



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

**September 6, 2013
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 – August 2, 2013
7. PUBLIC COMMENTS

PRESENTATION ITEMS:

- A. A presentation and Discussion of Service Plan Update Technical Memorandums 2 and 3**
Sponsor: Anthony J. Mortillaro, Executive Director and Ken Hosen, KFH. Attachment.

ACTION ITEMS FOR APPROVAL/ DISCUSSION:

- B. Discussion and Direction regarding Sipapu Service Expansion Request**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. Attachment
- C. Discussion and Consideration of Resolution No. 2013-18 providing for the District to Pay 75% of the 1.5% Increase in PERA Contribution for all District Employees, Union and Non Union Earning More than \$20,000 Per Year**
Sponsor: Anthony J. Mortillaro, Executive Director. Attachment.
- D. Discussion and Possible Ratification of Collective Bargaining Agreement Wage Re-opener between the NCRTD and Teamsters Local No. 492**
Sponsor: Anthony J. Mortillaro, Executive Director. Attachment.
- E. Discussion and Consideration of Resolution No. 2013-23 Adopting an Infrastructure Capital Improvement Plan (ICIP)**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. Attachment.

- F. **Resolution 2013-22 providing for the Continuation of Resolution 2011-15 to Eliminate Fares for all Fixed Routes and Para-Transit up to Three Fourths of a Mile from Fixed Routes**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. *Attachment.*
- G. **Discussion and Consideration of Bus Shelter Designs**
Sponsor: Anthony J. Mortillaro, Executive Director and Gus Martinez, Fleet and Facilities Maintenance Manager. *Attachment.*

DISCUSSION ITEMS:

- H. **Financial Report for August 2013:**
Sponsor: Anthony J. Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager. *Attachment*
- I. **Finance Subcommittee Report:**
Sponsor: Chair Tim Vigil and Anthony J. Mortillaro, NCRTD Executive Director.
Attachment: Agenda and Minutes from July 26, 2013.
- J. **Tribal Subcommittee Report:**
Sponsor: Chair Mary Lou Valerio and Anthony J. Mortillaro, NCRTD Executive Director.
- K. **Executive Report for August 2013 and Comments from the Executive Director:**
1) Executive Report
2) Performance Measures
3) Ridership Report for July 2013

MATTERS FROM THE BOARD

MISCELLANEOUS

- L. **Request for Service to Ghost Ranch**
Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Projects and Grants Specialist. *Attachment.*

ADJOURN

NEXT BOARD MEETING: October 4, 2013 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, August 2, 2013
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 9:15 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>Mr. Philo Shelton III</i>
Rio Arriba County	Absent	
Taos County	<i>Commissioner Daniel Barrone</i>	
Santa Fé County		<i>Commissioner Miguel Chávez</i>
Nambé Pueblo	Absent	
Pojoaque Pueblo	Absent	
Ohkay Owingeh	<i>Ms. Christy Mermejo</i>	

San Ildefonso Pueblo	<i>Ms. Lillian Garcia</i>	
Santa Clara Pueblo	Absent	
Tesuque Pueblo	Absent	
City of Santa Fé		<i>Mr. Jon Bulthuis</i>
City of Española	<i>Councilor Dennis Tim Salazar</i>	
Town of Edgewood	<i>Councilor Chuck Ring</i>	
Rio Metro (ex officio)	Absent	

Staff Members Present

Mr. Anthony J. Mortillaro, Executive Director
 Ms. Glenda Aragon, Financial Manager
 Mr. Gus Martínez, Fleet and Facilities Maintenance Manager
 Ms. Dalene Lucero, Executive Assistant
 Mr. Mike Kelly, Transit Operations Manager

Others Present

Mr. Peter Dwyer, Legal Counsel
 Mr. Carl Boaz, Stenographer
 Mr. Frank Burcham, Clean Cities
 Mr. Colin Messer, NMED
 Mr. Erick Aune, Santa Fé County

4. INTRODUCTIONS

All present introduced themselves to the Board.

5. APPROVAL OF AGENDA

Mr. Mortillaro asked to amend item E to add at end of sentence to appoint a referendum committee.

Councilor Ring moved to approve the agenda as amended. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

6. APPROVAL OF MINUTES – July 12, 2013

Commissioner Chávez moved to approve the minutes of July 12, 2013 as presented. Chair Barrone seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

7. PUBLIC COMMENTS

There were no public comments.

8. PRESENTATIONS

There were no presentations.

Mr. Bulthuis arrived at this time.

9. ACTION ITEMS FOR APPROVAL/DISCUSSION

A. Discussion and Consideration of Fleet Purchase with the use of State Capital Outlay Funds

Mr. Mortillaro explained that during the last legislative session the District had requested an appropriation for bus replacement and \$170,000 was appropriated. He would like the Board to authorize an expenditure from these funds.

Mr. Gus Martínez said on February 1, 2013, the Board approved a purchase agreement the District had solicited in December, 2012. Off of that contract the District would purchase two 20- passenger buses to replace two 18-passenger buses that were aged at a cost of \$167,000.

The second section (in the packet) showed the options and how they chose them.

Commissioner Chávez understood it would be capital outlay and the action requested was for \$167,000 to purchase two buses with upgrades. Mr. Martínez agreed.

Chair Barrone asked if the remaining \$3,000 would have to be returned or if there was another option.

Mr. Mortillaro said when he submitted this request and provided information to the State, he had indicated the District would buy buses or use the funds for a match on larger bus purchases. For the \$3,000 remaining, he would like to use it as match for a future 5311 purchase. He agreed to confirm that with the State to make sure there were no surprises.

Mr. Shelton understood this was for the purchase with the vendor but asked if they would need to buy equipment to add to it.

Mr. Martínez said the only thing not included was the AVL.

Ms. Mermejo asked if they would have any difficulty with release of these funds on the 2012 audit.

Ms. Aragon said it was submitted and they had no problem.

Mr. Mortillaro explained that they submitted in December, 2012.

Ms. Mermejo thought there might be some hold up because of the IGA's by the end of the month.

Mr. Mortillaro clarified that the District would not make the purchase until he got agreement from the State.

Ms. Mermejo noted that there were 122 projects in New Mexico on freeze right now because of audits. Ohkay Owingeh was waiting for IGAs that have been delayed.

Mr. Mortillaro said DFA had no problem with RTD audits.

Councilor Ring said Edgewood has had a capital outlay request delay because their audit wasn't taken care of correctly but they proved otherwise. He thought everyone was going to suffer because of that. There were only minor findings and that shouldn't be a reason to hold monies back.

Mr. Bulthuis asked for details on the equipment.

Mr. Martínez described the Chevy 20-passenger model.

Mr. Dwyer added that it was done by sole-source procurement.

There was no public comment.

Commissioner Chávez moved to approve the Fleet Purchase with the use of State Capital Outlay Funds. Councilor Salazar seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

B. Discussion and Direction Regarding the Alternative Fuels Analysis and future Use in District Fleet

Mr. Mortillaro said one of the District's goals was to ascertain ways to reduce fuel consumption and be more environmentally sustainable. He tasked Mr. Kelly and Mr. Martínez to look into it. A state representative was also here to address it.

Mr. Kelly said alternative fuels had been on the platform of lots of organizations - not only to save money but also to leave a smaller carbon footprint. It was always right when they reduced pollutants even if it cost more money. We want to leave our skies clear.

He introduced Colin Messer (NMED) and Frank Burcham (Clean Cities) to address alternative fuels in the market. He commended the City of Santa Fé for pioneering CNG. They were the first in the nation to convert their fleet 20 years ago. They were the pioneers to look at. Where we have vehicles spread out, we have to find the right thing that works for us. So we need to have fuel available in various locations.

Mr. Burcham thanked the Board. He noted, as Mr. Kelly had mentioned, that there were several types of alternative fuels being used around the state. This was important for budgets. Alternative fuels help the economy and clean the air. A lot of people think there was only one that was the answer but that was not true.

