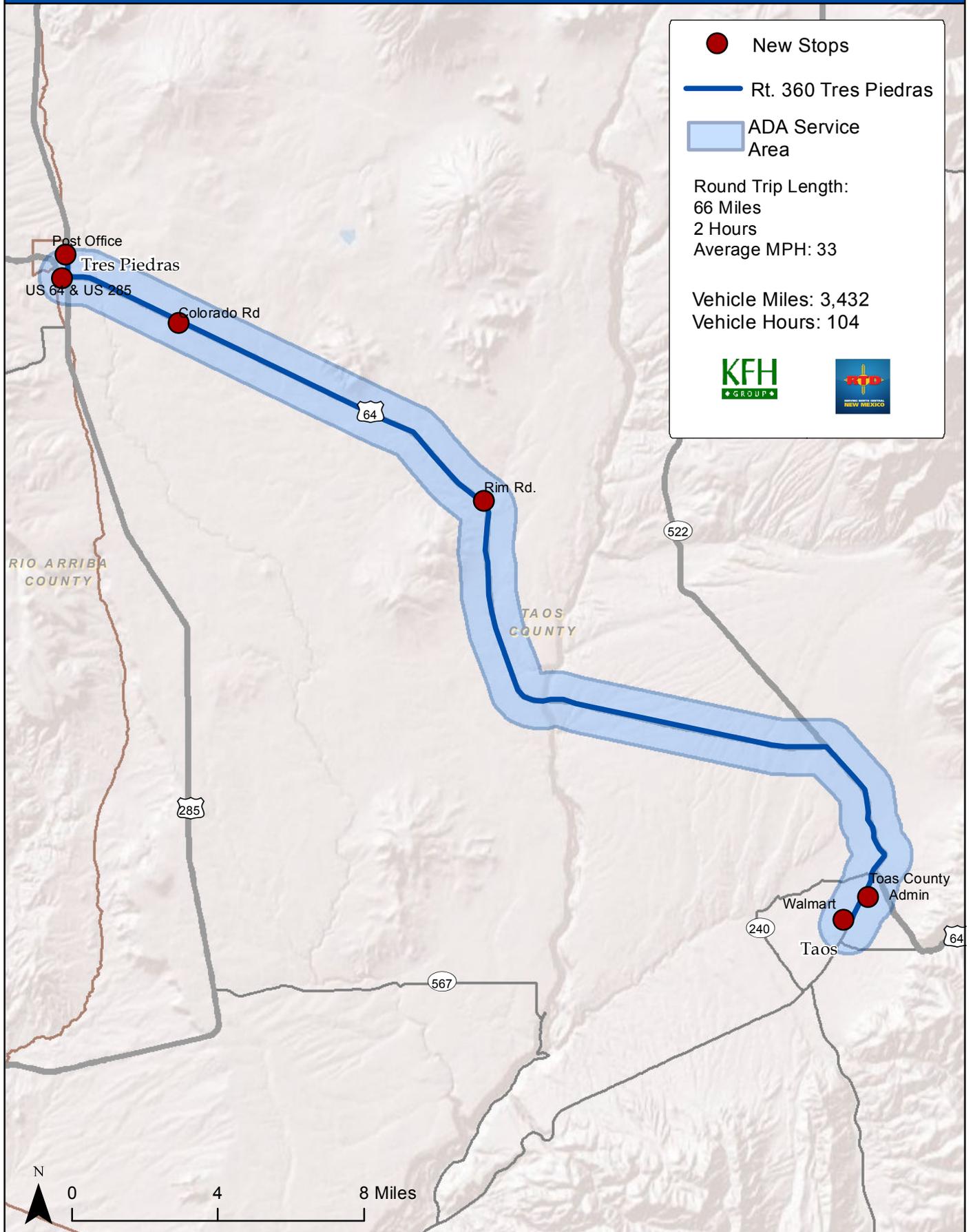
The cost of this service would be about \$16,000 per year (4 hours per week).

FUTURE SERVICES

There are a number of services identified that should be implemented as funding becomes available over the next five years. This includes traditional routes, ski or shopper shuttles paid all or in part by the private sector, tourist and weekend service. These are discussed below.

The first three services reviewed are dependent on seeking and securing private and public sector sponsors. To this end, NCRTD will be funding a marketing position and will use \$52,000 for this effort. That funding will be used to generate sponsors for these services.

Figure 2-21: Route 360 Tres Piedras





1. La Cienega/Las Golondrinas

This area has requested service through the public meeting process and the review of demographics indicates that there are some transportation needs in the region. This is a community southwest of Santa Fe that parallels I-25 to the west and is about five miles south of the 599 Rail Runner train stop. The population of the area is about 4,000.

The new route is illustrated in Figure 2-22. This route would start in Las Cienega and serve Las Golondrinas, Rail Runner 599 Station, the outlet mall, Wal-Mart and Santa Fe Transit Center near the Mall. At the mall, riders could transfer to go throughout Santa Fe.

Service hours can include one – two peak hour trips in the morning and evening along with a mid-day round trip. There will be timed connections to a southbound Rail Runner and timed connections at the Transit Center.

Service Impact - Performance

This is an untapped market, where we anticipate light to moderate ridership levels of three – four one-way trips per hour. Most important, these will be new riders.

Cost Impact

Assuming 6 hours per day, the estimated annual cost is \$114,000. This will require an additional peak vehicle. The capital cost associated with this smaller bus would be about \$120,000.

2. Regional Premium Express – Weekends

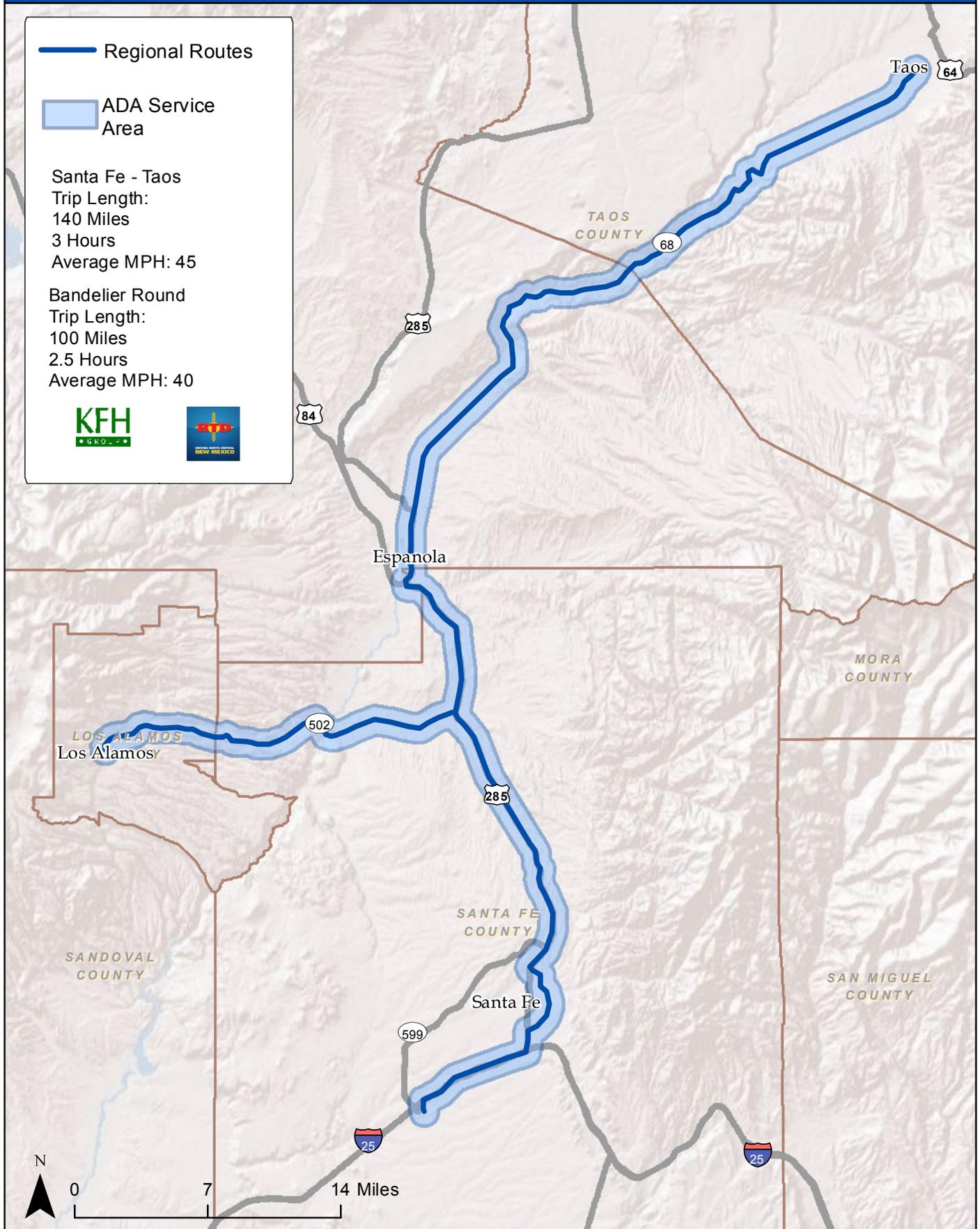
Currently the only premium regional service in the Taos – Española – Santa Fe corridor is the Taos Chile Line service on weekends. This service is limited and it is designed for people in Taos. There is an opportunity for NCRTD and Taos to swap out routes. The UNM Taos route, discussed above, should be operated by Chile Line (eliminating duplication of services and simply adding 1 and ½ miles to the route). Regional service such as this route (Figure 2-23) should be operated by NCRTD. It may be possible to work out an arrangement between these systems. Figure 2-23 displays this service.

Premium service could target service employees and tourists with regular weekend day service. Major destinations can include Taos, Santa Fe, Bandelier National monument, connecting through White Rock with Atomic City Transit's service to the

Figure 2-22: Route 299 La Cienega/Las Golondrinas



Figure 2-23: Regional Premium Express - Weekends





monument or it could operate direct to the Monument. NCRTD can partner with tourist oriented destinations and hotels to offset the costs. Partners would get stops of their choice and advertising benefits. These sponsorship opportunities will be discussed in detail in Chapter 3.

For the Taos – Santa Fe service there should be 16 hours of service each weekend day, the service can start at 8:00 a.m. and operate as late as 8:00 p.m., with four additional hours for a second vehicle operating opposite the first bus in the morning and evening trips. Off peak season would call for a reduction of weekend service to 12 hours of service each weekend day using one bus.

For Bandelier service, the bus could start at 9 a.m. and have a last return arriving in Santa Fe at 6:00 p.m. This service would operate in peak seasons only (about 6 months). There is a variety of options in terms of hours of service, operating only in peak seasons as well as the number of stops.

Service Impact - Performance

Premium service would be marketed and operated in partnership with major origins and destinations in the region such as hotels, cities, casinos, Bandelier restaurants and other tourist related businesses. If properly marketed and planned, this service could generate 10 – 15 one-way trips per vehicle hour of service in the six months between May and October or 160 – 240 one-way trips daily.

Capital Needs

This service should ultimately use high back seats and comfortable vehicles for the premium longer distance trips. As this is a weekend service, NCRTD can pick from its fleet if a suitable vehicle is available. The service should not be implemented in the event a suitable vehicle is not available. A good first impression is essential.

Cost Impact

Operating the full service Taos – Santa Fe, as outlined above with peak and off peak weekend service, the costs would be \$114,900 annually. Bandelier service for six months would cost about \$36,000. Much of the local share of this cost can come from tourist destinations such as hotels, retailers, cities, and casinos. Service should not be implemented until sponsors are in place.

As a premium service, the NCRTD can charge \$5 per non-sponsored trip, reducing the costs by about 20 – 30 percent.



3. Ski Shuttles

Ski shuttles should also be dependent to some extent on sponsors – ski resorts and others benefiting from ski tourism. There are a variety of ski centers that could benefit from transit by ensuring greater access to their facility, seeing a reduction in parking demand and reducing pollution.

Partner with ski resorts willing to become sponsors/funders who in return receive valuable marketing, service to their facility, ability to promote youth skiing and the ability to generate good will through support of the community.

- a. Prioritize by willingness to partner.
- b. Service Hours - Run consistent service throughout the day. Hours may vary based on demand.
- c. Seasonal Service – This service will operate during ski season.
- d. Look to partnering and putting packages together with Rail Runner.

Possible partners include (Figure 2-24):

- *Sipapu Ski* – accessed through Española/Dixon and/or Taos.
- *Ski Santa Fe* – accessed through Santa Fe.

The Taos Ski Valley has service via Chile Line in partnership with the Village of Taos Ski Valley, so they are not included.

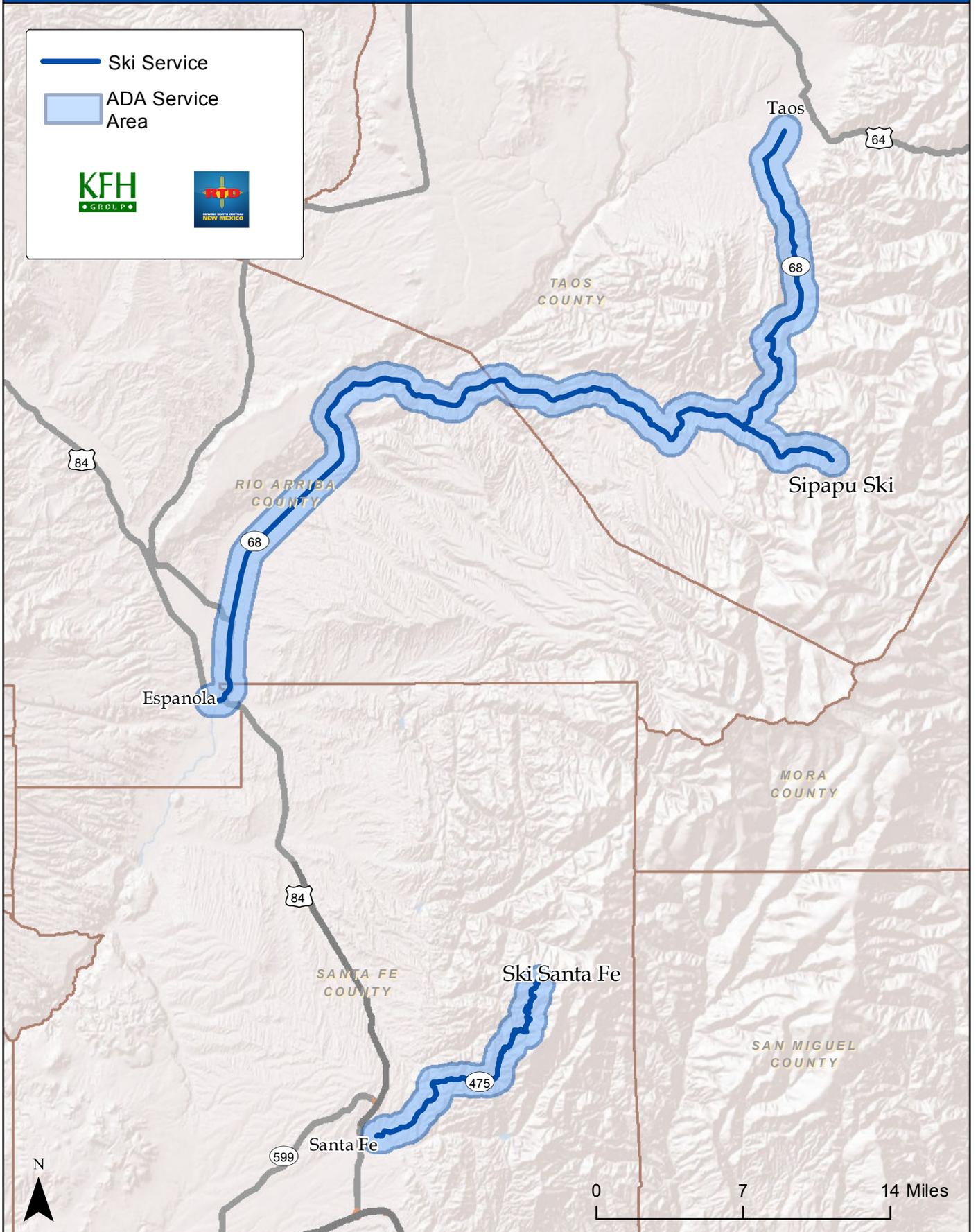
Service Levels

These services can be operated on a variety of different schedules based on the level of sponsorship. For example the per-route costs would be:

- Certainly all day, every day would be optimal, but that would cost \$23,000 per month or \$115,000 for five months.
- Weekend service is more feasible and for all day service 12 hours – this would cost about \$38,000 for five months.

It is anticipated that the expense would be offset to some degree by the ski resorts. The capital costs for this service will be about \$200,000 for a new vehicle sized and outfitted as a ski shuttle.

Figure 2-24: Potential Ski Services





4. Shopper Shuttle

Shopper shuttles, like the previous services above, can serve a niche market and are typically paid for by sponsors. In this case, sponsors such as Wal-Mart, Smiths, Albertsons, or other large retailer are appropriate. These shuttles target transit dependent populations such as elderly people, people with disabilities, or low-income families, and take them to needed shopping areas. These services are typically paid for by the retailer(s) in exchange for transporting their customers and promotional considerations (see the section on Sponsorships to follow). This effort requires significant marketing and sales. This is a business proposition, not a request for money – that is why these services are successful.

Service Impact – Performance

These types of services can be promoted by retailers and can generate reasonable ridership of 10 – 20 customers per vehicle trip. These services can be very productive. This service can use existing vehicles and can be set up during off peak times to ensure vehicles are available.

Cost Impact

This service should be paid for by retailers and other sponsors that receive benefits from this service, rather than the taxpayers.

5. Weekend Española Service

Weekend service can benefit service employees, tourists and local residents by providing access on Saturday and if possible, Sunday. As a rule of thumb, Saturday service typically generates one-half of weekday ridership and Sunday typically one third. However, the presence of tourist oriented services and the need for service employees to get to work can increase the ridership numbers. Currently Santa Fe Trails, Rail Runner, Chile Line (Taos Ski Valley - seasonal and Regional Express service) and Atomic City (Bandelier only – seasonal) operate on the weekends. NCRTD, Regular Chile Line and Atomic City services do not operate on the weekends.

Consideration should be given to operating limited service on Española routes. Clearly regional service would be most advantageous to operate on weekends (discussed above). NCRTD could operate two buses in service in Española on the existing routes. Operating hours can vary, but as a minimum, the bus could operate Saturdays 7:00 a.m. to 6:00 p.m. The key question is, should NCRTD operate Saturdays only or both Saturday and Sunday (9:00 a.m. to 6:00 p.m.)?



Service Impact - Performance

As stated above, Saturday service typically operates at about half the ridership of a typical weekday. Based on this, we estimate productivity at about four – five one-way trips per hour combined on both routes. Sunday service can generate about three one-way trips per hour.

Cost Impact

Operating two vehicles on Saturday service throughout the year would cost \$87,000. Sunday service would cost an additional \$71,000. Since this service would operate on weekends and holidays, NCRTD should pick its best/most appropriate vehicles for this service.

SUMMARY OF SERVICE CHANGES

The wide variety of service changes are summarized in Table 2-18, which summarizes all of the revisions to existing services. This table shows a slight reduction in service hours overall, while it is anticipated that ridership will increase. Table 2-19 depicts the new six-month trial services.

Table 2-18: System Route Revisions

#	Route	Service Hours	Service Miles	Average MPH	FY 14 Operating Cost	FY 13 Operating Cost	Cost Change	Percent Change
100	Riverside	5,250	49,254	9	\$399,000	\$399,000	\$0	0.00%
110/120	Westside/Crosstown	3,250	52,000	16	\$256,750	\$247,000	\$9,750	3.95%
150	Chimayo	3,000	60,000	26	\$228,000	\$266,000	-\$38,000	-14.29%
160	Santa Clara Pueblo	2,000	52,138	26	\$152,000	\$152,000	\$0	0.00%
180	El Rito	1,500	58,500	39	\$114,000	\$152,000	-\$38,000	-25.00%
190	Chama	2,000	92,651	45	\$152,000	\$91,200	\$60,800	66.67%
200	Santa Fe	2,250	49,152	20	\$171,000	\$171,000	\$0	0.00%
210	Pojoaque Pueblo	2,000	31,811	16	\$152,000	\$152,000	\$0	0.00%
220	Tesuque Pueblo	2,500	43,439	17	\$190,000	\$190,000	\$0	0.00%
230	San Ildefonso Pueblo	2,000	72,473	36	\$152,000	\$114,000	\$38,000	33.33%
270	Turquoise Trail	1,625	41,500	26	\$123,500	\$123,500	\$0	0.00%
280	Eldorado	2,000	50,533	25	\$152,000	\$152,000	\$0	0.00%
290	Edgewood	1,500	67,575	35	\$114,000	\$95,000	\$19,000	20.00%
300	Taos	2,500	77,996	31	\$190,000	\$190,000	\$0	0.00%
310	Red River	1,560	60,000	30	\$123,240	\$152,000	-\$28,760	-18.92%
320	Questa	2,000	75,000	33	\$158,000	\$152,000	\$6,000	3.95%
330	Penasco	2,000	43,398	22	\$152,000	\$152,000	\$0	0.00%
350	UNM Taos Klauer	0	0	-	\$15,000	\$153,216	-\$138,216	-90.21%
400/410	LA-E/LA-P	750	24,796	27	\$57,000	\$76,000	-\$19,000	-25.00%
DR	Demand Response	2,515	54,986	22	\$191,140	\$191,140	\$0	0.00%
	Totals	36,950	1,007,948	26	\$2,843,630	\$2,972,056	-\$128,426	-4.32%

Table 2-19: New Service

#	Route	Service Hours	Service Miles	Average MPH	Operating Cost
270X	Golden Extension	52	1,040	20	\$3,950
360	Tres Piedras	104	3,432	33	\$7,904
		156	4,472	26.5	\$11,854



II. ADA SERVICES

There are a number of issues related to ADA that should be addressed as soon as possible. Federal regulations under the Americans with Disabilities Act (ADA) require comparable service for qualified persons with disabilities. This comparable service can take the form of either ADA complementary paratransit as is operated in the Española area, or as a flex route that will pick up riders upon request, up to $\frac{3}{4}$ mile from the route.

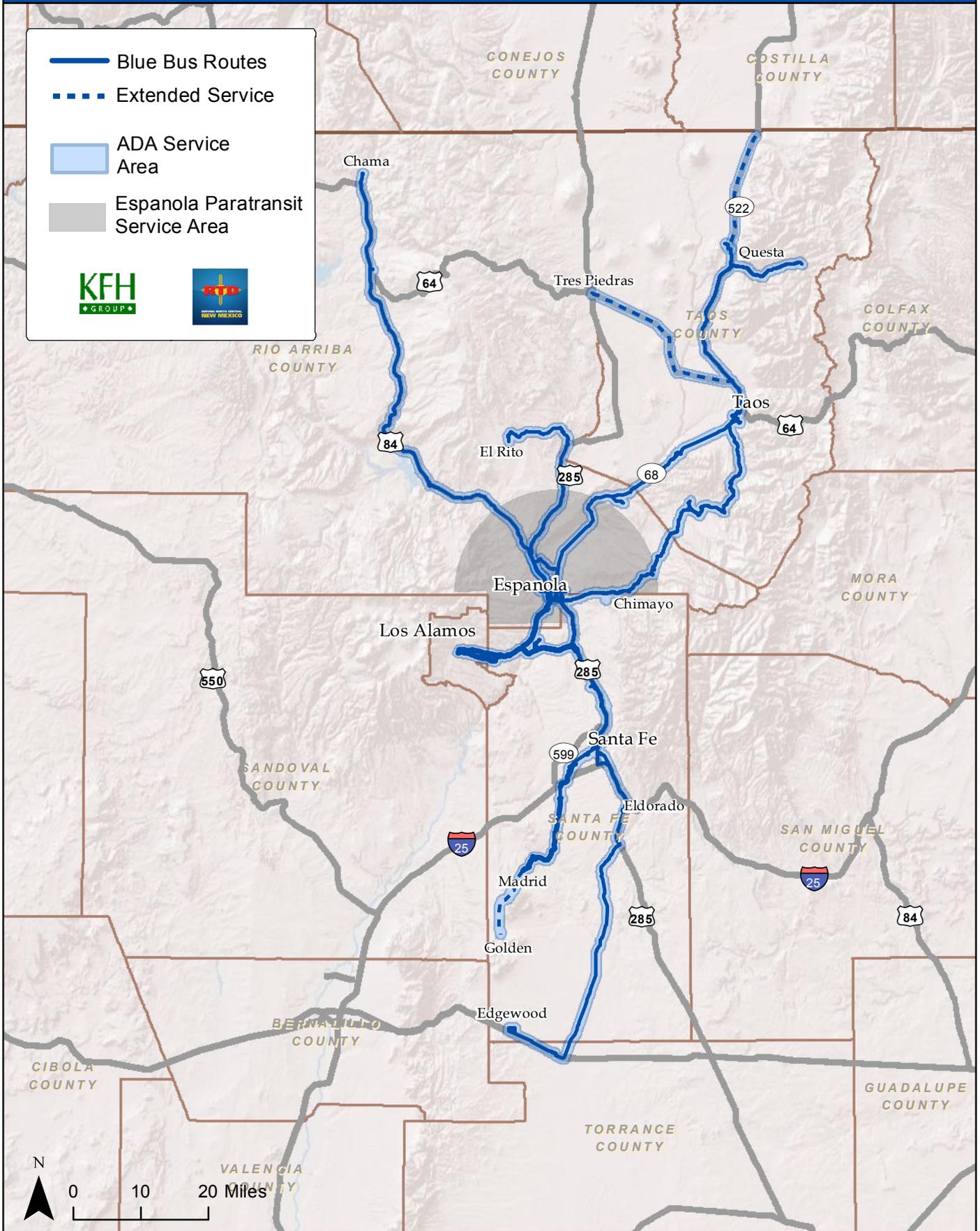
- A. **Complementary Paratransit** - this service is a door-to-door service that qualifying ADA customers can use if they cannot use fixed route due to a disability. This service works best in urban areas where for example one - two vehicles can meet the needs. Unfortunately, for the rural and regional routes this would be ineffective, as it would virtually require a very expensive parallel service.
- B. **Flex Route Service** - Flex route service (also called route deviation) is used in rural and regional service to meet ADA needs. Under the regulations, the flex service must be open to all customers. This is considered a premium service and non-ADA customers should be charged \$5 or more for each time it requires the bus to flex. Qualified ADA riders would ride for no more than twice the fixed route fare, which in this case is zero.

NCRTD would not have to provide ADA service within the service area of other transit jurisdictions as that is the other system's responsibility. The rider will be responsible for arranging service within another transit jurisdiction. In addition, the Okhay Owingeh Pueblo provides ADA level service within its boundaries.

It is recommended that NCRTD continue operating paratransit within the Española area (Figure 2-19). All other routes should offer flex service and all vehicles should be accessible for persons using wheelchairs. Figure 2-25 illustrates the $\frac{3}{4}$ -mile corridor on either side of each route. Other features of flex route include:

- Customers must call the same day within two hours of the requested service.
- The dispatcher will be responsible for flexing the appropriate bus. This will become a more active position.
- The bus cannot get into every origin or destination and will not be put in a position where a hazardous maneuver is required.

Figure 2-25: System Map and ADA Service Area





NCRTD already has an eligibility program in place. This will now need to be expanded system-wide. The consultants will work with NCRTD to ensure that this process is:

- Stringent, yet fair and consistent.
- Ensures that only those that cannot ride the flex or fixed route due to a disability are eligible.



Chapter 3

Implementation and Funding Strategies

This is the final chapter of the NCRTD Transit Service Plan update. The implementation and funding strategies closely follow the service planning addressed in Chapter 2. Chapter 1 summarizes the Technical Memoranda used to develop the plan. This chapter reviews the activities needed to properly plan and implement new service now and in the future.

IMPLEMENTATION STRATEGIES

The implementation strategies cover a wide range of activities in preparation for implementation of new service. They are as follows:

Routes and Operations Planning

While this plan does not include specific schedules, this section does address fundamentals in planning and developing schedules for routes.

Scheduling Fundamentals

This will include planning out the routes and drafting approximate schedules. The following steps should be taken when conducting operations planning activities:

1. **Route Speed** - Establish an appropriate MPH for each route. Base this on current running times, then adjust the MPH up or down depending on the route's on-time performance.
2. **Determine crucial times** - crucial times are usually at the destination (employment or appointment for example) or interim destination (transfer location). The route timing should be based on those crucial times required for a transfer or to get customers to work on time.



3. **Scheduling** - In scheduling the routes work back from these crucial times based on the miles per hour.
4. **Timing Points** - Limit timing points to every seven to 10 minutes in rural areas and every 5 – 7 minutes in urban areas.
5. **Limit dwell time/Minimize down time** - there should be zero dwell time along the route, except at transfer locations or end points. This dwell time should be limited to 5 minutes. For routes that routinely go back and forth, dwell time should be reduced to once per hour.
6. **Regular Seasonal Changes** - The service hours and times by necessity, change whether due to a specific need or seasonal changes. Management must make regular orderly changes and modifications. The best times to do this are when the seasonal requirements necessitate changes. Making all changes at the same times usually works best.
7. **Recovery time** - Winter schedules should be modified or contingencies developed to ensure recovery time on routes that are routinely slowed by inclement weather.
8. **Link Runs** - Table 3-1 illustrates the different runs of each route in order for planners to link up runs and ensure at least 4 hour shifts. This type of table can be used as a tool to ensure that vehicle operators have a reasonable work schedule.

The most complicated routing in the system is the service between Española and Santa Fe. The service must complement rather than compete with the Park and Ride service and it must make timed connections at Rail Runner as well as in Española. Recommended schedules should include elements of the example in Table 3-2. This schedule ensures that timed meets are kept and that NCRTD is slotted in between Park and Ride service.

Nomenclature

Terminology is important and must be consistent:

1. **Vehicle Direction** - It is recommended that the direction be referred to as northbound, southbound, etc. as is done for the Riverside route. For example Española – Chimayo would be eastbound and westbound, while Chama would be northbound and southbound. The head-sign will reflect where the vehicle is going at that time. For example, on the Chama route when traveling northbound the sign would say Chama, while southbound it will say Española.

Table 3-1: Vehicle Chart for Each Route

	5:00 AM	6	7	8	9	10	11	12:00 PM	1	2	3	4	5	6
Taos Based														
Questa			TAOS						QUESTA					x :45
Red River*		x:20			x:15	RED RIVER					x:40			
UNM*		TAOS												
Penasco				TAOS				LAS TRAMPAS						
Taos						ESPAÑOLA				ESPAÑOLA				
Tres Piedras***			TRES PIEDRAS			ESPAÑOLA						TRES PIEDRAS		
Española Based	5:00 AM	6	7	8	9	10	11	12:00 PM	1	2	3	4	5	6
Riverside														
Westside/Crosstown														
Los Alamos		ESPAÑOLA								ESPAÑOLA				
Santa Fe														
Chama				ESPAÑOLA							ESPAÑOLA			
El Rito				ESPAÑOLA						ESPAÑOLA				ESPAÑOLA
Chimayo														
ADA Paratransit														
Pueblo Based	5:00 AM	6	7	8	9	10	11	12:00 PM	1	2	3	4	5	6
Tesuque Pueblo			TESUQUE					TESUQUE						
Pojoaque Pueblo						NAMBE				NAMBE				
San Ildefonso Pueblo						SAN ILDEFONSO				SAN ILDEFONSO				
Santa Clara Pueblo						x:40	ESPAÑOLA							
Santa Fe Based	5:00 AM	6	7	8	9	10	11	12:00 PM	1	2	3	4	5	6
Edgewood				SANTA FE				Shared Vehicle		SANTA FE				x:40
Eldorado			x:10	SANTA FE						SANTA FE				
Turquoise Trail**				SANTA FE					SANTA FE					

*** One day per week service
 ** Service to Golden 1 day per week.
 * Seasonal Changes
 Vehicle in Service



Service Metrics

There are a few service planning performance measures that should be monitored monthly by route and system wide.

1. Identify key performance measures -
 - a. **Basic ridership** - Total one-way trips.
 - b. **Productivity** - One Way Trips per Vehicle Hour a key measure of success.
 - c. **On-Time Performance** - Defined as between zero and five minutes after the scheduled time. Standard on time performance is between 90 and 95 percent (exceptions are made for weather or construction delays).
 - d. **Cost** - Cost per One Way Trip is a function of cost per hour and productivity.
 - e. **Safety Measures** - Road calls and Accidents per 100,000 miles.
2. Benchmark current effort by route and system wide and establish the starting point.
3. Depending on the measure, goals should be set to improve performance 5 percent over existing performance.

Training and Practice

With new routes comes the need for training of drivers, dispatchers, and call takers to ensure knowledge about the route changes and excellent customer service. Each driver should have a route book (or digital display) with maps and turn-by-turn directions for each route. Drivers must be trained on each route. At no time should a route be assigned to a driver that has not been trained on the route.

Table 3-2: Examples of Española to Santa Fe Routes

Southbound Routes								
Operator / Route	Kee St.	Espanola Park and Ride	Pojoaque Park and Ride	Camel Rock Casino	Sheridan St.	So Capitol Rail Runner	Indian School	Indian Hospital
Park and Ride		5:52	6:09		6:34	6:55		
Park and Ride		6:23	6:40		7:05	7:26		
Santa Clara	6:50	7:00						7:35 - 7:45
Espanola - Santa Fe		7:30	7:50		8:20			8:30
Tesuque		8:00	8:15	8:30	8:46			9:00
Park and Ride		8:00	8:17		8:42	9:03		
Park and Ride		8:45	9:02		9:27	9:48		
Tesuque				10:23	10:44			11:00
Espanola - Santa Fe		10:00	10:20		10:50			11:00
Espanola - Santa Fe		12:00	12:20		1:15	1:05		1:20
Santa Clara		4:25						5:00
Tesuque				4:23	4:44	5:06		5:00
Park and Ride		5:27	5:44			6:25		
Park and Ride		6:30	6:47			7:28		
Northbound Routes								
Operator / Route	Indian Hospital	Indian School	So Capitol Rail Runner	Sheridan St.	Camel Rock Casino	Pojoaque Park and Ride	Espanola Park and Ride	Kee St.
Park and Ride			5:25			6:08	6:23	
Park and Ride			6:55			7:38	7:53	
Park and Ride			7:47			8:30	8:45	
Santa Clara	7:45	7:50					8:45	
Santa Fe - Espanola	8:30		9:00	8:45	9:17	9:35	9:55	
Tesuque	9:00			9:16	9:37			
Tesuque	11:00			11:16	11:37			
Santa Fe - Espanola	11:00			11:10	11:30	11:45	12:00PM	
Santa Fe - Espanola	2:30			2:45	3:05	3:15	3:30	
Tesuque	3:00			3:16	3:37			
Park and Ride			4:24	4:45		5:12	5:27	
Santa Clara	5:00	5:05					5:55	6:00
Tesuque			5:06	5:15	5:37	5:50	6:00	
Park and Ride			5:27	5:48		6:15	6:30	
Park and Ride			7:29	7:49		8:16	8:31	

Blue Bus Routes
 NM DOT Routes



Timeline/Kick-Off

Do not implement service until everything is ready. Table 3-3 illustrates a basic timeline to implement new service.

Table 3-3: Timeline of Implementation Activities

Activity	Months						
	0	1	2	3	4	5	6
Determine Routes	█						
Develop Schedules	█	█					
Test Schedules		█					
Print maps and schedules			█				
Marketing/Outreach/Meetings				█	█	█	
Train drivers					█		
Grand Re-Opening						█	
Monitor Service						█	█

Service Monitoring

Initial service monitoring during the implementation to ensure routes are timely and meets are fully coordinated. Supervisors and management should be in place regularly monitoring on time performance, dwell time, route practicality and other factors related to the service.

Vehicle Inventory, Needs, and Replacement Plan

NCRTD should utilize a limited number of vehicle types. These can include minivans, light cutaway buses and light, medium, heavy-duty body on chassis buses, and if NCRTD can afford it in the future a heavy duty transit coach, especially for the longer distance and heavily used services. It is recommended that NCRTD avoid raised roof vans. They are not appropriate for fixed route, have few if any advantages over small cutaway vehicles and many disadvantages – they are less expensive but at 20 percent match the cost differential is little. The raised roof van can hold very few passengers comfortably and typically no more than 2 wheelchairs. They are not made for the wear and tear of everyday service. Minivans should only be used on paratransit service, or perhaps a very lightly used route.

A vehicle replacement schedule was developed for the NCRTD fleet (Table 3-4), which currently consists of 41 revenue vehicles and 9 non-revenue vehicles (i.e., used for administrative and maintenance purposes). The vehicle replacement schedule is based on each vehicle’s age, current mileage, average annual mileage, and useful life





expectancy. It should be noted that five vehicles will be retired from the fleet in the next few months, following delivery of five vehicles, which were funded in 2013. All of these vehicles have been accounted for in Table 3-24.

In general, the vehicles used in NCRTD revenue service have the following useful life expectancies:

- 10 years or 350,000 miles (heavy-duty 40-passenger buses),
- 7 years or 200,000 miles (medium-duty 25-28 passenger buses),
- 5 years or 150,000 miles (light-duty 18-20 passenger buses),
- 5 years or 150,000 miles (light-duty 8-14 passenger cutaways); and
- 5 years or 150,000 miles (minivans).

NCRTD's non-revenue vehicles are attributed with the following useful life expectancies:

- 7 years or 150,000 miles (sedans and small trucks),
- 4 years or 100,000 miles (vans and minivans); and
- 15 years (trailer).

For each vehicle in the fleet, the remaining useful life in terms of age and mileage were calculated. Then, a relative priority in terms of remaining useful life (or extent to which the vehicle has already surpassed its life expectancy) was assigned to each vehicle for both age and mileage. The relative priorities were quantified along the following scale:

- 1 - Vehicle has already exceeded its life expectancy (most urgent need for replacement).
- 2 - Vehicle will exceed its life expectancy in 2014.
- 3 - Vehicle will exceed its life expectancy in 2015.
- 4 - Vehicles will exceed its life expectancy in 2016.
- 5 - Vehicles will exceed its life expectancy in 2017-2019.
- 6 - Vehicles will exceed its life expectancy in 2020 or later.

Finally, the priorities for both age and mileage were taken into account to determine a recommended replacement year for each vehicle in the fleet. Table 3-4 presents details and results of this analysis. With a strong maintenance program and reasonable operating environment, many vehicles can be safely used beyond their life expectancy. A conservative approach guided these calculations for planning purposes,



basing vehicle life expectancy on manufacturer recommendations (as indicated by NMRTD) and FTA/NMDOT funding thresholds.

It should be noted that the on-order replacements for the five retiring vehicles are included in the replacement schedule.

The recommended replacement plan for revenue vehicles, grouped by year and vehicle type, is presented in Table 3-5. To summarize, the following quantities of replacement vehicles will be needed in the current and next five years to ensure to continue reliable operations of existing services. Additional weekday service may require additional vehicles. Weekend service will not require additional vehicles.

Vehicles currently on order:

- 2 light-duty 20-passenger cutaways (delivery is anticipated in early April 2014).
- 3 light-duty 14-passenger cutaways (delivery of 2 are anticipated in late April with the third anticipated by the end of June).