Mr. Burcham said he was with the DOE Coalition for Clean Cities. He shared the Clean Cities Mission to reduce petroleum use in transportation. They started in 1992 with the passage of the Energy Policy Act. The goal was to reduce petroleum by 2.5 million gallons per year. He showed the locations of coalitions around the country. The New Mexico Board meets bimonthly.

Petroleum for the country was produced in the US at about 51% and imported was 49%. 25% came from Canada, 12% from Saudi Arabia, 11% from Nigeria, 10% from Venezuela and 9% from Mexico.

There were four alternatives to petroleum: biodiesel, electricity, natural gas and propane. He didn't include ethanol or hydrogen. Biodiesel was domestically produced from waste oils, fats and grease. It could be done locally but there were questions on volume and quality. It usually was mixed up to 20% with diesel. Filter replacement was costly.

- 1) B-20 was the most common blend in the US. It was suitable for nearly all unmodified diesel engines. B-5 requires no new modifications to the engine.
- 2) Electricity: was used for hybrids and plug-ins and all electric cars.
- 3) Natural Gas - Santa Fé Trails was the first in the nation with total conversion. Natural gas was \$1.50 cheaper than gasoline.

Chair Barrone asked about the average life span of engines using natural gas.

Mr. Messer said it was more than 250,000 miles

Mr. Burcham said the drawback was that fueling stations were expensive for CNG. They ran up to a million dollars. Smaller stations would take longer to fill. Garbage trucks filled up during the night.

Applications had to be right because conversions were not cheap but the payback could be within 3-5 years.

4) Propane. A lot of businesses have used propane forever like Schwann's. It is nontoxic and has a high octane rating. Less than 2% of propane was used in the US in transportation. It had lower GHG emissions and lower conversion costs. U-Haul has filling stations for propane.

Mr. Burcham brought handouts on propane and natural gas. He urged the Board to consider each option and to use both of them in their discussions.

Councilor Ring asked if there was a reason why E-85 was not included.

Mr. Burcham explained that E-85 had limited distribution. Most of it comes from out of state and transporting it here makes it less competitive.

Councilor Ring said there was a refinery in Portales.

Mr. Burcham said there was but they shut down. He added that hydrogen was the true fuel for the future. It was very expensive but was the fuel of the future. It was not a present-day option.

Chair Barrone asked about studies on longevity for motors. A million miles was common for diesel engines.

Mr. Messer said natural gas was not a carbon fuel so maintenance costs were very attractive.

Mr. Kelly thanked them for the presentation. He said currently in the state price agreement there were options for CNG and propane. Those were for 18 passengers or less. They would like the Board to consider those options for FY 15 - two 18-passenger units with CNG or propane for the local area.

The District could compare how they operated side by side - one with LP and one with CNG. The CNG bus would have to be stationed near Santa Fé to take advantage of the Santa Fé Trails filling station but propane was readily available throughout the RTD. We'd like to test these units ourselves and discover the idiosyncrasies.

Commissioner Chávez said based on the presentation and how Santa Fé Trails had done with CNG, he saw this as an investment in their future. But he didn't know if it was best to compare them. Since propane handles a larger area, he was leaning toward having propane for an 18-passenger and then the CNG for the other.

Chair Barrone said he used propane and diesel. He asked if there was specialized maintenance the Board needed to know about.

Mr. Bulthuis said certifications for the mechanics were required to have for CNG engines and also the storage of CNG. Santa Fé Trails' experience has been that once the kinks were worked out, the issues were behind them. CNG was reliable. Given the geography they served, the ability of CNG units without a secondary fueling site would be an issue so propane was probably the best option. But maybe a certain portion for CNG could be done as well. It makes sense to have those two options available.

Chair Barrone reminded them that the Board had talked about having our own fuel storage and he didn't know what problems there would be to store CNG here.

Mr. Bulthuis said he was late this morning because the City was committing to the next generation and the CNG fueling source to invest for the next 20 years. It was hundreds of thousands for CNG but only tens of thousands for propane. Without subsidies that would be difficult.

Commissioner Chávez said it seemed they had the money set aside to make this happen.

Mr. Mortillaro said they would have to budget for the upgrades so it would be for FY 15 to incorporate those costs into it. Doing it in FY 14 would depend on 5311 grant money for bus purchases. The amount would be around \$90,000. They might also consider doing just one.

Commissioner Chávez understood but noted that the vehicles would be replaced anyway and one of those purchases could be propane or CNG.

Mr. Mortillaro said one of each would cost \$42,000 for the equipment only.

Chair Barrone asked if they went to CNG whether they would have trouble finding fueling and whether they could piggyback on Santa Fé Trails' fueling station.

Mr. Kelly said Santa Fé Trails had their own fueling station but also had a commercial fast fill system for the public. The RTD driver could fuel the bus there after a daily run or beforehand without interfering with Santa Fé Trails buses. The District had two routes located there and both were 18 passenger buses.

Chair Barrone summarized the staff proposal was for two 18-passengers - one with propane and one with CNG.

Mr. Shelton thought it best to do both. He felt CNG was better for close-in areas. He had looked at it over the years as well. Based on the route, it was a good option. Propane was available in Taos. Now was the time to decide because it would affect our building plans.

Mr. Dwyer said Mr. Mortillaro would appreciate a motion even though there was no budget for FY 14.

Councilor Ring asked what the District expected to see with CNG over propane.

Mr. Kelly said the expectations were similar. The balance of CNG being low costs versus \$750,000 for a fueling station here. If the District moved totally to CNG the cost of fuel was \$1.50 but covering the facility costs would make it more like \$2.50 per gallon. It might need more than one type of fuel.

Councilor Ring added that the terrain here was more difficult than down near Edgewood.

Mr. Kelly agreed. They might run both types in the Santa Fé area. Two LPG's could be run out of Española locations. A little bit in town and a little out of town would give a better comparison.

Councilor Ring wanted to test both in the same locality to give a better test comparison.

Commissioner Chávez moved to recommend option 2 to power one with propane and one with CNG.

Mr. Mortillaro suggested changing Option 2 to say “like routes and conditions.”

Mr. Shelton supported that.

Councilor Ring suggested they could do same locations for part of test and then change to the other location.

Commissioner Chávez agreed. Mr. Shelton seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

C. Discussion and Consideration of Resolution 2013-20 Adopting as Operating and Capital FY 14 Budget Amendment

Ms. Aragon read the proposed amendment which was on page 22 of packet. The reallocation of hours was on page 27. The FY 14 budget was about 1040 hours per year and this would add 52 hours per year. The additional hours would need to include some benefits. The Finance Committee met and recommended approval of this request.

Ms. Mermejo asked her to clarify in the resolution which federal grant was used in the resolution - 5311 or 5311A.

Commissioner Chávez asked if legal counsel could state where that fit.

Mr. Mortillaro proposed inserting “5311” in the third whereas between “remaining” and “capital funds.”

Ms. Mermejo agreed.

Mr. Bulhuis moved to approve Resolution 2013-20, Adopting as Operating and Capital FY 14 Budget Amendment as amended. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

Commissioner Chávez moved to take a five-minute break. Mr. Shelton seconded the motion and it passed by unanimous voice vote. The Board recessed at 10:36 a.m.

At 10:48 a.m. Mr. Shelton moved to reconvene. Councilor Salazar seconded the motion and it passed by unanimous voice vote.

D. Discussion and Consideration of Resolution 2013-21 Approving Annual Fourth Quarter Financial to DFA

Ms. Aragon reviewed the resolution and said DFA required the District to submit quarterly reports. The fourth quarter (year-end) report needed approval of a board resolution. Page 30 was the revenue report. In conversation with DFA, the District would receive funding. She just submitted the reimbursement request for July and that was not reflected in this report. So there was still some revenue coming in and remaining balances. The reconciliation was okay.

Commissioner Chávez asked if the resolution captured everything including the acceptance of the 4th quarter report. Ms. Aragon agreed.

Commissioner Chávez moved to approve Resolution 2013-21 Approving Annual Fourth Quarter Financial to DFA Councilor Salazar seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

E. Discussion and Consideration of Resolution 2013-17 Regarding New Mexico State Public Employees' Retirement Association (PERA) Social Security Participation and Election Choices for NCRTD - and to appoint a referendum committee.

Mr. Mortillaro said the District found out it had not appropriately gone through the right process to provide for employees to participate in Social Security. It happened in 2005 when the RTD approved participation in PERA. When a government entity elects to participate in PERA it must determine if they wanted to participate in Social Security and therefore needed to amend the 218 agreement with the federal government and employees had to elect to participate in Social Security. When the first employee was hired the RTD should have done so then. The District wasn't informed that it should have gone through this election process about whether staff wanted to participate in Social Security. He, Ms. Aragon, Mr. Dwyer and a Social Security expert met with the PERA Legal Counsel and had been advised to fix the problem but not to change what they were doing now (participating in Social Security).

The process requires that the Board initially decide if employees should be in Social Security or not and if the Board decided to do so the RTD must provide social security coverage. Then they needed to decide when to hold the election. Then the employees would decide through a referendum as to their participation.

So the first decision was to determine if the Board wanted to provide Social Security or not. If the Board said no, then no employees would be covered under Social Security and the District would file for refund of Social Security payments for the last three years, three months and 15 days.

But if the Board decided to participate in Social Security then the Board would need to decide whether an individual election or a majority election would be done. If individual, it would only be for the current

employees and all future staff would be covered without choosing. If 51% choose to participate, it does not cover former employees.

They discussed this with the Finance Subcommittee and they recommended the Board provide Social Security and allow individual choice and also a supplemental pension system if an employee decided not to participate at no additional cost to the RTD. There were windfall and survivors' implications with Social Security. So they needed to provide ample opportunity for employees to educate themselves on it. There would be some costs related to that.

Mr. Dwyer said in 2005, the RTD elected to go into PERA but failed to choose Social Security and now they needed to correct that. He recommended they should go with individual choice because of collective bargaining for some staff. And individual choice would not impact future or past employees.

Ms. Aragon concurred.

Ms. Mermejo asked, if the Board opted to do individual choice, how that would affect PERA.

Mr. Dwyer said it wouldn't affect PERA. Social Security covered more than PERA did. The employees needed to have good advice.

Mr. Mortillaro said each employee's situation was different. If a former employer was not in Social Security and didn't have 40 quarters of coverage, they wouldn't be covered by Medicare or other Social Security benefits.

Ms. Mermejo felt they would drop like flies.

Councilor Salazar liked individual election rather than majority.

Councilor Ring asked then what choice future employees would have.

Mr. Mortillaro said there would be no choice. Social Security and PERA would be mandatory.

Mr. Dwyer said in that case the RTD would try to find a similar benefit for employees who opted out of Social Security. Ms. Aragon found this mistake while looking for NTTC certificates. It was important to know that the employees were already covered and important to note that employees might choose to not participate for take home pay reasons.

Mr. Mortillaro referred to page 34 and read the Finance Committee recommendations. In 5-b it said the maximum employee contribution to the supplemental pension plan would be 6.2% or anything less down to 1% and he needed a decision on that.

Councilor Ring asked if they wouldn't have a choice.

Mr. Mortillaro replied that some 401a plans were available to get the employer's maximum contribution employees had to make a matching contribution.

Mr. Dwyer added that the consultant believed the RTD was being extremely generous in this. Most employers give nothing. But Mr. Mortillaro didn't think that was fair. The consultant said she was pro Social Security. She would make it clear to the employee what benefit they would lose.

Commissioner Chávez moved to approve Resolution 2013-17 Regarding New Mexico State Public Employees' Retirement Association (PERA) Social Security Participation and Election Choices for NCRTD - and to appoint a referendum committee. Councilor Salazar seconded the motion.

Commissioner Chávez noted the resolution had a therefore statement (#4) to have sufficient funds to carry out the intention of the act. And on page 35, paragraph 5 it asked for a specific range of the amount to be contributed. Mr. Mortillaro agreed.

Commissioner Chávez asked if it would be appropriate to include that percentage in the resolution.

Mr. Mortillaro said no because this was what PERA required in the resolution. However, the Board could act by motion to set it. He suggested three motions. The first to approve the resolution. The second for setting an amount in the supplemental pension plan and third to make appointments for the referendum committee.

The motion to approve Resolution 2013-17 Regarding New Mexico State Public Employees' Retirement Association (PERA) Social Security Participation and Election Choices for NCRTD - and to appoint a referendum committee passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

Commissioner Chávez asked which would be next.

Mr. Mortillaro referred to page 35, paragraph 5 regarding the supplemental pension system and the mandatory employee's contribution.

Chair Barrone moved to create a supplemental pension at a 4.2% contribution rate for employees. Commissioner Chávez seconded the motion.

Commissioner Chávez said obviously they had discussions on it so he was comfortable with it.

Mr. Bulthuis said the supplemental plan was only for current employees who opted out of Social Security. Mr. Mortillaro agreed and it was mandatory.

Mr. Dwyer said those employees would get a windfall and need to understand the tradeoff.

The motion passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

Commissioner Chávez moved to accept the recommended appointments of Ms. Glenda Aragon, Mr. Francisco Burnett y Velarde and Ms. Dalene Lucero. Mr. Shelton seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Española, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against.

F. Discussion and Consideration of Resolution 2013-16 Adopting the Fiscal Year 2014 Compensation Plan

Mr. Mortillaro reminded the Board they must adopt the compensation plan each year and the resolution would adopt the plan shown on page 46. The proposed compensation came out of the July Board meeting with very little movement in the ranges. Just two positions were adjusted. The budget was about \$1,600 more for those two to be brought up to the range.

It also had a performance increase schedule as shown on page 47 in the packet. The current system was almost a pass-fail but the new one would allow the District to recognize and reward those non-represented employees who made an extra effort during the year. They were all evaluated on their anniversary date. There was no cost of living adjustment in this plan. It followed the same practice of the Board in prior years except for the performance schedule. Under the performance schedule those employees who were meeting expectations would receive an increase of 2% and exceeding expectations would provide a 3.5% increase. If employee was at the maximum pay rate the policy was not to add to the base pay but provide a lump sum salary distribution.

Councilor Ring asked how they arrived at their performance standard.

Mr. Mortillaro said the process was a performance management process and they had a form to use.

Mr. Mortillaro described how the performance was evaluated for each employee.

Councilor Ring asked then if the employee participated in the goal setting and agreement between employee and supervisor. Mr. Mortillaro agreed.

Ms. Mermejo moved to adopt Resolution 2013-16 adopting the Fiscal Year 2014 Compensation Plan as presented. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, Ohkay Owingeh, and San Ildefonso Pueblo voting in favor and none voting against. The City of Española was not present for the vote.

Ms. Mermejo excused herself from the meeting at 11:39 a.m.

G. Discussion and Consideration of Resolution 2013-19 amending rule 3 – Compensation and Classification within the Personnel Rules and Regulations

Mr. Mortillaro said this was an adjustment in the compensation policies that would align with the compensation study and approve some housekeeping items regarding these policies. There were no changes that would dilute the Board's authority but would enhance some areas of the Board's authority on wage and salary adjustments that now would require Board's approval. It also added clarification that none would apply to those represented by the union. Some things were moved around but for the most part it was clarifying.

Lastly 3.17 and 3.18 were new for compensation at separation such as property not returned to the District and that the District wouldn't make advances to employees or contributions to the benefit plan when employees were on LWOP. By the NM constitution, the District could not make those contributions when not getting their services.

Mr. Dwyer said it aligns the policy with the pay plan and clears up where the plan was tweaked over the years. The 3.15 red circle was a whole new part to the plan.

Commissioner Chávez moved to approve Resolution 2013-19 Amending rule 3 – Compensation and Classification within the Personnel Rules and Regulations as presented. Councilor Ring seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, City of Española, and San Ildefonso Pueblo voting in favor and none voting against. Ohkay Owingeh was not present for the vote.