Table 3-4: NCRTD Revenue Vehicle Inventory and Replacement Analysis

Unit #	Primary Usage	Chassis VIN Number	Year	Make	Model	Passenger Capacity	Type	NCRTD Maintenance Category	Funding Source	Odo-meter Aug. 2012	Odo-meter Nov. 2013	Est. Annual Mileage	NCRTD Useful Life Expectancy	Min. Years of Useful Life	Replacement Year Based on Age	Priority for Age-Based Replacement	Min. Miles of Useful Life	Re-maining Useful Life Mileage	Year Min. Mileage Attained	Priority for Mileage-Based Replacement	Com-bined Priority Score	Recom-mended Replacement Year	
T-502	EXTRA	1FD3E35L28DA70733	2008	FORD/STARTRANS	E-350	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	117,214	147,230	24,013	5 Years/150,000 Miles	5	2013	*	*	*	*	*	*	*	*
T-508	COMMUTER	2B4JB25V71K538832	2001	DODGE/BRAUN	B-250	5	VAN	Van	RA COUNTY	188,021		17,093	4 Years/100,000 Miles	4	2005	*	*	*	*	*	*	*	*
T-512	COMMUTER	2B4JB25V71K538832	2001	DODGE/BRAUN	B-250	10	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	RA COUNTY	141,026			5 Years/150,000 Miles	5	2006	*	*	*	*	*	*	*	*
T-519	COMMUTER	1GBDV13W98D151758	2008	CHEVY/BRAUN	UPLANDER	6	MINI VAN	Minivan	NMDOT	120,884		30,221	5 Years/150,000 Miles	5	2013	1	150,000		2013	1	2	2014	
T-520	EXTRA	1FD3E35L28DB32499	2008	FORD/STARTRANS	E-350	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	126,748	156,762	24,011	5 Years/150,000 Miles	5	2013	*	*	*	*	*	*	*	*
T-526	TRAMPAS	1FTZS34L48DB41635	2008	FORD/BRAUN	E-350	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	NCRTD	129,675	174,633	35,966	4 Years/100,000 Miles	4	2012	*	*	*	*	*	*	*	
T-527	EXTRA	1FTZS34L18DB44976	2008	FORD/BRAUN	E-350	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	NCRTD	150,597	176,394	20,638	4 Years/100,000 Miles	4	2012	1	100,000	-76,394	has passed	1	2	2014	
T-533	COMMUTER	1GBDV13W98D198966	2008	CHEVY/BRAUN	UPLANDER	6	MINI VAN	Minivan	NCRTD	131,210		32,803	5 Years/150,000 Miles	5	2013	1	150,000		2013	1	2	2014	
T-534	TESUQUE	1GDE5V1969F406260	2009	GMC/GLAVAL	C5500	25	BUS	Medium Duty - 25-28 Pass	NMDOT	147,923	191,126	34,562	7 Years/200,000 Miles	7	2016	4	200,000	8,874	2014	2	6	2015	
T-535	EXTRA	1FDEE35L19DA52802	2009	FORD/GOSHEN	E-350	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	85,214	120,047	27,866	5 Years/150,000 Miles	5	2014	2	150,000	29,953	2015	3	5	2015	
T-536	DEMAND	1FDEE35L49DA52776	2009	FORD/GOSHEN	E-350	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	95,789	123,773	22,387	5 Years/150,000 Miles	5	2014	2	150,000	26,227	2015	3	5	2015	
T-537	RED RIVER	1FDEE35L5ADA05971	2010	FORD/STARTRANS	E-350	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	79,088	139,491	48,322	5 Years/150,000 Miles	5	2015	3	150,000	10,509	2014	2	5	2015	
T-539	EXTRA	1GB9G5BG7A1156203	2010	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Mid Size - 18-20 Pass	TESUQUE	71,923	118,977	37,643	5 Years/150,000 Miles	5	2015	3	150,000	31,023	2015	3	6	2015	
T-540	SANTA CLARA	1GB9G5BG7A1155414	2010	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Mid Size - 18-20 Pass	SANTA CLARA	82,675	140,538	46,290	5 Years/150,000 Miles	5	2015	3	150,000	9,462	2014	2	5	2015	
T-541	599	1GB9G5BG7A1156034	2010	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Mid Size - 18-20 Pass	TAOS GRT	69,517	113,519	35,202	5 Years/150,000 Miles	5	2015	3	150,000	36,481	2015	3	6	2015	
T-542	EXTRA	1GB9G5BG7A1156126	2010	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Mid Size - 18-20 Pass	RAC GRT	51,456	96,389	35,946	5 Years/150,000 Miles	5	2015	3	150,000	53,611	2015	3	6	2015	
T-543	UNMKLAUER	1GB3G2BG2B1110676	2011	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	RAC GRT	40,134	72,868	26,187	5 Years/150,000 Miles	5	2016	4	150,000	77,132	2017	5	9	2017	
T-544	CHAMA	1GB3G2BG2B1111225	2011	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	TAOS GRT	42,989	102,825	47,869	5 Years/150,000 Miles	5	2016	4	150,000	47,175	2015	3	7	2016	
T-545	POJOAQUE	1GB3G2BG2B1110198	2011	CHEVY/GOSHEN	E3500/PACER II	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	POJ PUEBLO	43,685	86,815	34,504	5 Years/150,000 Miles	5	2016	4	150,000	63,185	2016	4	8	2016	
T-548	ESPA/SF	5WEASAA6CJ592562	2011	INTER/CHAMPION	4300/DEFEN	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	33,956	78,160	35,363	10 Years/350,000 Miles	10	2021	6	350,000	271,840	2022	6	12	2021	
T-549	EXTRA	5WEASAA6CJ592563	2011	INTER/CHAMPION	4300/DEFEN	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	42,012	82,922	32,728	10 Years/350,000 Miles	10	2021	6	350,000	267,078	2022	6	12	2021	
T-550	QUESTA	5WEASAA2CJ592561	2011	INTER/CHAMPION	4300/DEFEN	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	26,423	80,823	43,520	10 Years/350,000 Miles	10	2021	6	350,000	269,177	2020	6	12	2021	
T-551	TAOS/ESPA	1FDGF5HT58EC64020	2011	FORD/GLAVAL	F-550/ENTO	28	BUS	Medium Duty - 25-28 Pass	5311 OPR	40,143	97,137	45,595	7 Years/200,000 Miles	7	2018	5	200,000	102,863	2016	4	9	2017	
T-552	EXTRA	1FDEE35L5ADA5897	2010	FORD/STARTRANS	E-350/CAND	14	BUS	Light Duty Small Bus Van - 8-14 Pass	NMDOT	41,756	78,702	29,557	5 Years/150,000 Miles	5	2015	3	150,000	71,298	2016	4	7	2016	
T-553	EDGEWOOD	1FDGF5GT19BD06710	2011	FORD/GLAVAL	F-550/ENTO	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	31,276	84,174	42,318	7 Years/200,000 Miles	7	2018	5	200,000	115,826	2017	5	10	2018	
T-554	ELDORADO	1FDGF5GT12BD06709	2011	FORD/GLAVAL	F-550/ENTO	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	28,765	76,312	38,038	7 Years/200,000 Miles	7	2018	5	200,000	123,688	2017	5	10	2018	
T-555	WESTSIDE	1GB3G3BG1B1177050	2011	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	27,151	70,595	34,755	5 Years/150,000 Miles	5	2016	4	150,000	79,405	2016	4	8	2016	
T-556	EL RITO	1GB3G3BG3B1175817	2011	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	63,000	135,491	57,993	5 Years/150,000 Miles	5	2016	4	150,000	14,509	2014	2	6	2014	
T-557	RIVERSIDE 2	1GB3G3BG4B1176409	2011	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	22,789	63,519	32,584	5 Years/150,000 Miles	5	2016	4	150,000	86,481	2017	5	9	2017	
T-558	DEMAND	1GB3G3BG0B1176634	2011	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	16,336	65,003	38,934	5 Years/150,000 Miles	5	2016	4	150,000	84,997	2016	4	8	2016	
T-559	PENASCO	1GB6G5C5GB1111463	2011	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Mid Size - 18-20 Pass	ST OF GOOD RPR	37,683	87,184	39,601	5 Years/150,000 Miles	5	2016	4	150,000	62,816	2016	4	8	2016	
T-560	RIVERSIDE 1	1GB3G3BG3B1176494	2011	CHEVY/GLAVAL	E3500/TITAN II	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	33,756	63,107	23,481	5 Years/150,000 Miles	5	2016	4	150,000	86,893	2018	5	9	2017	
T-561	DEMAND	1FTDS3EL48DB25739	2011	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	17,501	44,915	21,931	4 Years/100,000 Miles	4	2015	3	100,000	55,085	2017	5	8	2016	
T-562	SAN IILA	1FTDS3EL08DB25740	2011	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	46,212	104,093	46,305	4 Years/100,000 Miles	4	2015	3	100,000	-4,093	2014	2	5	2015	
T-563	CHIMAYO	1FTDS3DL28DB25741	2011	FORD/BRAUN	E350/BRAUN	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	11,567	49,531	30,371	4 Years/100,000 Miles	4	2015	3	100,000	50,469	2016	4	7	2016	
T-565		1GB6G5BG3D1193259	2013	CHEVY/GLAVAL	E4500/TITAN II	14	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	n.a.	9,106		5 Years/150,000 Miles	5	2018	5	150,000	140,894				2018	
T-566		1GB6G5BG3B1192452	2013	CHEVY/GLAVAL	E4500/TITAN II	14	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	n.a.	9,388		5 Years/150,000 Miles	5	2018	5	150,000	140,612				2018	
T-567		1GB6G5CGBE1106004	2014	CHEVY/GLAVAL	E4500/TITAN II	18	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	n.a.	new		5 Years/150,000 Miles	5	2019	5	150,000					2019	
T-568		1FVACDXT4EHT1405	2013	FREIGHTLINER/CHAMPION	M2/DEFENDER	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	n.a.	new		7 Years/200,000 Miles	7	2020	6	200,000					2020	
CURRENTLY ON ORDER																							
	delivery expected early Apr 2014		2014	CHEVY/GLAVAL	E4500/TITAN II	20	CUTAWAY	Light Duty Mid Size - 18-20 Pass	NMDOT	n.a.	on order		5 Years/150,000 Miles	5	2019	6	150,000					2019	
	delivery expected early Apr 2014		2014	CHEVY/GLAVAL	E4500/TITAN II	20	CUTAWAY	Light Duty Mid Size - 18-20 Pass	NMDOT	n.a.	on order		5 Years/150,000 Miles	5	2019	6	150,000					2019	
	delivery expected late Apr 2014		2014	CHEVY/GLAVAL	E4500/TITAN II	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	S. 5311	n.a.	on order		5 Years/150,000 Miles	5	2019	6	150,000					2019	
	delivery expected late Apr 2014		2014	CHEVY/GLAVAL	E4500/TITAN II	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	S. 5311	n.a.	on order		5 Years/150,000 Miles	5	2019	6	150,000					2019	
	delivery expected late June 2014		2014	CHEVY/GLAVAL	E4500/TITAN II	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	GRT	n.a.	on order		5 Years/150,000 Miles	5	2019	6	150,000					2019	

* Indicates vehicles have already been funded for replacement; replacement vehicles on order are included at the bottom of this table.

Table 3-5: Recommended NCRTD Revenue Vehicle Replacement Schedule (2014-2019)

Unit #	Passenger Capacity	Type	NCRTD Maintenance Category	Funding Source of Vehicle to be Replaced	NCRTD Useful Life Expectancy	Recommended Replacement Year	2014	2015	2016	2017	2018	2019
T-502	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	(1)						
T-508	5	VAN	Van	RA COUNTY	4 Years/100,000 Miles	(1)						
T-512	10	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	RA COUNTY	5 Years/150,000 Miles	(1)						
T-526	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	NCRTD	4 Years/100,000 Miles	(1)						
T-520	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	(1)						
T-519	6	MINI VAN	Minivan	NMDOT	5 Years/150,000 Miles	2014	x					(2)
T-533	6	MINI VAN	Minivan	NCRID	5 Years/150,000 Miles	2014	x					(2)
T-527	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	NCRID	4 Years/100,000 Miles	2014	x				(2)	
T-556	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2014	x					(2)
T-562	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	4 Years/100,000 Miles	2015		x				(2)
T-535	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	2015		x				
T-536	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	2015		x				
T-537	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	2015		x				
T-539	18	BUS	Light Duty Mid Size - 18-20 Pass	TESUQUE	5 Years/150,000 Miles	2015		x				
T-540	18	BUS	Light Duty Mid Size - 18-20 Pass	SANTA CLARA	5 Years/150,000 Miles	2015		x				
T-541	18	BUS	Light Duty Mid Size - 18-20 Pass	TAOS GRT	5 Years/150,000 Miles	2015		x				
T-542	18	BUS	Light Duty Mid Size - 18-20 Pass	RAC GRT	5 Years/150,000 Miles	2015		x				
T-534	25	BUS	Medium Duty - 25-28 Pass	NMDOT	7 Years/200,000 Miles	2015		x				
T-561	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	4 Years/100,000 Miles	2016			x			
T-563	8	EXTD VAN	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	4 Years/100,000 Miles	2016			x			
T-544	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	TAOS GRT	5 Years/150,000 Miles	2016			x			
T-545	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	POJ PUEBLO	5 Years/150,000 Miles	2016			x			
T-552	14	BUS	Light Duty Small Bus Van - 8-14 Pass	NMDOT	5 Years/150,000 Miles	2016			x			
T-555	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2016			x			
T-558	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2016			x			
T-559	18	BUS	Light Duty Mid Size - 18-20 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2016			x			
T-543	12	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	RAC GRT	5 Years/150,000 Miles	2017				x		
T-557	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2017				x		
T-560	13	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2017				x		
T-551	28	BUS	Medium Duty - 25-28 Pass	5311 OPR	7 Years/200,000 Miles	2017				x		
T-565	14	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2018					x	
T-566	14	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2018					x	
T-553	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	7 Years/200,000 Miles	2018					x	
T-554	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	7 Years/200,000 Miles	2018					x	
T-567	18	BUS	Light Duty Small Bus Van - 8-14 Pass	ST OF GOOD RPR	5 Years/150,000 Miles	2019						x
new	20	CUTAWAY	Light Duty Mid Size - 18-20 Pass	NMDOT	5 Years/150,000 Miles	2019						x
new	20	CUTAWAY	Light Duty Mid Size - 18-20 Pass	NMDOT	5 Years/150,000 Miles	2019						x
new	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	S. 5311	5 Years/150,000 Miles	2019						x
new	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	S. 5311	5 Years/150,000 Miles	2019						x
new	14	CUTAWAY	Light Duty Small Bus Van - 8-14 Pass	GRT	5 Years/150,000 Miles	2019						x
T-568	28	BUS	Medium Duty - 25-28 Pass	ST OF GOOD RPR	7 Years/200,000 Miles	2020						
T-548	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	10 Years/350,000 Miles	2021						
T-549	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	10 Years/350,000 Miles	2021						
T-550	40	BUS	Heavy Duty Small - 40 Pass	TAOS/RAC GRT	10 Years/350,000 Miles	2021						
Total Replacements by Year:							4	9	8	4	5	9

(1) Replacement has already been funded; delivery of these five vehicles (included in this table as well) is anticipated by late June 2014.

(2) A second vehicle replacement will be needed during this planning period based on vehicle life expectancy of current vehicle type.



2014:

- 2 minivans,
- 1 light-duty cutaways, and
- 1 light-duty 13-passenger bus.

2015:

- 4 light-duty cutaways,
- 4 light-duty 18-passenger buses, and
- 1 medium-duty 25-passenger bus.

2016:

- 7 light-duty 8-14-passenger cutaways or small buses, and
- 1 light-duty 18-passenger bus.

2017:

- 3 light-duty 13-passenger buses, and
- 1 medium-duty 28-passenger buses.

2018:

- 3 light-duty 14-passenger buses, and
- 2 medium-duty 28-passenger buses.

2019:

- 2 minivans,
- 5 light-duty 8-14 passenger cutaways or small buses, and
- 2 light-duty 18-passenger cutaways.

This replacement schedule assumes continued state, federal and local financial assistance, including local match for grant-funded vehicles. It should be noted that funding sources indicated represent funding for vehicles that are currently in NCRTD's fleet, and are not necessarily indicative of recommendations for replacement funding sources.



Facility Planning

The focus of this section is on the Park and Ride/Transfer Center in Española. This facility is the hub of NCRTD's service and in need of modification, as most routes will now meet on a timed basis.

Park and Ride Facility - Española

The current facility (owned by the City of Española) is required to accommodate all sizes of vehicles from minivans to 45-foot intercity coaches. While it is centrally located, it is at its maximum usage now. The parking lot is virtually full (with Park and Ride customers) and the ability for buses to have a timed meet (critical for the system) is difficult at best due to the crowding and the fact that private vehicles can use the same entrance and drop off customers at the same spot as the buses.

Short of expanding the facility, there are a number of actions NCRTD and its transit partners can take to mitigate the problem in the short term:

1. The ability of NCRTD and New Mexico DOT Park and Ride to ensure excellent timed connections can mitigate the need for an expanded facility for a short while by encouraging Española riders to take the local bus to the Park and Ride lot. This option should be pursued for the short term.
2. Re-design the lot to allow for a separate entrance and additional staging space for buses.
3. The existing facility is well located for Park and Ride, being close to the south end of town allowing for minimal time going through Española. Plan to either expand this facility in the long term or develop or lease an intercept lot where passengers can ride a shuttle to a seamless connection at the Park and Ride facility.
4. Park and Ride at NCRTD Facility - There is space for a park and ride lot at the NCRTD administrative offices. Many of the NMDOT Park and Ride buses use that facility and they can make this the first and last stops, rather than dead-heading to the existing park and ride lot.

Bus Stops

It is important to make the distinction between bus stops and timing points. Timing points guide the schedule and allow riders to estimate when the bus will arrive at their stop. While all timing points are bus stops, most stops are not timing points.

1. **Timing Points** - Both the Riverside and Westside routes have timing points at every stop. As a result, the buses sit at stops often for up to 5 minutes because they are running ahead of schedule. These routes have too much time worked



into them and have too many timing points, significantly reducing their effectiveness. Timing points should be every 5 to 7 minutes.

2. **Additional Bus Stops** – New Mexico state law does not allow flag stops, which necessitate the need for additional bus stops on rural routes. The rural routes often have stops miles apart. In fact there are many route segments where there are no stops for 10 miles or more, precluding use by people who live along the route for want of a pole and sign. New stops were identified for many of the routes in Chapter 2 as depicted on each route map. The rural timing points can remain intact, albeit with a few changes but it simply allows for stops in between.

Shelters and Benches

NCRTD has a number of shelters on a variety of routes. It is recommended that NCRTD strive to make all of its shelters accessible. While NCRTD cannot affect change to the pathways, persons with disabilities should be able to enter and use the shelter. The placement of shelters should be guided by the following criteria:

1. **Shelter Placement** - Shelters should only be placed at stops where people wait for the bus rather than get off the bus. For example, there are stops where people wait for a bus (typically inbound to the destination city on a regional route). The stop across the street from the above stop is primarily to drop people off – they do not need a shelter. The Chimayo route is a good example of this problem.
2. **Americans with Disabilities Act (ADA)** – Shelters must meet the accessibility requirements of the ADA. A person with a disability must be able to enter the shelter, have space to maneuver and board a bus (while on the shelter concrete pad). Pads should be 8 feet deep to allow the vehicle to deploy a lift or ramp.
3. **Shelter Priority** - Shelters should be placed only at the most popular stops where people are getting on the bus, rather than at little used stops or destination based stops. Benches should be a second option, with a simple pole and sign as the third level. NCRTD should conduct an assessment of its stops after the service is revised and use the assessment to determine stop priorities and capital costs.

Marketing and Public Information

There are three components to this effort. The first is the development of a system map, schedules and a how to ride guide. The second is quality customer service. Customers must receive accurate and timely information regarding schedules – over the telephone, hard copy and on the internet. The third component to this effort is to develop the message for the new service implementation.



Development of Schedules and Maps

The combination route map and system schedule should be eliminated and replaced by a smaller system map with a How to Ride Guide/Rules of the Road on the back. Each route should have its own three-fold route map and schedule. This will also allow the system to adjust schedules on a route by route basis without having to revise the system map (far more costly). It will be much simpler to print one three-fold schedule, which can be done in-house. This is standard practice in the transit industry. This map and set of schedules should also be available on line.

Customer Service

With the implementation of the new service and schedules, there should be easy access to customer information. A trip planner should be available on the NCRTD web site. Ultimately the trip planner should encompass the region - perhaps through Google Transit.

In addition to a trip planner, customers should be able to call the NCRTD customer service office and get accurate and timely information related to any of the NCRTD routes and connecting systems.

The Message

The service changes will have an impact on many riders, most of whom will now be able to use the service for more trips. The message should include the following elements:

- a. Faster service and direct connections - Seamless transfers and faster service will be more attractive.
- b. Easy to use - New route maps and schedules and excellent customer service telephone support will make the service easier to use. Timely/accurate information is essential to success.
- c. FREE.
- d. Improved schedules for all needs: commuting, shopping personal business.

Fare Media

At this time fare media is irrelevant on NCRTD buses as all of the services are free. In the future as premium services are implemented, fares may be instituted. If fares are implemented in the future, it is first recommended that each of the providers



in the region adopt a shared fare media for customer convenience and ease of use. Electronic media should be employed as well using a smart card that can be loaded on-line or through machines at major transfer points.

Regional Planning Process – One Network of Services

As identified in the needs technical memorandum, there are six transit systems that serve all or part of the four county service areas. It is essential that each of these systems work together to ensure regional connectivity because unlike the transit systems, people do not travel only within their political jurisdiction. Therefore, while there are six systems, there should be only one network of services.

In discussions with management from each of the systems involved, there is a consensus among them that regular meetings between management and planning staffs of each system will help ensure that the region's transit services truly form one network of services. In the past there has been an informal working group that served this purpose; however, that working group faded away recently.

It is recommended that the regional transit working group be reformed into an official, formal committee that meets quarterly in order to:

- Discuss potential changes with the other systems so they can ensure connectivity between services.
- Work together to solve mobility problems and avoid duplication.
- Conduct joint planning efforts. In effect, this plan is a joint effort as the other transit system representatives sit on the NCRTD Board and are able to comment on all aspects of this plan.
- Resolve to institute a regional web site with Google transit for the region.

FUNDING AND REVENUE STRATEGIES

There are a variety of funding sources, many of which NCRTD is already taking advantage of. This includes a variety of FTA funds, tax receipts and some local government contributions.

There is no question that funding is always a challenge; however, many transit systems, knowing they operate a valuable service, find a way to get the funding. One of the greatest untapped areas is the private sector. There are a number of business arrangements that can be initiated by transit and private businesses such as a sponsorship program that some larger businesses find attractive.



5 Year Revenue and Funding Plan: Securing Sustainability

NCRTD is in a good place with its dedicated funding. However new sources of revenue should be developed to ensure a diversity of funding.

Funding Opportunities

NCRTD currently has a variety of FTA funding sources as well as a valuable dedicated tax unlike most rural and regional transit systems of its size in the nation. NCRTD also generates Section 5311 and 5311(C) Tribal Transit funds. In addition, NCRTD received stimulus funding and took advantage of the Job Access and New Freedom funds that were available. NCRTD has done an excellent job using a variety of FTA and local tax revenues.

From time to time new funding sources come available. NCRTD has done a good job seeking out those opportunities. This should continue. In addition our recommendation for new funding sources is to seek out the private sector in a sponsorship/partnership arrangement. NCRTD has already identified funds to hire a marketing specialist who will generate funds through the following program.

Sponsorship Programs

Transit has a long history of providing advertising on and in buses for additional revenue. Many systems have engaged in advertising over the years, but a sponsorship program is more than simply advertising. Instead of the usual selling of just one form of advertising, NCRTD should sell sponsorship packages. Since sponsorship and advertising funds are an important source of local funding, this program can help expand the service.

Identifying the Service

As discussed above, the program is designed to sell a service to both public and private sponsors. Possible services for sale can include (but should not be limited to):

A. Sponsorship Services at Any Level

- Recognized as a sponsor on NCRTD how to ride guide (system map and schedule).
- Sponsored by... on all system literature and advertising.
- Decal on side or back of the bus.
- Dedicated shuttle.
- Special promotions sponsorship.



B. Higher Level Sponsorship Services

- Company logo on NCRTD map.
- Placing of a shelter for customers and/or employees.
- Placing of a stop conducive to customers and/or employees - this could include going into a parking lot and stopping next to the facility.
- Route named for sponsor.
- Bus Wrap.

If properly packaged, these services have considerable value to businesses such as:

1. *Large Retailers* – Wal-Mart, Target and supermarkets are excellent examples, malls and other big box stores are others.
2. *Hospitals* – There are a number of examples of wrapped buses for hospitals, medical groups, and pharmacies.
3. *Casinos* – There are a number of casinos, some affiliated with Pueblos that may be interested in this excellent form of advertising.
4. *Ski Resorts* – These are discussed in a separate section – there are many opportunities here.
5. *Hotels, Museums and other Tourist Attractions* – There are many opportunities here.
6. *Large Local Based Corporations* – Are there any large corporations based in the area?
7. *Small Local Based Companies* – Any local company can participate at a number of levels.
8. *Fast Food Restaurants* – Wrapped buses are popular with some of the largest chains.
9. *Television, Radio Stations, and Local Newspapers* – There are also opportunities with these organizations. They can give NCRTD valuable advertising.

Develop Sponsorship Levels and Packages

After determining what will be for sale, the following activities should be accomplished:

1. *Price the Items* – Attach value to each item for sale. Check with firms that wrap buses to determine the cost of a wrap. Items should be priced competitively with similar types of advertisements, such as billboards, and television and radio



advertising. Think big! Both large and small firms should have opportunities. Set up multi-year packages for semi-permanent advertising such as bus wraps, shelter and bench signs.

2. **Develop Sponsorship Packages** – After pricing the various services to be provided, NCRTD should put them in sponsorship packages to maximize revenue. Each level of sponsorship should have a name to it. For example; gold, silver, bronze, etc., or a name to connote transit. Examples can include:
 - **High End Sponsor (Five star, platinum, etc.)** – the value of these services is significant. High end services should only go to those sponsors willing to pay over \$10,000 per year (with 3 year contracts). Various packages can be combined based on a customer/sponsors need. These high end services include, but are not limited to; bus wraps, a shelter in front of facility, with advertising, route named after sponsor (e.g. mall route, Hospital route or College route), routing conducive to the sponsors business, and logo on NCRTD map. Each of these services should be worth up to \$10,000 per year and more if they are combined.
 - **Mid-Level Sponsors** – These sponsors should have access to a variety of packages that include; advertising on a shelter(s), bench(s), and internal advertising. Decal on back of the bus, and name in the riders guide are also available. Other opportunities can include sponsoring special promotions.
 - **Entry Level Sponsor** – Small local sponsors have a place in sponsorship as well. Packages can include: advertising on benches, and internal advertising. Certain special promotions should be priced for the entry level sponsor, and recognition as a sponsor should be on promotional material

Sponsorship Implementation Tasks

- a. **Create Promotional Material** – Develop materials to sell the sponsorships. The material should be of high quality.
- b. **Recruit Supporters** – Community and political leaders as well as can be recruited to help sell the packages. Attempt to get local media outlets to assist.
- c. **Sell Sponsorships** – After all of the preparation has been completed, the sales can be initiated. Both large and small sponsors should be sought. For larger firms, first attempts should be with local contacts. If attempts with large firms fail at the local level - contact regional or corporate offices.



Funding Potential

With an aggressive, professional sales approach this program has the potential to generate significant unencumbered cash for the organization. The vehicles serving as rolling billboards can generate more than \$500 per month per vehicle (after expenses). Assuming ten vehicles are wrapped, this approach can generate \$60,000 per year in revenue. Additional sponsorships can generate approximately \$10,000 annually for a net revenue of \$70,000 annually.

Development and Implementation of the Program

NCRTD will be implementing this program in house and will be hiring a marketing specialist. This approach while more difficult than contracting the program, is far more lucrative to conduct in house.



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - C

Title: A presentation and discussion of Marketing Efforts and Strategic Plan

Prepared By: Jim Nagle, Public Information Officer

Summary: A presentation to outline what marketing programs have been put into place this past year, what we have coming up this year and how we plan to position ourselves as we look forward to the future.

Background: As the marketing plan is developed to include programs that encompass the service area and each of our member entities, feedback from the Board is welcomed, particularly in the area of community outreach, and to ensure that we are reaching their constituents.

Recommended Action: Discussion only. Based upon Board input, staff will incorporate those changes into a proposed budget draft for consideration during the budget review process.

Fiscal Impact: FY2014 Budget contains \$73,000 (\$58,000/advertising, \$10,000/website and design and \$5,000 for publication development) for current level of activities. Costs for strategic plan once finalized will be reflected in the proposed FY2015 budget for Board consideration.

Attachments:

Marketing Power Point Presentation to be distributed at Board meeting



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - D

Title: Resolution No. 2014-06 Adoption of the Amendment of the ADA Complementary Paratransit Service and Demand-Response and Dial-a-Ride Service Policies and Procedures

Prepared By: Mike Kelly, Transit Operations and Facilities Director

Summary: The proposed resolution adopts the amendments of the ADA Complimentary Paratransit Service and Demand-Response Service Policies and Procedures that were presented to the Board for discussion and direction on March 7, 2014 to return with a Resolution for Board approval. The amendments capture the FTA-ADA requirements as outlined in the Service Plan: the provision of complimentary ADA service within a $\frac{3}{4}$ mile zone on all fixed routes, the addition of Dial-a-Ride service for the Pojoaque-Nambe route and the expansion of demand response service area during peak hours in the $\frac{3}{4}$ mile zone of the Chimayo and Santa Fe routes located inside Santa Fe County for the La Puebla and Arroyo Seco communities.

Background: On March 7, 2014 staff presented to the Board for discussion and direction the amendment of the “ADA Complementary Paratransit Service and Demand-Response Service Policies and Procedures.” That discussion consisted of the required updates to the current policy that would capture the FTA-ADA requirements and recommendations as outlined in the new Service Plan:

- All routes previously designated as commuter are in reality fixed routes and should be designated as fixed routes;
- The provision of complimentary ADA service is required by the FTA within the $\frac{3}{4}$ mile zone of all fixed routes;
- ADA service for fixed routes will be served by regular route buses;
- The addition of Dial-a-Ride service for Pojoaque-Nambe route.

Staff also presented to the Board a discussion regarding the expanded $\frac{3}{4}$ mile ADA zone specifically for the Chimayo Route and the Santa Fe Route inside Santa Fe County. Staff recommended the utilization of demand-response service during the peak service hour periods, thus requiring the expansion of the demand response service area outside of the 15 miles Rio Arriba County radius.

Recommended Action:

- It is recommended that the board consider adopting the Amendment of the ADA Complementary Paratransit Service and Demand-Response Policies and Procedures that will provide for: the provision of complimentary ADA service within the $\frac{3}{4}$ mile zone of fixed routes served by regular route buses; and
- the addition of Dial-a-Ride service for Pojoaque-Nambe route; and
- The utilization of demand-response service during the peak service hour periods within the $\frac{3}{4}$ mile ADA zone, specifically for the Chimayo Route and the Santa Fe Route, inside Santa Fe County, therefore expanding the demand response service area outside of the 15 miles Rio Arriba County radius.

Options/Alternatives:

- Do not adopt the amendment of the ADA Complementary Paratransit Service and Demand-Response Policies and Procedures. That would be contrary to the Board's prior direction and approval; or
- The Board could recommend no action at this time; or
- The Board could request that staff return with modifications to address their concerns.

Fiscal Impact:

Is it projected that the demand service expansion for peak a.m. and p.m. service would cost less than \$5000.00 per year.

Attachments:

- Resolution 2014-06
- Amended ADA Complementary Paratransit Service Demand and Response and Dial-a-Ride Service Policies and Procedures
- Map of ADA paratransit regional service area
- Map of the $\frac{3}{4}$ mile ADA paratransit zone for Santa Fe and Chimayo Routes



North Central Regional Transit District (NCRTD)

Resolution 2014-06

**ADOPTION OF THE AMENDMENT OF THE ADA COMPLIMENTARY
PARATRANSIT SERVICE AND DEMAND RESPONSE POLICES AND PROCEDURES**

WHEREAS, the NCRTD was created through legislative enactment (NMSA 1978, Sections 73-25-1 through 73-25-19); and

WHEREAS, the NCRTD is a subdivision of the State of New Mexico with all the authority and duties of the same; and

WHEREAS, the Board has the authority to make and pass resolutions necessary for the execution of the powers vested in the District; and

WHEREAS, the Board adopted the ADA Complementary Paratransit Service and Demand-Response Policies and Procedures in July 2011; and

WHEREAS, an amendment of the ADA Complementary Paratransit Service and Demand-Response Policies and Procedures is necessary as identified in the Service Plan and as required by law; and

WHEREAS, all routes previously designated as commuter should be designated as fixed routes, and heretofore will be designated as fixed routes;

WHEREAS, complimentary ADA service will be provided within the $\frac{3}{4}$ mile zone of all fixed routes; and

WHEREAS, Dial-a-Ride service will be provided for the Pojoaque-Nambe route; and

WHEREAS, the Demand Response service area will be expanded to include complimentary ADA paratransit service within the $\frac{3}{4}$ mile zone, for the Chimayo Route and the Santa Fe Route, inside Santa Fe County during peak service hours.

NOW THEREFORE BE IT RESOLVED THAT: The Board adopts the amendment to the ADA Complementary Paratransit Service and Demand-Response Policies and Procedures

PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 4TH DAY OF APRIL 2014.

Daniel Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel



**ADA Complementary Paratransit Service
Demand-Response Service and Dial-a-Ride
Policies & Procedures**

**NORTH CENTRAL REGIONAL TRANSIT
DISTRICT**

July 2011

Adopted ~~July 15, 2011~~ April 4, 2014 by Board Resolution No. 2014-???

ADA Complementary Paratransit Service, Demand-Response Service and Dial-a-Ride Policies & Procedures

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- Exhibit A – Paratransit Application
- Exhibit B – Espanola ADA Service Area Map
- Exhibit C – Regional ADA Service Area Map
- Exhibit D – Dial-a-Ride Service Area Map

ADA Complementary Paratransit Service Policies & Procedures

I. General

A. Goal

It is the goal of the NCRTD, through its ADA complementary paratransit service, to design, implement and maintain an efficient and effective transportation system for persons with disabilities who are "ADA paratransit eligible."

B. Policy

It is the policy of the NCRTD, in accordance with the Code of Federal Regulations, Title 49, Volume 1, Part 37, Subpart F, Section 37.121, that no otherwise qualified person shall, solely by reason of his/her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by the NCRTD that receives or benefits from federal financial assistance.

C. Purpose

The ADA complementary paratransit service was developed to provide safe and efficient transportation within the Espanola area to persons with disabilities who are "ADA paratransit eligible."

D. Objectives

The specific objectives of the ADA complementary paratransit service are:

1. To provide curb-to-curb based on special need, door-to-door, demand response transportation on specially equipped vehicles designed to accommodate persons with disabilities.
2. To maintain a trained staff for the operation and control of the service.
3. To provide on-going mechanisms for persons with disabilities to provide input on ADA complementary paratransit service, policies and procedures.
4. To provide all public information tools on the NCRTD services in accessible formats.

II. Operations

A. General

ADA complementary paratransit service is provided in accordance with the six service criteria established by the U.S. Department of Transportation for ADA paratransit operations including service area, response time, fares, trip purpose restrictions, hours and days of service and capacity constraints.

B. Service Area

1. Complementary ADA Service for Española Area Fixed*Route

ADA complementary paratransit service shall be provided to origins and destinations within $\frac{3}{4}$ mile of fixed route service and within the core service area. Para-transit service will also be offered in the same area that demand-response service is offered, that is, in Rio Arriba County within a fifteen mile radius of the Española Park & Ride lot located at Paseo de Oñate at Calle Espinosa. Fixed Routes within the NCRTD Española/Rio Arriba County 15 mile zone service area are:

#100 Riverside Drive Fixed Route

#110 Westside Española Fixed Route

#120 Crosstown Route

#160 Santa Clara Fixed Route

Española-Chimayo Fixed Route and

#150 Chimayo-Trampas Fixed Route up to the East Cordova entrance. During Peak hours in the La Puebla area only.

#200 Santa Fe Route- during peak hours in the Arroyo Seco area only.

~~All other routes are considered commuter routes and are exempt from this para-transit service guideline (Section 37.131(e) of 49 CFR 37).~~

2. Complementary ADA Service on all Regional Area* Fixed Routes

ADA Service shall be provided to origins and destinations within a $\frac{3}{4}$ mile of regional routes according to FTA's paratransit service guidelines. The type of ADA service provided is Road-to-Driveway service or Curb-to-Curb when roadway conditions permit. Regional Area Fixed Routes are:

#180 El Rito Route

#190 Chama Route

#290 Edgewood Route

#280 Eldorado Route

- #270 Turquoise Trail Route
- #200 Santa Fe Route
- #230 San Ildefonso Route
- #220 Tesuque Route
- #210 Pojoaque-Nambe Route
- #310 Red River Route (outside the Miners Transit service area only)
- #303 UNM Route (Outside the Chile Line service area only)
- #330 Peñasco Route
- #320 Questa Route
- #300 Taos Route
- #400 LA-E Route (serves Los Alamos to Española)
- #410 LA-P Route (serves Los Alamos to Pojoaque)

*(see Exhibit B, Espanola ADA service area; and Exhibit C, Regional ADA service area; maps attached)

3. ADA Service – Regional Fixed Route –Safety and Road Requirements

- Roads must be paved or graveled, meet minimal local county maintenance standards;
- Be regularly maintained by the local jurisdiction, including snow removal;
- Have sufficient drainage during heavy rains or during periods of flash flooding;
- Be of sufficient width for two (2) large vehicles to operate side to side either direction;
- Have overhead clearance of at least twelve (12) feet;
- Have within reasonable distance from pick up/drop off location a wide point or pullout that would facilitate turning around a forty (40) foot vehicle*;
- Locations where lift service is required must have a flat level surface to ensure safe lift deployment.

The Transit Operations and Facilities Director or the Fleet Maintenance and Facilities Manager will make the final determination as to roads meeting the standards listed above.

*If a smaller, shorter in length bus regularly is utilized on a particular route, the width of the turnaround point may be relaxed by management for flexing on that route.

4. ADA Service To/From Areas Where ADA Service Is Provided By An Agency Other Than NCRTD

In areas where ADA service is being provided by an agency other than the NCRTD, Flex Service can be scheduled to and from common connecting/transfer points where the other agencies' and the NCRTD's services meet for passenger transfers. It is the responsibility of the passenger to schedule with the other agency any connecting service required to complete their trip. Pre- qualification and fares for ADA services with another agency may be required.

Other agencies that connect with the NCRTD are:

City of Santa Fe, Santa Fe Trails/Santa Fe Rides

(505)-955-2001

(866)-554-7433 - toll free

Los Alamos County, Atomic City Transit

(505)-661-7433

Town of Taos, Chile Line

(505)-751-4459

Red River Miner's Transit

(575)-770-5959

Ohkay Owingeh Popay Messenger Service

505-852-4014

NMDOT Park & Ride

505-424-1110

New Mexico Rail Runner

866-795-7245 – toll free

C. Reservations and Response Time

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one (1) day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance.

Requests for service shall be accepted from 6:00 a.m. to ~~3~~5:00 p.m. on the day prior to the service day. ~~Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service.~~ Requests made one day prior on weekends or holidays between the hours of 6:00 am and 5:00 pm for reservations for service on Monday or

the day after a holiday shall be accepted as received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame (see Riding ADA Complementary Paratransit Service, Section IV. C. on page 11).

D. Fares

The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare on NCRTD's fixed-route system. Thus, no fare shall be charged certified passengers who are picked up and delivered within $\frac{3}{4}$ of a mile from a fixed route. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

Personal care attendants ride free with passengers who require assistance while boarding, riding, or alighting from a vehicle. Passengers must state the need for a personal care attendant on the ADA paratransit eligibility certification application. Dispatcher must be notified at the time the reservation that a personal care attendant will also be riding.

Passengers are guaranteed a seat for at least one accompanying guest. Additional guests will be scheduled on a space-available basis. ~~Guests shall pay a fare of \$2.00 for door to door service and \$1.00 for curb to curb service.~~ There is no additional fare charged for guests within the $\frac{3}{4}$ mile zone of a fixed route. See section VII, D. for fares guests outside the $\frac{3}{4}$ mile zone.

~~Agencies scheduling rides for their clients on the ADA complementary paratransit service may be charged a different, negotiated per trip fee. Normally these fees are billed to the NCRTD on a monthly basis. Such fare payment arrangements shall be documented on the bus operator's daily trip log.~~

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the 'NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The ADA complementary paratransit service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided. ~~These are the same days and hours that fixed route service operates.~~

Service is not offered on the following holidays:

~~New Year's Day~~ ~~Memorial Day~~ ~~Independence Day~~
~~Labor Day~~ ~~Thanksgiving Day~~ ~~Christmas Day~~
~~Dr. Martin Luther King Day~~ ~~Columbus Day~~
~~Veteran's Day~~ ~~Presidents Day~~

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

~~Note: Holidays are based on the State of New Mexico approved holiday schedule.~~

G. No Capacity Constraints

NCRTD will not constrain capacity by 1) restricting the number of trips an individual will be provided; 2) maintaining waiting lists for access to the service; or 3) any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

The following performance data will be collected and monitored by the NCRTD for the purpose of establishing whether capacity constraints exist:

1. Number of late pick-ups or drop-offs for initial or return trips. A pick-up or drop-off is considered late when it is more than twenty (20) minutes past the scheduled pick-up or drop-off time.
2. Number of trip denials or missed trips. Trip denials include rides that are accepted outside the hour scheduling window. Declined round trips will be counted as two (2) denials when one leg of a round trip cannot be scheduled within the hour window and the requester declines the round trip.
3. Number of trips with excessive lengths. Excessive trip length is defined as a trip that takes no more than two times longer than the trip would take on a fixed route.
4. Number of missed calls on the trip reservation line. Missed calls will be measured by the amount of reservation calls that roll over and go to voicemail.

If, after analysis of the above performance data, NCRTD determines that there are swings in demand when administering its ADA complementary paratransit service, NCRTD shall increase its capacity to respond to peaks in demand in a way that is comparable to dealing with changes in demand on the fixed route system.

ADA paratransit eligible persons shall have priority on the ADA complementary paratransit service, and tracking for capacity constraints shall be done separately for ADA paratransit eligible persons and others who may use the service.

H. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

I. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

III. Eligibility and Certification Procedures

A. General Eligibility

1. To receive ADA complementary paratransit service, individuals must be certified "ADA paratransit eligible," per the Americans with Disabilities Act of 1990, to include:
2. Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
3. Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of time, when such a vehicle is not being used to provide designated public transportation on the route.

4. Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

B. Trip-By-Trip Eligibility

While there are some passengers who are eligible to ride ADA complementary paratransit service for all their transportation needs, most passengers are certified for service on a trip-by-trip basis. In other words, passengers who may normally be able to ride NCRTD fixed-route service may be eligible for certain trips on the Ceurb-to-Ceurb or Roadway to Driveway service. Examples include:

1. An impairment-related condition that makes the person severely sensitive to cold or hot temperatures.
2. A person unable to maneuver a wheelchair through snow.
3. An individual with cognitive disabilities who must use a route other than the one he/she has learned or been trained to ride.
4. An individual who must travel an alternate route due to circumstances, where this alternate route is inaccessible to persons with disabilities.

C. Eligibility for Visitors and Out-of-Area Residents

Visitors to the Espanola area who present documentation that they are ADA paratransit eligible in the jurisdiction in which they reside shall be allowed to use the NCRTD service. If a visitor does not present such documentation, NCRTD may require the visitor to present documentation of his/her place of residence and, if the individual's disability is not apparent, of his/her disability. NCRTD will accept a certification from the visitor that he/she is unable to use fixed route transit.

NCRTD shall make the service available to visitors for any combination of twenty one (21) days during any 365-day period beginning with the visitor's first use of the service.

The location of an applicant's residence is not a factor in determining eligibility. Persons living outside the service area can be certified for the ADA complementary paratransit service. However, only trips with both an origin and destination inside the service area will be provided.

D. Application Process

The applicant shall return the completed ADA Paratransit Application to the NCRTD office. To be considered complete, all of the information requested on the application must be entered and the application must be signed by the applicant. In addition, the Professional Verification Form must be completed and signed by a qualified licensed professional.

*See Exhibit A, Paratransit Application.

NCRTD staff will attempt to make a determination from the information included in the ADA Paratransit Application. Should the staff be unable to make a determination based upon the information provided, they may request clarification from the applicant or the professional who completed the Professional Verification Form.

If a determination still cannot be made, NCRTD may require applicants to submit to a functional assessment to determine if they can use the regular fixed-route bus service. NCRTD will pay the cost of the functional assessment as well as provide transportation to and from the appointment.

NCRTD staff will normally make a determination regarding eligibility within twenty one (21) days of receipt of a complete ADA Paratransit Application. Should the staff fail to make such a determination within the twenty one (21)-day period, the applicant will be "presumed eligible" until such time a determination has been made.

When applications are approved, applicants will be notified by mail they have been certified to use ADA complementary paratransit service for three years, if they are permanently disabled; or for a shorter, specified time if their disability is temporary. Certified passengers may begin using service immediately following notification.

When applicants are deemed eligible for ADA complementary paratransit service, they will be asked to complete the certification process by scheduling an appointment to obtain a photo identification card within Thirty (30) days.

At any time during a passenger's three-year certification, NCRTD staff may require the certified passenger to submit a new ADA Paratransit Application if there is sufficient cause to believe the passenger's condition has changed making the person no longer "ADA paratransit eligible."

Applicants who are deemed ineligible for ADA complementary paratransit may appeal by following the procedure established in Section VIII, Appeal Procedures. Applicants denied service may reapply for the service at any time.

All passenger information will be kept confidential by the NCRTD staff unless a release is required by law or court order.

IV. Passenger Responsibilities

A. General Passenger Condition

All passengers must be able to sit in a bus seat or wheelchair in order to be transported.

Any passenger whose medical condition is such that the passenger is incoherent or requires immediate medical attention to sustain life may be denied service. ADA complementary paratransit service is to be considered a "common carrier" and does not perform ambulance or emergency service.

If the driver reasonably believes a passenger's physical condition or conduct is hazardous, or if a passenger possesses weapons, instruments or equipment that are reasonably believed to be dangerous, service may be terminated immediately. The passenger will be notified of his/her right to appeal the termination and NCRTD will hear the appeal as soon as reasonably possible.

B. Requesting Service

A request for service must be made at least one (1) day or up to four 4 days prior to the desired trip time. In order to schedule a trip, one must speak (either in person or via telephone messaging) with NCRTD staff that will require the following in scheduling a trip:

1. Name
2. Phone Number
3. Pick-Up Address
4. Destination Address
5. Desired Pick-Up Time
6. Desired Drop-Off Time (Appointment Time)
7. Number of Passengers
8. If Round Trip, Approximate Time of Return Trip

Passengers can schedule service by calling NCRTD at 1 866 206 0754 from 6:00 a.m. to 3:5:00 p.m. the day prior to service. ~~Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service.~~ Requests made one day prior on weekends or holidays between the hours of 6:00 am and 5:00 pm for reservations for service on Monday or the day after a holiday shall be accepted as received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

C. Riding ADA Complementary Paratransit Service

Paratransit passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (consisting of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time period.” Drivers, after arriving within the pick-up time period, will wait up to five~~three~~ (5~~3~~) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location, or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger’s home under any circumstance.

Drivers are not permitted to maneuver a wheelchair up or down more than one step. This rule is provided for the safety of the passenger and the driver.

Drivers are not permitted to lift passengers.

Passengers must pay their fares upon boarding the bus. Failure to do so may result in no service for that trip and the recording of a "no show" or cancellation (see Section IV, E, "No Shows" and Cancellations).

If all other passengers on the vehicle are required to wear seat belts, ADA complementary paratransit service passengers shall also be required to wear seat belts. A physician's statement of a passenger's physical inability to wear a seat belt may waive this requirement.

Profanity or abusive conduct shall not be permitted and may result in suspension or termination of service.

Eating or smoking is not allowed on NCRTD or contractor vehicles. Drinking is permissible only from a container with a snap-on or screw type lid.

D. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10 years of age. Children under the age of 10 must have an ~~adult~~ a guardian of legal age accompany them during transport.

E. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the "NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD operations manager, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

F. Accommodation of ~~Common~~ Wheelchairs

NCRTD will accommodate ~~common~~ wheelchairs and mobility devices. "A wheelchair is a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered." ~~Common w~~ Wheelchairs are devices that do not exceed 32 inches in width and 48 inches in length measured two inches above the ground, and do not weigh more than 600 pounds when occupied.

Any passenger who utilizes a wheelchair device for mobility shall insure the brakes on the wheelchair are in working order before transportation can be provided. All passengers boarding the bus in wheelchairs will be required to board, ride and disembark the vehicle with the wheels of the chair in a locked position.

All wheelchairs and other mobility devices must be secured to the floor of the vehicle using the securement equipment. The drivers will make every effort not to damage wheelchairs or mobility devices with the securement straps and hooks. In the case where a mobility device is incapable of being properly secured by the securement devices, the driver will notify the rider and will recommend the rider transfer to a seat. In those cases it will be up to the rider whether or not to continue with the ride.

G. Personal Care Attendants and Companions

A personal care attendant (i.e., someone designated or employed specifically to help the eligible individual meet his/her personal needs) always may ride with the eligible individual at no cost.

A companion (e.g., friend or family member) does not count as a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.

As part of the initial eligibility certification process, an individual must indicate whether he/she travels with a personal care attendant. If someone does not indicate the use of an attendant, then any individual accompanying him/her would be regarded simply as a companion.

H. Service Animals and Accommodation of Animals

Animals other than service animals as described below are not allowed to ride on NCRTD vehicles.

It is the policy of NCRTD to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means a guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of ADA complementary paratransit service. NCRTD can generally require use of a secured pet travel carrier for any animal that is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

I. Carry-On Packages

Drivers will help passengers take lightweight items off the vehicle and set them on the curb. If additional assistance is required, this assistance may be rendered on a case-by-case basis.

V. Public Involvement

A. Goal

NCRTD is committed to providing on-going mechanisms to involve the public in decisions regarding its services, policies and procedures.

B. Consumer Satisfaction Surveys

Consumer satisfaction survey forms will be mailed one time each year to all certified ADA complementary paratransit service passengers. These surveys will measure customer satisfaction with aspects of NCRTD services including prompt telephone answering, scheduler courtesy, ability to get requested pick-up time, timeliness of pick-ups and drop-offs, response time for return trip, amount of time traveling, courtesy of drivers, level of assistance by drivers, safety of service and general satisfaction with service. The results of these surveys will be compiled and reported to the NCRTD Board of Directors.

C. Public Hearings

Public hearings will be held on an as-needed basis to obtain input from persons with disabilities on such topics as proposed service changes, proposed fare increases, and other similar topics.

D. Focus Groups

Focus groups made up of persons with disabilities and representatives from agencies serving the needs of persons with disabilities will be held on an ad hoc basis to deal with specific service and policy issues that require in-depth discussion.

VI. Public Information Dissemination

A. Goal

NCRTD is committed to providing information about its services, policies and procedures to the public in accessible formats for persons with disabilities.

B. Accessible Formats

NCRTD ~~shall provide a TTY number (or~~ makes use of an operator-assisted RELAY service) so that persons with hearing or speech impairments may, by dialing 711, communicate with and receive information from NCRTD staff.

Persons with vision impairments may request braille information through the State library, or request NCRTD provide big font print, or request information via New Mexico School for the Blind reader service.

VII. Appeal Procedures

A. Goal

NCRTD has adopted the following appeal procedures as the mechanism for resolving complaints relative to the ADA complementary paratransit services, policies and procedures.

The following administrative procedure has been established to insure prompt and equitable resolution of appeals of any person with a disability that has been denied eligibility for ADA complementary paratransit service. The same appeal procedure will be used for appeals filed by persons who have been notified of a pending service termination or suspension.

B. Appeal Procedure

An applicant/passenger who wishes to appeal an eligibility determination, service suspension or termination must address an appeal, in writing, to the NCRTD within 60 days of the denial of the application or the notification of suspension of service. The appellant will be entitled to be heard in person and to have necessary support, such as a sign interpreter, or may choose to be represented by another person.

The appellant will be notified in writing of the NCRTD decision as soon as possible. NCRTD will not provide paratransit service to the individual pending the determination on appeal. If a decision has not been made within 30 days of the completion of the appeals process, NCRTD will provide paratransit service from that time until and unless a decision to deny the appeal is issued.

VIII. Demand-Responsive Service

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of Rio Arriba County/City of Española that don't have a fixed route readily available to them.

B. Service Area

Demand-Response service is available to Rio Arriba County and City of Española residents that do not have a fixed route available to them or live within a 15 mile radius of the Española Park and Ride Lot located at Paseo de Oate at Calle Espinosa. The communities of Arroyo Seco and La Puebla located in Santa Fe County are included for ADA service only, during peak hours only for the Santa Fe and Chimayo routes. It is the policy of the NCRTD that demand-response service is curb-to-curb. Door-to-door service will be considered on a case-by-case basis.

C. ~~Response Time~~ Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least one day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service must be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance.

Requests for service shall be accepted from 6:00 a.m. to 3:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a 30-minute time frame

D. Fares

The fare for demand-response service is \$1.00 one-way for curb to curb service. The fare for door to door service is \$2.00 one-way. Payment for the fare must be in cash and in the exact amount. Payment is due at the time of boarding.

The fair for ADA eligible passengers door to door is \$2.00 one-way.

No fare will be charged for personal care attendants. However, guests shall pay a fare of \$2.00. Additional guests will be scheduled on a space available basis. Payment of the fare must be in cash and in the exact amount. Fares shall be paid at the time of boarding.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the 'NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The demand-response service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

New Year's Day	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Christmas Day
Dr. MLK Day	Columbus Day	
Veteran's Day	Presidents Day	

New Year's Day
Dr. Martin Luther King Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Day After Thanksgiving
Christmas Eve Day
Christmas Day

Note: Holidays are based on the State of New Mexico approved holiday schedule.

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for thirty (30) days. If the item is not claimed within thirty (30) days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Demand-Response Service

Demand-Response passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (**consisting** of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time period.” Drivers, after arriving within the pick-up time period, will wait up to ~~three~~**five** (53) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger’s home under any circumstance.

J. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10 years of age. Children under the age of 10 must have an ~~an adult~~ **guardian of legal age** accompany them during transport.

K. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the “NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD **Transit**

Operations and Facilities Director manager, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

IX. Dial-a-Ride Service (Anticipated Launch Date is February 2015)

A. Goal

It is the goal of the NCRTD to provide mobility options for those residents of the Pojoaque-Nambe area that do not have a fixed route readily available to them.

B. Service Area

Dial-a-Ride service* is available to the Pojoaque-Nambe area residents that do not have a fixed route available to them. It is the policy of the NCRTD that Dial-a-Ride service is Ccurb-to-Ccurb. Door-to-Ddoor service will be considered on a case-by-case basis.

* See Maps Exhibit D–Dial-a-Ride Service Area

C. Reservations for Service

Two types of service will be available: subscription and reservation.

Subscription service will be offered for any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day. Requests for subscription service must be made at least 1 day prior to the first trip, and may be made up to four (4) days in advance. The number of subscription service trips accepted shall not exceed 50% of the total trips scheduled by all passengers unless there is non-subscription capacity.

Reservation service shall be available for any trip. Requests for reservation service may be made at least one (1) day prior to the desired trip time, and may be made up to four (4) days in advance. However, single trip reservations may be made up to one (1) hour in advance on the same day where space is available.

Requests for service shall be accepted from 6:00 a.m. to 5:00 p.m. on the day prior to the service day. Reservations for service on Monday or the day after a holiday shall be received on the NCRTD's voice messaging service. Whenever possible a return trip will be scheduled.

Trips shall be scheduled to begin no more than one hour before or after the desired departure time. The trip shall be scheduled so as to arrive at the pick-up location within a thirty (30)-minute time frame.

Example: If you schedule a 9:30 a.m. pick up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (consisting of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick up time period.” Drivers, after arriving within the pick up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1-866-206-0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger’s home under any circumstance.

D. Fares

There is no fare for Dial-a-Ride service.

E. No Trip Purpose Restrictions

Trips for any purpose will be accommodated and will not be prioritized by trip purpose. Passengers may be asked the nature of their trip so as the NCRTD can be prepared to provide appropriate safety measures.

F. Hours and Days of Service

The Dial-a-Ride service shall operate from 6:00 am. to 6:00 p.m. Monday through Friday. No Saturday or Sunday service is provided.

Service is not offered on the following holidays:

- New Year’s Day
- Dr. Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day

Day After Thanksgiving
Christmas Eve Day
Christmas Day

G. Inclement Weather

In the unlikely event of service cancellation due to inclement weather, NCRTD personnel shall attempt to contact all scheduled passengers at the telephone numbers listed on the ADA Complementary Paratransit Service Eligibility Application.

H. Lost and Found

Neither NCRTD nor its service contractor will be responsible for items left on vehicles. However, if found, the item(s) will be held for 30 days. If the item is not claimed within 30 days, it may be donated to a local charitable organization.

Passengers attempting to locate lost items should call the NCRTD office. If the passenger's item has been located, every effort will be made to return the item to the passenger on his/her next scheduled trip.

I. Riding Dial-a-Ride Service

Dial-a-Ride passengers shall be ready to go ten (10) minutes before the scheduled pick-up time. NCRTD makes every effort to arrive as close to the scheduled pick-up time as possible. However, NCRTD may arrive up to ten (10) minutes before or twenty (20) minutes after the scheduled pick-up time.

Example: If you schedule a 9:30 a.m. pick-up, the vehicle may arrive between 9:20 a.m. and 9:50 a.m.

This thirty (30) minute window (of ten (10) minutes before to twenty (20) minutes after the scheduled time) is called the “pick-up time period.” Drivers, after arriving within the pick-up time period, will wait up to five (5) minutes. Any passenger who is not at his/her scheduled pick-up point and ready to go by that time will be considered a “no show” and the driver will leave to pick up other riders. The driver will not return for a second attempt. The only exception will be passengers who have been detained during a medical appointment.

If a passenger knows that he/she will be detained during a medical appointment, the passenger shall call NCRTD at 1 866 206 0754 as soon as possible. When the passenger is ready, he/she shall call NCRTD and the next available van will be dispatched to pick up the passenger.

Service may not be rendered if the vehicle cannot access the origin or destination location or if the location does not provide safe passage for the vehicle or safe access to the vehicle by the passenger. The driver shall immediately call the dispatcher for further instructions in such case.

Drivers are not permitted to enter a passenger's home under any circumstance.

J. Transportation of Children

The minimum age for a child to travel alone aboard ADA complementary paratransit service vehicles is 10 years of age. Children under the age of 10 must have a guardian of legal age accompany them during transport.

K. "No Shows" and Cancellations

If riders are unable to keep the scheduled appointment time, they should notify NCRTD at least two hours prior to the scheduled pick-up time. Failure to do so may result in the recording of a "no show." A record of all "no shows" will be maintained at the NCRTD office.

Three (3) "no shows" within a 30 day period (counting from the last incident) for reasons other than those of a necessary or emergency nature, as determined by the NCRTD Transit Operations and Facilities Director, shall result in suspension of service for a period of 30 days. The passenger will be given an opportunity for a hearing prior to the suspension.

Exhibit B: Espanola Paratransit Service Area

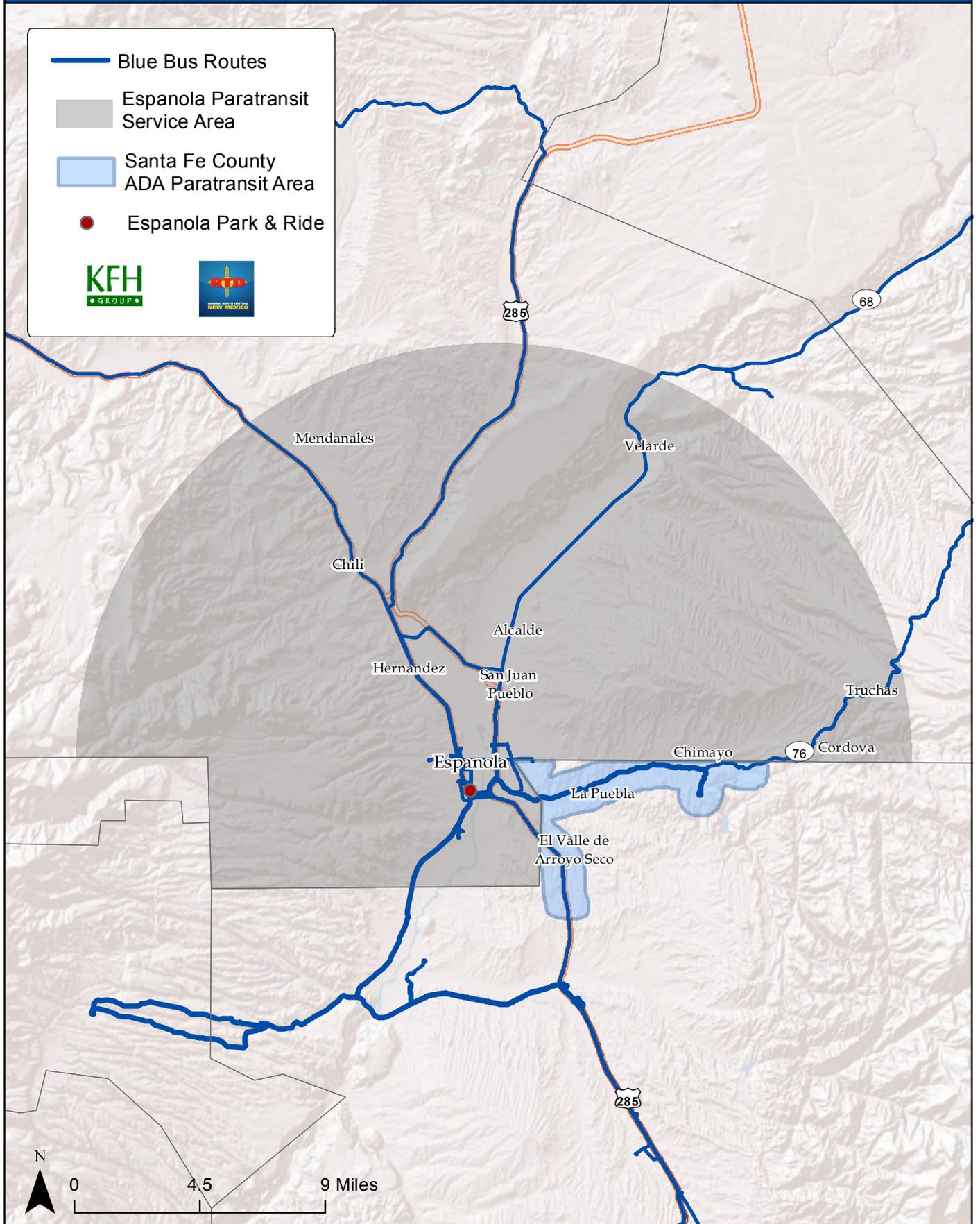


Exhibit C: System Map and ADA Service Area

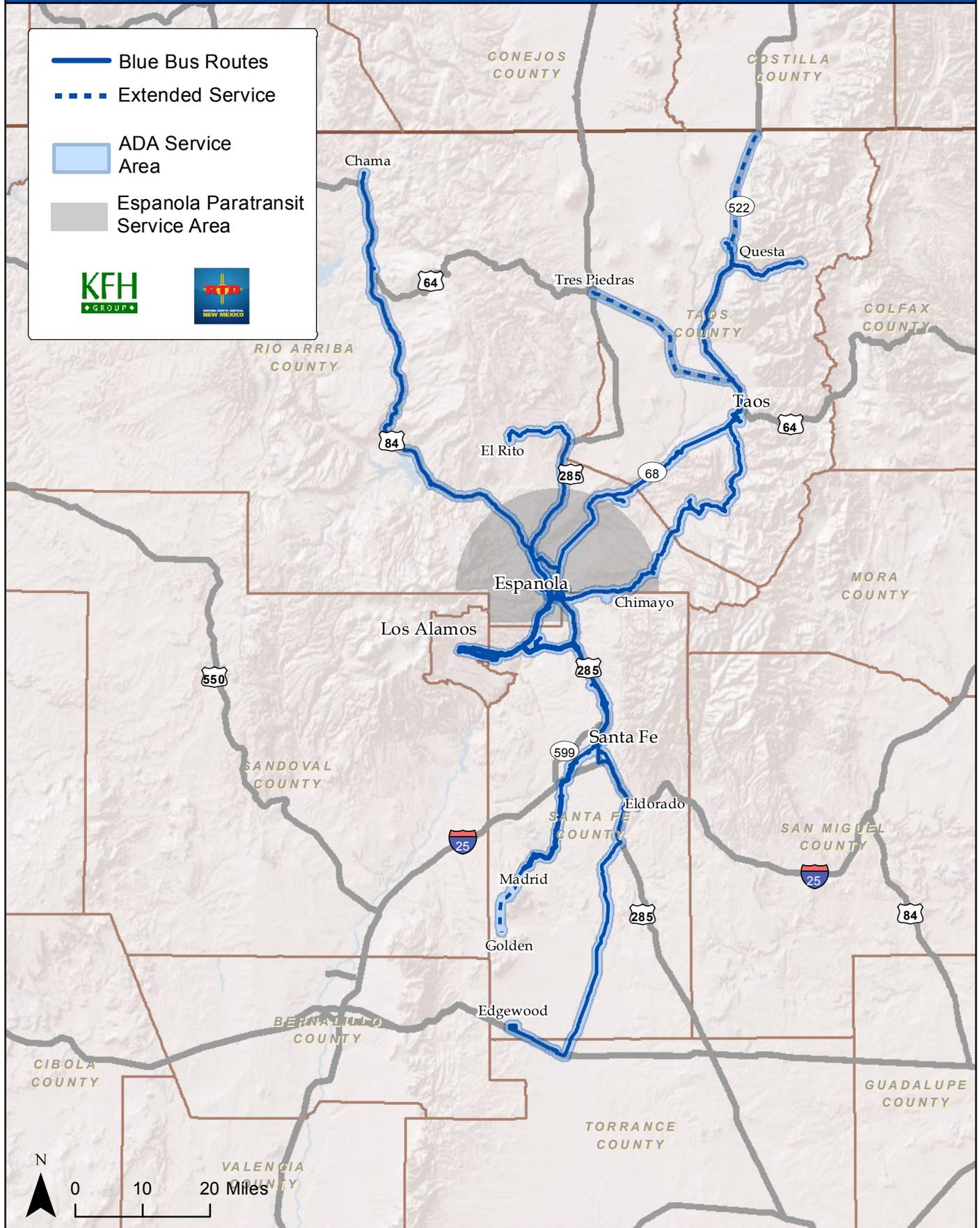
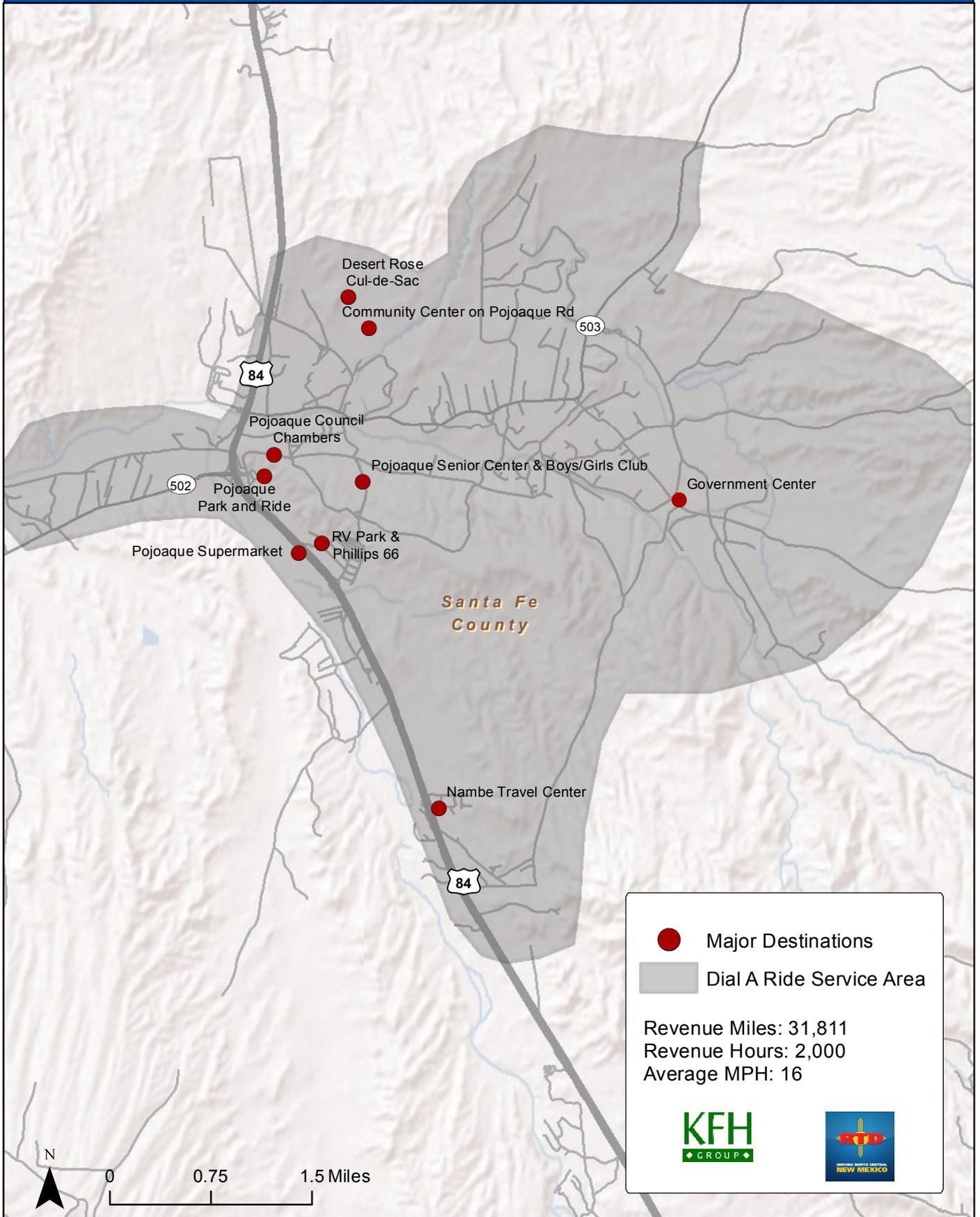


Exhibit D: Route 210 Pojoaque-Nambé





Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - E

Title: Resolution 2014-07 Authorizing the NCRTD Staff to apply for Federal funding through the FFY2014 TIGER grant program for two projects: a Maintenance Facility, Wash Bay, and Fueling Station; and Vehicle Automatic Passenger Counters (APCs).

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: NCRTD Staff is seeking Board approval to apply for FFY2014 TIGER grant funding for two projects: a Maintenance Facility, Wash Bay, and Fueling Station; and Vehicle Automatic Passenger Counters (APCs).

Background: The construction of the Transit Maintenance Facility will include a Vehicle Maintenance Garage, a Vehicle Wash Bay and a Fueling Station, to fulfill current needs as well as being capable of accommodating future operations and fleet expansion. Current fleet inventory is approximately 45 vehicles, ranging in size from 40 foot buses to 5-passenger transport vans and standard-size vehicles. Fleet expansion is anticipated to be one (1) to two (2) vehicles annually. The Maintenance Facility complex will be situated on the existing approximately 7 acre site adjacent to the Jim West Regional Transit Center and Vehicle Parking Yard. Work will include site preparation, geotechnical evaluation and preparation, environmental assessment, conceptual design, and planning. The facility-to-be design team will maximize utilization of green building energy saving facility standards wherever possible.

The Board of Directors authorized the Staff to move forward with the conceptual design at their February 1, 2013 meeting, with the design contract ultimately awarded to Huitt-Zollars in July 2013. At the March 2014 Board meeting, Huitt-Zollars presented its design findings and construction and general cost estimates. Site assessments and soil borings will be completed in the upcoming weeks. Upon completion of a final design and bidding, the Maintenance Facility Complex will be shovel-ready.

The Vehicle Automatic Passenger Counters (APCs) System is a valuable component in accessing current ridership data, and it ensures that the information provided is accurate and correct. Also, APCs allow the

driver to focus on driving instead of on recording passenger information on the tally sheet. The APCs are used to accurately track passenger boardings and are situated near the entrance of the bus. Again, as ridership continues to grow within the NCRTD, technology such as this will streamline operations, mitigate safety risks and improve our data accuracy and validity. The acquisition of APCs was initially a component of the Intelligent Transportation System contract awarded in July 2013. However, due to limited funding, the APC option was not awarded at that time.

Recommended Action: It is recommended that the Board move to adopt Resolution 2014-07 Authorizing the NCRTD Staff to apply for Federal funding through the FFY2014 TIGER grant program for a Maintenance Facility, Wash Bay, and Fueling Station; and Vehicle Automatic Passenger Counters. The FFY2014 TIGER grant application deadline is April 28, 2014.

Options/Alternatives:

- Board approval to adopt Resolution 2014-07 Authorizing the NCRTD Staff to apply for Federal funding through the FFY2014 TIGER grant program for two projects: a Maintenance Facility, Wash Bay, and Fueling Station; and Vehicle Automatic Passenger Counters; or
- Do not apply for FFY2014 TIGER funding, direct staff to seek alternative funding sources; or
- Do nothing; do not attempt to procure funds to construct a Maintenance Facility Complex or procure and implement Vehicle Automatic Passenger Counters.

Fiscal Impact: FFY2014 TIGER funds for rural areas will provide up to 100% of the cost of the project; however, the NOFA does emphasize that projects that demonstrate a local match component will increase their competitiveness in the TIGER arena. Given this, it is recommended that the NCRTD commit to a 20% match for the Maintenance Facility Complex, and a 10% match contribution for the Vehicle Automatic Passenger Counters.

The NCRTD will be requesting TIGER funds for the Maintenance Facility, Fueling Station and Vehicle Wash Bay for the approximate amount of \$4,936,842 (assuming an NCRTD match of 20% or \$1,234,210; estimated total project cost is \$6,171,052); and for the Vehicle Automatic Passenger Counters for the approximate amount of \$318,300 (assuming an NCRTD match contribution of 10% or \$35,367; total estimated project cost is \$353,667). The combined projects approximate total being requested through FFY2014 TIGER is \$5,255,142, with total estimated cost of the two projects being \$6,524,719. The NCRTD combined match contribution for both projects will be \$1,269,577. These possible awards would significantly impact the overall cost of the projects as well as potentially improve the ultimate construction and implementation timeline.

Attachments:

Resolution No. 2014-07

FFY2014 TIGER NOFA (Notice of Availability of Funding)



North Central Regional Transit District (NCRTD)

Resolution 2014-07

A RESOLUTION AUTHORIZING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT TO APPLY FOR FEDERAL FUNDING THROUGH THE FFY2014 TIGER GRANT PROGRAM FOR A MAINTENANCE FACILITY, WASH BAY, AND FUELING STATION and VEHICLE AUTOMATIC PASSENGER COUNTERS

WHEREAS, the USDOT issued a notice for funding availability for the FFY2014 TIGER grant program on March 3, 2014; and

WHEREAS, applications for consideration under the 2014 TIGER grant program are due April 28, 2014; and

WHEREAS, the NCRTD has identified capital improvements related to the efficient and effective day-to-day operations and maintenance of fleet; and

WHEREAS, the NCRTD was created through legislative enactment (NMSA 1978, Section 73-25-1 et seq.); and

WHEREAS, the NCRTD is a sub-division of the State of New Mexico; and

WHEREAS, the NCRTD was approved and certified by the New Mexico Department of Transportation on the 14th day of September 2004;

NOW, THEREFORE, BE IT RESOLVED by the NCRTD Board that the request for NCRTD Board authorization and support of Staff submitting for a FFY2014 TIGER grant to fund a new Maintenance Facility, Wash Bay, and Fueling Station; and submitting for a FFY2014 TIGER grant to fund Vehicle Automatic Passenger Counters, is approved.

PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 4TH DAY OF APRIL, 2014.

Daniel Barrone, Chairman

Approved as to form:

Peter Dwyer, Counsel

Type of respondent	Number of respondents	Frequency of response	Average burden per response (minutes)	Estimated total annual burden (hours)
State/Local/Tribal Government	150	1	3	8
Totals	300	28
Grand Total	200,000	18,334

2. Work History Report—20 CFR 404.1515, 404.1560, 404.1565, 416.960 and 416.3965—0960—0578. Under certain circumstances, SSA asks individuals applying for disability about work they have performed in the past.

Applicants use Form SSA-3369, Work History Report, to provide detailed information about jobs held prior to becoming unable to work. State Disability Determination Services evaluate the information, together with

medical evidence, to determine eligibility for disability payments. Respondents are disability applicants and third parties assisting applicants. Type of Request: Revision of an OMB-approved information collection.

Modality of collection	Number of respondents	Frequency of response	Average burden per response (minutes)	Estimated total annual burden (hours)
SSA-3369 (Paper form)	1,553,900	1	60	1,553,900
Electronic Disability Collect System 3369	38,049	1	60	38,049
Totals	1,591,949	1,591,949

Dated: February 28, 2014.

Naomi Sipple,

Management Analyst, Reports Clearance, Social Security Administration.

[FR Doc. 2014-04577 Filed 2-28-14; 8:45 am]

BILLING CODE 4191-02-P

DEPARTMENT OF TRANSPORTATION

Office of the Secretary of Transportation

[Docket No. DOT-OST-2014-XXXX]

Notice of Funding Availability for the Department of Transportation's National Infrastructure Investments under the Consolidated Appropriations Act, 2014

AGENCY: Office of the Secretary of Transportation, DOT.

ACTION: Notice of Funding Availability.

SUMMARY: This notice announces the availability of funding and requests proposals for the Department of Transportation's National Infrastructure Investments. This notice is addressed to organizations that are interested in applying and provides guidance on selection criteria and application requirements for the National Infrastructure Investments.

The Consolidated Appropriations Act, 2014 (Pub. L. 113-76, January 17, 2014) ("FY 2014 Appropriations Act") appropriated \$600 million to be awarded by the Department of Transportation ("DOT") for National

Infrastructure Investments. This appropriation is similar, but not identical, to the program funded and implemented pursuant to the American Recovery and Reinvestment Act of 2009 (the "Recovery Act") known as the Transportation Investment Generating Economic Recovery, or "TIGER Discretionary Grants," program. Because of the similarity in program structure, DOT will continue to refer to the program as "TIGER Discretionary Grants." As with previous rounds of TIGER, funds for the FY 2014 TIGER program ("TIGER FY 2014") are to be awarded on a competitive basis for projects that will have a significant impact on the Nation, a metropolitan area, or a region.

Through this notice, DOT is soliciting applications for TIGER Discretionary Grants. In the event that this solicitation does not result in the award and obligation of all available funds, DOT may decide to publish an additional solicitation(s).

DATES: You must submit final applications through Grants.gov by April 28, 2014, at 5:00 p.m. EDT (the "Application Deadline"). The Grants.gov "Apply" function will open on April 3, 2014, allowing applicants to submit applications. You are strongly encouraged to submit applications in advance of the deadline. Please be aware that you must complete the registration process before submitting an application, and that this process usually takes 2-4 weeks to complete. If interested parties experience difficulties

at any point during the registration or application process, please call the Grants.gov Customer Support Hotline at 1-800-518-4726, Monday-Friday from 7:00 a.m. to 9:00 p.m. EDT. Additional information on applying through Grants.gov is available in *Information about Applying for Federal Grants through Grants.gov* at www.dot.gov/TIGER.

ADDRESSES: You must submit applications electronically through Grants.gov. Only applications received electronically through Grants.gov will be deemed properly filed. Instructions for submitting applications through Grants.gov can be found on the TIGER Web site (www.dot.gov/TIGER).

FOR FURTHER INFORMATION CONTACT: For further information concerning this notice please contact the TIGER Discretionary Grant program staff via email at TIGERGrants@dot.gov, or call Howard Hill at 202-366-0301. A TDD is available for individuals who are deaf or hard of hearing at 202-366-3993. In addition, DOT will regularly post answers to questions and requests for clarifications on DOT's Web site at www.dot.gov/TIGER. Applicants are encouraged to contact DOT directly rather than rely on third parties to receive information about TIGER Discretionary Grants.

SUPPLEMENTARY INFORMATION: This notice is substantially similar to the final notice published for the TIGER Discretionary Grant program in the **Federal Register** on April 26, 2013.

However, there are a few significant differences:

1. Across the Federal Government, the Administration is dedicated to enhancing opportunity for all Americans by investing in transportation projects that better connect communities to centers of employment, education, and services (including for non-drivers) and that hold promise to stimulate long-term job growth, especially in economically distressed areas. Additional consideration will be given to proposals that seek to strengthen opportunities to expand the middle class. While the Department will award funds to a variety of project types, priority consideration will be given to applications that address this objective.

2. TIGER FY 2014 is authorized to award up to \$35 million (of the program's \$600 million total) for planning grants. Planning grant applications must identify themselves as project-level or regional plan applications.

3. In the previous round of TIGER, funding was available for obligation for a very short time. Therefore, DOT used project readiness as a primary criterion in awarding that funding. TIGER FY 2014 funds, in contrast, are available for obligation until the statutory deadline of September 30, 2016. This extended schedule allows DOT to encourage the submission of applications for complex and multimodal projects that may require slightly longer schedules. However, all applicants should provide schedules and evidence that they will be able to obligate funds, if awarded, by June of 2016 and expend such funds by September 30, 2021 (31 U.S.C. 1552).

4. Applications that identify project co-applicants or project partners in addition to a lead applicant must be signed by each co-applicant and/or partner organization.

Other than the differences above, and minor edits for clarification and those made to conform the notice to the statutory circumstances of this round of TIGER Discretionary Grant funding, there have been no material changes made to the notice. Each section of this notice contains information and instructions relevant to the application process for these TIGER Discretionary Grants, and you should read this notice in its entirety so that you have the information you need to submit eligible and competitive applications.