Chair Barrone requested that the Board amend the agenda because of the time frame and move to the Closed Executive Session in case someone else needed to leave and cause loss of quorum.

Councilor Ring moved to amend the agenda, moving now to the Closed Executive Session. Commissioner Chávez seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, City of Española, and San Ildefonso Pueblo voting in favor and none voting against. Ohkay Owingeh was not present for the vote.

- L. Closed Session - Pursuant to NMSA 1978, Section 10-15-1 (H) (7), subject to the attorney-client privilege regarding Threatened or Pending Litigation arising from District Compliance with laws regarding retirement benefits.**

Mr. Shelton moved to go into closed executive session pursuant to NMSA 1978, Section 10-15-1 (H) (7), subject to the attorney-client privilege regarding Threatened or Pending Litigation arising from District Compliance with laws regarding retirement benefits. Councilor Ring seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, City of Española, and San Ildefonso Pueblo voting in favor and none voting against. Ohkay Owingeh was not present for the vote.

The Board went into closed session at 11:47 a.m. Mr. Kelly and Ms. Aragon were asked to remain.

M. Reconvene in Open Session

At 12:10 p.m. the closed session ended.

Commissioner Chávez moved to return to Open Session, noting that during the closed session no action was taken and the only matters discussed were those pursuant to NMSA 1978, Section 10-15-1 (H) (7), subject to the attorney-client privilege regarding Threatened or Pending Litigation arising from District Compliance with laws regarding retirement benefits. Councilor Ring seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, City of Española, and San Ildefonso Pueblo voting in favor and none voting against. Ohkay Owingeh was not present for the vote.

10. DISCUSSION ITEMS

H. Financial Report for June and July 2013

Mr. Mortillaro said there were still a few things rolling in. At the July 13 Board meeting they were to be able to review June. It was on page 62 to 73 in the packet.

Ms. Aragon reviewed the revenue total, federal funding, match, and GRT revenue through May. The June GRT was not in yet. The details were presented on pages 70-73. Overall the financial records were ready to start doing the audit and entering into an agreement for audit services.

The July statements were as of July 23rd. No revenues were recorded in July. . Expenditures were at 0.7% for the fiscal year.

Chair Barrone asked if the district-wide GRT revenue was up.

Ms. Aragon said with the exception of Los Alamos County it was. They requested Los Alamos GRT by end of the month.

Mr. Mortillaro said GRT revenues from Los Alamos County was off this year and the Board had talked about the reasons for that. It continued to fluctuate and at mid-year the Board adjusted the budget to allow for the shortfall. In September the District would see how well we did with those adjustments. That was from the drop in Lab spending.

Ms. Aragon said GRT was at about 90% not including June revenues.

There were no questions from the Board.

I. Finance Subcommittee Report

Mr. Vigil was not present to give the report.

Mr. Mortillaro said they met on July 26 and of the items discussed were items that came forward to the Board and acted on today. The only other item on the agenda was the NMDOT Inspector General Compliance Audit. In October, 2011 the District was informed by the NMDOT IG they had a complaint from a citizen alleging the District had not expended its federal pass through funding for the Fiscal Years 2008-2011.

It took them 20+ months to complete and once completed, they didn't give the Report to the RTD but gave one to NMDOT Rail Division and District staff went to look at it so Ms. Aragon and he did and provided responses to the findings and then the DOT IG didn't like the responses so they didn't include those response nor provide a final report to the District. He went and requested it and it is available to any board members who wanted a copy.

The Transit and Rail Division wasn't able to respond to a number of findings since they were not a party to it.

Most times the auditor provides a draft report and then they would sit down with management and provide the auditor with additional information. But here there was no opportunity to do that. But they didn't find any misappropriation of federal funds and it was all from a time of the prior administration and most of the Board as well.

They brought up things like some of our employees were accruing higher holiday and sick leave than the state allowed. So he had to inform them that the RTD had its own personnel policies and those who were accruing higher leave accruals were former employees of the City of Española and Rio Arriba County and were covered by a consolidation contract with their former employers. Another was their claim that NMDOT should have approved the Executive Director's contract and not the RTD Board. Mr. Dwyer had to inform them that Mr. Mortillaro was not a subcontractor to NMDOT.

There was nothing in their audit that showed any impropriety by the prior administration.

Mr. Dwyer said there was a finding on training but that was before the current administration.

Ms. Aragon said the internal controls were adequate and even management staff was not out of compliance.

J. Tribal Subcommittee Report

There was no Tribal Subcommittee Report.

K. Executive Report for July 2013 and Comments from the Executive Director

1) Executive Report

2) Performance Measures

3) Ridership Report for June 2013

The reports were in the packet.

11. MATTERS FROM THE BOARD

Commissioner Chávez announced that the Santa Fé County Commission would appoint him as the representative and Commissioner Anaya as the alternate. He was committed to do a monthly report to them from the NCRTD so all Commissioners were up to speed on all that the District was doing and he would need some help from this staff to do that.

Mr. Mortillaro said staff would assist him and work with Rita Maes too. He asked if Commissioner Chávez would report at their first meeting of the month or last meeting of the month.

Commissioner Chávez said they would work that out.

Chair Barrone said he was approached by Sipapu and Board members had a copy of a letter by Chairman Barrone request an assessment about making a stop there. Sipapu is a ski and summer resort. He told them how the RTD does routes and they might have to pay for the service. He promised they would do a need assessment and it would be brought up in the September Board meeting.

Councilor Ring moved to direct staff to put the Sipapu request on the September agenda. Mr. Shelton seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Santa Fé County, Taos County, Town of Edgewood, City of Santa Fé, City of Española, and San Ildefonso Pueblo voting in favor and none voting against. Ohkay Owingeh was not present for the vote.

Councilor Ring excused himself from the meeting. He said they had a ribbon cutting ceremony for the equestrian facility in Edgewood and a horse show there this weekend.

12. MISCELLANEOUS

Mr. Mortillaro noted that Ms. Lucero had passed out conflict of interest forms for completion and they also needed the IGCs as well.

Lastly, he announced that they did start the commercial ad programs and now had four buses with advertising on them. They were glad to see that program starting.

13. ADJOURNMENT

NEXT BOARD MEETING: September 6, 2013 at 9:00 a.m.

Councilor Salazar moved to adjourn the meeting. Mr. Shelton seconded the motion and it passed by unanimous voice vote.

The meeting was adjourned at 12:31 p.m.

Approved by:

Daniel R. Barrone, Chair

Attest:

Geoffrey Rodgers, Secretary

Submitted by:

Carl Boaz, Stenographer



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - A

Title: A presentation and discussion of Service Plan Update Technical Memorandums 2 and 3

Prepared By: Anthony J. Mortillaro, Executive Director

Summary: Ken Hosen from KFH will be reporting on the status of the Service Plan Update and the results of the study regarding existing transit services (Tech Memo 2) and public input received during the 17 outreach meetings that were held District wide (Tech Memo 3).

Background: KFH was contracted with to update the existing service plan. The tasks in the contract required the review and analysis of existing transit services and obtaining constituency input through a series of meetings in the service area.

Recommended Action: Discussion only. Based upon Board input, the Consultant and Staff will formulate recommendations to be input into the Preliminary Options Report and subsequently into the Draft Transit Service Plan.

Fiscal Impact: NA

Attachments:

1. Technical Memo No. 2 Review of Existing Transit Services
2. Technical Memo No. 3 Outreach Activities

KFH GROUP, INC.

*Technical Memorandum #2:
Review of Existing Transit Services*

July 2013

*Prepared for:
North Central Regional Transit District
(NCRTD)*

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Technical Memorandum No 2: Review of Existing Transit Services

INTRODUCTION

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.