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I. Background and Outlook

The Transportation Investment Generating Economic Recovery or "TIGER Discretionary Grants" program was first created in the Recovery Act of 2009. Through the Recovery Act and subsequent four appropriations acts, Congress provided DOT with funding for five rounds of competitive grants totaling more than \$4.1 billion for capital investments in surface transportation infrastructure. See DOT's Web site at www.dot.gov/TIGER for further background on the disbursement of past rounds of TIGER Discretionary Grants.

The FY 2014 Appropriations Act appropriated \$600 million to be awarded by DOT for the TIGER Discretionary Grants program. As in previous rounds, the FY 2014 TIGER Discretionary Grants are for capital investments in surface transportation infrastructure, and are to be awarded on a competitive basis for projects that will have a significant impact on the Nation, a metropolitan area, or a region. Additionally, as in the 2010 round, the Act allows for up to \$35 million (of the \$600 million) to be awarded as grants for the planning of eligible transportation facilities. DOT is referring to these TIGER Discretionary Grants for planning as TIGER Planning Grants. The Act also allows DOT to use a small portion of the \$600 million for oversight of grants.

"Eligible Applicants" for TIGER Discretionary Grants are State, local, and tribal governments, including U.S. territories, transit agencies, port authorities, metropolitan planning organizations (MPOs), other political subdivisions of State or local governments, and multi-State or multi-jurisdictional groups applying through a single lead applicant (for multi-jurisdictional groups, each member of the group, including the lead applicant, must be an otherwise Eligible Applicant as defined in this paragraph).

To ensure applicants receive the most accurate information possible, you must contact DOT directly, rather than through intermediaries, to get answers to questions, set up briefings on the TIGER Discretionary Grants selection and award process, or receive other assistance. Assistance can be obtained by simply contacting the TIGER Discretionary Grant program staff via

email at TIGERGrants@dot.gov, or by calling Howard Hill at 202-366-0301.

Projects that are eligible for TIGER Discretionary Grants ("Eligible Projects") for capital projects include, but are not limited to: (1) Highway or bridge projects eligible under title 23, United States Code (including bicycle and pedestrian related projects); (2) public transportation projects eligible under chapter 53 of title 49, United States Code; (3) passenger and freight rail transportation projects; (4) port infrastructure investments; and (5) intermodal projects. Projects that are eligible for TIGER Planning Grants include, but are not limited to: Activities related to the planning, preparation, or design of a single surface transportation project, or activities related to regional transportation investment planning, including transportation planning that is coordinated with interdisciplinary factors including housing, economic development, stormwater and other infrastructure investments, and/or that addresses future risks and vulnerabilities, including extreme weather and climate change. Federal wage rate requirements included in subchapter IV of chapter 31 of title 40, United States Code, apply to all projects receiving funds under this program, and apply to all parts of the project, whether funded with TIGER Discretionary Grant funds, other Federal funds, or non-Federal funds. This description of Eligible Projects is identical to the description of eligible projects under earlier rounds of the TIGER Discretionary Grant program.¹

As was the case in earlier rounds of the TIGER Discretionary Grant program, Eligible Projects do not include research, demonstration, or pilot projects that do not result in publicly accessible surface transportation infrastructure. To be funded, projects or elements of a project must have independent utility, which means that the project provides transportation

¹ Consistent with the FY 2014 Appropriations Act, DOT will apply the following principles in determining whether a project is eligible as a capital investment or a planning study in surface transportation: (1) Surface transportation facilities generally include roads, highways and bridges, marine ports, freight and passenger railroads, transit systems, and projects that connect transportation facilities to other modes of transportation; and (2) surface transportation facilities also include any highway or bridge project eligible under title 23, U.S.C., or public transportation project eligible under chapter 53 of title 49, U.S.C. Please note that the Department may use a TIGER Discretionary Grant to pay for the surface transportation components of a broader project that has non-surface transportation components, and applicants are encouraged to apply for TIGER Discretionary Grants to pay for the surface transportation components of these projects.

benefits and is ready for its intended use upon completion of project construction.

Each applicant may submit no more than three applications in each category (3 capital applications and 3 planning applications). You should focus on applications that are most likely to align well with DOT's selection criteria. While applications may include requests to fund more than one project, you may not bundle together unrelated projects in the same application for purposes of avoiding the three-application limit that applies to each applicant. Please note that the three-application limit applies only to applications where the applicant is the lead applicant, and there is no limit on applications for which an applicant can be listed as a partnering agency. If you submit more than three applications as the lead applicant, only the first three received in each category will be considered.

The FY 2014 Appropriations Act specifies that TIGER Discretionary Grants may not be less than \$10 million (except in rural areas) and not greater than \$200 million. For projects located in rural areas (as defined in Section V, *Projects in Rural Areas*), the minimum TIGER Discretionary Grant size is \$1 million. For TIGER Planning Grants, there is no statutory minimum grant size, regardless of location.

DOT reserves the right to award funds for a part of the project included in an application, if a part of the project has independent utility and aligns well with the selection criteria specified in this notice.

Pursuant to the FY 2014 Appropriations Act, no more than 25 percent of the funds made available for TIGER Discretionary Grants (or \$150 million) may be awarded to projects in a single State.

The FY 2014 Appropriations Act directs that not less than 20 percent of the funds provided for TIGER Discretionary Grants (or \$120 million) shall be used for projects located in rural areas. Further, pursuant to the FY 2014 Appropriations Act, DOT must take measures to ensure an equitable geographic distribution of grant funds, an appropriate balance in addressing the needs of urban and rural areas, and investment in a variety of transportation modes.

TIGER Discretionary Grants may be used for up to 80 percent of the costs of a project. DOT may increase the Federal share above 80 percent only for projects located in rural areas, in which case DOT may fund up to 100 percent of the costs of a project. However, priority will be given to projects that use Federal

funds to complete an overall financing package, and both urban and rural projects can increase their competitiveness for purposes of the TIGER program by demonstrating significant non-Federal financial contributions. In the first five rounds, on average, projects attracted more than 3.5 additional non-Federal dollars for every TIGER grant dollar. DOT will consider any non-Federal funds, as well as funds from the Tribal Transportation Program (formerly known as Indian Reservation Roads), as a local match for purposes of this program, whether such funds are contributed by the public sector (State or local) or the private sector. However, DOT cannot consider any funds already expended (or otherwise encumbered) towards the matching requirement. Federal requirements also apply to any matching funds in your application. Therefore, the extent that a project is already underway or money intended to be matching funds is already encumbered, DOT will not consider those funds to be matching funds for the purposes of the TIGER Discretionary Grant program. You should also take note that even though "matching" funding may be provided by a State DOT or transit agency, DOT will not consider those funds to be matching funds if the source of those funds is ultimately a Federal program.

The FY 2014 Appropriations Act requires that TIGER funds are only available for obligation through September 30, 2016. DOT will, therefore, consider whether or not a project is ready to proceed with obligation of grant funds within the time provided. Under the FY 2014 Appropriations Act, TIGER funding expires automatically after the deadline of September 30, 2016, if grant funds are not obligated. There is no waiver possible under the statute for this deadline.

The FY 2014 Appropriations Act allows for an amount not to exceed 35 percent of the available funds (or \$210 million of the \$600 million) to be used by the Department to pay the subsidy and administrative costs for a project receiving credit assistance under the Transportation Infrastructure Finance and Innovation Act of 1998 ("TIFIA") program, if it would further the purposes of the TIGER Discretionary Grant program.

Recipients of TIGER Discretionary Grants and TIGER Planning Grants in prior rounds may apply for funding to support additional phases of a project awarded funds in earlier rounds of this program. However, to be competitive, the applicant should demonstrate the

extent to which the previously funded project phase has been able to meet estimated project schedules and budget, including the ability to realize the benefits expected for the project.

Transportation plays a critical role in expanding opportunities for every American. Recent research has found that economic mobility varies by geography, and poor transportation connections are a factor preventing some Americans from gaining access to the middle class.² This lack of access limits labor mobility and can be a drag on local and regional economic growth. Improving transportation infrastructure can be one of the easiest ways to address this problem.

Recognizing economic mobility as a defining trait of America's promise, the 2014 TIGER program will, in part, seek to improve access to reliable, safe, and affordable transportation for disconnected communities in urban, suburban, and rural areas. Providing opportunity to all Americans is a connecting theme that weaves together all of DOT's primary criteria. The concept can be found in the explanations of the primary criteria in this NOFA and should be addressed in applications through the description of how a proposed project addresses the primary criteria. This may include, but is not limited to, capital projects that better connect people to jobs, remove physical barriers to access, and strengthen communities through neighborhood redevelopment. Additionally, this objective may include capital projects with training opportunities that focus on strengthening human capital and workforce opportunities.

The above examples are not intended to be exhaustive, and project sponsors are strongly encouraged to highlight in their applications how their proposed capital projects will promote opportunities in ways not cited above.

DOT may consider the extent to which a proposed project strengthens access to opportunities through transportation improvements—in addition to the statutory requirements for an appropriate geographic, modal, and urban/rural distribution—as a factor to differentiate meritorious applications from one another. That said, the 2014 TIGER program will continue to fund innovative and significant projects of all types, and applications of all types are encouraged.

The purpose of this notice is to solicit applications for TIGER Discretionary Grants. This is a final notice.

² http://obs.rc.fas.harvard.edu/chetty/mobility_geo.pdf

II. Selection Criteria and Guidance on Application of Selection Criteria

This section specifies the criteria that DOT will use to evaluate applications for TIGER Discretionary Grants for capital projects. The criteria for TIGER Planning Grants are described in Section VI (D) of this notice. The criteria incorporate the statutory eligibility requirements for this program, which are specified in this notice as relevant. This section is divided into two parts. Part A (*Selection Criteria*) specifies the criteria that DOT will use to rate projects. Additional guidance about how DOT will apply these criteria, including illustrative metrics and examples, is provided in Part B (*Additional Guidance on Selection Criteria*).

TIGER Discretionary Grants will be awarded based on the selection criteria as outlined below. There are two categories of selection criteria, "Primary Selection Criteria" and "Secondary Selection Criteria."

A. Primary Selection Criteria: The five primary selection criteria are based on the priorities included in DOT's Strategic Plan for FY 2012–FY 2016. Applications that do not demonstrate a likelihood of significant long-term benefits based on these criteria will not proceed in the evaluation process. For more detail on DOT's long-term priorities, please refer to the Strategic Plan, which can be found at: http://www.dot.gov/sites/dot.dev/files/docs/990_355_DOT_StrategicPlan_508lowres.pdf. DOT does not consider any primary selection criterion more important than the others. The primary selection criteria, which will receive equal consideration, are:

1. *State of Good Repair:* Improving the condition of existing transportation facilities and systems, with particular emphasis on projects that minimize life-cycle costs and improve resilience. DOT will assess whether and to what extent (i) the project is consistent with relevant plans to maintain transportation facilities or systems in a state of good repair and address current and projected vulnerabilities; (ii) if left unimproved, the poor condition of the asset will threaten future transportation network efficiency, mobility of goods or accessibility and mobility of people, or economic growth; (iii) the project is appropriately capitalized up front and uses asset management approaches that optimize its long-term cost structure; (iv) a sustainable source of revenue is available for operations and maintenance of the project; and (v) the project improves the transportation asset's ability to withstand probable

occurrence or recurrence of an emergency or major disaster or other impacts of climate change. Additional consideration will be given to the project's contribution to improvement in the overall reliability of a multimodal transportation system that serves all users.

2. *Economic Competitiveness:* Contributing to the economic competitiveness of the United States over the medium- to long-term, and creating and preserving jobs. DOT will assess whether the project will (i) improve long-term efficiency, reliability or cost-competitiveness in the movement of workers or goods, with a particular focus on projects that have a significant effect on reducing the costs of transporting export cargoes; (ii) increase the economic productivity of land, capital, or labor at specific locations, particularly in Economically Distressed Areas; (iii) result in long-term job creation and other economic opportunities, particularly for low-income workers or for people in Economically Distressed Areas, and opportunities for small businesses and disadvantaged business enterprises, including veteran-owned small businesses and service-disabled veteran-owned small businesses,³ and (iv) improve economic mobility through enhanced multimodal connections to centers of employment, education, and services or the stimulation of such centers in Economically Distressed Areas.

3. *Quality of Life:* Like the livability criterion in past rounds, quality of life is focused on increasing transportation choices and access to transportation services for people in communities

³ The Executive Office of the President, Council of Economic Advisers (CEA), issued a memorandum in May 2009 on "Estimates of Job Creation from the American Recovery and Reinvestment Act of 2009." That memorandum provided a simple rule for estimating job-years created by government spending, which is that \$92,000 of government spending creates one job-year (or 10,870 job-years per billion dollars of spending). More recently, in September 2011, based on further analysis both of actual job-creation experience from transportation projects under the Recovery Act and on further macroeconomic analysis, the CEA determined that a job-year is created by every \$76,923 in transportation infrastructure spending (or 13,000 job-years per billion dollars of transportation infrastructure spending). This figure can be used in place of the earlier \$92,000/job-year estimate. Applicants can use this estimate as an appropriate indicator of direct, indirect and induced job-years created by TIGER Discretionary Grant spending, but are encouraged to supplement or modify this estimate to the extent they can demonstrate that such modifications are justified. However, since this guidance makes job creation purely a function of the level of expenditure, applicants should also demonstrate how quickly jobs will be created under the proposed project.

across the United States. DOT will consider whether the project furthers the six "Livability Principles" developed by DOT with the Department of Housing and Urban Development (HUD) and the Environmental Protection Agency (EPA) as part of the Partnership for Sustainable Communities.⁴ DOT will focus on the first principle, the creation of affordable and convenient transportation choices.⁵ Projects that demonstrate this principle by providing transportation choices to connect economically disadvantaged populations, non-drivers, senior citizens, and persons with disabilities with employment, training and education will receive particular consideration. Further, DOT will prioritize projects developed in coordination with land-use planning and economic development decisions, including through programs like TIGER II Planning Grants, the Department of Housing and Urban Development's Regional Planning Grants, or the Environmental Protection Agency's Brownfield Area-Wide Planning Pilot Program, as well as technical assistance programs focused on quality of life or economic development planning.

4. *Environmental Sustainability:* Improving energy efficiency, reducing dependence on oil, reducing greenhouse gas emissions, addressing stormwater through natural means, avoiding and mitigating environmental impacts and otherwise benefitting the environment. DOT will assess the project's ability to (i) reduce energy use and air or water pollution; (ii) avoid adverse environmental impacts to air or water quality, wetlands, and endangered species; (iii) provide environmental benefits, such as brownfield redevelopment, ground water recharge in areas of water scarcity, wetlands creation or improved habitat connectivity, and stormwater mitigation, including green infrastructure or (iv) improve the resilience of a transportation asset or the transportation system. Applicants are encouraged to provide quantitative information, including baseline information, that demonstrates how the project will reduce energy consumption, stormwater runoff, or achieve other benefits for the environment.

⁴ <http://www.sustainablecommunities.gov/index.html>.

⁵ In full, this principle reads: "Provide more transportation choices. Develop safe, reliable and economical transportation choices to decrease household transportation costs, reduce our nations' dependence on foreign oil, improve air quality, reduce greenhouse gas emissions and promote public health."

5. *Safety*: Improving the safety of U.S. transportation facilities and systems for all modes of transportation and users. DOT will assess the project's ability to reduce the number, rate, and consequences of surface transportation-related accidents, serious injuries, and fatalities among operators, drivers and/or non-drivers in the United States or in the affected metropolitan area or region, and/or the project's contribution to the elimination of highway/rail grade crossings, or the prevention of unintended releases of hazardous materials. DOT will consider the project's ability to foster a safe, connected, accessible transportation system for the multimodal movement of goods and people.

B. Secondary Selection Criteria

1. *Innovation*: Use of innovative strategies to pursue the long-term outcomes outlined above. DOT will assess the extent to which the project uses innovative technology (such as intelligent transportation systems, dynamic pricing, value capture, rail wayside or on-board energy recovery, smart cards, active traffic management or radio frequency identification) to pursue one or more of the long-term outcomes outlined above and/or to significantly enhance the operational performance of the transportation system. DOT will also assess the extent to which the project incorporates innovations in transportation funding and finance and leverages both existing and new sources of funding through both traditional and innovative means. Further, DOT will consider the extent to which the project utilizes innovative practices in contracting, congestion management, safety management, asset management, or long-term operations and maintenance. DOT is particularly interested in projects that apply innovative strategies to improve the efficiency of project development or improve overall project delivery in the area.

2. *Partnership*: Demonstrating strong collaboration among a broad range of participants, integration of transportation with other public service efforts, and/or projects that are the product of a robust planning process.

(a) *Jurisdictional and Stakeholder Collaboration*: DOT will consider the extent to which projects involve multiple partners in project development and funding, such as State and local governments, other public entities, and/or private or nonprofit entities. DOT will also assess the extent to which the project application demonstrates collaboration among neighboring or regional jurisdictions to

achieve national, regional, or metropolitan benefits. In the context of public private partnerships, DOT will assess the extent to which partners are incentivized to ensure long-term asset performance, such as through pay for success approaches. Multiple States or jurisdictions may submit a joint application and must identify a lead applicant as the primary point of contact. Joint applications must include a description of the roles and responsibilities of each project party and must be signed by each project party.

(b) *Disciplinary Integration*: DOT will consider the extent to which projects include partnerships that bring together diverse transportation agencies and/or are supported, financially or otherwise, by non-transportation public agencies that are pursuing similar objectives. For example, DOT will give priority to transportation projects that are coordinated with economic development, housing, water infrastructure, and land use plans and policies; similarly, DOT will give priority to transportation projects that encourage energy efficiency or improve the environment and are supported by relevant public agencies with energy or environmental missions. Projects that grow out of a robust planning process—such as those conducted with DOT's various planning programs and initiatives, the Department of Housing and Urban Development's Regional Planning Grants and Choice Neighborhood Planning Grants, or the Environmental Protection Agency's Brownfield Area-Wide Planning Pilot Program, as well as technical assistance programs focused on livability or economic development planning—will also be given priority.

C. Demonstrated Project Readiness

Projects that receive funding in this round of TIGER will have to obligate funds by September 30, 2016, or the funding will expire. Therefore, DOT will assess every application to determine whether the project is likely to proceed to obligation within the statutory deadline upon receipt of a TIGER Discretionary Grant (see *Additional Information on Project Readiness Guidelines* located at www.dot.gov/TIGER for further details), as evidenced by:

1. *Technical Feasibility*: The technical feasibility of the project should be demonstrated by engineering and design studies and activities; the development of design criteria and/or a basis of design; the basis for the cost estimate presented in the TIGER application, including the identification of

contingency levels appropriate to its level of design; and any scope, schedule, and budget risk-mitigation measures. Applicants must include a detailed statement of work that focuses on the technical and engineering aspects of the project and describes in detail the project to be constructed;

2. *Financial Feasibility*: The viability and completeness of the project's financing package (assuming the availability of the requested TIGER Discretionary Grant funds) should be demonstrated including evidence of stable and reliable capital and (as appropriate) operating fund commitments sufficient to cover estimated costs; the availability of contingency reserves should planned capital or operating revenue sources not materialize; evidence of the financial condition of the project sponsor; and evidence of the grant recipient's ability to manage grants. You must include a detailed project budget in this section of your application or applications containing a detailed breakdown of how the funds will be spent that provides estimates—both dollar amount and percentage of cost—of how much each activity would cost—e.g., preparation, grading, asphalt, etc. If the project will be completed in individual segments or phases, a budget for each individual segment or phase must be included. Budget spending categories must be broken down between TIGER, other Federal, and non-Federal sources, and identify how each funding source will share in each activity.

3. *Project Schedule*: You must include a detailed project schedule that includes all major project milestones—such as start and completion of environmental reviews and approvals; design; right of way acquisition; approval of plan, specification and estimate (PS&E); procurement; and construction—in this section of your application with sufficiently detailed information to demonstrate that:

(a) all necessary pre-construction activities will be complete to allow for any potential grant funding awarded to be obligated no later than June 30, 2016, to give DOT reasonable assurance that the TIGER Discretionary Grant funds will likely to be obligated sufficiently in advance of the September 30, 2016, statutory deadline, and that any unexpected delays will not put TIGER Discretionary Grant funds at risk of expiring before they are obligated;

(b) the project can begin construction quickly upon receipt of a TIGER Discretionary Grant, and that the grant funds will be spent steadily and

expeditiously once construction starts;⁶ and

(c) any applicant that is applying for a TIGER Discretionary Grant and does not own all of the property or right-of-way required to complete the project should provide evidence that the property and/or right-of-way acquisition can and will be completed expeditiously.

4. Assessment of Project Risks and Mitigation Strategies: You should identify the material risks to the project and the strategies that the lead applicant and any project partners have undertaken or will undertake in order to mitigate those risks. In past rounds of TIGER Discretionary Grants, certain projects have been affected by procurement delays, environmental uncertainties, and increases in real estate acquisition costs. You must assess the greatest risks to your projects and identify how those risks will be mitigated by the project parties.

Applicants, to the extent they are unfamiliar with the Federal program, should contact DOT modal field or headquarters offices for information on what steps are pre-requisite to the obligation of Federal funds in order to ensure that their project schedule is reasonable and that there are no risks of delays in satisfying federal requirements. Contacts for the Federal Highway Administration Division offices—which are located in all 50 States, Washington, DC, and Puerto Rico—can be found at <http://www.fhwa.dot.gov/about/field.cfm>. Contacts for the ten Federal Transit Administration regional offices can be found at <http://www.fta.dot.gov/12926.html>.

D. Additional Guidance on Evaluation

1. Project Costs and Benefits

Applicants for TIGER Discretionary Grants are generally required to identify, quantify, and compare expected benefits and costs, subject to the following qualifications:⁷

Applicants will be expected to prepare and submit an analysis of benefits and costs; however, DOT understands that the level of detail of analysis that should be expected (for items such as surveys, travel demand forecasts, market forecasts, and

statistical analyses) is less for smaller projects than for larger projects. The level of sophistication of the benefit-cost analysis (BCA) should be reasonably related to the size of the overall project and the amount of grant funds requested in the application. Any subjective estimates of benefits and costs should still be quantified, and applicants should provide appropriate evidence to lend credence to their subjective estimates. Estimates of benefits should be presented in monetary terms whenever possible; if a monetary estimate is not possible, then at least another quantitative estimate (in physical, non-monetary terms, such as crash rates, ridership estimates, emissions levels, energy efficiency improvements, etc.) should be provided.

Based on feedback over previous rounds of TIGER, DOT recognizes that the benefit-cost analysis can be particularly burdensome on Tribal governments. Therefore, the Department is providing additional flexibility to Tribal governments for the purposes of this notice. At their discretion, Tribal applicants may elect to provide raw data to support the need for a project (such as crash rates, ridership estimates, and the number of people who will benefit from the project), without additional analysis. This data will then be used to allow DOT economists to make the best estimates they can develop (given the data provided) of benefits and costs. Examples of BCAs by successful Tribal applicants are also available online.⁸

The lack of a useful analysis of expected project benefits and costs may be the basis for not selecting a project for award of a TIGER Discretionary Grant. If it is clear to DOT that the total benefits of a project are not reasonably likely to justify the project's costs, DOT will not award a TIGER Discretionary Grant to the project.

Detailed guidance for the preparation of benefit-cost analyses is provided in the *2014 Benefit-Cost Analyses Guidance for TIGER Grant Applicants* and in the *BCA Resource Guide* (available at www.dot.gov/TIGER). A recording of the *Benefit-Cost Analysis Practitioner's Workshop (2010)* and two BCA-related webinars are also available for viewing at www.dot.gov/TIGER, along with examples of benefit-cost analyses that have been submitted in previous rounds of TIGER.

Benefits should be presented, whenever possible, in a tabular form showing benefits and costs in each year for the useful life of the project. Benefits and costs should both be discounted to

the year 2014, and calculations should be presented for discounted values of both the stream of benefits and the stream of costs. If the project has multiple parts, each of which has independent utility, the benefits and costs of each part should be estimated and presented separately. The results of the benefit-cost analysis should be summarized in the Project Narrative section of the application itself, but the details may be presented in an attachment to the application if the full analysis cannot be included within the page limit for the project narrative. The requirement to conduct an economic analysis is not applicable to applicants seeking TIGER Planning Grants; however, such applicants should describe the expected benefits of the underlying project(s) that the planning activities will help advance.

2. Other Environmental Reviews and Approvals

(a) National Environmental Policy Act: An application for a TIGER Discretionary Grant must detail whether the project will significantly impact the natural, social and/or economic environment. The application should demonstrate receipt (or reasonably anticipated receipt) of all environmental approvals and permits necessary for the project to proceed to construction on the timeline specified in the project schedule and necessary to meet the statutory obligation deadline, including satisfaction of all Federal, State and local requirements and completion of the National Environmental Policy Act ("NEPA") process. You should submit the information listed below with your application:

(i) Information about the NEPA status of the project. If the NEPA process is completed, an applicant must indicate the date of, and provide a Web site link or other reference to, the final Categorical Exclusion, Finding of No Significant Impact or Record of Decision. If the NEPA process is underway but not complete, the application must detail the type of NEPA review underway, where the project is in the process, and indicate the anticipated date of completion. You must provide a Web site link or other reference to copies of any NEPA documents prepared.

(ii) Information on reviews by other agencies. An application for a TIGER Discretionary Grant must indicate whether the proposed project requires reviews or approval actions by other agencies, indicate the status of such actions, and provide detailed information about the status of those reviews or approvals and/or

⁶ The schedule should show how many direct, on-project jobs are expected to be created or sustained during each calendar quarter after the project is underway.

⁷ DOT has a responsibility under Executive Order 12893, Principles for Federal Infrastructure Investments, 59 FR 4233, to base infrastructure investments on systematic analysis of expected benefits and costs, including both quantitative and qualitative measures.

⁸ <http://www.dot.gov/policy-initiatives/tiger/tribal-tiger-bca-examples>.

demonstrate compliance with any other applicable Federal, State, or local requirements.

(iii) Environmental studies or other documents—preferably by way of a Web site link—that describe in detail known project impacts, and possible mitigation for those impacts.

(iv) A description of discussions with the appropriate DOT modal administration field or headquarters office regarding compliance with NEPA and other applicable environmental reviews and approvals.

(b) *Legislative Approvals:* Receipt of all necessary legislative approvals (for example, legislative authority to charge user fees or set toll rates), and evidence of support from State and local elected officials. Support from all relevant State and local officials is not required; however, you should demonstrate that the project is broadly supported.

(c) *State and Local Planning:* The planning requirements of the operating administration administering the TIGER project will apply.⁹ You should demonstrate that a project that is required to be included in the relevant State, metropolitan, and local planning documents has been or will be included. If the project is not included in the relevant planning documents at the time the application is submitted, you should submit a certification from the appropriate planning agency that actions are underway to include the project in the relevant planning document. DOT reserves the right to revoke any award of TIGER Discretionary Grant funds and to award such funds to another project to the

⁹ All regionally significant projects requiring an action by the Federal Highway Administration (FHWA) or the Federal Transit Administration (FTA) must be in the metropolitan transportation plan, transportation improvement program (TIP) and statewide transportation improvement program (STIP). Further, in air quality non-attainment and maintenance areas, all regionally significant projects, regardless of the funding source, must be included in the conforming metropolitan transportation plan and TIP. To the extent a project is required to be on a metropolitan transportation plan, TIP, and/or STIP, it will not receive a TIGER Discretionary Grant until it is included in such plans. Projects not currently included in these plans can be amended by the State and metropolitan planning organization (MPO). Projects that are not required to be in long range transportation plans, STIPs, and TIPs will not need to be included in such plans in order to receive a TIGER Discretionary Grant. Freight and passenger rail projects are not required to be on the State Rail Plans called for in the Passenger Rail Investment and Improvement Act of 2008. This is consistent with the exemption for high-speed and intercity passenger rail projects under the Recovery Act. However, applicants seeking funding for freight and passenger rail projects are encouraged to demonstrate that they have done sufficient planning to ensure that projects fit into a prioritized list of capital needs and are consistent with long-range goals.

extent either that such funds cannot be timely expended and/or that construction does not begin in accordance with the project schedule. Because projects have different schedules, DOT will consider on a case-by-case basis how much time after selection for award of a TIGER Discretionary Grant each project has before funds must be obligated (consistent with law) and construction started through an executed grant agreement between the selected applicant and the relevant modal administration administering the grant. This deadline will be specified for each TIGER Discretionary Grant in the project-specific grant agreements signed by the grant recipients and will be based on critical path items identified by applicants in response to items (a)(i) through (iv) above.

III. Evaluation and Selection Process

A. Evaluation Process

TIGER Discretionary Grant applications will be evaluated in accordance with the evaluation process discussed below. DOT will establish application evaluation teams to review each application that is received by DOT prior to the Application Deadline. These evaluation teams will be organized and led by the Office of the Secretary of Transportation and will include members from each of the Relevant Modal Administrations and, in some cases, staff from other Federal agencies with relevant expertise, including freight, resilience, quality of life, environmental review, and permitting expertise. The evaluation teams will be responsible for evaluating and rating all of the projects and making funding recommendations to the Secretary.

DOT will not assign specific numerical scores to projects based on the selection criteria outlined above in Section II(A) (*Selection Criteria*). Rather, ratings of “highly recommended,” “recommended,” “acceptable,” or “not recommended” will be assigned to projects. DOT will award TIGER Discretionary Grants to projects that are well-aligned with one or more of the selection criteria. In addition, DOT will consider whether a project has a negative effect on any of the selection criteria, and any such negative effect may reduce the likelihood that the project will receive a TIGER Discretionary Grant.

DOT will give more consideration to the Primary Selection Criteria than to the two Secondary Selection Criteria (*Innovation and Partnership*), which will also be considered equally

Projects that are recommended by the evaluation teams for further review will have their benefit-cost analyses evaluated by an Economic Analysis Team, and will have their project readiness evaluated by a Project Readiness Team. The Economic Analysis Team will assess the likelihood that the project's benefits will exceed its costs, and the Project Readiness Team will assess the likelihood that the project will be able to obligate any grant awarded to it by the obligation deadline of September 30, 2016. The results of these evaluations will also be taken into account in the recommendations made to the Secretary.

Upon completion of this rating process, DOT will analyze the preliminary list and determine whether highly-rated projects are consistent with the distributional requirements of the FY 2014 Appropriations Act, including an equitable geographic distribution of grant funds, an appropriate balance in addressing the needs of urban and rural areas, and investment in a variety of transportation modes. If necessary, DOT will adjust the list of recommended projects to satisfy the statutory distributional requirements while remaining as consistent as possible with the competitive ratings. The Secretary of Transportation will make the final project selections.

B. Evaluation of Eligibility

To be selected for a TIGER Discretionary Grant, a project must be an Eligible Project and the applicant must be an Eligible Applicant. DOT may consider one or more components of a large project to be an Eligible Project, but only to the extent that the components have independent utility, meaning the components themselves, not the project of which they are a part, are Eligible Projects and satisfy the selection criteria identified above in Section II(A) (*Selection Criteria*). For these projects, the benefits described in an application must be related to the components of the project for which funding is requested, not the full project of which they are a part. DOT will not fund individual phases of a project if the benefits of completing only these phases would not align well with the selection criteria specified in this notice because the overall project would still be incomplete.

IV. Grant Administration

DOT expects that each TIGER Discretionary Grant will be administered by one of the Relevant Modal Administrations, pursuant to a grant agreement between the TIGER

Discretionary Grant recipient and the Relevant Modal Administration. Service Outcome Agreements, Stakeholder Agreements, Buy America compliance, and other requirements under DOT's other highway, transit, rail, and port grant programs will be incorporated into the TIGER grant agreements, where appropriate. The Secretary has the discretion to delegate such responsibilities to the appropriate Relevant Modal Administration.

Applicable Federal laws, rules, and regulations of the Relevant Modal Administration administering the project will apply to projects that receive TIGER Discretionary Grants.

V. Projects in Rural Areas

The FY 2014 Appropriations Act directs that not less than \$120 million of the funds provided for TIGER Discretionary Grants are to be used for projects in rural areas. For purposes of this notice, DOT is defining "rural area" as any area not in an Urbanized Area, as such term is defined by the Census Bureau,¹⁰ and will consider a project to be in a rural area if all or the majority of a project (determined by geographic location(s) where the majority of project money is to be spent) is located in a rural area. Therefore, if all or the majority of a project is located in a rural area, such a project is eligible to apply for less than \$10 million, but at least \$1 million in TIGER Discretionary Grant funds, and up to 100 percent of the project's costs may be paid for with Federal funds. To the extent more than a *de minimis* portion of a project is located in an Urbanized Area, you should identify the estimated percentage of project costs that will be spent in Urbanized Areas and the estimated percentage that will be spent in rural areas.

VI. TIGER Planning Grants

A. Background

On December 16, 2009, the President signed the Fiscal Year (FY) 2010 Consolidated Appropriations Act, which appropriated \$600 million to DOT for National Infrastructure Investments, including up to \$35 million for planning.

That round of planning grants was conducted in conjunction with \$40 million in HUD Community Challenge grants. Thirty-three total DOT planning grants were made, including 14 joint

grants with HUD. In this round, DOT will not be able to pair TIGER planning grants with HUD Community Challenge grants due to the lack of available HUD funds. However, those applicants seeking to fund regional transportation planning grants should show strong coordination with housing, land use, economic development, stormwater, and other infrastructure needs, including identifying risks from extreme weather and climate change, and plans to mitigate that risk.

B. Eligible Planning Activities

Activities eligible for funding under TIGER Planning Grants are related to the planning, preparation, or design—including environmental analysis, feasibility studies, and other pre-construction activities—of surface transportation projects, including, but not limited to:

- (1) Highway or bridge projects eligible under Title 23, United States Code (including bicycle and pedestrian related projects);
- (2) Public transportation projects eligible under Chapter 53 of Title 49, United States Code;
- (3) Passenger and freight rail transportation projects;
- (4) Port infrastructure investments; and
- (5) Intermodal projects.

In addition, eligible activities related to multidisciplinary projects or regional planning may include:

- (1) Development of master plans, comprehensive plans, or corridor plans that will provide connection to jobs for disadvantaged populations, or include affordable housing components.
- (2) Planning activities related to the development of a multimodal freight corridor, including those that seek to reduce conflicts with residential areas and with passenger and non-motorized traffic.
- (3) Development of port and regional port planning grants, including State-wide or multi-port planning within a single jurisdiction or region.
- (4) Planning to encourage multiple projects within a common area to engage in programmatic mitigation in order to increase efficiency and improve outcomes for communities and the environment.
- (5) Risk assessments and planning to identify vulnerabilities and address the transportation system's ability to withstand probable occurrence or recurrence of an emergency or major disaster or impacts of climate change.

C. Selection Criteria

Planning grant applications will be evaluated against the same criteria as

capital grants. For project-level planning, this means considering how the project resulting from the plan will ultimately further the five primary and two secondary criteria. For regional transportation planning efforts, applications should demonstrate how the regional plan will help lead to these outcomes.

Similar to capital grant applications, planning applications will be more competitive if they can demonstrate funding support above the 20 percent match requirement for urban areas, and the 0 percent match requirement for rural areas.

Additionally, applicants should show the capacity to successfully implement the proposed activities in a timely manner.

VII. Application Cycle

A. Contents of Applications

You must include all of the information requested below in your application. DOT reserves the right to ask any applicant to supplement data in its application, but expects applications to be complete upon submission. To the extent practical, you should provide data and evidence of project merits in a form that is publicly available or verifiable.

1. Standard Form 424, Application for Federal Assistance

Additional clarifying guidance and FAQs to assist you in completing the SF-424 will be available at www.dot.gov/TIGER by April 3, 2014, when the "Apply" function within Grants.gov opens to accept applications under this notice.

2. Title Page

The title page must include the project title, location (city, State, district), type of application (capitol, project planning, or regional planning), the applicant organization name, the type of eligible applicant (State government, local government, U.S. territory, Tribal government, transit agency, port authority, MPO, RDO, other unit of government), and the amount of TIGER funding being applied for. The information may be presented in a table or formatted list.

3. Project Narrative (Attachment to SF 424)

The project narrative must respond to the application requirements outlined below. DOT recommends that the project narrative be prepared with standard formatting preferences (i.e., a single-spaced document, using a standard 12-point font, such as Times New Roman, with 1-inch margins).

¹⁰For Census 2010, the Census Bureau defined an Urbanized Area (UA) as an area that consists of densely settled territory that contains 50,000 or more people. Updated lists of UAs are available on the Census Bureau Web site. Urban Clusters (UCs) will be considered rural areas for purposes of the TIGER Discretionary Grant program.

Your application must include information required for DOT to assess each of the criteria specified in Section II (A) (*Selection Criteria*), as such criteria are explained in Section II(B) (*Additional Guidance on Selection Criteria*). You must demonstrate the responsiveness of a project to any pertinent selection criteria with the most relevant information that you can provide, regardless of whether such information has been specifically requested, or identified, in this notice. You should provide concrete evidence of the feasibility of achieving project milestones, and of financial capacity and commitment in order to support project readiness. DOT will give priority to projects for which a TIGER Discretionary Grant will help to complete an overall funding package, so you should clearly demonstrate the extent to which the project cannot be readily and efficiently completed without a TIGER Discretionary Grant, and the extent to which other sources of funds, including Federal, State, or local funding, may or may not be readily available for the project. Any such information shall be considered part of the application, not supplemental, for purposes of the application size limits identified below in Part B (*Length of Applications*). Information provided pursuant to this paragraph must be quantified, to the extent possible, to describe the project's benefits to the Nation, a metropolitan area, or a region. Information provided pursuant to this paragraph should include projections for both the build and no-build scenarios for the project for each year between the completion of the project and a point in time at least 20 years beyond the project's completion date or the lifespan of the project, whichever is closer to the present.

All applications should include a detailed description of the proposed project and geospatial data for the project, including a map of the project's location and its connections to existing transportation infrastructure. An application should also include a description of how the project addresses the needs of an urban and/or rural area. An application should clearly describe the transportation challenges that the project aims to address, the project's potential vulnerabilities to extreme weather and climate change throughout its projected life, and how the project will address these challenges. The description should include relevant data, such as passenger or freight volumes, congestion levels, infrastructure condition, and safety experience.

DOT recommends that the project narrative generally adhere to the following basic outline and, in addition to a detailed statement of work, detailed project schedule, and detailed project budget, you should include a table of contents, maps, and graphics that make the information easier to review:

I. Project Description (including information on the expected users of the project, a description of the transportation challenges that the project aims to address, and how the project will address these challenges);

II. Project Parties (information about the grant recipient and other project parties);

III. Grant Funds and Sources/Uses of Project Funds (information about the amount of grant funding requested, availability/commitment of funds sources and uses of all project funds, total project costs, percentage of project costs that would be paid for with TIGER Discretionary Grant funds, and the identity and percentage shares of all parties providing funds for the project (including any other pending or past Federal funding requests for the project as well as Federal funds already provided under other programs and required match for those funds);

IV. Selection Criteria (information about how the project aligns with each of the primary and secondary selection criteria and a description of the results of the benefit-cost analysis):

- a. Primary Selection Criteria
 - i. State of Good Repair
 - ii. Economic Competitiveness
 - iii. Quality of Life
 - iv. Environmental Sustainability
 - v. Safety
- b. Secondary Selection Criteria
 - i. Innovation
 - ii. Partnership
- c. Results of Benefit-Cost Analysis

V. Project readiness, including planning approvals, NEPA and other environmental reviews/approvals, (including information about permitting, legislative approvals, State and local planning, and project partnership and implementation agreements); and

VI. Federal Wage Rate Certification (an application must include a certification, signed by the applicant(s), stating that it will comply with the requirements of subchapter IV of chapter 31 of title 40, United States Code (Federal wage rate requirements), as required by the FY 2014 Continuing Appropriations Act).

The purpose of this recommended format is to ensure that applications clearly address the program requirements and make critical information readily apparent.

B. Length of Applications

The project narrative may not exceed 30 pages in length. Documentation supporting the assertions made in the narrative portion may also be provided, but should be limited to relevant information. If possible, Web site links to supporting documentation (including a more detailed discussion of the benefit-cost analysis) should be provided rather than copies of these materials. Spreadsheets supporting the benefit-cost analysis should be original Excel spreadsheets, not PDFs of those spreadsheets. At your discretion, relevant materials provided previously to a Relevant Modal Administration in support of a different DOT discretionary program (for example, New Starts or TIFIA) may be referenced and described as unchanged. To the extent referenced, this information need not be resubmitted for the TIGER Discretionary Grant application (although provision of a Web site link would facilitate DOT's consideration of the information). DOT recommends use of appropriately descriptive file names (e.g., "Project Narrative," "Maps," "Memoranda of Understanding and Letters of Support," etc.) for all attachments. Cover pages and tables of contents do not count towards the 30-page limit for the narrative portion of the application, and the federal wage rate certification may also be outside of the 30-page narrative. Otherwise, the only substantive portions of the application that should exceed the 30-page limit are any supporting documents (including a more detailed discussion of the benefit-cost analysis) provided to support assertions or conclusions made in the 30-page narrative section.