BACKGROUND

In March 2003, the Governor signed into law the Regional Transit District Act [NMSA 1978 Chapter 73, Article 25 (2003)]. During this time, several jurisdictions in North Central New Mexico commenced cooperative efforts to establish a regional transit district. The North Central Regional Transit District was certified by the NMDOT Transportation Commission in September 2004. NCRTD commenced service operations in October 2007. With the addition of the Nambé Pueblo in March, 2013, NCRTD currently consists of 13 members.

Authority and Funding Mechanism of the NCRTD

In addition to other powers granted to the RTD, the District can establish, collect and increase or decrease fees, tolls, rates or charges for the use of property of a regional transit system financed, constructed, operated or maintained by the district, except that fees, tolls, rates or charges imposed for the use of a regional transit system shall be fixed and adjusted to pay for bonds issued by the district. Upon a request by resolution of the Board of Directors, a majority of the members of the governing body of each county that is within the District can initiate an excise tax at the rate specified in the resolution (but not to exceed one-half percent of the gross receipts of any person engaging in business in the district for the privilege of engaging in business).

The voters in each participating district can then vote on the question of adopting the proposed tax. If a majority of the voters in the district voting on the question approves the ordinance imposing the county regional transit gross receipts tax, the ordinance shall become effective in accordance with the provisions of the County Local

Option Gross Receipts Taxes Act. Currently, the NCRTD receives tax revenue from all four participating counties and the transit Gross Receipts Tax (GRT) rate is 1/8 of 1% sales tax.

NCRTD Board Membership

The NCRTD Board is composed of at least one director from each governmental unit that is a member of the district. Each director is an elected official or their designee. A governmental unit cannot have a majority of membership on the board, unless there are three or fewer participating governmental units in the district. Directors cannot serve a term longer than four years unless re-appointed by their Member governing body.

NCRTD Board Membership Voting Strength

Given the range of population concentrations in the service area, a voting strength system was used to develop a more equitable board membership. In this arrangement, there is a more balanced approach to addressing transit needs between the rural and more populated areas in the service area. The NCRTD mechanism for ensuring an equitable representation on the board was developed with the use of Census data and consideration of population thresholds. Voting units are awarded in the following manner: All members receive one (1) vote by virtue of being a member. Members receive additional votes in the following way: one (1) vote for population between 5,000 and 9,999; an additional vote for populations between 10,000 and 19,999; an additional vote for populations between 20,000 and 39,999; an additional vote for populations between 40,000 and 79,999; and an additional vote for populations equal to or greater than 80,000.

With each new participant, the board members must update and adopt a new intergovernmental agreement to reflect the new board composition of the board and a recalibrated voting strength. With the addition of the Nambé Pueblo there are now 31 total voting units. A simple majority is now defined as 16 voting units, and a two-thirds vote as 21 voting units.

Table 2-1 provides a voting strength analysis as approved by the NCRTD Board of Directors on March 1, 2013:

Table 2-1: NCRTD Voting Units

Member	Total Voting Units
Espanola City	3
Los Alamos County	3
Taos County	4
Pojoaque Pueblo	1
Rio Arriba County	4
San Ildefonso Pueblo	1
Ohkay Owingeh Pueblo	1
Santa Clara Pueblo	1
Santa Fe City	5
Santa Fe County	5
Tesuque Pueblo	1
Edgewood	1
Nambé Pueblo	1
Total Voting Units	31

Source: NCRTD Resolution 2103-03

Gross Receipts Tax

The NCRTD derives revenue from the Regional Transit Gross Receipts Transit Tax (RT GRT), operating and capital assistance (federal and state funds), passenger fares, contractual reimbursements or contributions, interest income, and other miscellaneous sources of revenue. Revenues from the RT GRT are carefully tracked and are to be used to expand regional public transit in the four-county area. The Board has adopted several criteria that will be used to assess and determine whether a proposed route is eligible for funding with RT GRT. One of these criteria includes an annual review of service plans within the region.

In addition, the RT GRT allocation also sponsors regional services not directly operated by the NCRTD in the City of Santa Fe, Los Alamos County and Rail Runner. There is an annual allocation dedicated to each, and the remainder used to sponsor the NCRTD services. Table 2-2 presents the allocation proportions:

Table 2-2: Regional Transit District Gross Receipts Transit (GRT) Tax Allocation

Entity	% Total FY Projected Transit GRT Revenue
City of Santa Fe	14%
Los Alamos County	20%
Rail Runner	26%
NCRTD (Santa Fe, Rio Arriba, and Taos Counties)	40%

This is the allocation as adopted, however, the financial policies also includes a contingency in the event of GRT Revenues lower than expected. In the event of a shortfall, the NCRTD will first make adjustments to the allocation amounts (excluding Rail Runner). If the situation persists, the Board may access operative reserve funds.

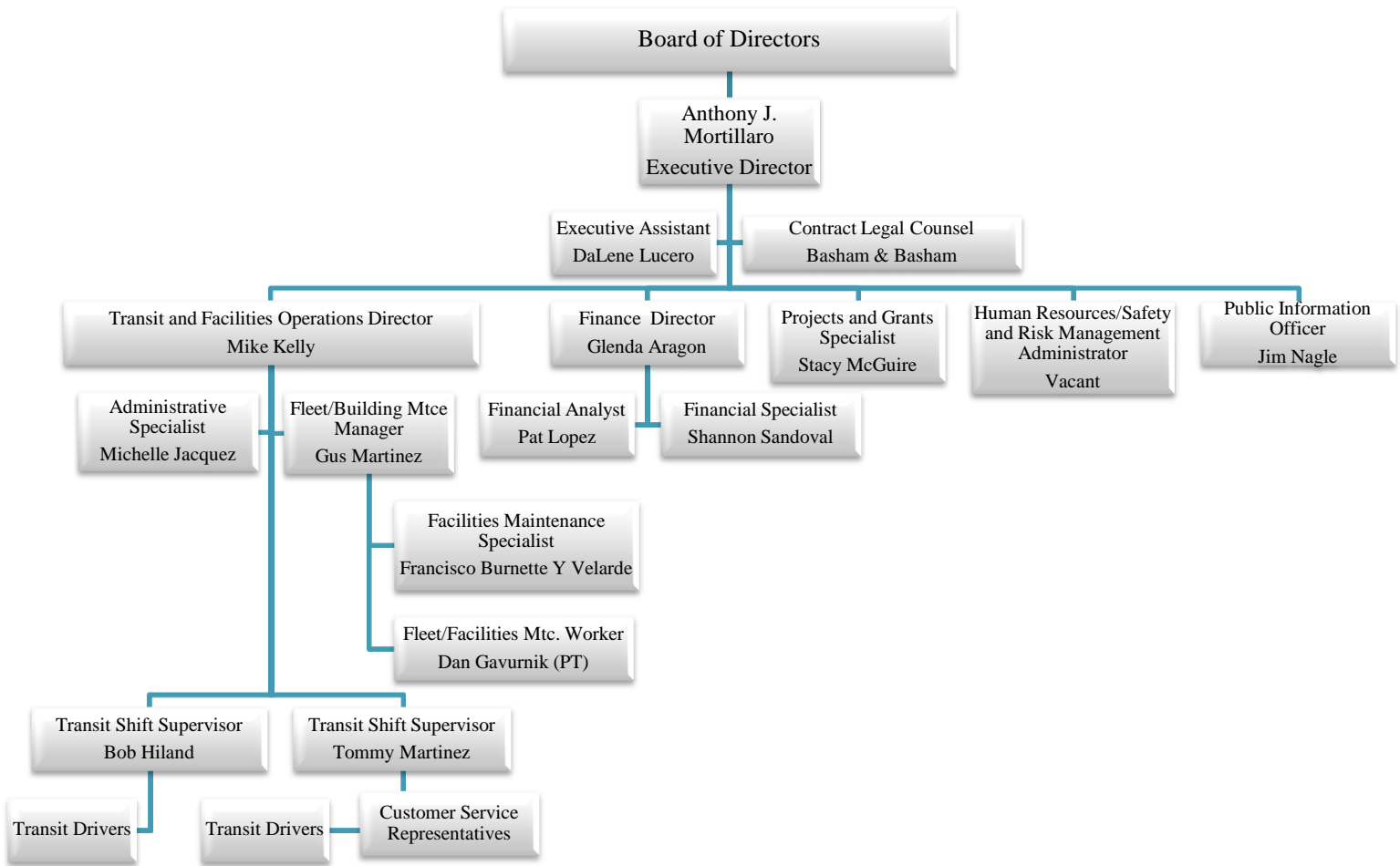
Organizational Structure

The administrative and operations staff for RTD includes the following key positions:

- Executive Director
- Transit Operations and Maintenance Manager
- Financial Manager
- Projects and Grants Specialist
- Human Resources/Safety/Risk Administrator
- Public Information Officer

An overall organizational structure for NCRTD is provided in Figure 2-1:

Figure 2-1 NCRTD Organizational Chart



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 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 2-3.