C. Contact Information

Contact information for a direct employee of the lead applicant organization is required as part of the SF-424. DOT will use this information to inform parties of DOT's decision regarding selection of projects, as well as to contact parties in the event that DOT needs additional information about an application. Contact information for a contractor, agent, or consultant of the lead applicant organization is insufficient for DOT's purposes.

D. Protection of Confidential Business Information

All information submitted as part of or in support of any application shall use publicly available data or data that can be made public and methodologies that are accepted by industry practice and standards, to the extent possible. If the application includes information

you consider to be a trade secret or confidential commercial or financial information, you should do the following: (1) Note on the front cover that the submission "Contains Confidential Business Information (CBI);" (2) mark each affected page "CBI;" and (3) highlight or otherwise denote the CBI portions. DOT protects such information from disclosure to the extent allowed under applicable law. In the event DOT receives a Freedom of Information Act (FOIA) request for the information, DOT will follow the procedures described in its FOIA regulations at 49 CFR 7.17. Only information that is ultimately determined to be confidential under that procedure will be exempt from disclosure under FOIA.

VIII. Performance Management

Each applicant selected for TIGER Discretionary Grant capital grant funding will be required to work with DOT on the development and implementation of a plan to collect information and report on the project's performance with respect to the relevant long-term outcomes that are expected to be achieved through construction of the project. Each recipient of a TIGER Discretionary Grant will, in accordance with its grant agreement, report on specified performance indicators for its project. Performance indicators will be negotiated for each project, considerate of the individual project's stated goals as well as resource constraints of applicants. Performance indicators will not include formal goals or targets, but will include baseline measures as well as post-project outcomes for an agreed-upon timeline, and will inform the TIGER Discretionary Grant program in working towards best practices, programmatic performance measures, and future decisionmaking guidelines.

IX. Questions and Clarifications

For further information concerning this notice please contact the TIGER Discretionary Grant program staff via email at TIGERGrants@dot.gov, or call Howard Hill at 202-366-0301. A TDD is available for individuals who are deaf or hard of hearing at 202-366-3993. DOT will regularly post answers to these questions and other important clarifications on DOT's Web site at www.dot.gov/TIGER.

Issued on February 25, 2014.

Anthony R. Foxx,
Secretary.

[FR Doc. 2014-04627 Filed 2-28-14; 8:45 am]

BILLING CODE 4910-9X-P

DEPARTMENT OF TRANSPORTATION

Federal Aviation Administration

Nineteenth Meeting: RTCA Special Committee 217—Aeronautical Databases Joint With EUROCAE WG-44—Aeronautical Databases

AGENCY: Federal Aviation Administration (FAA), U.S. Department of Transportation (DOT).

ACTION: Notice of RTCA Special Committee 217—Aeronautical Databases Joint with EUROCAE WG-44—Aeronautical Databases.

SUMMARY: The FAA is issuing this notice to advise the public of a meeting of RTCA Special Committee 217—Aeronautical Databases being held jointly with EUROCAE WG-44—Aeronautical Databases.

DATES: The meeting will be held March 17–21, 2014 from 9:00 a.m. to 5:00 p.m.

ADDRESSES: The meeting will be hosted by AIRBUS, Site de Saint Martin du Touch, 316 route de Bayonne, 1060 Toulouse Cedex 9 FRANCE.

FOR FURTHER INFORMATION CONTACT: Sophie Bousquet, SBousquet@rtca.org, 202-330-0663 or The RTCA Secretariat, 1150 18th Street NW., Suite 910, Washington, DC 20036, or by telephone at (202) 833-9339, fax at (202) 833-9434, or Web site at <http://www.rtca.org>.

SUPPLEMENTARY INFORMATION: Pursuant to section 10(a) (2) of the Federal Advisory Committee Act (Pub. L. 92-463, 5 U.S.C., App.), notice is hereby given for a meeting of RTCA Special Committee 217—Aeronautical Databases held jointly with EUROCAE WG-44—Aeronautical Databases. The agenda will include the following:

Monday, March 17, Opening Plenary

- Co-Chairmen's remarks and introductions
- Approve minutes from 18th meeting
- Review and approve meeting agenda for 19th meeting
- Review of joint WG-1/WG-2 Action Items
- ToR Update
- SC-216/SC-217 ISRA Update
- SWIM, Presentations and Discussion
- Continuation, "Data Terms Definitions" Review

Monday Thru Thursday, March 17–20—Working Group One (WG1)–DO-200A/ED-76

- Review of WG-1 Action Items Status
- Discussion and progress on ED76/DO200A update
- Process to develop a first mature draft update to ED76/DO200A

Working Group Two (WG2)–DO-272/DO-291

- WG-2 Action Item Status Review
- Sub-Group Status Reports (Content, Connectivity, Consistency, etc)
- Document Editor, Introduction and Status
- Review of Working Papers, Discussion Papers, Information Papers
- New Presentations, not related to WPs, DPs or IPs.

Closing Plenary Session (9:00 a.m. to Noon)

- Presentation of WG1 and WG2 conclusions
 - Working arrangements for the remaining work
 - Review of action items
 - Next meetings, dates and locations
 - Any other business and Adjourn
- Attendance is open to the interested public but limited to space availability. With the approval of the chairman, members of the public may present oral statements at the meeting.

Persons wishing to present statements or obtain information should contact the person listed in the **FOR FURTHER INFORMATION CONTACT** section. Members of the public may present a written statement to the committee at any time.

Issued in Washington, DC, on February 25, 2014.

Paige L. Williams,

Management Analyst, Business Operations Group, ANG-A12, Federal Aviation Administration.

[FR Doc. 2014-04635 Filed 2-28-14; 8:45 am]

BILLING CODE 4910-13-P

DEPARTMENT OF TRANSPORTATION

Federal Aviation Administration

Sixtieth Meeting: RTCA Special Committee 186, Automatic Dependent Surveillance—Broadcast (ADS-B)

AGENCY: Federal Aviation Administration (FAA), U.S. Department of Transportation (DOT).

ACTION: Meeting Notice of RTCA Special Committee 186, Automatic Dependent Surveillance—Broadcast (ADS-B).

SUMMARY: The FAA is issuing this notice to advise the public of the sixtieth meeting of the RTCA Special Committee 186, Automatic Dependent Surveillance—Broadcast (ADS-B)

DATES: The meeting will be held March 17–20, 2014 from 9:00 a.m.–5:00 p.m.

ADDRESSES: The meeting will be held at the RTCA Headquarters, 1150 18th Street NW., Suite 910, Washington, DC 20036.



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - F

Title: NCRTD Board Attendance Report, April 2013 – March 2014

Prepared By: Dalene E. Lucero, Executive Assistant on behalf of Dennis Tim Salazar, Board Secretary/Treasurer

Summary: In accordance with the Bylaws adopted by the NCRTD Board of Directors, the Board Attendance Report is required to be reported for the period of April 2013 – March 2014.

Background: Per Section 9.10 of the Bylaws, the Secretary of the Board shall review each Director's Compliance with these Bylaws and each Director's attendance and report the conclusions and recommendations to the Board at the regular meeting in April of each year. Any member with three (3) consecutive absences will be considered for withdrawal from the District. Failure to provide local match by July 31st of each year will make that member eligible for withdrawal from the district. After 60 days' notice has been provided to the member Government Unit with no response, the Board may act on the 2/3 majority vote to remove that member pursuant to Sections 73-25-6 and 73-25-17 of the Act.

Recommended Action: It is recommended that the Board discuss and provide direction on this topic.

Options/Alternatives: The Board may consider the following options/alternatives:

1. Take no action; or
2. Provide further direction.

Attachments:

Board Attendance Report, April 2013 – March 2014
Section 9.10 of the Bylaws



NCRTD Board Attendance Report

April 2013 – March 2014

NCRTD Member	APR 2013	MAY 2013	JUN 2013	JUL 2013	AUG 2013	SEP 2013	OCT 2013	NOV 2013	DEC 2013	JAN 2014	FEB 2014	MAR 2014	Total Present	Total Absent
Los Alamos County	P	P	P	P	P	P	P	P	P	P	P	P	12	0
Rio Arriba County	P	P	P	P	A	P	A	P	A	P	P	P	9	3
Taos County	P	P	P	P	P	P	P	P	P	P	P	P	12	0
Santa Fe County	A	P	A	P	P	P	P	P	A	P	P	P	9	3
Pojoaque Pueblo	P	P	P	P	A	P	A	P	A	P	A	P	8	4
San Ildefonso Pueblo	A	P	P	A	P	P	P	P	P	A	P	P	9	3
Ohkay Owingeh	P	A	P	A	P	A	P	P	P	P	A	P	8	4
Santa Clara Pueblo	A	P	A	P	A	A	P	P	P	P	P	A	7	5
Tesuque Pueblo	P	P	A	A	A	P	A	P	P	P	P	P	8	4
City of Santa Fe	P	P	A	A	P	P	P	P	P	P	P	P	10	2
City of Española	P	P	P	A	P	A	P	P	P	P	P	P	10	2
Town of Edgewood	P	A	P	P	P	P	P	P	A	P	A	P	9	3
Nambè	P	P	P	P	A	P	A	P	A	P	P	P	9	3

Section 9.07. **Voting Requirements.** Voting shall occur as described in Section IX of the Intergovernmental Contract.

Section 9.08. **Conflict of Interest Policy.** In addition to full compliance with New Mexico statutes pertaining to conflicts of interest regarding public entities, the following shall apply to all Directors:

- (a) A Director of the Board shall disqualify him/herself from voting on any issue with which the Director has a potential conflict of interest. For the purpose of the section, a “potential conflicting interest” exists where a Director owns or controls, directly or indirectly, a substantial interest in any non-governmental entity participant in a financial transaction with the District. A Director of the Board, Officer of the Board, or Employee of the Board, shall not:
 - (1) Acquire a financial interest in a new or existing business venture or business property of any kind when the Director believes or has reason to believe that the new financial interest will be directly affected by her/his official act;
 - (2) Use confidential information acquired by virtue of the Director office or employment for the Director’s or another’s private gain;
 - (3) Contract with the District without public notice and competitive bidding and full disclosure of the Director’s financial or other interest in the business that is party to the contract.
- (b) Any conflict shall be made a matter of record in the minutes of the meeting of the Board at the time the transaction becomes a topic of Board action;
- (c) A Director with a potential conflict of interest may briefly state his position in the matter and answer pertinent questions of other Board Members since the Director’s knowledge may be of great assistance;
- (d) This policy shall be reviewed from time to time, as new Directors are appointed; moreover, any new Directors shall be advised by the Executive Director of this policy upon entering into the duties of the position;
- (e) The Attorney General shall investigate and prosecute, where appropriate, any complaint brought involving conflict of interest. Violation of the conflict of interest provisions by a Director, Officer, or Employee of the Board is grounds for removal or suspension of the Director or Officer, and Dismissal, Demotion, or Suspension of the Employee.

Section 9.09. **Performance of Duties.** The Board shall promulgate and adhere to policies and procedures that govern its conduct. A Director shall perform the duties as a Director, including the duties as a member of any committee of the Board upon which he may serve, in good faith, in a manner he believes to be in the best interests of the District.

Section 9.10. Review of Performance. The Secretary of the Board shall review each Director’s compliance with these Bylaws and each Director’s attendance and report the conclusions and recommendations to the Board at the regular meeting in April of each year.

- a) **Consecutive absences.** Any member with three (3) consecutive absences will be considered for withdrawal from the District.

- b) **Failure.** Failure to provide local match by July 31st of each year will make that member eligible for withdrawal from the District
- c) **Notice.** After 60 days notice has been provided to the member Government Unit with no response the Board may act on the 2/3 majority vote to remove that member pursuant to Sections 73-25-6 and 73-25-17 of the Act.

ARTICLE X

OFFICERS

Section 10.01. **Identification.** The Board shall elect or appoint a Chair, a Vice Chair, a Secretary, and a Treasurer.

Section 10.02. **Officers of the Board.** Officers of the Board shall be Tribal Governors, Tribal Council members or elected officials.

Section 10.03. **Election.** The Board shall elect Officers every other year at the April meeting of the Board. The currently elected Board shall elect Officers by simple majority vote after canvassing each member as to their interest in service, time availability, and qualifications.

Section 10.04 **Election of Chair and Vice Chair.** The election of the Board Chair and Vice Chair may alternate between Tribal and non Tribal members.

Section 10.05. **Term.** Each Officer shall serve a two (2) year term commencing upon election or appointment by the Board. Each Officer shall serve until the end of their term or until a successor is elected or appointed or the Officer is lawfully removed pursuant to State law or these Bylaws. Officers may serve unlimited terms.

Section 10.06. **Removal of Officers.** Any Officer of the Board may be removed at any time by a two-thirds majority vote of the voting units of all members of the Board.

Section 10.07. **Vacancies.** If a vacancy exists in any office, the Chair shall appoint a Director to fill such vacancy until the next regular meeting of the Board, when an election will be held. The term of the Office shall be until the next annual election of officers.

Section 10.08. **Duties of the Officers.**

(a) Chair. The Chair shall:

- (1) Have the power to call meetings of the Board and to preside over such meetings;
- (2) Have the power to execute, deliver, acknowledge, file and record on behalf of the District such documents as may be required by the Act or other applicable law;
- (3) Have the power to execute and deliver contracts, deeds and other instruments and agreements on behalf of the District as are necessary or appropriate in the ordinary course of its activities or as are duly authorized or approved by the Board;

- (4) Have such additional authority, powers and duties as are appropriate and customary for the office of the Chair of the Board of Directors of entities such as the District, and as the Board may otherwise prescribe.



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: April 4, 2014

Agenda Item - G

Title: Service Request Update for Ski Santa Fe and Santa Fe National Forest

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: NCRTD Staff continues to work with all interested parties related to the request for transit service from the City of Santa Fe to Santa Fe National Forest and Ski Santa Fe. It is expected to continue conversations with stakeholders, vehicle vendors and others in April and beyond.

Background: Staff continues to explore potential funding scenarios and opportunities for collaboration and/or partnership between private and public entities.

Per NCRTD Board direction as given at the December and January Board meetings, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff expects additional meetings with a variety of interested agencies, businesses and individuals throughout April and beyond.

Based on discussions at the November 2013 Board meeting, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff anticipates multiple meetings with a plethora of interested agencies, businesses and individuals throughout December and January.

Board directed Staff at the October 2013 meeting to continue researching potential funding sources as well as to determine and engage potential stakeholders in the process. The City of Santa Fe submitted a formal request for transit service from downtown Santa Fe to Ski Santa Fe, which is located within Santa Fe National Forest.

At the September 2013 meeting, the Board directed Staff to begin discussions regarding the Ski Santa Fe service request. City of Santa Fe has reached out to Ski Santa Fe owners and other stakeholders to set a meeting to discuss the service.

Recommended Action: No action required and Staff will report back to the Board at the May 2014 Board meeting with an update.

Options/Alternatives:

Not Applicable

Fiscal Impact:

Not Applicable



North Central Regional Transit District

Financial Summary

As of March 26, 2014

Summary:

The North Central Regional Transit District (NCRTD) is currently reporting nearly 9 months of financial activity. The standard for expenses that should be spent for the 9 months period is 75% of the budget.

The month of March does not reflect all expenses because the Finance Department will continue to process invoices that possibly float in from the end of the month and the District is continuing to also process revenue income as reported. The GRT revenues are reported for the month of activity it has occurred. The State of New Mexico Taxation and Revenue reports this revenue for distribution 2-3 months after the actual receipt. Therefore we report activity in the month it has occurred following GASB (Governmental Accounting Standards Board) and NCRTD utilizes accrual basis of accounting. We will not see the GRT revenue for March until May 2014.

All budget figures in the revenue and expense charts and tables have been divided using a straight-line method to allocate monthly budget figures. NCRTD reports financials following GAAFR (Governmental Accounting, Auditing, and Financial Reporting). A comparative analysis in revenue and expenses is presented to compare the previous year operating results.

Financial Highlights

Revenue:

As of March 26, 2014, total revenue of \$6,092,246 has been received which is 63% of budgeted revenues. Within this amount GRT is reported at \$4,143,861 according to GRT report on the New Mexico Taxation and Revenue Department website in which it has only reported activity for January now in March 2014. Total grant revenue (Federal & State) estimating March's reimbursement for a total of approximately \$1,468,689.

The District received its Local match contribution of \$450,000 from Los Alamos County.

Revenue for fares, advertising, and miscellaneous/interest revenue; \$ 29,696.

Expenditures:

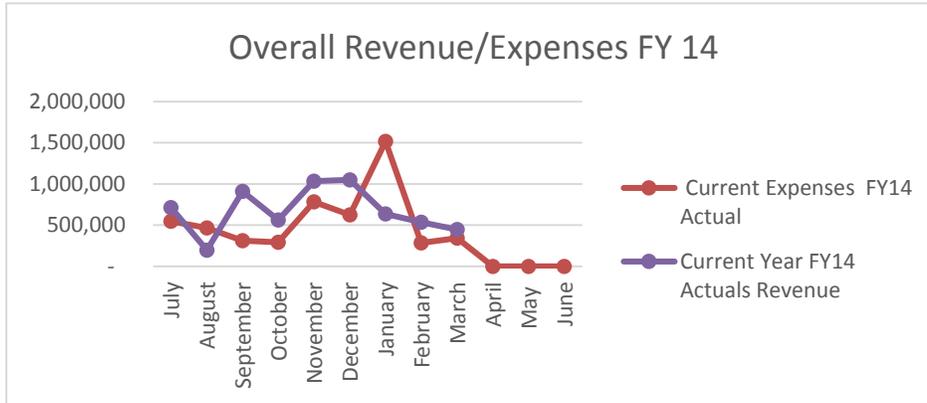
For the month ending March 26, 2014, NCRTD recognized expenditures totaling \$5,170,414 which is 53.7% of total budgeted expenditures. This percentage is below the standard 75% for the time period, mostly due to quarterly (instead of monthly) payments to the City of Santa Fe and Los Alamos County for transit services, (Non-RTD GRT expense/revenue).

Of the \$5,170,414 spent by NCRTD, \$691,544 was in Administration, \$4,232,010 in Operations and \$246,860 in Capital Outlay.

Administration has spent 60.8% of their budget, Operations has spent 57.7% and 22.9% in Capital Outlay.

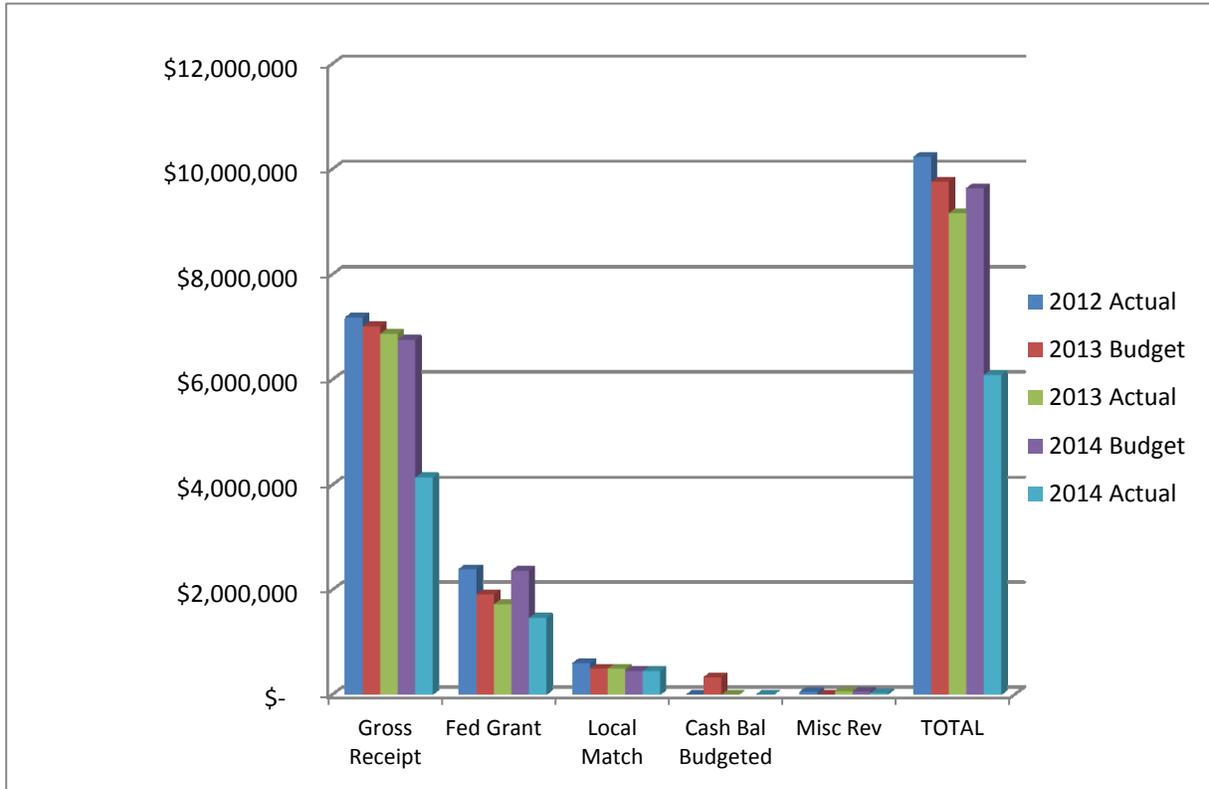
This Financial Summary should be reviewed in conjunction with the Monthly Board Financial Report.

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD Revenue and Expenses vs. Budget
As of March 26, 2014



	Expenses		Revenue	
	Budget Expenses FY14	Current Expenses FY14 Actual	Budget Revenue FY14	Current Year FY14 Actuals Revenue
July	777,664	546,007	777,664	712,973
August	777,664	464,828	777,664	197,595
September	809,158	313,124	809,158	911,709
October	777,664	292,927	777,664	563,855
November	1,030,164	783,237	1,030,164	1,034,774
December	777,664	624,110	777,664	1,050,928
January	798,164	1,517,086	798,164	637,590
February	777,664	286,670	777,664	535,406
March	777,664	342,426	777,664	447,415
April	777,664	-	777,664	
May	777,664	-	777,664	
June	777,664	-	777,664	
Totals	\$ 9,636,458	\$ 5,170,414	\$ 9,636,458	\$ 6,092,246

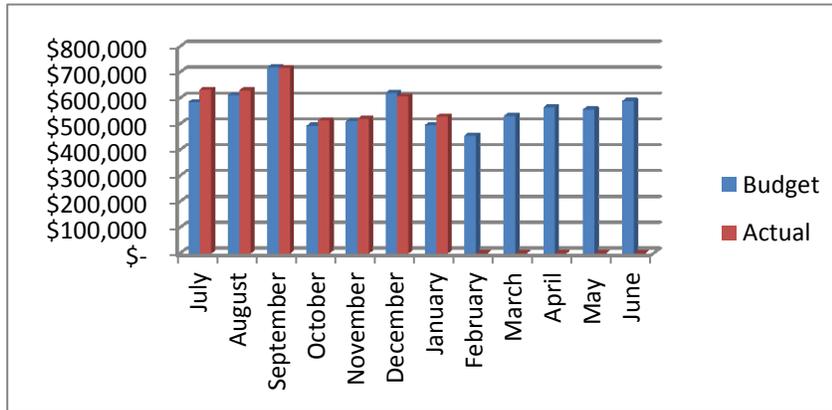
MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD Revenue by Sources
As of March 26, 2014



	2012 Actual	2013 Budget	2013 Actual	2014 Budget	2014 Actual	% of Actual vs budget
Gross Receipt	\$ 7,183,334	\$ 7,013,800	\$ 6,872,026	\$ 6,757,529	\$ 4,143,861	61.3%
Fed Grant	\$ 2,397,970	\$ 1,917,879	\$ 1,727,932	\$ 2,368,429	\$ 1,468,689	62.0%
Local Match	\$ 600,000	\$ 500,000	\$ 500,000	\$ 450,000	\$ 450,000	100.0%
Cash Bal Budgeted	\$ -	\$ 333,000	\$ -	\$ -	\$ -	0.0%
Misc Rev	\$ 56,140	\$ -	\$ 65,710	\$ 60,500	\$ 29,696	49.1%
TOTAL	\$ 10,237,444	\$ 9,764,679	\$ 9,165,669	\$ 9,636,458	\$ 6,092,246	63.2%

Budget to Actual FY2014
(\$ thousands)

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue Thru March 26, 2014



Budget to Actual FY2013
(\$ thousands)

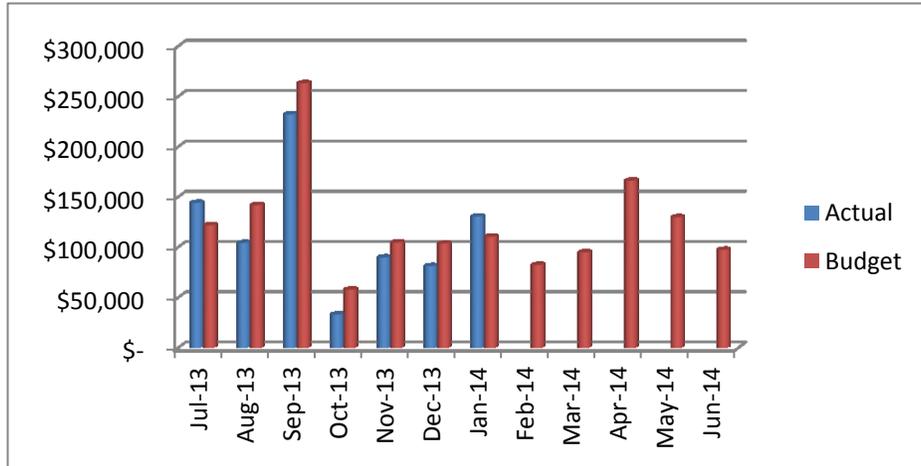
	Budget	Actual	Actual Revenue % of Monthly Budget
July	\$ 583,796	\$ 631,877	108%
August	\$ 610,664	\$ 628,640	103%
September	\$ 718,470	\$ 716,096	100%
October	\$ 492,080	\$ 513,320	104%
November	\$ 511,261	\$ 518,926	101%
December	\$ 619,551	\$ 606,606	98%
January	\$ 494,792	\$ 528,397	107%
February	\$ 454,335	\$ -	0%
March	\$ 529,932	\$ -	0%
April	\$ 563,055	\$ -	0%
May	\$ 555,133	\$ -	0%
June	\$ 587,696	\$ -	0%
Total	\$ 6,720,765	\$ 4,143,861	62%

Prior Year vs. Current Year
(\$ thousands)

	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	\$ 590,848	\$ 631,877	\$ 41,029
August	\$ 645,616	\$ 628,640	\$ (16,976)
September	\$ 717,978	\$ 716,096	\$ (1,882)
October	\$ 390,333	\$ 513,320	\$ 122,986
November	\$ 520,527	\$ 518,926	\$ (1,601)
December	\$ 614,240	\$ 606,606	\$ (7,634)
January	\$ 537,863	\$ 528,397	\$ (9,467)
February	\$ 504,470	\$ -	\$ (504,470)
March	\$ 561,238	\$ -	\$ (561,238)
April	\$ 648,134	\$ -	\$ (648,134)
May	\$ 561,422	\$ -	\$ (561,422)
June	\$ 579,356	\$ -	\$ (579,356)
Total	\$ 6,872,026	\$ 4,143,861	\$ (2,728,165)

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

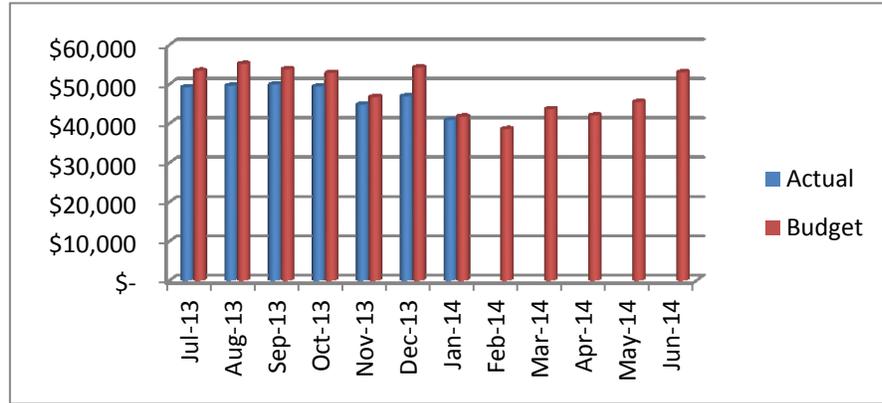
LOS ALAMOS COUNTY



Date Received		Actual	Budget	of Monthly Budget
9/24/2013	Jul-13	\$ 144,054	\$ 121,957	118%
10/24/2013	Aug-13	\$ 104,260	\$ 141,783	74%
11/22/2013	Sep-13	\$ 232,251	\$ 263,082	88%
12/20/2013	Oct-13	\$ 33,137	\$ 57,814	57%
1/24/2014	Nov-13	\$ 89,812	\$ 104,716	86%
2/24/2014	Dec-13	\$ 81,243	\$ 103,819	78%
	Jan-14	\$ 130,526	\$ 110,459	118%
	Feb-14		\$ 82,381	0%
	Mar-14		\$ 94,894	0%
	Apr-14		\$ 166,154	0%
	May-14		\$ 129,801	0%
	Jun-14		\$ 97,405	0%
YTD Total		\$ 815,284	\$ 1,474,265	55%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

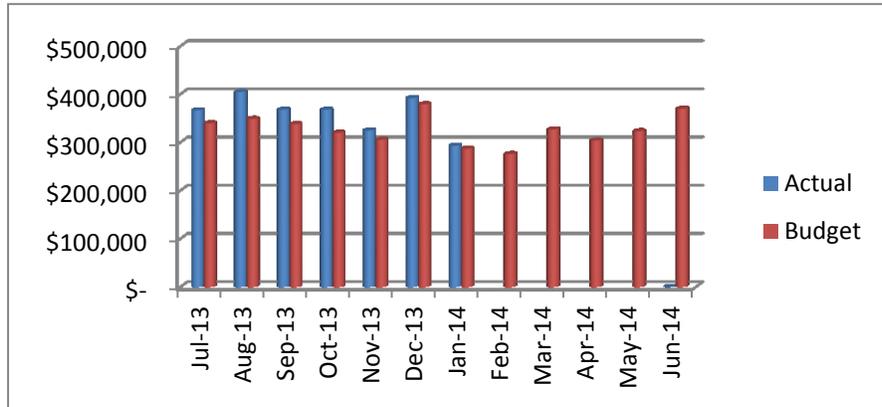
RIO ARRIBA COUNTY



Date Received		Actual	Budget	Actual Revenue % of Monthly Budget
10/9/2013	Jul-13	\$ 49,128	\$ 53,368	92%
11/8/2013	Aug-13	\$ 49,535	\$ 55,096	90%
12/24/2013	Sep-13	\$ 49,857	\$ 53,733	93%
1/10/2014	Oct-13	\$ 49,364	\$ 52,811	93%
2/12/2014	Nov-13	\$ 44,753	\$ 46,655	96%
TBD	Dec-13	\$ 46,846	\$ 54,188	86%
TBD	Jan-14	\$ 40,853	\$ 41,700	98%
	Feb-14		\$ 38,509	0%
	Mar-14		\$ 43,572	0%
	Apr-14		\$ 41,983	0%
	May-14		\$ 45,426	0%
	Jun-14		\$ 52,959	0%
	YTD Total	\$ 330,336	\$ 580,000	57%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

SANTA FE COUNTY

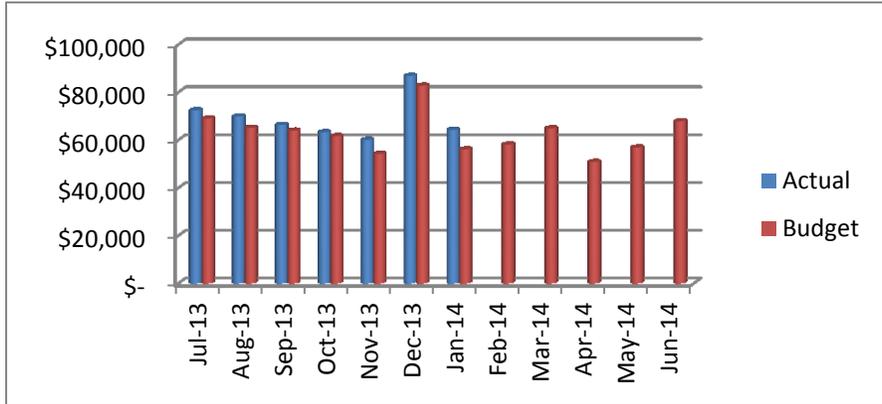


Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
9/20/2013	Jul-13 \$ 366,256	\$ 339,502	108%
10/22/2013	Aug-13 \$ 404,993	\$ 348,693	116%
11/21/2013	Sep-13 \$ 367,698	\$ 337,730	109%
12/21/2013	Oct-13 \$ 367,580	\$ 319,815	115%
1/21/2014	Nov-13 \$ 324,305	\$ 305,700	106%
2/27/2014	Dec-13 \$ 391,697	\$ 378,796	103%
3/21/2014	Jan-14 \$ 292,787	\$ 286,609	102%
	Feb-14	\$ 275,381	0%
	Mar-14	\$ 326,600	0%
	Apr-14	\$ 304,095	0%
	May-14	\$ 323,070	0%
	Jun-14 \$ -	\$ 369,509	0%
YTD Total	\$ 2,515,317	\$ 3,915,500	64%

** Note one-half of the SF County GRT is allocated to Rio Metro

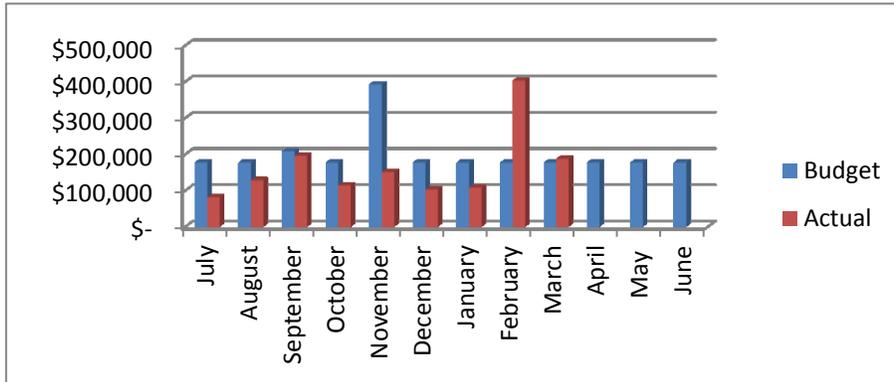
MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

TAOS COUNTY



Date Received		Actual	Budget	of Monthly Budget
9/26/2013	Jul-13	\$ 72,438	\$ 68,969	105%
10/24/2013	Aug-13	\$ 69,852	\$ 65,092	107%
11/27/2013	Sep-13	\$ 66,290	\$ 63,925	104%
12/20/2013	Oct-13	\$ 63,238	\$ 61,640	103%
1/21/2014	Nov-13	\$ 60,056	\$ 54,190	111%
2/19/2014	Dec-13	\$ 86,820	\$ 82,748	105%
3/24/2014	Jan-14	\$ 64,231	\$ 56,024	115%
	Feb-14		\$ 58,064	0%
	Mar-14		\$ 64,866	0%
	Apr-14		\$ 50,823	0%
	May-14		\$ 56,836	0%
	Jun-14		\$ 67,823	0%
YTD Total		\$ 482,925	\$ 751,000	64%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Grant Revenue



Budget to Actual FY2014
(\$ thousands)

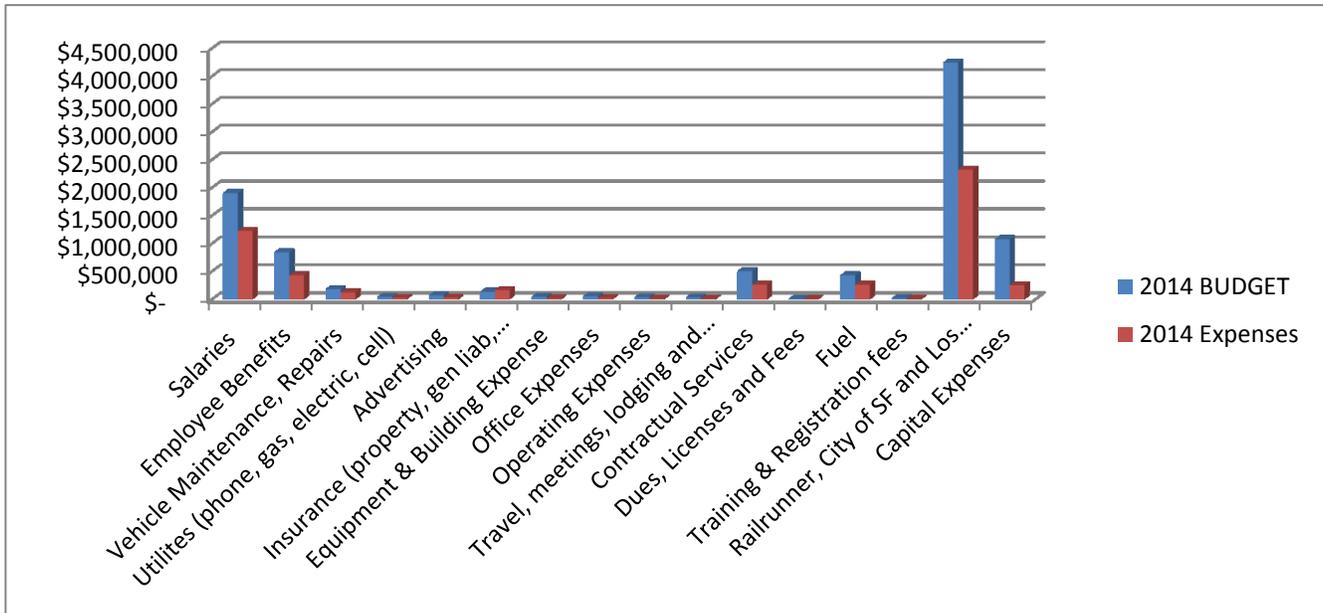
	Budget	Actual	Actual Revenue % of Monthly Budget
July	\$ 176,767	\$ 81,096	46%
August	\$ 176,767	\$ 127,744	72%
September	\$ 208,261	\$ 195,614	94%
October	\$ 176,767	\$ 113,855	64%
November	\$ 392,503	\$ 150,353	38%
December	\$ 176,767	\$ 102,402	58%
January	\$ 176,767	\$ 107,988	61%
February	\$ 176,767	\$ 402,946	228%
March	\$ 176,767	\$ 186,693	106%
April	\$ 176,767		0%
May	\$ 176,767		0%
June	\$ 176,767		0%
Total	\$ 2,368,429	\$ 1,468,689	62%

Prior Year vs. Current Year
(\$ thousands)

	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	\$ 12,892	\$ 81,096	\$ 68,204
August	\$ 156,324	\$ 127,744	\$ (28,581)
September	\$ 20,023	\$ 195,614	\$ 175,590
October	\$ 98,589	\$ 113,855	\$ 15,266
November	\$ 84,275	\$ 150,353	\$ 66,078
December	\$ 130,478	\$ 102,402	\$ (28,076)
January	\$ 126,499	\$ 107,988	\$ (18,511)
February	\$ 214,632	\$ 402,946	\$ 188,313
March	\$ 275,465	\$ 186,693	\$ (88,772)
April	\$ 248,497	\$ -	\$ (248,497)
May	\$ 237,820	\$ -	\$ (237,820)
June	\$ 254,362	\$ -	\$ (254,362)
Total	\$ 1,859,857	\$ 1,468,689	