Table 2-3: 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 Nambé	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)	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. (3a.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.
Penasco 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 Espanola	12,169	77,204	2,478	92	5:15 a.m. to 7:20 p.m. (3 round trips)	3 hr.
Espanola to Santa Fe	24,170	39,172	2,268	86	7:00 a.m. to 4:00 p.m. (3 round trips)	3 hr.
Espanola 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.
Espanola to Chimayo	5,873	35,532	2,016	19	8:00 a.m. to 6:00 p.m. (Continuous)	1 hr.
Espanola 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 Espanola	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*
Peublo/Local/Regional Hybird						
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.
System Total	90,594	556,017	21,949			

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 Espanola. These demand response services are summarized in Table 2-4.

Table 2-4: NCRTD Demand Response Information: FY2011 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. 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 Espanola. 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) described earlier. In FY2012 over \$7 million was provided through the GRT, nearly 70 percent of the NCRTD revenues.

Table 2-5 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 2-5: Revenues

	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to 4/15/13	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 facility for buses. Table 2-6 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.

Administrative, Operating, and Other Expenses

Administrative, operating, and other expenses incurred by NCRTD are provided in Table 2-7 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 2-7 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 2-6: Capital Expenses

	FY11 Actual	FY12 Actual	FY13 Budgeted	FY13 Actual to 4/15/13	FY14 Budget Request
Furniture & Equipment under 5K Capital Expenses		\$0	\$0	\$2,168	
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

Table 2-7: Administration, Operations, and Other Expenses

<u>ADMINISTRATION</u>	FY11	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to 3/29/13	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	FY12	FY13	FY13	FY14 Budget
	Actual	Actual	Budgeted	Actual to 3/29/13	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 3/29/13	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 Administration 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 3/29/13	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 3/29/13	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 3/29/13	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

Systemwide Performance Review

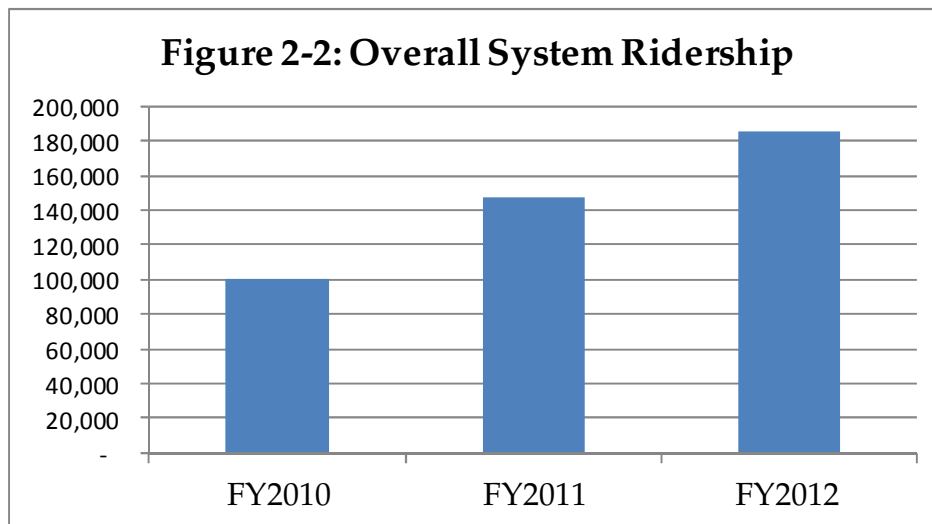
The performance review begins by looking at operating data for the overall NCRTD system. This data includes ridership (one-way passenger trips), vehicle miles, vehicle hours, and operating expenses. From this data the following performance indicators can be determined:

- Cost per Passenger Trip
- Cost per Mile
- Cost per Hour
- Passenger Trips per Mile
- 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 2-2, 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, a more modest ridership increase of about four percent is expected systemwide between FY2012 and FY2013.

Operating Performance

Table 2-8 summarizes systemwide 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 2-8 Systemwide Data and Performance Measures: FY2011 FY 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 systemwide review is helpful, it is critical to review individual routes and assess their performance. Table 2-9 provides this assessment.

Table 2-9: 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 Nambé	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
Penasco to Taos	4.31	0.20	21.75
Taos to Espanola	4.91	0.16	31.16
Espanola to Santa Fe	10.66	0.62	17.27
Espanola to Los Alamos to Pojoaque	1.31	0.04	33.50
Espanola to Chimayo	2.91	0.17	17.63
Espanola to El Rito - Ojo Caliente	1.83	0.06	31.89
Chimayo to Las Trampas	1.02	0.04	24.00
Chama to Espanola	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 2-9 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 Table 2-10. 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 ½ mile and ¾ mile – This illustrates the service area for those persons walking to a stop.

Table 2-10: NCRTD Basic Diagnostic Measures: FY2011-2012

Year	One-Way Trips Per Capita	Revenue Miles per Hour	Preventable Accidents per 100k Miles
FY 2012 NCRTD	1.75	22.35	0.5
FY 2011 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 significantly in FY2012 (1.75) from 1.14 trips

per capita in FY2011 (54% increase). This means that a greater proportion of all trips in the NCRTD study area are being taken by the NCRTD.

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 2-3). This map indicates that much of the core of Espanola service area within ½ mile of a route is covered. Areas outside of Espanola 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 2-4) 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 2-11. 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 2-3: NCRTD Service 0.5 Mile Buffer