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD Expenses by Type

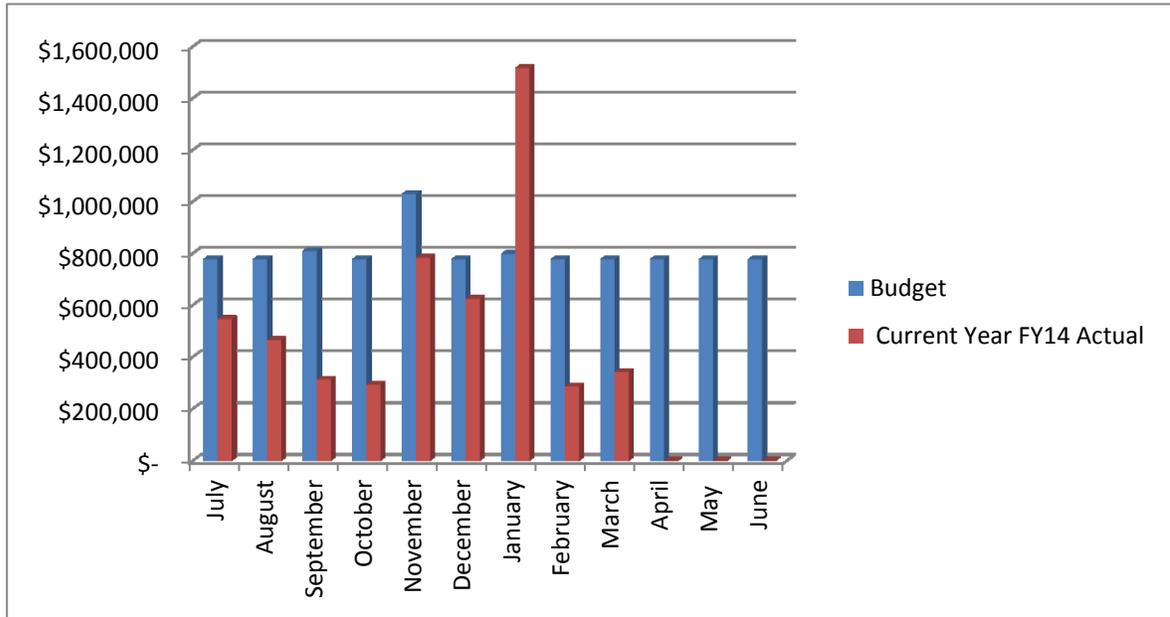
As of March 26, 2014
 Year to Date Budget Variance 75%



Comparative Expenses by Type

	2014 BUDGET	2014 Expenses	YTD Budget Variance 75%
	\$	\$	
Salaries	\$ 1,902,117	\$ 1,225,797	64.4%
Employee Benefits	\$ 843,665	\$ 430,391	51.0%
Vehicle Maintenance, Repairs	\$ 184,920	\$ 123,883	67.0%
Utilites (phone, gas, electric, cell)	\$ 44,298	\$ 25,649	57.9%
Advertising	\$ 70,440	\$ 33,146	47.1%
Insurance (property, gen liab, vehicle, civil rights)	\$ 135,000	\$ 164,467	121.8%
Equipment & Building Expense	\$ 46,036	\$ 17,656	38.4%
Office Expenses	\$ 56,470	\$ 21,204	37.5%
Operating Expenses	\$ 35,700	\$ 10,824	30.3%
Travel, meetings, lodging and per diem	\$ 34,712	\$ 9,977	28.7%
Contractual Services	\$ 506,233	\$ 263,413	52.0%
Dues, Licenses and Fees	\$ 9,486	\$ 4,752	50.1%
Fuel	\$ 430,000	\$ 260,861	60.7%
Training & Registration fees	\$ 18,513	\$ 2,621	14.2%
Railrunner, City of SF and Los Alamos	\$ 4,242,874	\$ 2,322,354	54.7%
Capital Expenses	\$ 1,075,994	\$ 253,417	23.6%
TOTAL	\$ 9,636,458	\$ 5,170,414	53.7%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD BUDGET EXPENDITURES OVERALL



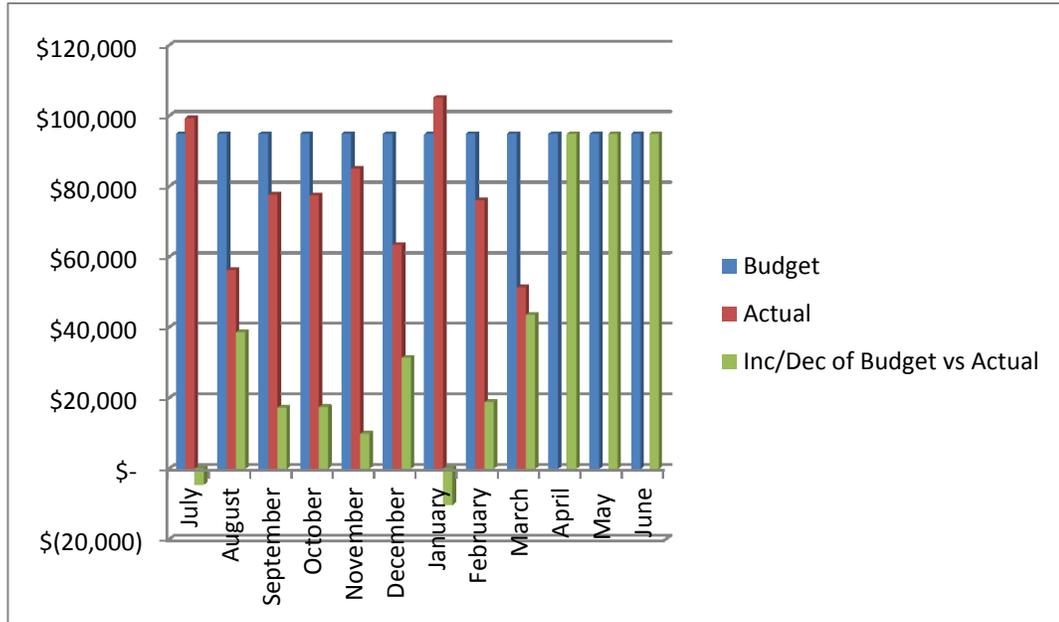
Budget to Actual FY2014
Expenses (\$ thousands)

	Prior Year FY13 Actual	Budget	Current Year FY14 Actual	Inc/Dec of Budget vs Actual
July	\$ 311,578	\$ 777,664	\$ 546,007	\$ 231,656
August	\$ 250,791	\$ 777,664	\$ 464,828	\$ 312,835
September	\$ 683,194	\$ 809,158	\$ 313,124	\$ 496,034
October	\$ 326,905	\$ 777,664	\$ 292,927	\$ 484,737
November	\$ 936,614	\$ 1,030,164	\$ 783,237	\$ 246,927
December	\$ 414,507	\$ 777,664	\$ 624,110	\$ 153,554
January	\$ 381,446	\$ 798,164	\$ 1,517,086	\$ (718,922)
February	\$ 446,430	\$ 777,664	\$ 286,670	\$ 490,994
March	\$ 528,488	\$ 777,664	\$ 342,426	\$ 435,237
April	\$ 859,345	\$ 777,664	\$ -	\$ 777,664
May	\$ 1,534,149	\$ 777,664	\$ -	\$ 777,664
June	\$ 292,818	\$ 777,664	\$ -	\$ 777,664
Total	\$ 6,966,265	\$ 9,636,458	\$ 5,170,414	\$ 4,466,044
			\$ 5,170,414	
			(0)	

54%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Administration Expense Summary

Year to Date Budget Variance 75%

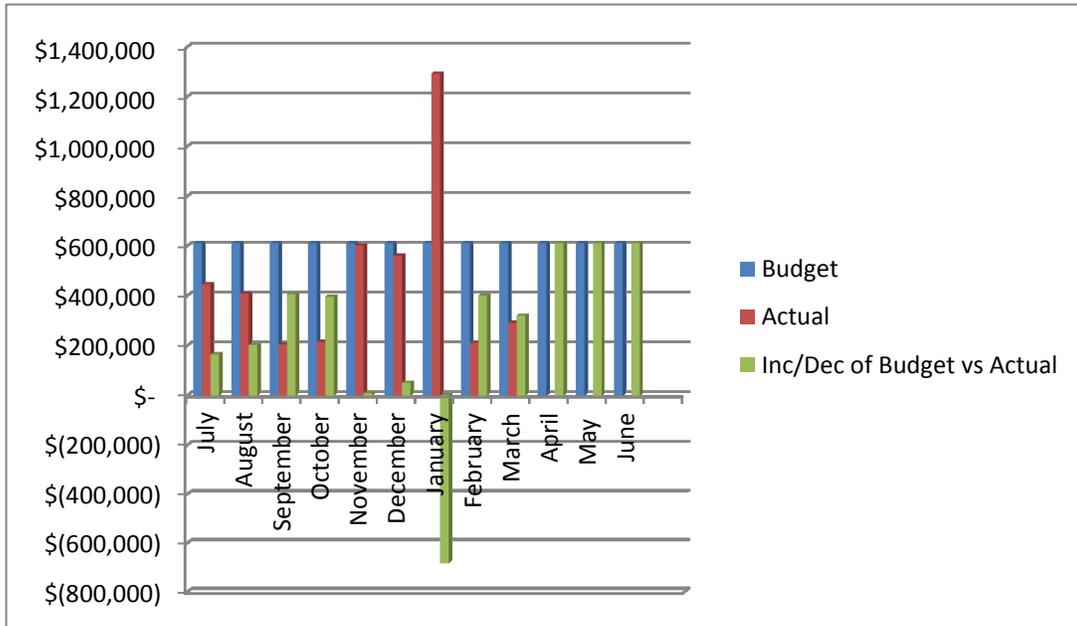


Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 75%
July	\$ 94,856	\$ 99,342	\$ (4,486)	104.7%
August	\$ 94,856	\$ 56,248	\$ 38,608	59.3%
September	\$ 94,856	\$ 77,618	\$ 17,238	81.8%
October	\$ 94,856	\$ 77,447	\$ 17,410	81.6%
November	\$ 94,856	\$ 84,993	\$ 9,863	89.6%
December	\$ 94,856	\$ 63,440	\$ 31,417	66.9%
January	\$ 94,856	\$ 105,133	\$ (10,276)	110.8%
February	\$ 94,856	\$ 76,028	\$ 18,829	80.2%
March	\$ 94,856	\$ 51,296	\$ 43,560	54.1%
April	\$ 94,856		\$ 94,856	0.0%
May	\$ 94,856		\$ 94,856	0.0%
June	\$ 94,856		\$ 94,856	0.0%
Total	\$ 1,138,276	\$ 691,544		60.8%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Operating Expense Summary

Year to Date Budget Variance 75%

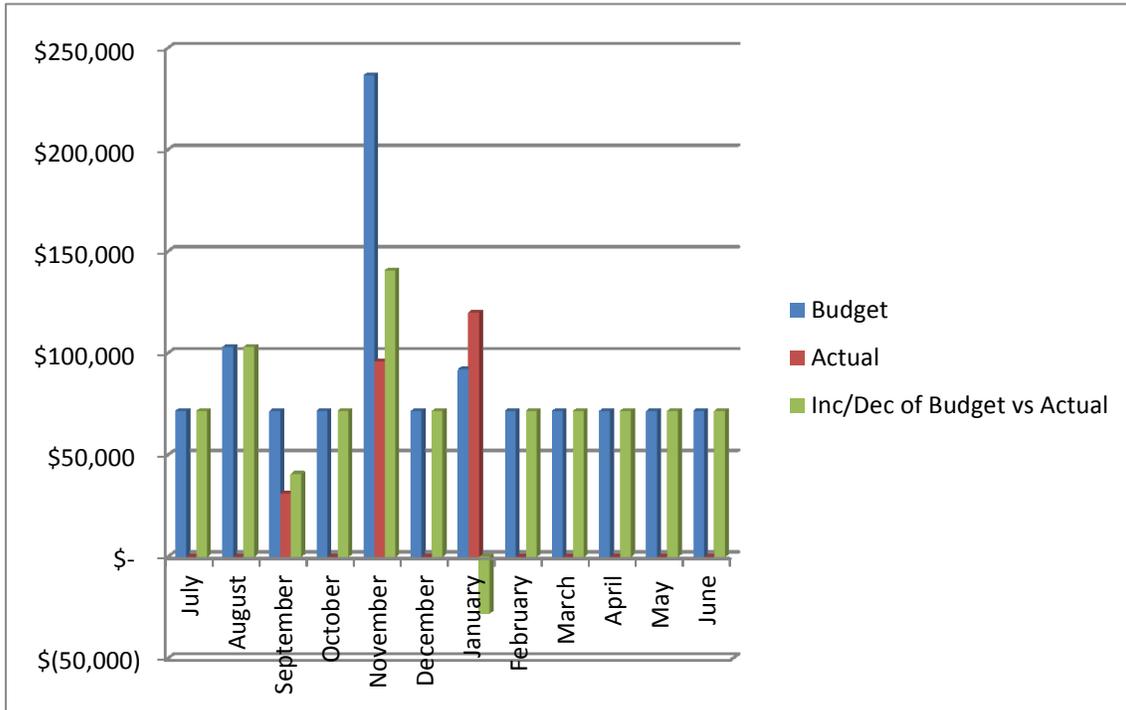


Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 75%
July	\$ 611,224	\$ 446,665	\$ 164,559	73.1%
August	\$ 611,224	\$ 408,580	\$ 202,644	66.8%
September	\$ 611,224	\$ 204,531	\$ 406,693	33.5%
October	\$ 611,224	\$ 215,480	\$ 395,744	35.3%
November	\$ 611,224	\$ 602,294	\$ 8,930	98.5%
December	\$ 611,224	\$ 560,488	\$ 50,737	91.7%
January	\$ 611,224	\$ 1,292,016	\$ (680,792)	211.4%
February	\$ 611,224	\$ 210,642	\$ 400,582	34.5%
March	\$ 611,224	\$ 291,313	\$ 319,911	47.7%
April	\$ 611,224		\$ 611,224	0.0%
May	\$ 611,224		\$ 611,224	0.0%
June	\$ 611,224		611,224.00	0.0%
Total	\$ 7,334,688	\$ 4,232,010		57.7%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Capital Expense Summary

Year to Date Budget Variance 75%



Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 75%
July	\$ 71,583	\$ -	\$ 71,583	0%
August	\$ 103,077	\$ -	\$ 103,077	0%
September	\$ 71,583	\$ 30,974	\$ 40,609	43%
October	\$ 71,583	\$ -	\$ 71,583	0%
November	\$ 236,583	\$ 95,949	\$ 140,634	41%
December	\$ 71,583	\$ -	\$ 71,583	0%
January	\$ 92,083	\$ 119,937	\$ (27,853)	130%
February	\$ 71,583	\$ -	\$ 71,583	0%
March	\$ 71,583	\$ -	\$ 71,583	0%
April	\$ 71,583	\$ -	\$ 71,583	0%
May	\$ 71,583	\$ -	\$ 71,583	0%
June	\$ 71,583	\$ -	\$ 71,583	0%
Total	\$ 1,075,994	\$ 246,860		22.9%

Tribal Subcommittee Meeting

January 14, 2014

1:30 p.m.

Board Members Present: *Christy Mermejo – Ohkay Owingeh Pueblo, Mary Lou Valerio – Santa Clara, Sandra Maes – Tesuque Pueblo, Lillian Garcia – San Ildefonso Pueblo, Lonnie Montoya – Nambe Pueblo*

Staff Members Present: *Anthony Mortillaro – Executive Director, Stacey McGuire – Projects and Grants Specialist*

Absent: *Tim Vigil – Pojoaque Pueblo*

Transcribed By: Dalene E. Lucero

CALL TO ORDER

A regular Tribal Subcommittee meeting was called to order on the above date by Chairwoman Mary Lou Valerio at 1:30 p.m.

ROLL CALL

INTRODUCTIONS

APPROVAL OF AGENDA

A. MAP-21 and Tribal Funding

No items were discussed.

B. NTD Reports: RU-22, RU-10, RU-30, RU-20

Ms. McGuire stated that NTD Reports were due for the Pueblos in January, February and April. She mentioned that she sent emails to Pueblo members asking if they would like the NCRTD to report on their behalf. In which responses were received from Nambe and Santa Clara stating that the NCRTD would be filing on their behalf, and from Ohkay Owingeh stating that they would be filing independently. Ms. McGuire also noted that she would be checking with Ms. Garcia and Mr. Vigil about reporting on the RU-22 portion.

Ms. McGuire then moved on to the RU-22 template which was included in the Tribal subcommittee packet. She noted that this would give the committee members a general idea of what the RU-22 portion entails. The RU-22 portion of the reporting would include service that the RTD provides within the Pueblo and the RU-20 report would be filled out by those who provide service and are a direct recipient of FTA funding.

Ms. McGuire proceeded stating that Mr. Joe Eldgredge from the FTA has informed her that there has been some changes in the NTD reporting this year. She noted that because the NCRTD consist of both Tribal and non-Tribal members it has raised several questions in regards to how the mileage should be broken up, how ridership should be reported and so forth. She also stated that because NCRTD is unique in these aspects, Mr. Eldgredge is collaborating with his managers at FTA to ensure reporting is consistent for our entity.

Ms. McGuire mentioned that because of this there are no hard numbers at this time. However, she would be in contact with everyone regarding this matter. She then asked if there were any questions.

Ms. Mermejo noted that because Ohkay Owingeh provides service within the pueblo and they are direct recipients of FTA funding, she completes the RU-20 on behalf of the Pueblo. However, she does not report the mileage for service the NCRTD provides within the Pueblo, which is what the District would be reporting on the RU-22. Ms. Mermejo noted that this was a problem because only one entity or person could report on the Pueblo's behalf. Otherwise the Pueblo would not be eligible for the formula funding the Pueblo currently receives. However, the way it is currently reported does not seem right because they are missing the service the District provides. Ms. McGuire agreed.

Further discussion went on regarding this item.

Ms. Mermejo asked Ms. McGuire if the NCRTD currently included the mileage from Ohkay Owingeh in RU-22 reporting.

Ms. McGuire responded stating that the Riverside Route was included in the RU-20 report that was submitted to NMDOT. However, it does not specify whether or not it is Tribal.

Ms. Mermejo noted that this was why Ohkay Owingeh was reporting independently because then the Pueblo would not get formula funding.

Mr. Mortillaro stated that with the new MAP-21, there is now formula funding for all of the tribes that are reporting.

Further discussion went on regarding this matter.

Mr. Mortillaro noted that this was the first time the District is reporting for Nambe.

Ms. McGuire stated that currently staff is working on setting up an ID for them, which should be taken care of by the end of the week, so that in the future Nambe will be in the system.

Mr. Mortillaro stated that once the District starts providing service to Picuris, staff will have to talk to them about reporting.

Ms. Mermejo stated that Picuris may want the District to report on their behalf since they do not have a transit program.

Mr. Mortillaro mentioned that based upon the funding received for Ohkay Owingeh, the Pueblo will have to determine what they are going to do with it.

Ms. McGuire questioned whether or not the funding would be applied internally or to District routes in which service is provided within the Pueblo.

Ms. Mermejo stated that she would have to run it passed the governor. However, she noted that because it is NCRTD generating these funds, it should go back to the NCRTD because the Pueblo is not the one providing the fuel or the service.

Ms. McGuire noted that it was a decision that could be made internally.

Mr. Montoya mentioned that he thought it was fair that the Pueblo should give the District some funding, however, the Pueblo would also like a portion of that funding so that in the future it can be used to build shelters and so on.

Ms. McGuire stated that each Pueblo has the option to choose where the money will be allocated and what it will be used for.

Ms. Maes asked if this was specifically related to 5311 funds or to Tribal funds.

Mr. Mortillaro stated that MAP-21 is providing Tribal funds on a formula basis, and then they have a \$5 million discretionary/competitive funding; so this is Federal Tribal funds.

Ms. Maes noted that the funding indicated in the Pueblo of Tesuque's contract is all gone. She also stated that the Pueblo of Tesuque never reports because the District does reports on their behalf.

Ms. McGuire mentioned that there could be potential cross over opportunities for funding. However, it may be on a case-by-case basis, and the majority may be 5311 funding.

Mr. Mortillaro explained this item in further detail. He then noted that this must be reported in MAP-21 in order to meet eligibility requirements for formula funding. He also stated that the District would report on behalf of the Pueblos once they received the go-ahead.

Ms. McGuire explained the reporting process in terms of the data reported.

Further discussion went on regarding this item.

It was later suggested that the District update the Tribal councils in regards to reporting, funding and services.

Ms. Garcia noted that it would be good to hold a special meeting to update all Tribal councils.

The Tribal Subcommittee members went on to discuss the implementation of the new AVL/CAD system that would be implemented over the next several months.

C. NMDOT – Road Reclassifications

Ms. Maes went on to reference the Federal Highway Administration's (FHWA) Rural and Urban Form of which she went over in greater detail. She noted that the Tribes did not follow the road

classifications under NMDOT, but that they followed those that were under the Tribal Transportation Program (TTP), formerly known as the Indian Reservation Roads (IRR).

Ms. Maes went to explain the item further.

Ms. Maes stated that the road classification system that NMDOT is currently working on, is giving the tribes an opportunity to upgrade their classification system and justify that classification system.

Further Discussion went on regarding this item.

D. Customer Service Consultant Focus Group – February 12, 2014 at 1:00 – 2:15 p.m.

Mr. Mortillaro mentioned that an email was sent out regarding this meeting, and soon after the consultant sent out an email that contained the questionnaire regarding this item. He stated that the consultant would like to use the Finance Subcommittee and the Tribal Subcommittee as focus groups, so that he can then have a group discussion to obtain input regarding District Customer Service.

Mr. Mortillaro then went on to state that if everyone is in agreement, the focus group would be held in lieu of the next Tribal Subcommittee meeting on February 12, 2014 at 1:00 p.m.

He then stated that he would specifically like to hold the meeting with the Tribal members so that the District could ensure they are sensitive to certain things when providing service within the Pueblos.

Mr. Montoya asked if the meeting could be moved to 1:30 p.m. on that date.

Mr. Mortillaro agreed and stated that reminders would be sent as the meeting date got closer.

Ms. Maes suggested that a question in the questionnaire be rewritten. However, she did not specify which one.

Mr. Mortillaro stated that the questionnaire that was distributed to the Board was different from the questionnaire that was sent out to employees and managers. However, Mr. Mortillaro suggested that Ms. Maes bring this up in the focus group meeting.

There was no further discussion on this item.

E. Tribal Transit Financial Policy and Grant Draw Downs

Ms. McGuire referred to the Tribal Transit Financial policy stating that although subcommittee members had gone over the policy previously, she wanted to ensure it was understood.

She noted that there was 3 options awarded through a tribe or a pueblo. In the first option the pueblo has the option to utilize the funding if they so choose; which means the NCRTD will not be providing any type of service and there will not be an MOA in place because the Pueblo is doing the reporting independently.

Ms. McGuire went on to the second option, stating that the Pueblo has the option to allocate through an MOA, a portion of the FTA Tribal transit funds. She mentioned that these decisions would have to be made through the Pueblo.

Ms. McGuire proceeded to the third option stating that the Pueblo would be able to allocate through an agreement or MOA, all FTA Tribal transit funds received. In which the NCRTD would put the money towards services within the region. She noted that a Pueblo may be awarded more money to run a designated route within the Pueblo, therefore it will be dispersed in a regional perspective.

Ms. McGuire explained this in more detail. She then continued to reference the Tribal Financial Policies, stating that if the Pueblos chose to enter into an MOA with the District, there is a 5% administration fee that will be factored in to the award. However, if the Pueblos apply independently for funding, the District will not charge a fee.

Ms. Mermejo asked if the 5% fee would that of the overall awarded amount or only for the amount in which the Pueblo is applying.

Ms. McGuire stated that it would be 5% of the overall award. This explained further.

Ms. Mermejo noted that the administrative fee was very reasonable.

Mr. Mortillaro went on to mention that the initial policy was written and drafted by the Tribal Subcommittee members.

Further discussion went on regarding this item.

F. Tribal Feast Days for 2014 – Notification Procedure, Detours, etc.

Ms. McGuire noted that she would like to know the dates of the Feast Days for 2014 so that the District is able to plan ahead for detours and notifications. She then asked what the best way to proceed with this. She also noted that she wanted to ensure the District is respectful and mindful of the Feast days, but also that the District is able to provide service during those times.

Mr. Montoya suggested that Ms. McGuire meet with each pueblo to determine the best procedure.

Ms. Garcia suggested they talk about this on a year-to year basis. Mr. Montoya agreed.

Ms. Valerio suggested that Ms. McGuire send out an email requesting the dates of Feast Days for the each Pueblo. She also suggested that she ask if each if they may have an alternative route during those days.

Ms. McGuire agreed.

Ms. Maes asked Ms. McGuire to work with Charlie Dorame on this item, but to also cc her on the emails.

Ms. Valerio suggested posting signage in the shelters to notify riders.

Ms. Garcia requested that a copy be sent to her so that she may also post on the bulletin boards near the cluster boxes located in the Pueblo. She went on to explain the details regarding the Feast Day detour for San Ildefonso.

Ms. Maes asked if this applied to construction on roads within the Pueblo.

Ms. McGuire stated that it did.

Further discussion went on regarding this item.

G. Future Meeting Topics/Ideas

Ms. Valerio stated that she would like input from Tribal Subcommittee members regarding future meeting topics.

Mr. Montoya suggested that KFH conduct a presentation regarding the service plan and its effect on the Tribes.

Ms. Valerio asked if someone else would like to be chairperson for the Tribal Subcommittee. If so, she stated that she would like to step down.

Mr. Mortillaro noted that it would be placed on the Board agenda for discussion. He also requested that Ms. Valerio send a formal request via email.

Ms. Valerio agreed.

H. Meeting Schedule

The regular meeting schedule for the Tribal Subcommittee was discussed.

It was determined that the committee would meet on the second Tuesday of every other month.

ADJOURN

The next Tribal Subcommittee meeting will be held on March 11, 2014 at 1:00 p.m.

EXECUTIVE REPORT



March 2014

EXECUTIVE

- Presented RTD report to Santa Fe County Board of Commissioners on March 25, 2014
- Drafted letter to Taos Town Manager Rick Bellis regarding service delivery and duplication between Chile Line and RTD. Awaiting response.
- Continued submittal of materials for LFC Program Report.
- Attended Rio Metro Board meeting.
- Continued implementation of investment of funds with various banks.
- Prepared letter and revised scope of work requesting NMDOT extension of service plan funding through June, 2014. .
- Attended APTA Legislative Conference in Washington, DC.
- Meet with Staffs of Senator Udall, Heinrich and Congressman Lujan to discuss RTD federal priorities and needs while in Washington, DC.
- Attended customer service initiative training.
- Continued meetings and discussions with Consultant and Staff on service plan update and finalization of plan.
- Completed annual performance evaluations of several staff.

- Reviewed and commented on the Facility Maintenance Plan.
- Met with staff to develop Ski Santa Fe service funding scenarios.
- Commenced FY 15 budget development and submittals.
- Conducted interview for Human Resources Manager.
- Prepared materials for NMTA conference presentation.
- Interview for CTAA article on RTD.
- Prepared letter and scope for additional 5304 funding request for Long Range Service Plan.
- Prepared presentation for Town of Edgewood presentation.
- Meet with Attorney and Staff regarding various legal issues and associated documents.
- Prepared Board and Finance Subcommittee meeting materials.
- Met weekly with Board Chair Barrone on various issues.
- Continued review, revision and creation of various NCRTD policies.
- Maintained continuous communication with board members, subcommittee members, and Chair.
- Attendance at various NCRTD staff and subcommittee meetings, including Board, Finance and Tribal subcommittees meeting.
- Addressed a variety of employee human resources issues and prepared memorandums to document district actions.

MARKETING/PUBLIC INFORMATION

- Worked with APTA to provide calendar 2013 record ridership numbers for NCRTD. As a result, Española (and therefore NCRTD) was among those systems singled out
-

among transit systems nationwide reporting record ridership in their press release distributed to media outlets nationwide.

- Worked with Community Transport Magazine, the publication of the Community Transportation Association of America (CTAA) for a feature profile on NCRTD that appears in their Winter/Spring 2014 issue.
- Participated with our transit partners at the AMTRAK Museum event at the Santa Fe Depot on March 22 to share information about NCRTD services.
- Renewed the RTD Billboard located on Highway 285 for an additional 12 weeks from 3-17-14 to 6-8-14.
- Wrote, designed and distributed the premier edition of the Blue Bus Times NCRTD employee newsletter.
- Worked with Finance to develop a draft marketing budget for FY2015.
- Met with Picuris Governor Mermejo on March 21 to discuss a service stop in the Pueblo.
- Participated in an all-day customer service program on March 24.
- Developed marketing overview and presentation to the Board.
- Attended the NMTA Conference and Road-ee March 30 to April 1 at Buffalo Thunder.
- Wrote and disseminated rider alert on the relocation of the Velarde stop.
- A piece on NCRTD record ridership appeared in the Los Alamos Monitor.
- Met with employee recognition committee.
- A radio advertising campaign with Hutton Broadcasting continued throughout the month and includes 180 30-second spots to be broadcast

on KBAC – Radio Free Santa Fe. The six-week program runs from 2/17 through 4/20.

- Provided various updates and rider alerts to ncrtd.org throughout the month.
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in March excluding Saturdays and Sundays.
- KSWV 810-AM in Santa Fe, :30 sec spot ran 20 times in March as well as 30 :20 sec promos announcing RTD sponsorship of the NM Trivia question of the day during the 7:30 AM ½ hour.
- KTAOS 101.9 FM in Taos, 14 :30 sec radio spots ran each week in March.
- Two ads ran in March in the Rio Grande Sun, Los Alamos Monitor and the Taos News.
- Green Fire Times – ¼ page ad ran in the March. The issue was devoted to the Espanola Valley.
- Chama Valley Times ¼ page ad ran in March issue.

SERVICE DEVELOPMENT

- February 2014 5311 Ridership Report
 - Participated in the Employee Recognition Committee
 - Represented the NCRTD at the NPRPO monthly meeting at Rio Arriba County
 - Participation in NMDOT workgroup (through NPRPO) regarding the 2040 Statewide Long Range Multimodal Transportation Plan (SLRP)
 - AVL/CAD project work including:
-

- Continued schedule data entry, MyAvail, DataPoint
- Biweekly concalls to discuss progress
- Ongoing training and teambuilding throughout organization
- StrataGen/Adept paratransit onsite training
- Facilitated March bi-monthly Tribal Subcommittee meeting; topics discussed include MAP-21, 5311(c) Tribal allocations, Tribal Transit Funds Financial Policy, TEAM, MOAs
- Participated in and completed Project Feasibility class held at NNMC- El Rito
- Based upon Board direction provided at March Board meeting, continued refinement of 5 Year Service Plan Update and proposed route modifications, numerous con-calls and email exchanges with KFH Group
- Continued work on requested service to Ski Santa Fe and SFNF, including addressing public feedback regarding need, creating funding scenarios, and following up with stakeholders
- Worked with Taos County Public Works regarding the implementation of a new bus stop to serve the San Cristobal community on NM-522 at MM 11.2/FR-493; stop to be implemented in April
- Relocation of Velarde bus stop completed; Park & Ride component to be completed in April
- Continued work with FTA regarding FFY13 NTD RU-22 Tribal reports; awaiting FTA decision as to how to report funding information; FTA granted third report deadline extension to April 30
- Met with Picuris Governor regarding potential service to Pueblo; assessment of stop location and routing to occur in the coming weeks
- Participated in pilot seminar with Bob Mayo regarding customer service, reviewed program and provided feedback; attended seminar as participant as well
- Completed Four Fields of Success, completion of exercise pending
- Reviewed FTA proposed changes to ADA/Paratransit Policy
- Began research and work on FFY2014 TIGER grant application

OPERATIONS

- Presented the Sustainable Committee Charter for Board approval;
 - Presented the amendment of the ADA Policy for discussion and direction from the Board;
 - Continue to work on Transit Plan with the management team and KFH Group and Transit Plan Summary;
-

- Work with Avail Technologies and NCRTD staff on the Intelligent Transportation Systems implementation process;
 - Working in part with the Customer Service trainer for new customer service program for the District;
 - Recruited and interviewed for Driver III position.
-



Performance Measures

for

Fiscal Year 2014

February 2014



Performance Measures for Fiscal Year 2014

The performance measures that were developed are designed to provide data that can be evaluated in a logical manner. It allows the District to identify areas in which its performance may need to be improved and to understand the characteristics and factors that impact that performance. In addition, to the extent feasible a peer comparison or a benchmark has been included as available or appropriate. This performance data is important since many times the District's costs, efficiencies and productivity is not measured against any benchmark or standard or attempts are made to compare it against systems that bear no similarities in mission, complexity or service area. Therefore, the data presented should provide some context in which to assess the District and its efforts to deliver services based upon its mission, goals and objectives."

The report data collected is grouped into 3 areas: Administrative, Fleet and Customer Related:

1. Administrative:

- A. Ridership, All Funded Routes**
- B. Ridership, NCRTD Operated Routes**
- C. Monthly Expenditures**
- D. Cost Per Mile**
- E. Cost Per Trip**

2. Fleet:

- A. Vehicle Back Up Ratio**
- B. Average Vehicle Age**
- C. Percentage of "On-Time" PM / Inspections**
- C. Accidents, Major/Minor Tracking**

3. Customer Relations:

- A. Complaints**
- B. Incidents**

The In-state/local comparable is Sandoval/Valencia Counties which are operated by the Rio Metro Regional Transit District. This benchmark/peer entity was chosen since they are within New Mexico and somewhat similar to rural transit service. The FTA benchmarking data used originates from the Rural Transit Fact Book 2013. The data is for 2011 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

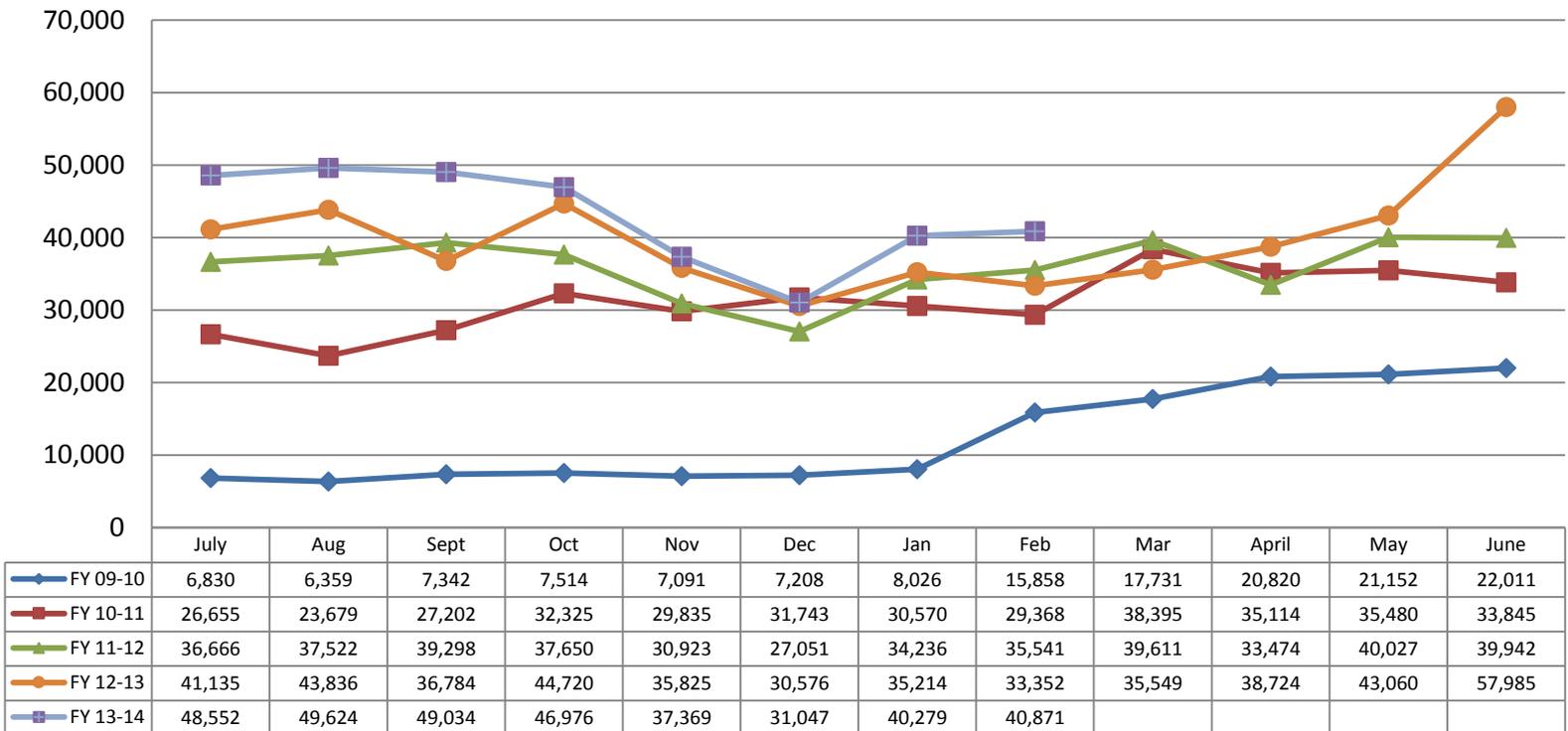


Performance Measure - Administrative:

Ridership Tracking of All NCRTD Funded Routes

Tracking ridership is the #1 way a public transportation agency can gauge its effectiveness of the service it provides. Ridership data for all routes funded by the NCRTD are collected by City of Santa Fe and Los Alamos County. This data is forwarded and combined with the data from the District's operated routes. These numbers are then compiled into a monthly ridership report. This measurement tracks the number of one way trips taken on all the routes within the district. This graph shows the NCRTD combined total ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand. Sandoval/Valencia counties are used local/in-state comparison benchmark, as they are similar in service but smaller in size: a two county service of the Rio Metro Transit District.

Ridership All Funded Routes



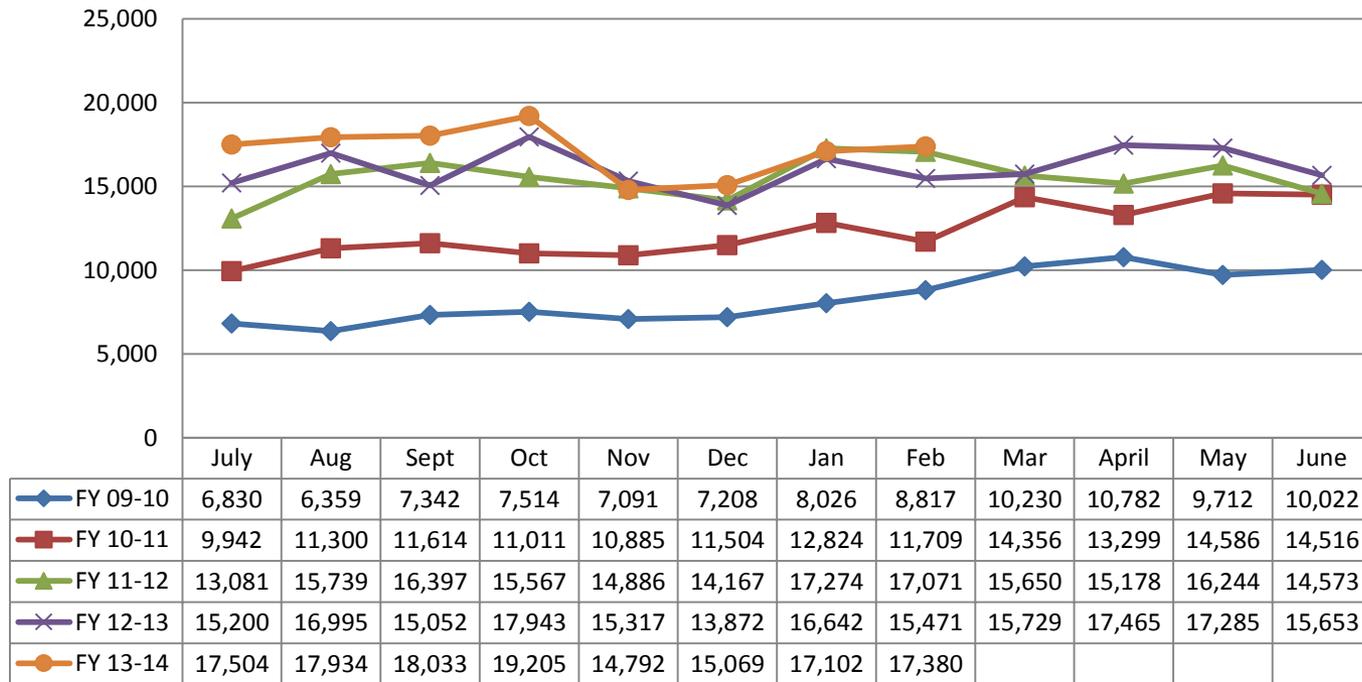


Performance Measure - Administrative:

Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes 20 fixed and commuter routes as well as the demand response routes. Totaling the number of one way trips on NCRTD routes, allows staff to evaluate effectiveness and to ensure that the service is reaching areas in the district that have high demand for accessible mobility. Sandoval/Valencia counties were selected as a local/in-state comparison benchmark.

Ridership NCRTD Operated Routes



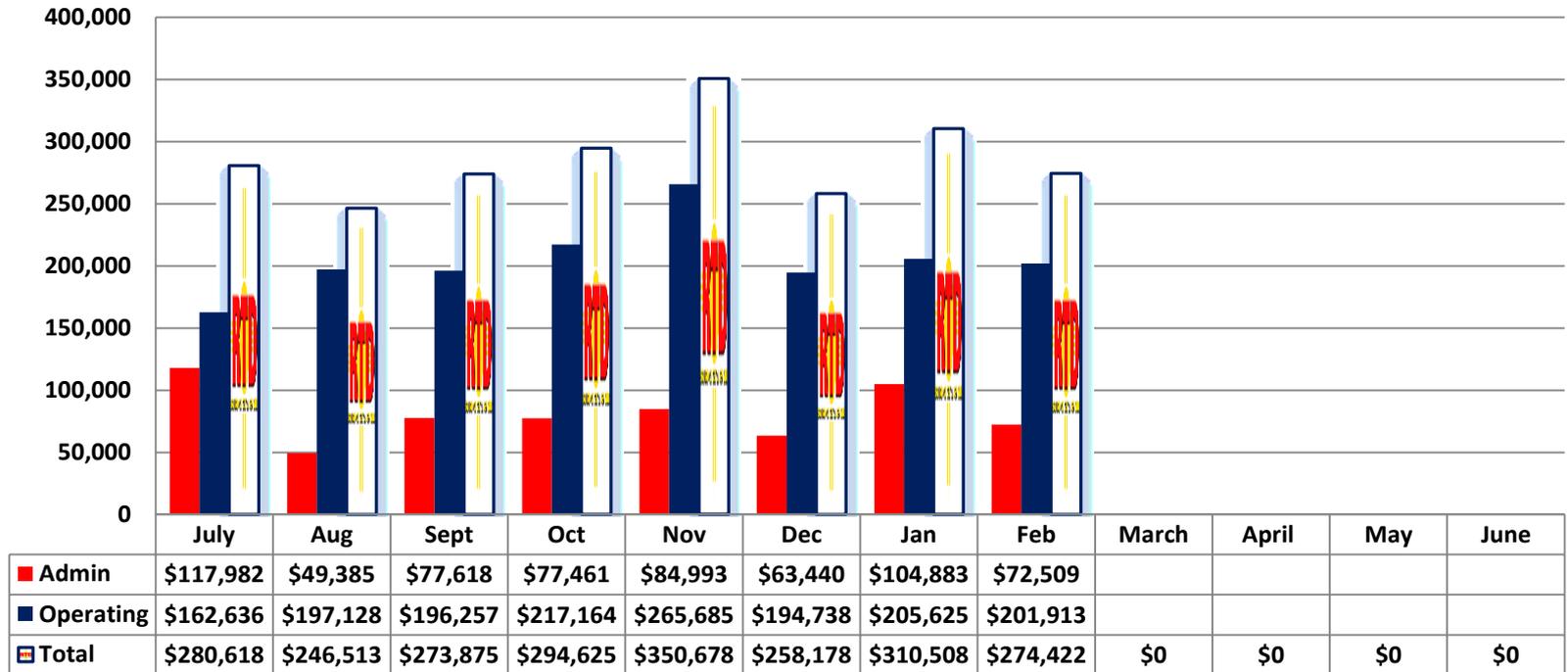


Performance Measure - Administrative:

Monthly Expenditures for Administrative and Operating

The NCRTD's Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the expenditures to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. Tracking the budget and monitoring operational costs allows management to target specific dollar amounts when creating future budgets and requesting federal funding from the NM Department of Transportation.

Monthly Expenditures FY 13-14



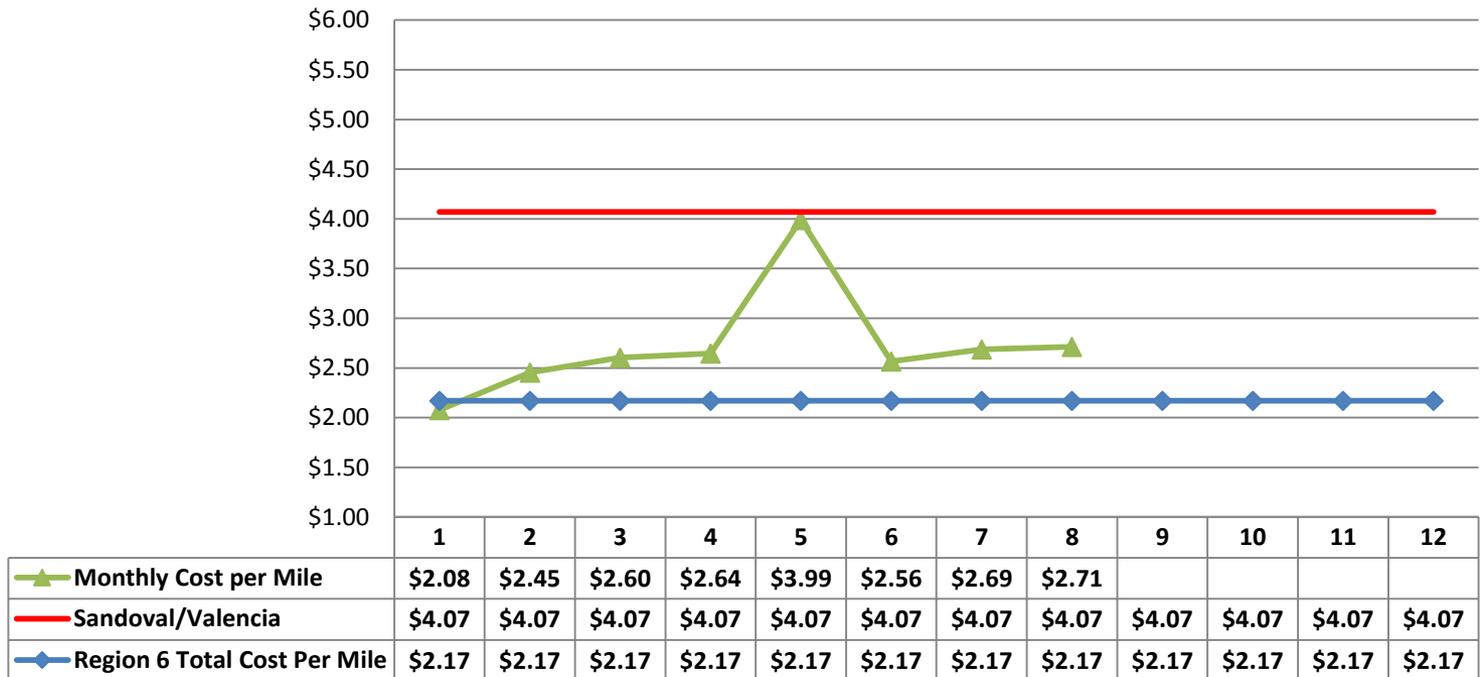


Performance Measure - Administrative:

Operational Cost per Vehicle Mile

Cost per vehicle mile is the total operating costs per month in relation to the total vehicle miles per month traveled on NCRTD routes. The mileage data is logged daily for each route and compiled into a monthly report. Monthly operating costs are obtained from the Monthly Expenditures (chart above) and the number of miles travelled for NCRTD operated routes. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District's route operations. This measurement is a beneficial tool for the planning and operation's departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per mile vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties' annual average are used as a local/in state comparable benchmark, even though their system is smaller than NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA's District 6 (our district) annual cost per mile is included as a benchmark.

Operating Cost Per Vehicle Mile



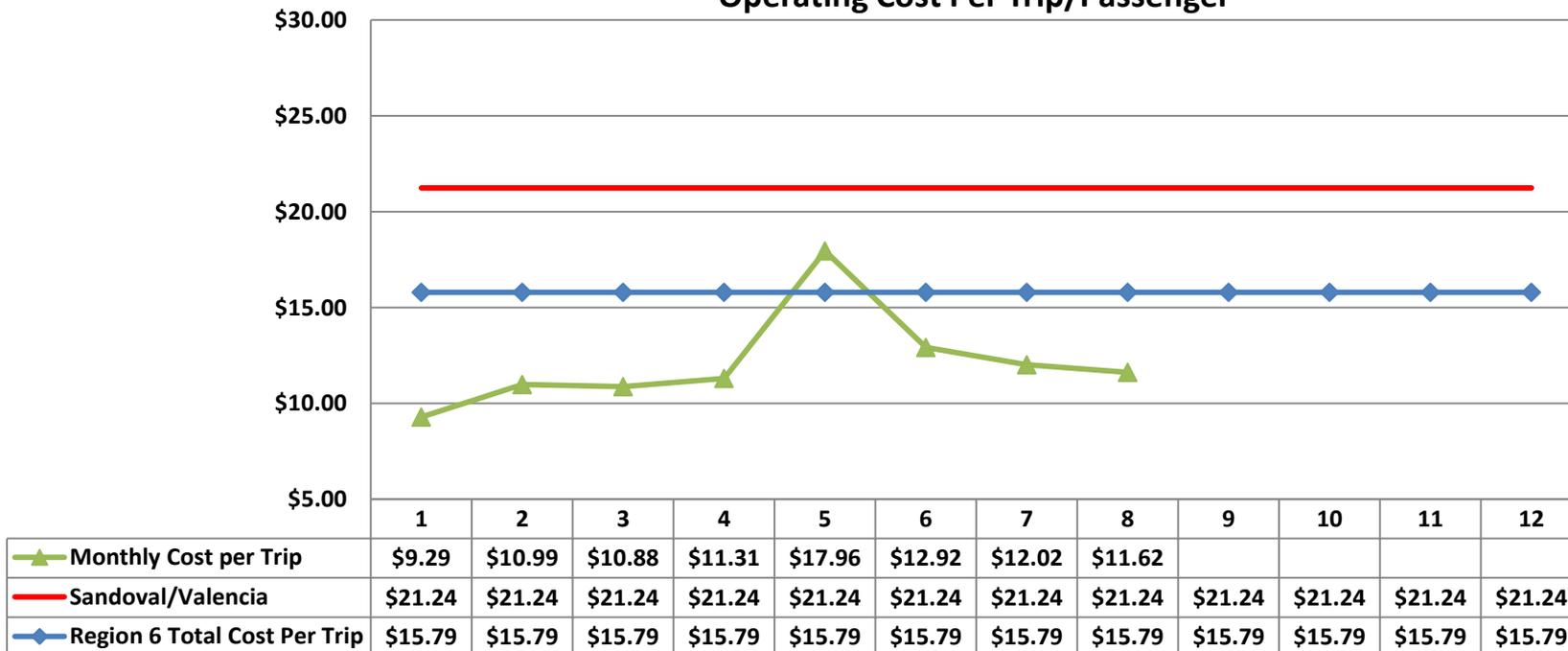


Performance Measure - Administrative:

Operating Cost per Trip

When transit data is collected, passengers, riders and rides are counted and referred to as “trips.” One passenger can generate several trips in a day, and these are counted individually. Example, a particular rider may board in Questa (1 trip) and transfer to the Taos to Espanola bus (1 trip) and again transfer to the Santa Fe bus in Espanola (1 trip) for a total of three trips. The cost per trip is computed on a monthly basis by dividing the monthly operating costs from the Monthly Expenditures (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than the NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark.

Operating Cost Per Trip/Passenger



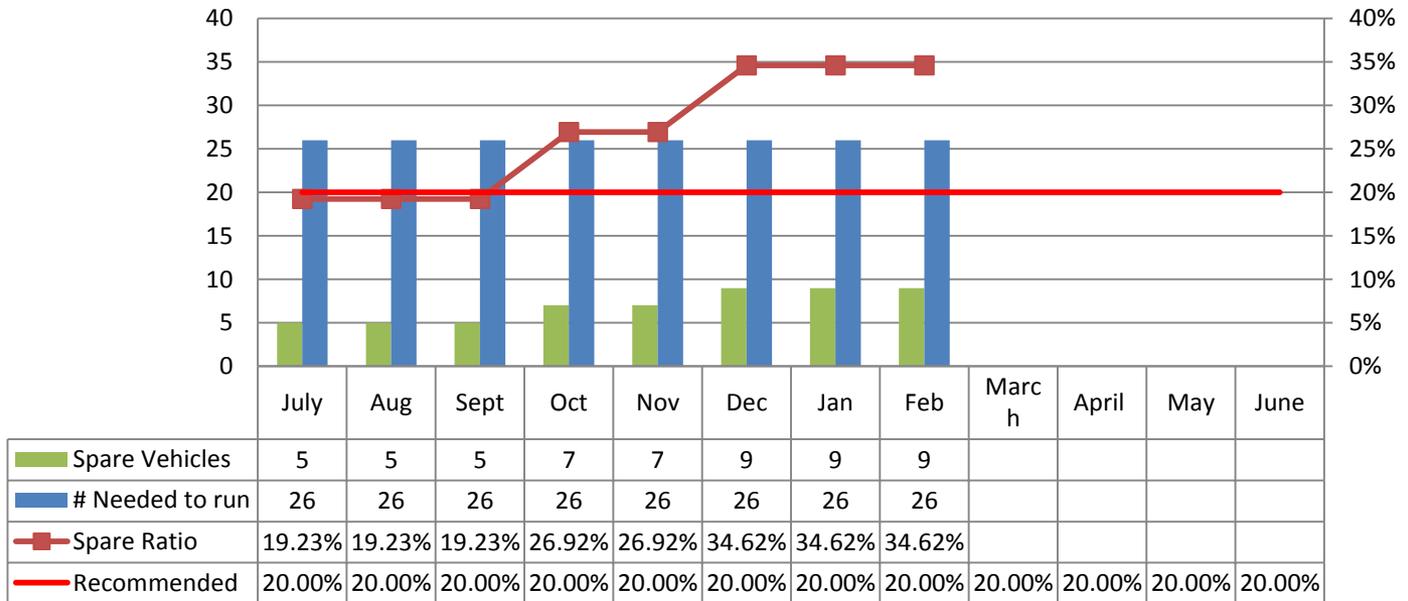


Performance Measure - Fleet:

Spare Vehicle Ratio/Combined all Vehicles

FTA defines the spare ratio as the percentage of spare vehicles in comparison to the number of vehicles required for annual maximum service. Recommended FTA spare vehicle ratio is 20% for fleets over 50 vehicles. NCRTD's fleet totals 35 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of 27 and a backup fleet of 8, the backup ratio is 30%. This higher number is needed and reasonable due to the variety of passenger seating requirements for specific routes throughout the District. These backup vehicles ensure consistent coverage of all routes when vehicles are off line due to routine maintenance or unexpected breakdowns.

Spare Vehicle Ratio/Combined All Vehicles



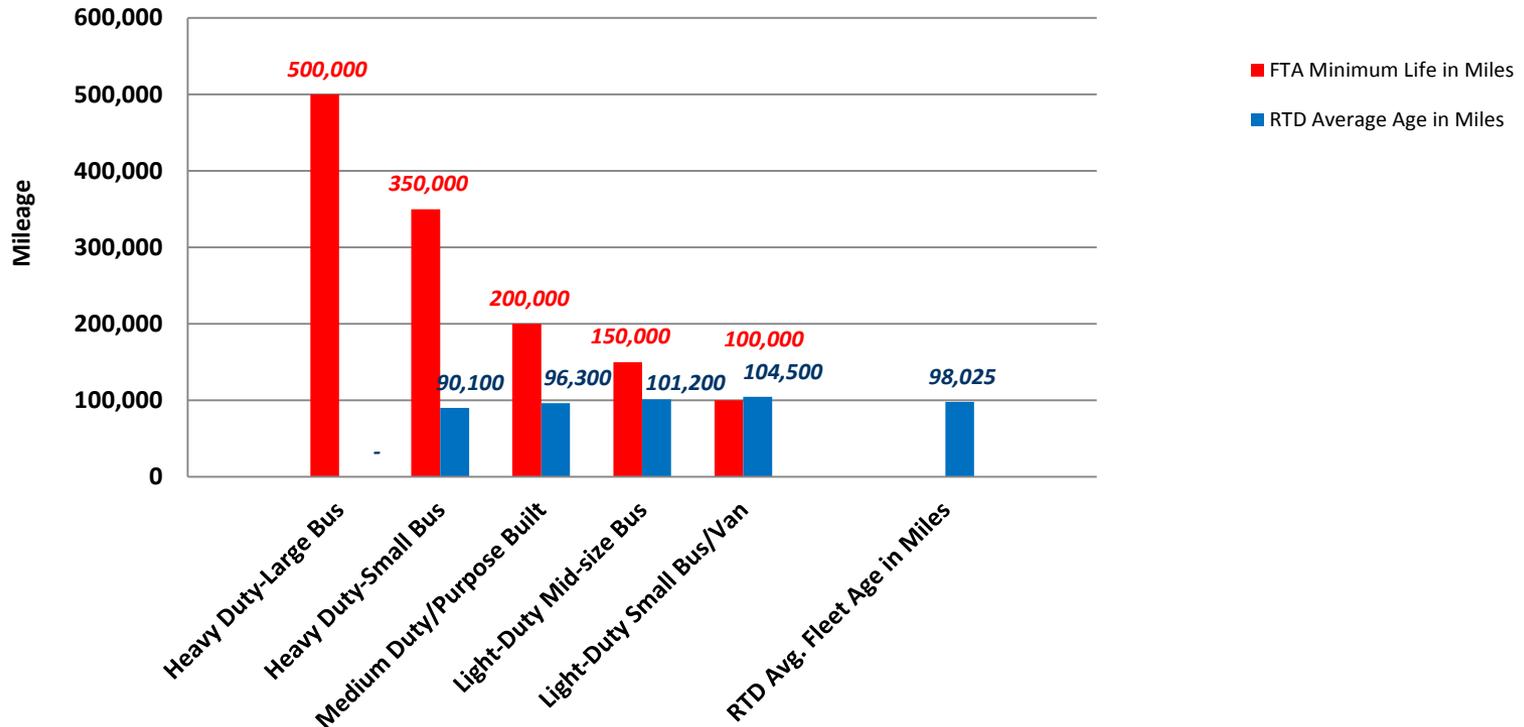


Performance Measure - Fleet:

Average Fleet Age

The FTA allows the use of years or mileage to attain usable life. The District uses mileage rather than the year of manufacture because of the large area of the district and the high number of miles traveled on an annual basis. This compares the age of specific kind of vehicles by mileage in accordance to the FTA guidelines. This is useful in fleet replacement planning. The numbers will vary month to month as mileages increase and old vehicles are replaced by new.

Average Fleet Age in Miles by FTA Category



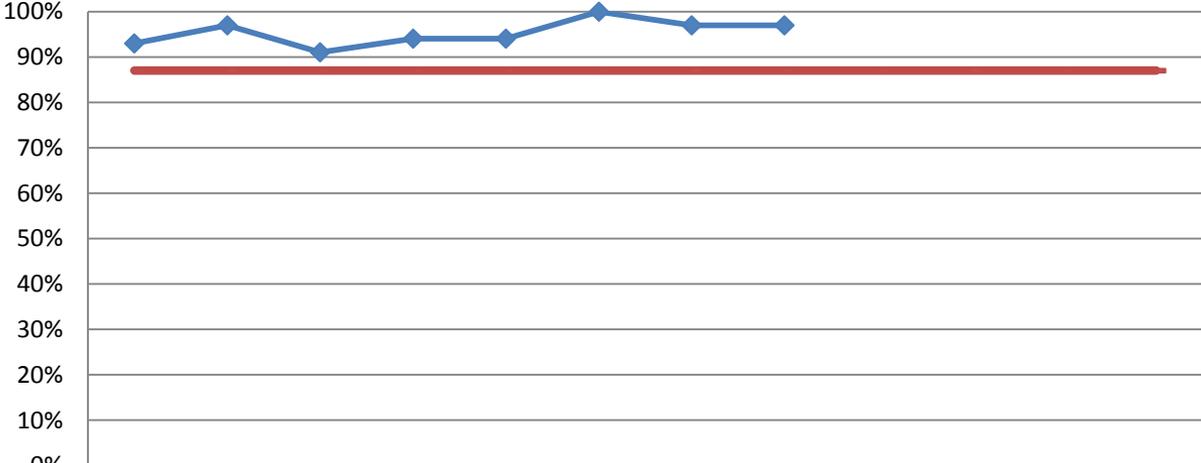


Performance Measure - Fleet:

Percentage of “On-Time” PM / Inspections

The federal benchmark for the percentage of “on-time” preventative maintenance (PMs) and inspections for the fleet is 87%. Inspections are required to be conducted within certain mileage timeframe by vehicle manufacturers for the various sizes of vehicles. Manufacturer’s recommended maintenance schedules may range in mileage due to the component makeup of a particular vehicle. The FTA recommends they be conducted within the manufacturer’s recommended maintenance schedule. However, as a sub recipient of NMDOT we are allowed varied standards as approved by NMDOT. With the variety of sizes and component makeup of District vehicles, we have determined and hold to a standard of 5000 mile intervals for the entire fleet. This ensures frequent safety inspections and PM services at reasonable intervals that result in a more dependable and safer fleet. This data is collected and tracked by the Fleet Maintenance Manager.

Percent of Preventative Maintenance Completed Within Scheduled Mileage



◆ FY 13-14 RTD Maintenance	93	97	91	94	94	100	97	97				
— FTA Recommendation	87	87	87	87	87	87	87	87	87	87	87	87

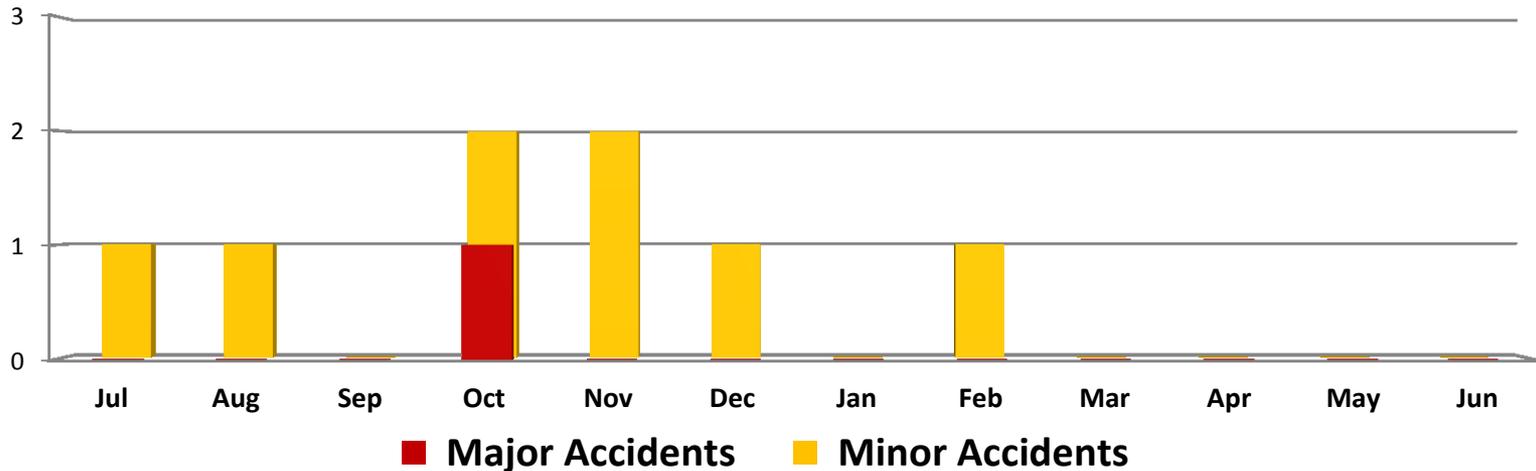


Performance Measure - Fleet:

Accidents per Month

This measurement shows us how many accidents occur within a month and to what frequency they occur. These are logged as minor or major accidents. A minor accident for example, is one where a driver hits a stationary object while backing but there is minimal damage. A major accident is one where there may be significant damage and/or injury, and a FTA Post accident drug screen is required. All accidents are reported to the Operations and Maintenance Manager to decide on what corrective action needs to be taken. There are established internal reporting and follow up procedures. All accidents, major or minor, are investigated and documented, and dealt with accordingly by the operations management team. As a result, disciplinary measures and/or driver re-training may be required by the outcome of the investigation.

Number of Major/Minor Accidents per 84,840 Miles Avg. Driven Monthly



Last Minor Accident - February 13, 2013 Miles Driven since last Minor Accident - 44,440

Last Major Accident - October 22, 2013 Miles Driven since last Major Accident - 351,480



Performance Measure – Customer Relations: Complaints per Month

This performance tracks monthly the number and type of complaints received by the Operations Division of the NCRTD. The complaints are received by the Operations and Maintenance Manager. These are categorized by the type of complaint, and evaluated as to the seriousness of the complaint and whether or not a course of action needs to be taken, i.e. driver reprimand, driver retraining, vehicle maintenance, etc. This measure is intended to measure the percentage of complaints versus the total ridership for the month. Driver performance can be graded and we can see if more drivers training needs to be scheduled for particular drivers. Customers also have complained about routes, stops, dispatch, bus cleanliness and other various categories.

1. Rider complained that the Riverside bus driver would not wait at the stop while he tried to cross the street. / Educated passenger that driver was correct, it is a safety issue as it is dangerous crossing Riverside in the middle of the block.
2. Rider complained the Questa driver would not stop at the Old Blinking Light stop but make people walk to the parking lot to board the bus. / Discussed with driver the need to stop at designated stops unless authorized by Supervisor.
3. Another rider had same complaint on same day as #2 above.
4. Rider complained that he was unable to claim a medic's back pack he had lost on the bus in November. / Rider was informed that articles we only keep lost and found articles for 30 days and then turn them over to local thrift store if not claimed. Articles were disposed of in January.
5. Person complained driver was speeding by Bert's Burger Bowl in Santa Fe. / Investigated and instructed new driver to watch speed changes in downtown and driver cautiously in congested areas.

FY 13-14 Number of Complaints

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous*	Percent VS Ridership
July	8	1	7			0.05%
August	5	1	4			0.03%
Sept	8	1	5	2		0.04%
Oct	8		8			0.04%
Nov	5	1	4			0.03%
Dec	2		2			0.01%
January	6	2	4			0.04%
Feb	5		4		1	0.03%
March						
April						
May						
June						
Total	47	6	38	2	1	



Performance Measure – Customer Relations:

Customer Incidents

This performance measure calculates the number of customer incidents reported to the Operations and Maintenance Manager on a monthly basis. Customer incidents are any serious occurrence that may have an outcome that could be potentially hazardous to the driver or other passengers. These situations could be anything such as two passengers arguing over something, or a rider threatening a driver, or a non rider harassing a driver for not being on time. It could also be a passenger falling down on the bus, or a passenger stepping in front of the bus as it pulls away from the curb to stop it to get on the bus. This data is collected by the driver writing an incident report and turning it in to the Operations and Maintenance Manager. This is intended to measure the types of situations that arise and how frequently they arise on the various routes of service provided by the NCRTD. This measurement tells us the frequency of incidents versus the number of monthly riders. We can then see if additional training needs to be implemented for the driver to avoid or control incidents that may occur on his route.

1. Passenger appeared mildly intoxicated boarded bus at Okay stop and later started cussing loud and arguing with another passenger. Driver had her exit bus at Chilies-Lowes stop.
2. Passenger angrily told driver of Santa Clara that the regular driver stops in the pueblo where people are to pick them up even if they are not at stops. (Reiterate policy with regular driver).
3. Chama rider brought a very large bag of items on bus and a puppy he claimed was a service dog. Driver allowed this time but in future would have to carry bags that were non-obstructive to other passengers.
4. Peron in green car always stares at Chama driver when stopping at Bodies. Then he gives her rude hand gestures as she drives away. Once he followed bus, passed and did the same.
5. To Santa Fe riders started fighting on bus. Driver stopped at Cities of Gold to have the stop and sit in different seats but they exited the bus instead.
6. Riverside driver stopped at Allsup's stop. Police boarded bus and took passenger off bus and arrested him.
7. Driver tried avoid a rock in Hwy but it kicked up underneath the bus. Had supervisor check underneath, no damage.
8. Leaving the Dixon stop about ½ mile a man on side on the road tried waving down then stepped into the roadway in front of bus, had to stop but would not open doors or window for him. Waved him away and he smacked the side of the bus with his hand.
9. The light at the Okay Casino would not change to green to allow traffic to move after 5 minute wait. Called in for detour info.
10. Man at Taos Admin stop borrowed driver phone to call detox center then fell down on side walk. Two officers arrived and took him to detox.
11. Two riders on the Chama bus expressed concerns to driver that a pedophile was riding the bus and that they would not bring their children ride if he was riding.

Customer Incidents

FY 13-14 Number of Customer Incidents

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	9	1		8		0.05%
Aug	5			4	1	0.03%
Sept	8	2		6		0.04%
Oct	12	2	2	8		0.06%
Nov	7			5	2	0.03%
Dec	4			4		0.03%
Jan	7	1	1	2	3	0.04%
Feb	13	5	3	4	1	0.08%
March	0					
April	0					
May	0					
June	0					
Total	65	11	6	41	7	

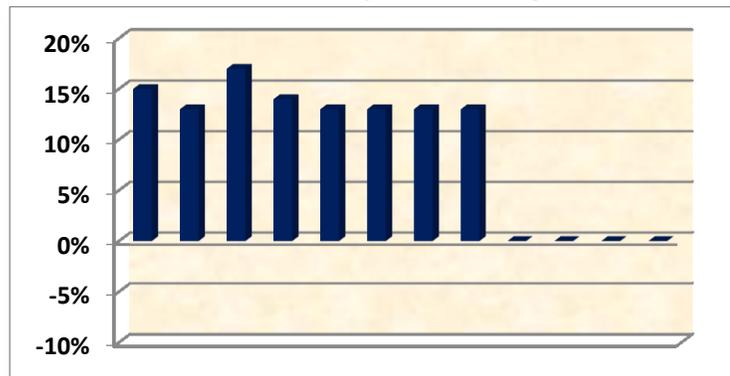
NCRTD Monthly Ridership Summary

February 1, 2014 thru February 28, 2014

Calendar Operating Days

	<u>This Year</u>
Jul-13	21
Aug-13	22
Sep-13	20
Oct-13	22
Nov-13	18
Dec-13	21
Jan-14	21
Feb-14	20
Mar-14	
Apr-14	
May-14	
Jun-14	

Total Ridership YTD % Change



Monthly System Totals

Year to Date Totals

	Monthly System Totals				Year to Date Totals			
	This Year	Last Year	Difference	%Change	This Year	Last Year	Difference	%Change
<u>NCRTD Operated</u>	17,380	15,471	1,909	11%	137,019	126,309	10,710	8%
<u>NCRTD Funded</u>	23,491	17,881	5,610	24%	211,998	175,613	36,385	17%
<u>All Systems Funded Total</u>	40,871	33,352	7,519	18%	349,017	301,922	47,095	13%

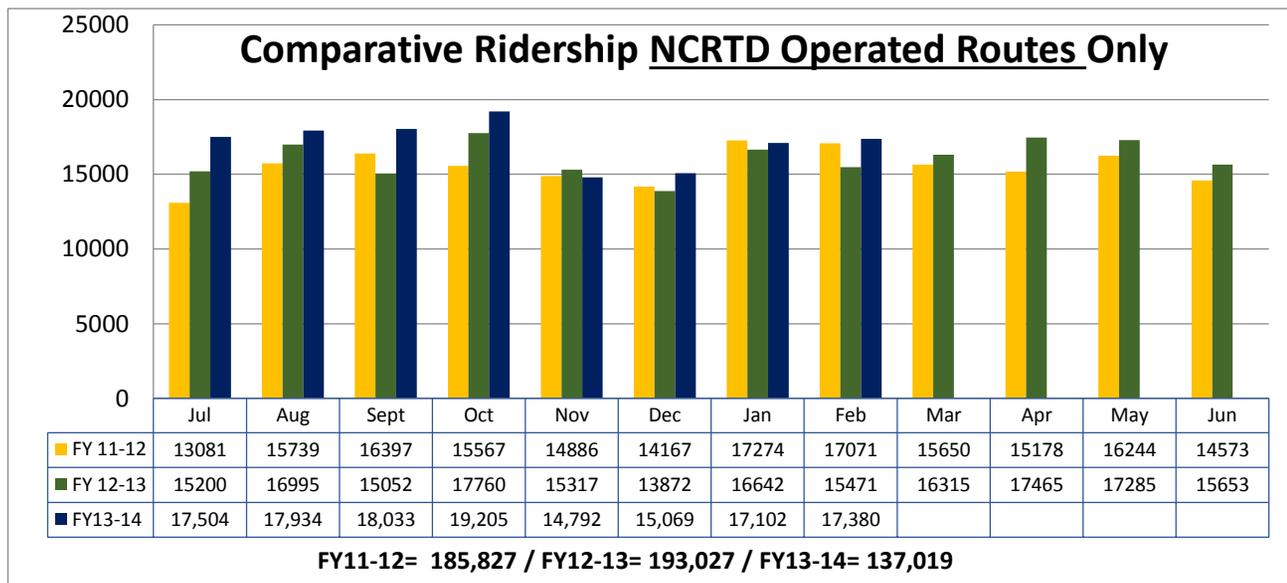
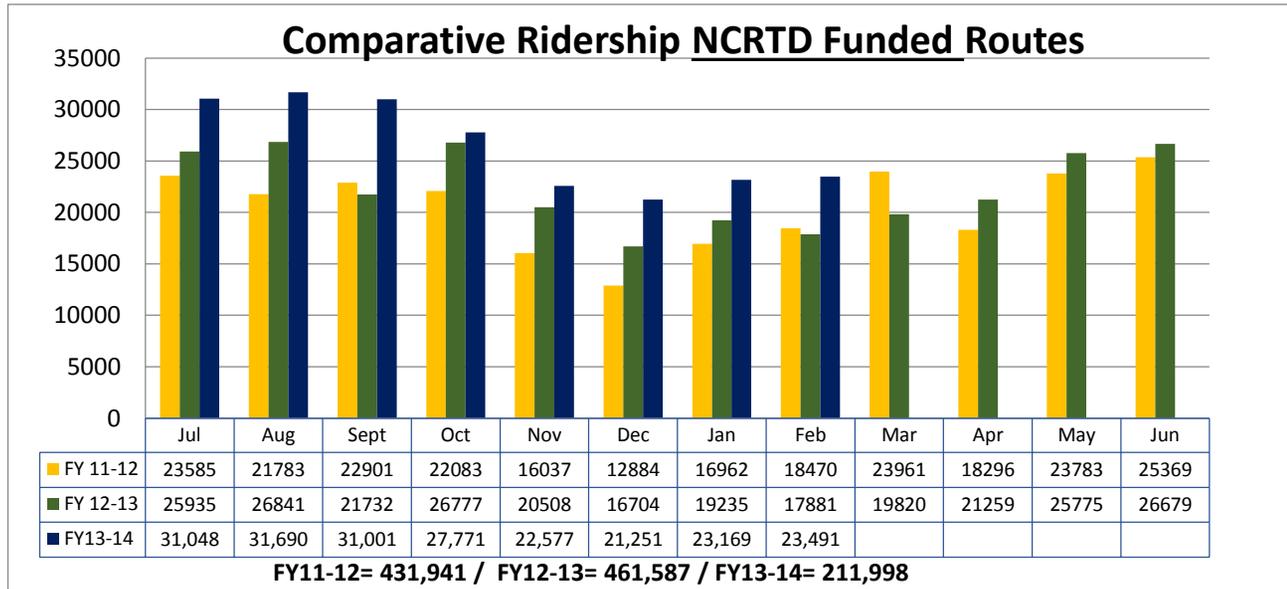
System Daily Averages

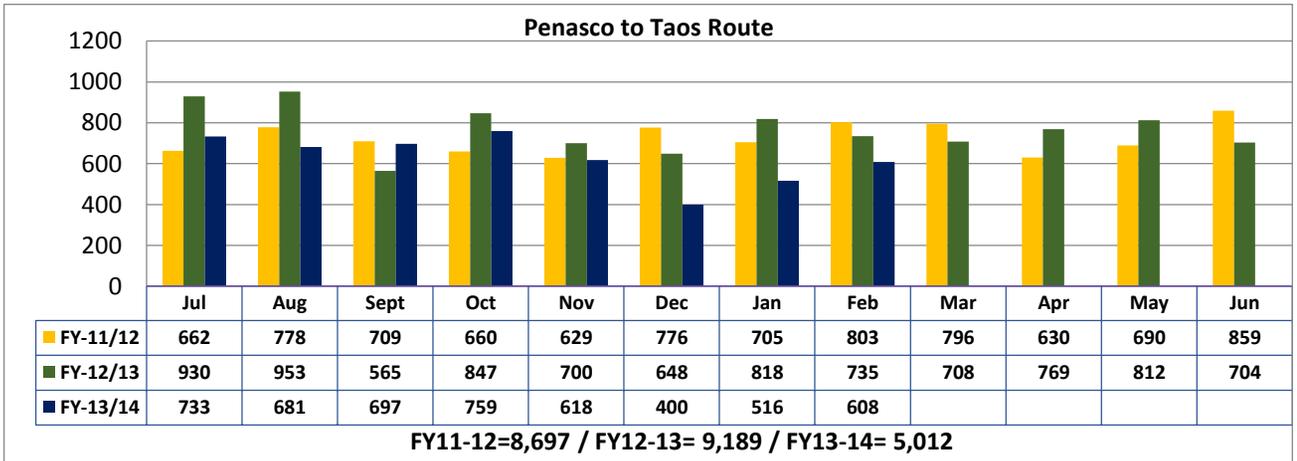
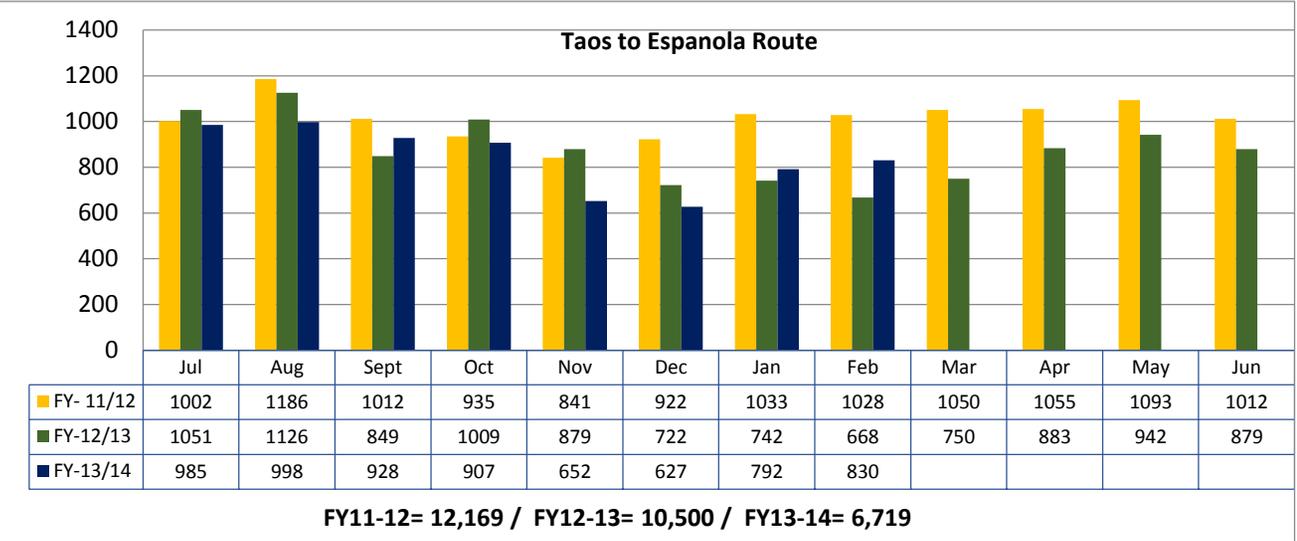
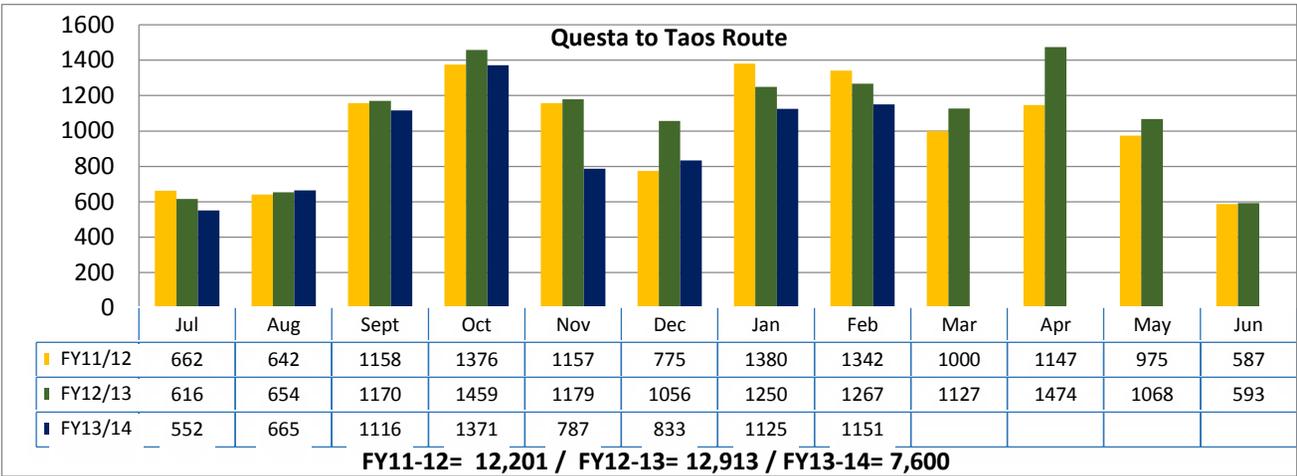
	This Year	Last Year	Difference	% Change
<u>NCRTD Operated</u>	869	774	95	11%
<u>NCRTD Funded</u>	1,175	894	281	24%
<u>Systems Total</u>	2044	1668	376	18%