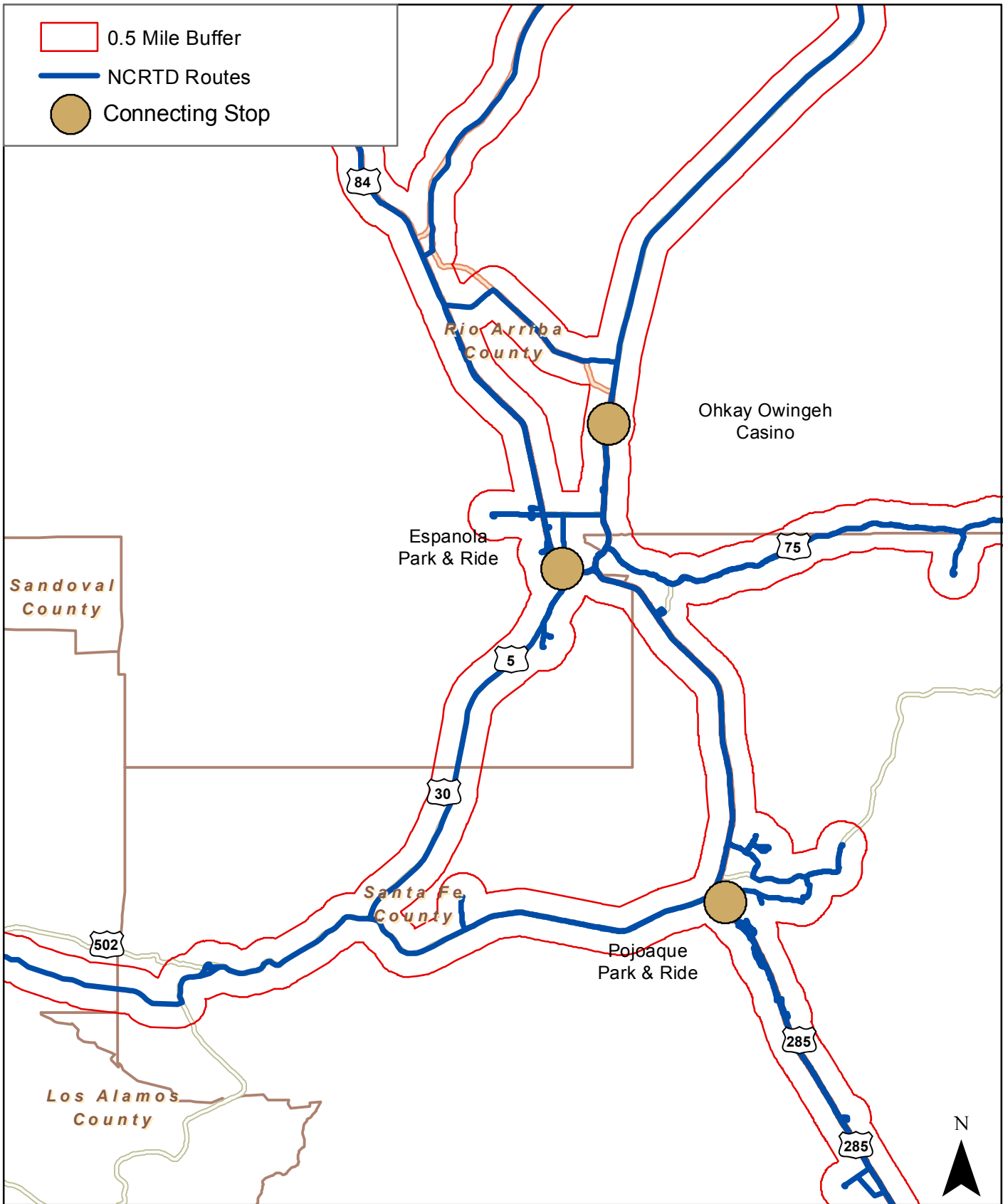




Figure 2-4: NCRTD Service 0.75 Mile Buffer

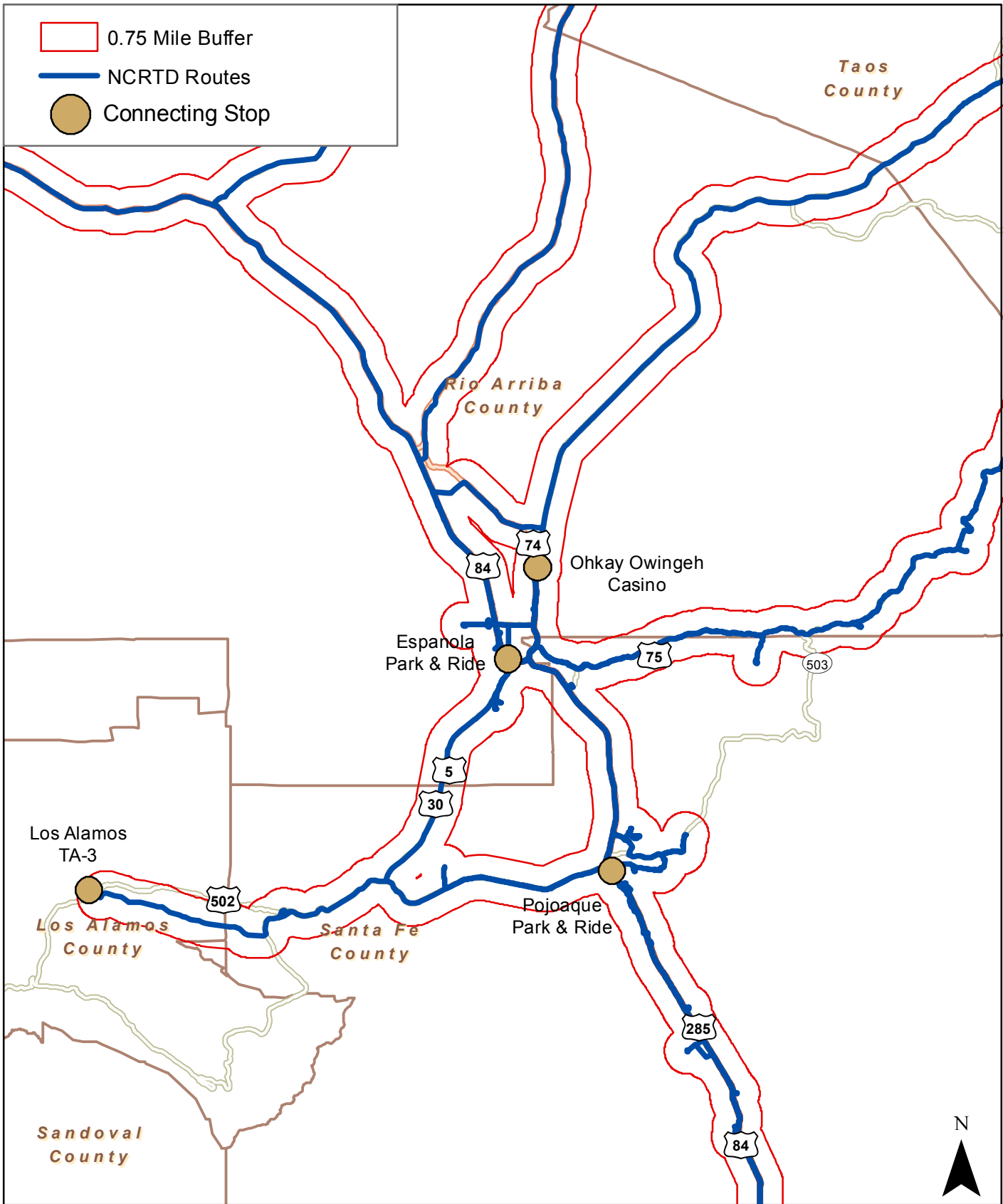


Table 2-11: Vehicle Inventory (As of 10/29/12)

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 Espanola. This marked the first time the District's divisions began operating under one roof¹. The 12,500 square foot facility houses administrative staff, operations, and light 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 Espanola that serves as the connecting point for many NCRTD routes is overcrowded.

Summary of Existing Services

The NCRTD services consists of twelve regional routes, three pueblo feeder routes, four local routes and one pueblo/local/regional hybrid route. The highest levels of service are in Espanola and along the Highway 84 corridor between Espanola and Santa Fe. A total of six routes 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.

ROUTE PROFILES

One of the key elements to the Transit Service Update is the review of the current route structure. In this section, each route was analyzed for:

¹ NCRTD 2012 Annual Report

- Basic route description, data, and map,
- Bus stop usage,
- Current operating data and performance measures,
- Connections and shared stops with other NCRTD routes and other transit services in the region (shared stops are detailed in a later section of this technical memorandum),
- Duplication/competition with other routes (A summary of the duplication with other NCRTD routes is provided in a later section),
- Facility issues,
- ADA/accessibility considerations and issues,
- Overall strengths and weaknesses based on on-site and other observations when riding the routes and conducting discussions with NCRTD staff and customers.



Route Profile: Pojoaque to Nambé

Ridership:

FY11: 3,913
FY12: 3,167
Decreased
19.06%

Vehicle Miles:

FY11: 25,834
FY12: 31,048

Vehicle Hours:

FY11: 2,016
FY12: 2,016

Cost Per

Passenger:

FY11: \$34.16
FY12: \$44.86

Passenger Trips Per Mile:

FY11: 0.15
FY12: 0.10

Passenger Trips Per Hour:

FY11: 1.94
FY12: 1.57

Description:

The Pojoaque to Nambé Route connects the Pueblo of Nambé to the commercial district along US 285 in Pojoaque with stops at the Pojoaque Community Center, the Nambé Sacred Heart Church, and the Pojoaque Park and Ride. There are four daily trips to Pojoaque and two daily trips to Nambé operating on a morning and evening commuter schedule; the commutes are sequenced to Pojoaque/to Nambé/to Pojoaque. Morning service runs from 7:00 a.m. to 10:15 a.m. and afternoon service runs from 2:00 p.m. to 5:06 p.m.