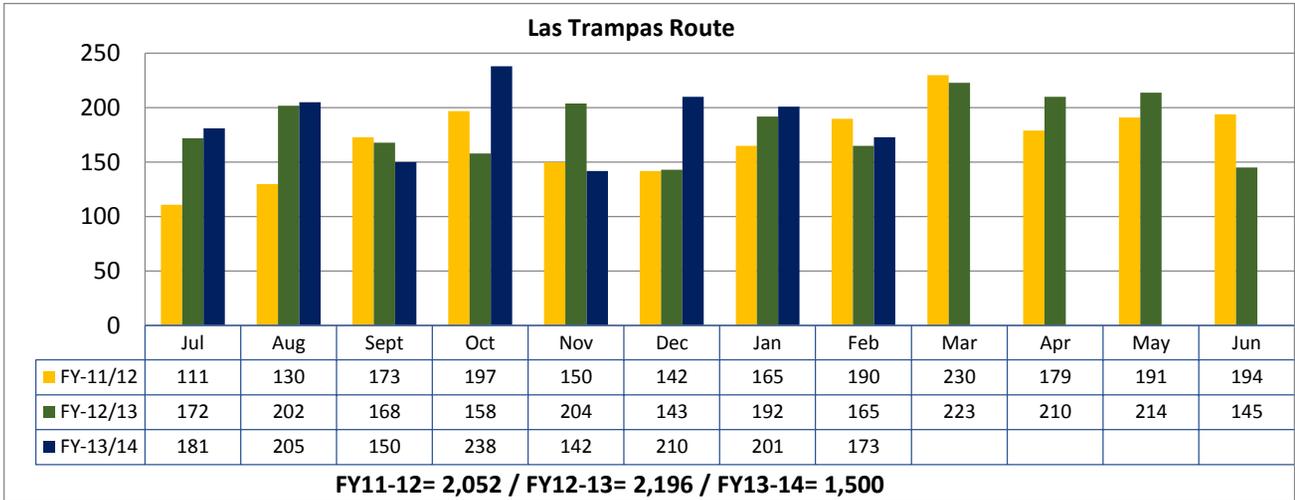
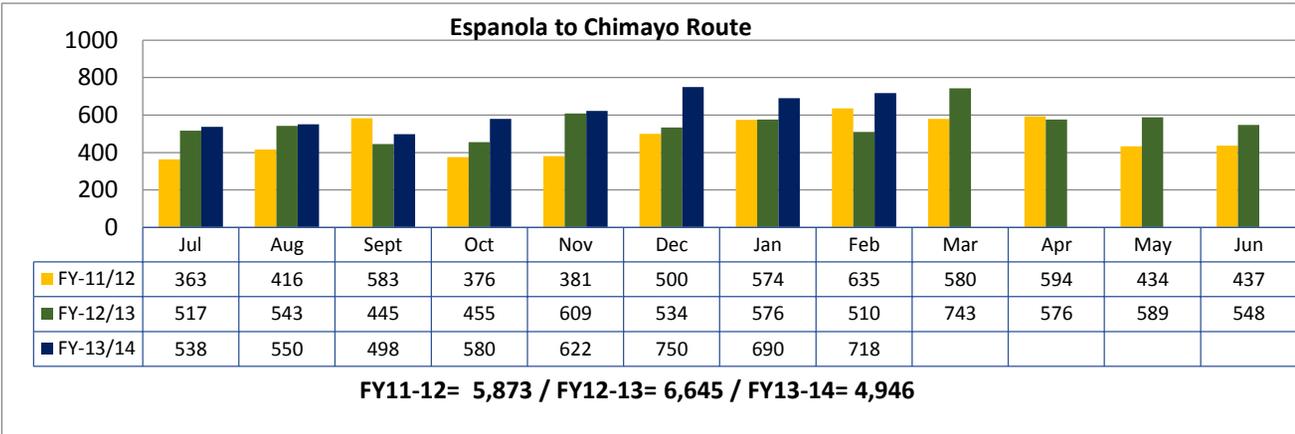
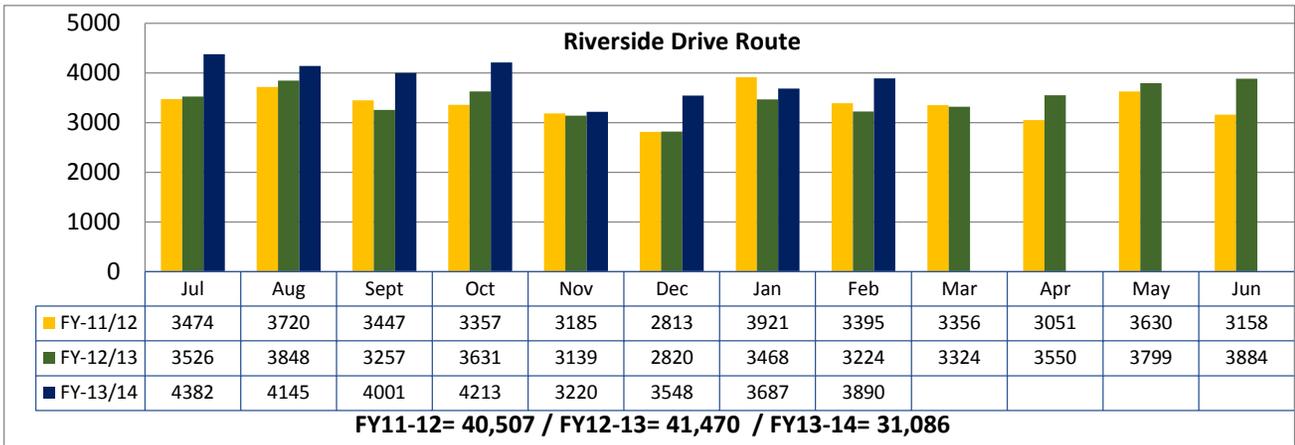
Total Ridership YTD % Change

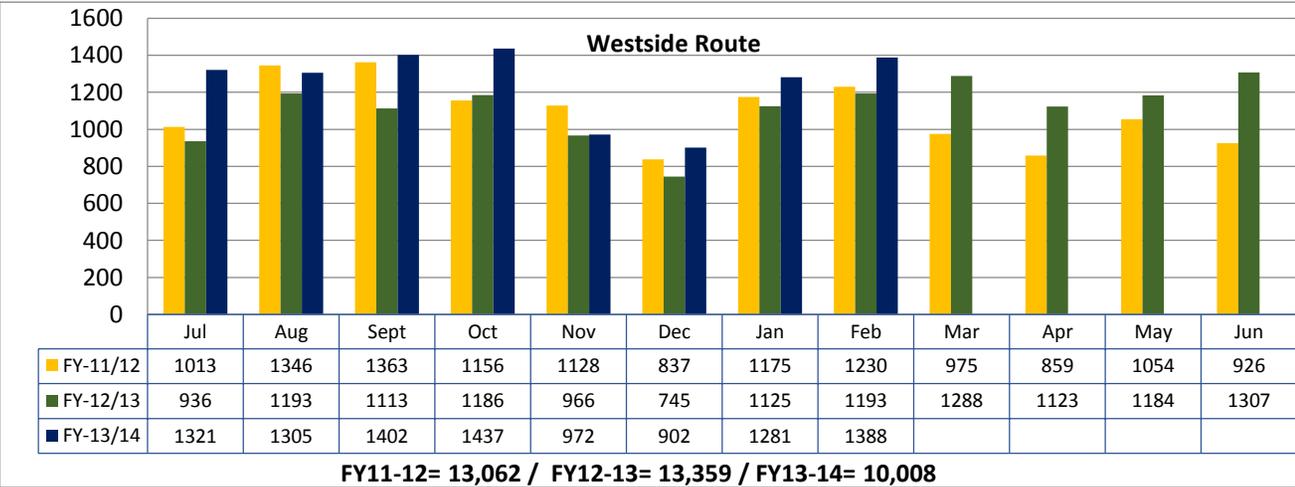
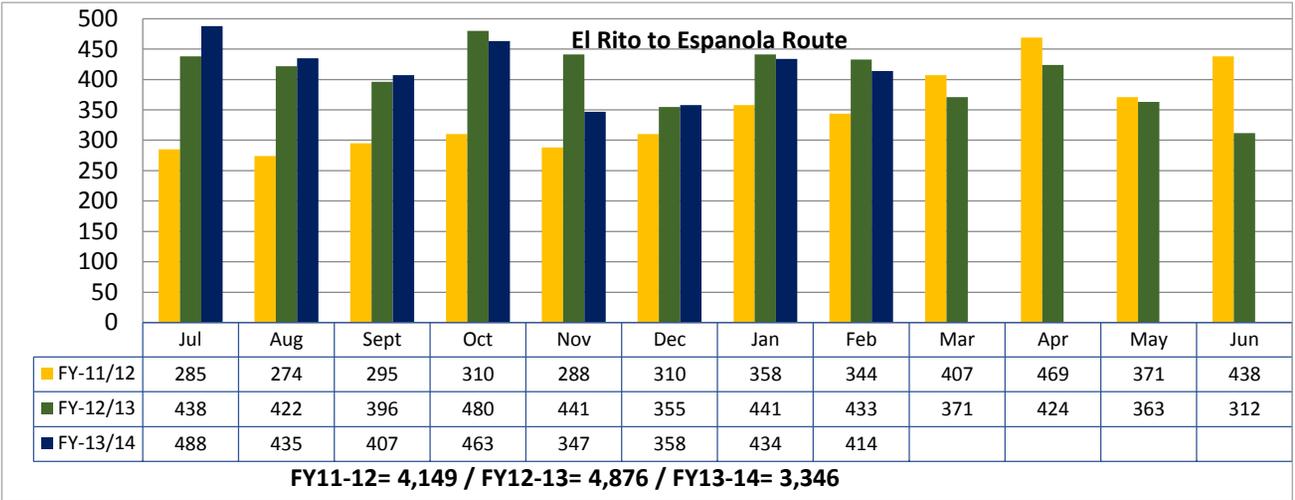
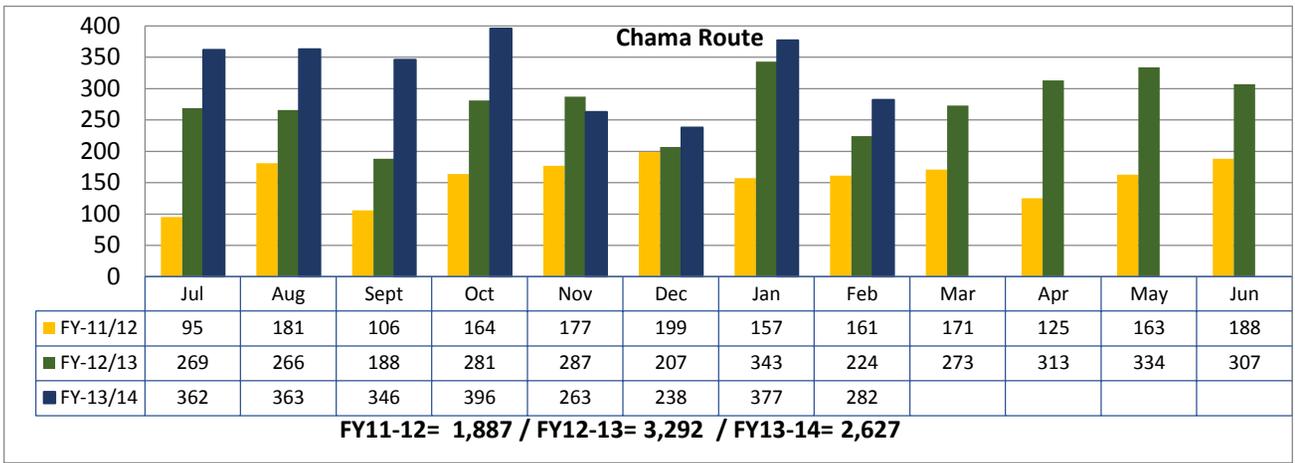
July-13	15%
August-13	13%
September-13	17%
October-13	14%
November-13	13%
December-13	13%
January-14	13%
February-14	13%

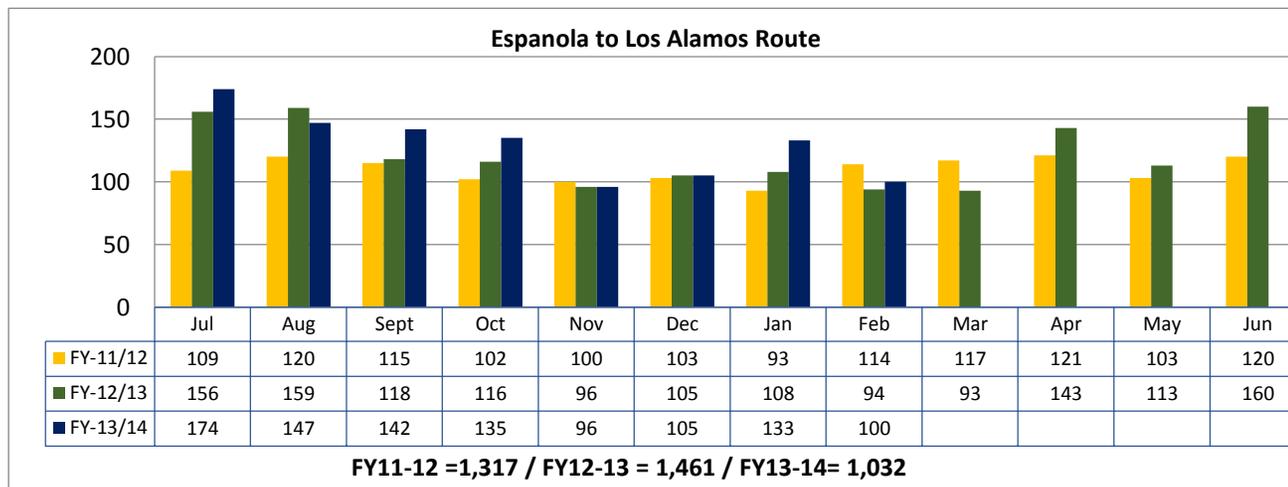
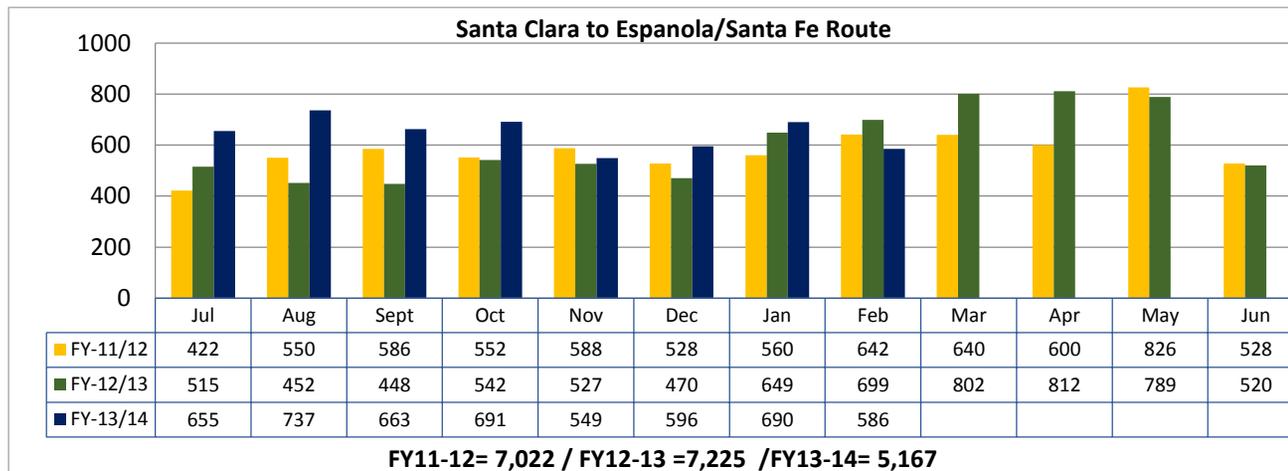
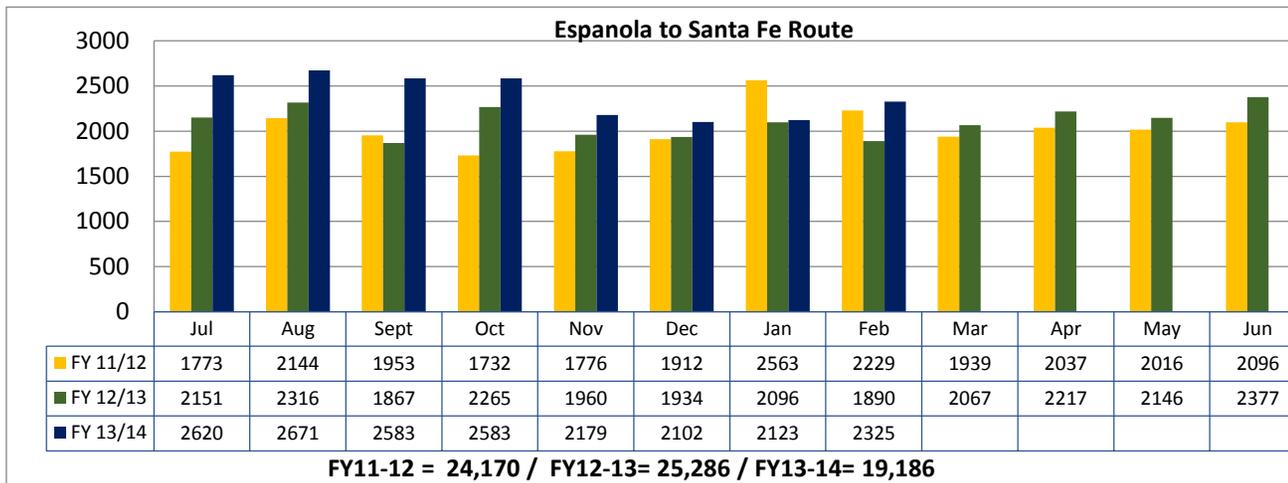
Feb-2014 Ridership Report

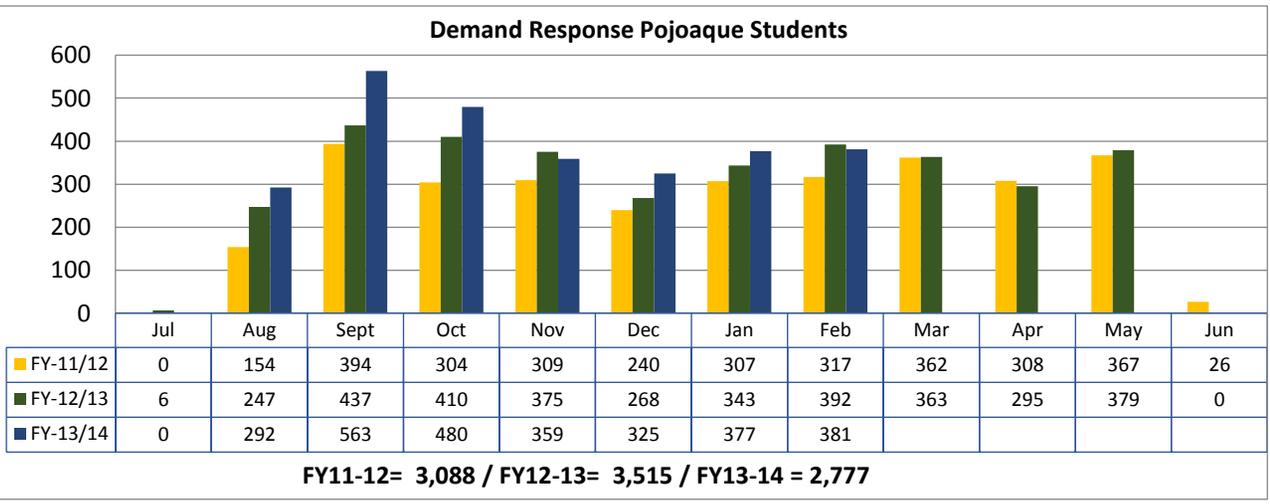
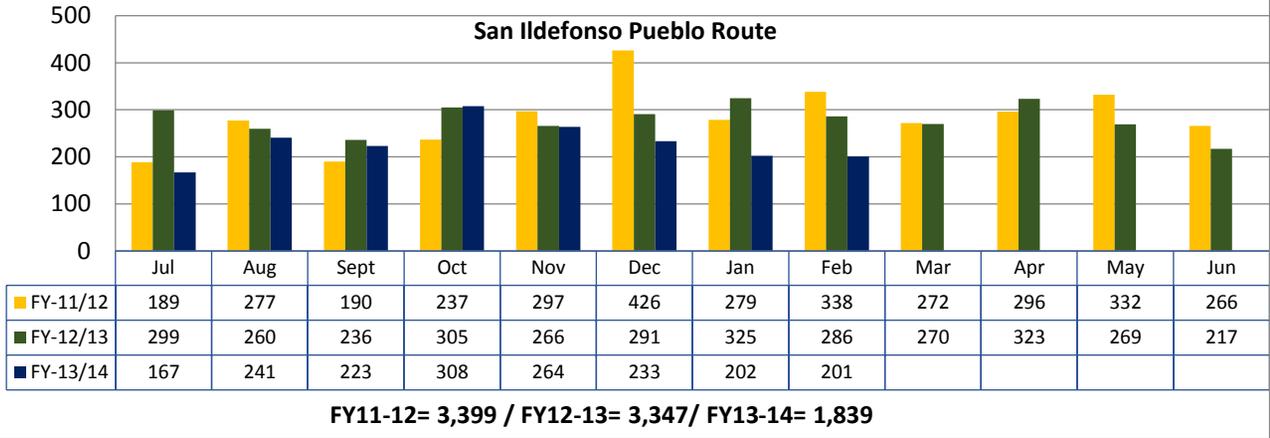
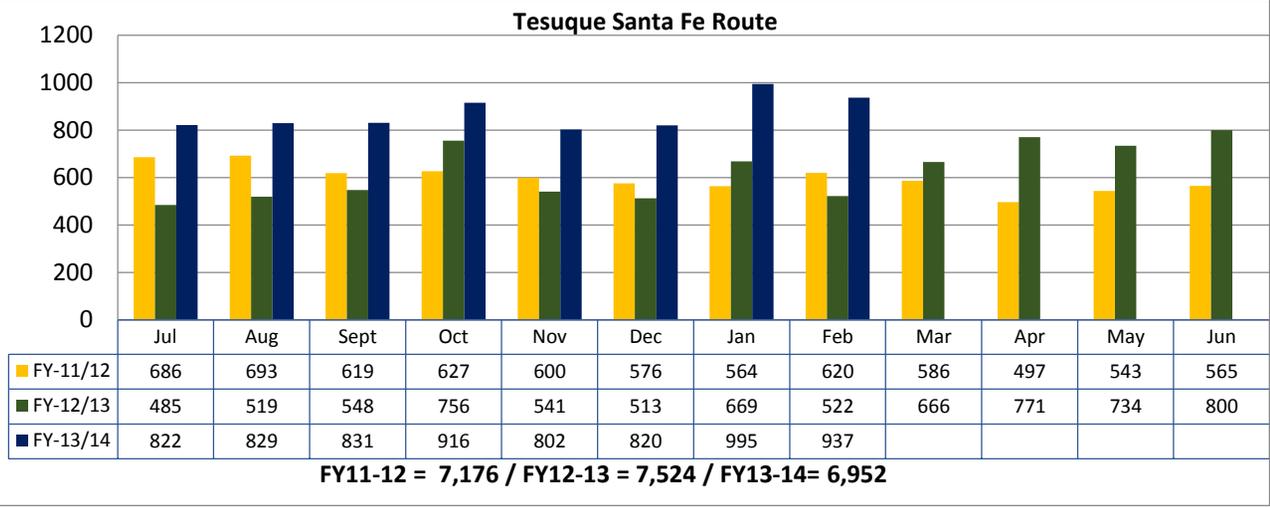


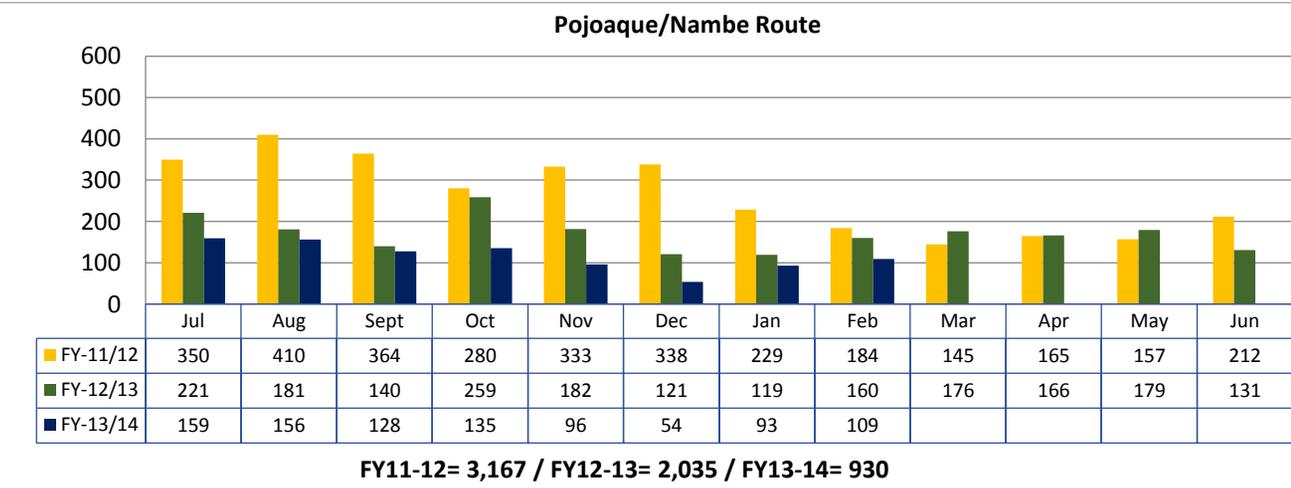
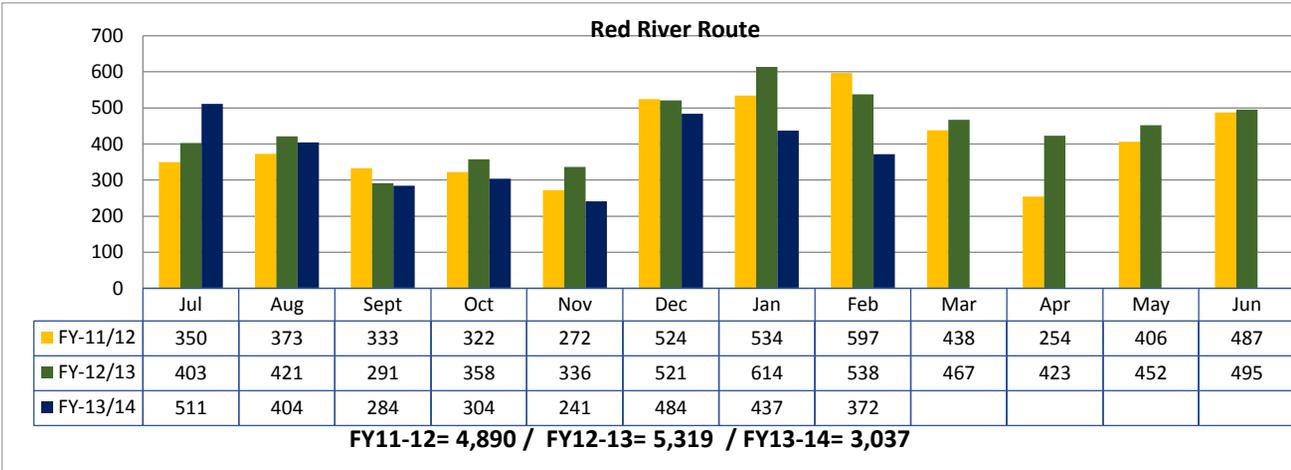
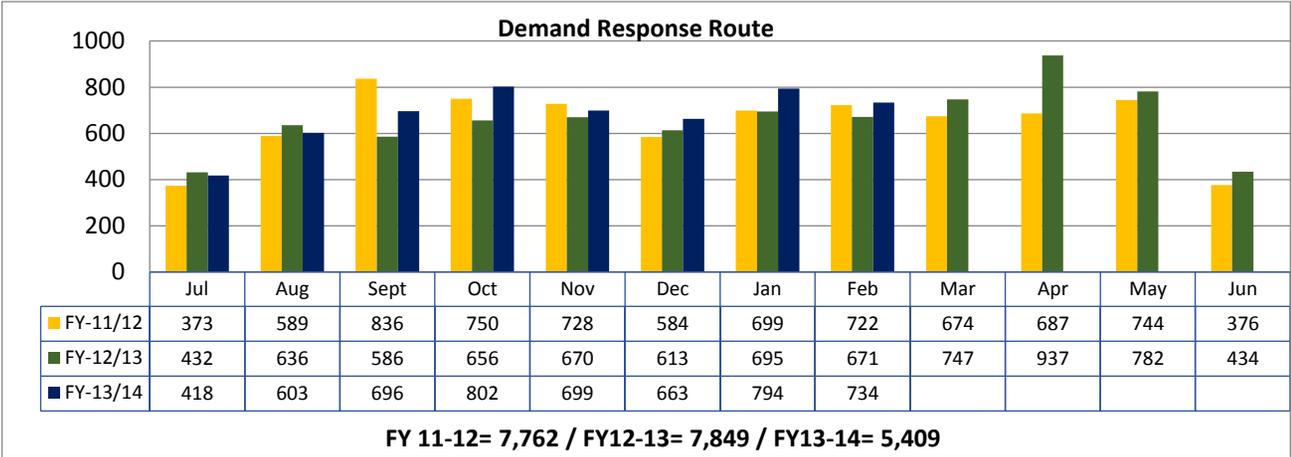


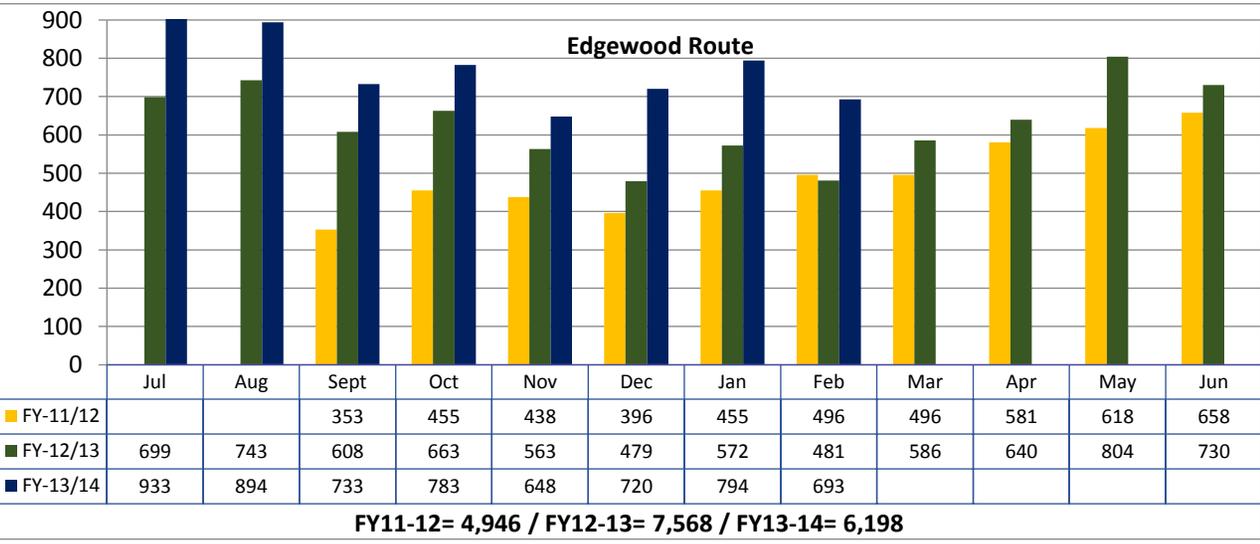
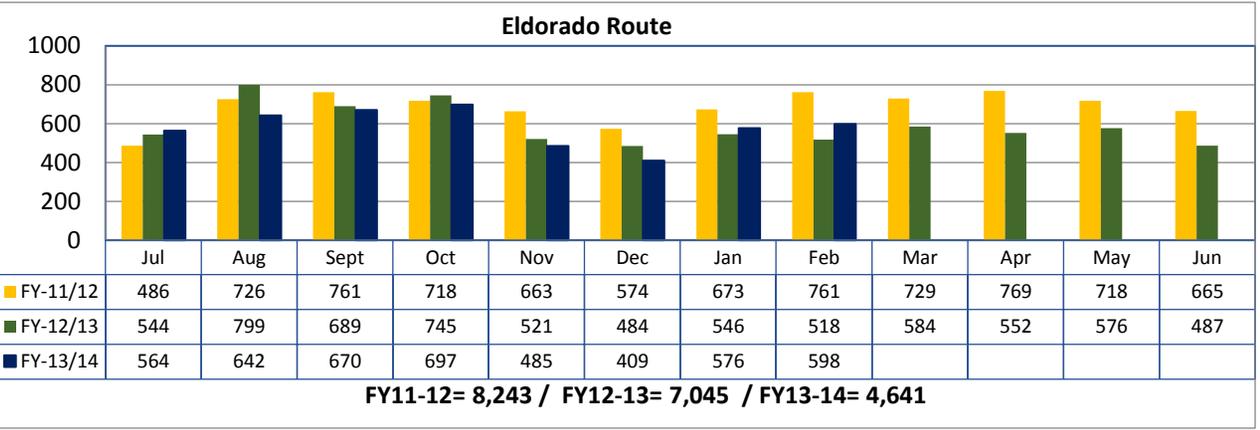
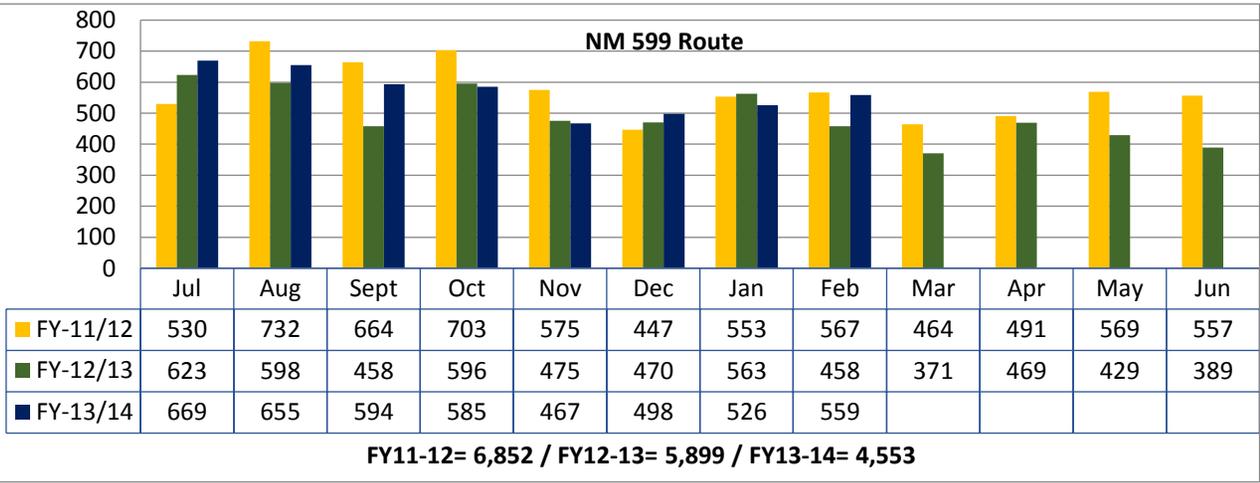


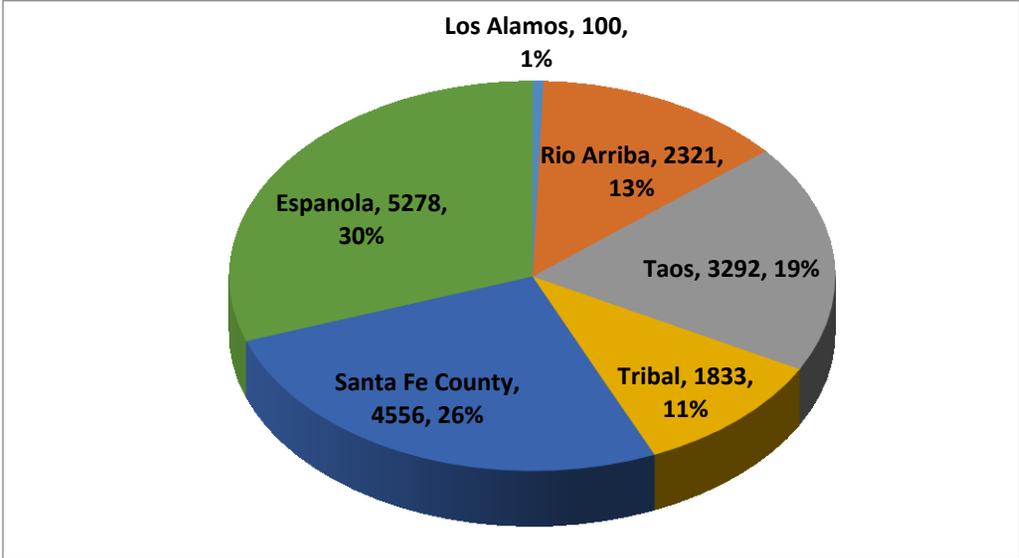
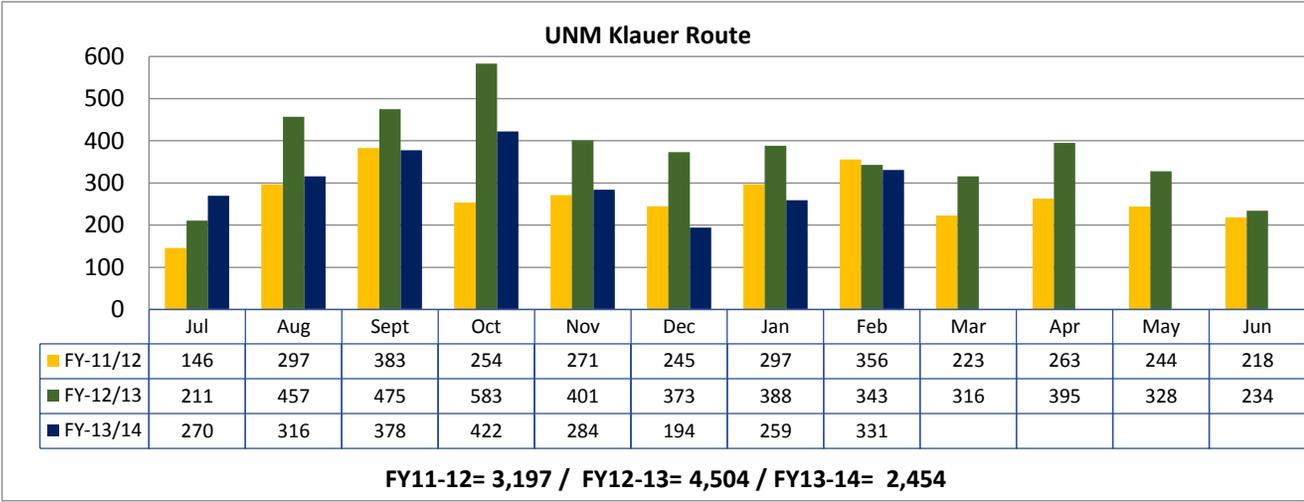












NCRTD Funded Routes - Member Operated