A map of the route is located in Figure 2-5.

Connections/Transfers:

- The current published schedule does not note any connections or transfers. However, at the Pojoaque Park & Ride, at the Cities of Gold Casino, transfers can be made to other routes that serve this location:
 - Espanola to Los Alamos to Pojoaque
 - Espanola to Santa Fe
 - San Ildefonso
 - Tesuque to Santa Fe
- Provides non-timed transfers to RTD's San Ildefonso Route at the Pojoaque Supermarket.
 - 7:32 a.m. Stop (7:40 a.m. Inbound)
 - 8:40 a.m. Stop (8:40 a.m. Inbound)
 - 4:35 p.m. Stop (4:40 p.m. Inbound)

Duplication:

- The Pojoaque to Nambé Route does not duplicate.

Facility Issues:

- Bus stops are located on dead end cross streets that force the driver to make "U"-turns in the middle of the road or back up in a private driveway to turn the vehicle back onto the main road.



Route Profile: Pojoaque to Nambé

Facility Issues (cont.):

- The majority of stops along the route are lacking shelters and benches among other amenities.

ADA Issues

This route is required to have ADA type service.

Observations/Comments:

- Passengers indicated that more stops are needed throughout the pueblo.
- Some bus stops are in odd places that are not convenient for riders or the bus to reach.
- Driver reported that radios routinely do not work which leads to missed connections and overall poor communication.
- Poorly scheduled time points between some stops.

Strengths/Weaknesses:

- Current route significantly meanders through Pojoaque and the Nambé Pueblo. This leads some passengers to ride nearly the entire route even if their destination is relatively close to their origin because the service meanders and is indirect.

Upcoming Route Changes:

- NCRTD Board approved to incorporate an approximately three mile loop through the center of the Nambé Pueblo into each of the route's trips. As a result, the Pojoaque to Nambé Route will now stop at the Bayay Poe Governor's Office. Route changes are depicted in Appendix A (Figure 2-5A).

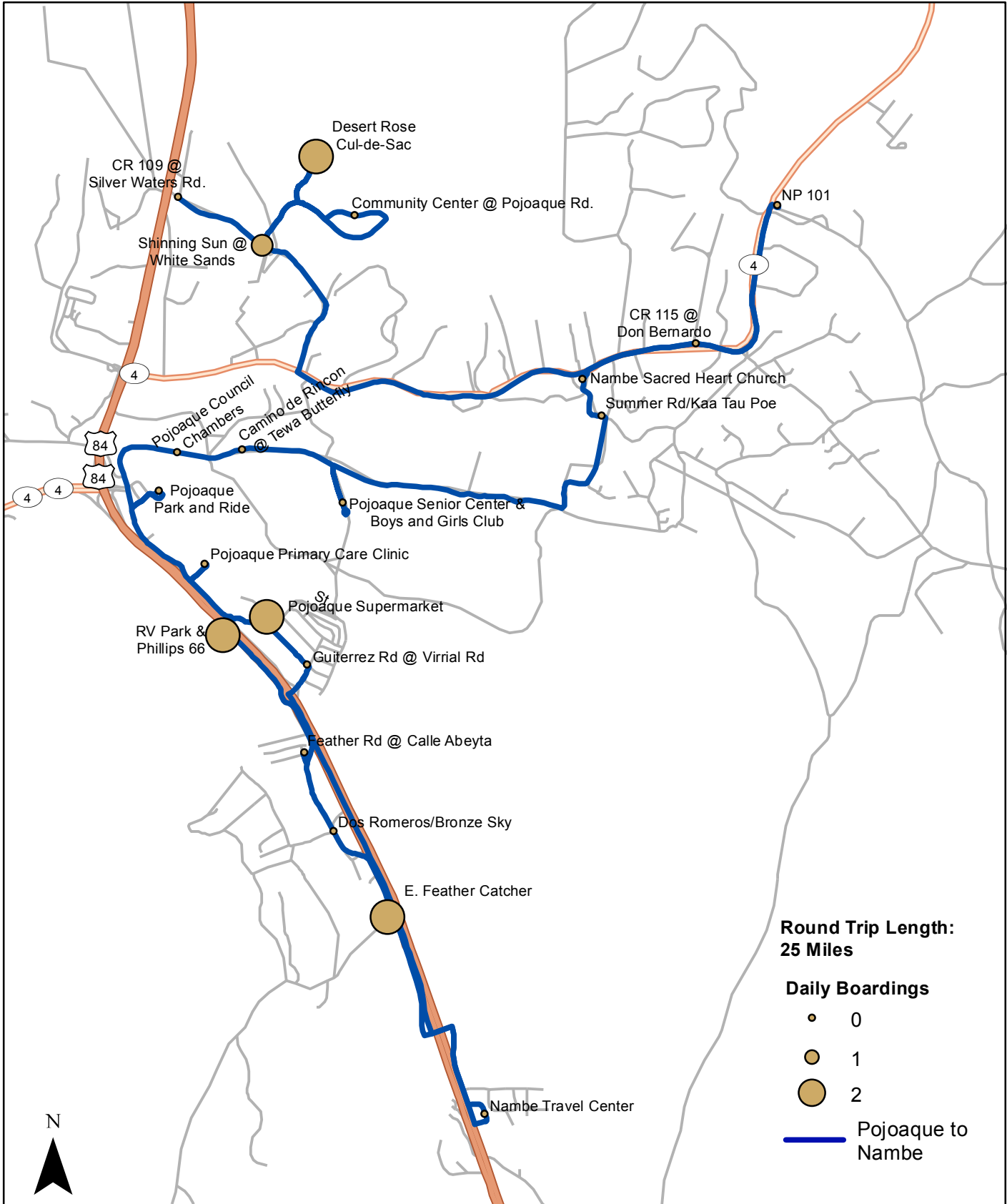
Bus Stop Usage:

Figure 2-5 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Desert Rose Cul-de-Sac
 - Pojoaque Supermarket
 - RV Park and Phillips 66
 - E. feather Catcher
- Low ridership bus stops include:
 - Nambé Sacred Heart Church
 - CR 109 @ Silver Waters Rd.



Figure 2-5 Route Map: Pojoaque to Nambe





Route Profile: San Ildefonso

Ridership:

FY11: 1,883
FY12: 3,399
Increased
80.51%

Vehicle Miles:

FY11: 10,080
FY12: 22,980

Vehicle

Hours:

FY11: 1,008
FY12: 1,008

Cost Per

Passenger:

FY11: \$49.90
FY12: \$31.07

Passenger

Trips Per

Mile:

FY11: 0.19
FY12: 0.15

Passenger

Trips Per

Hour:

FY11: 1.87
FY12: 3.37

Description:

The San Ildefonso Route connects the Visitors Center of the San Ildefonso Pueblo to the commercial strip along US 285 in Pojoaque via NM 502. Stops in Pojoaque include the Park and Ride Lot at the Cities of Gold Casino and Hotel, the Pojoaque Supermarket and the Pojoaque Phillips 66 Gas Station. There are four outbound and four inbound trips daily, two operate in the morning (7:00 a.m. to 9:00 a.m.) and two in the evening (4:00 p.m. to 6:00 p.m.).

A map of the route is located in Figure 2-6.

Connections/Transfers:

- Provides connections to New Mexico DOT Park & Ride Motor Coaches at the Cities of Gold Casino and Hotel
 - 8:15 a.m. (Red Route at 8:17 a.m. and Blue Route at 8:19 a.m.)
 - 8:45 a.m. (Red Route at 9:02 a.m. and Blue Route at 9:29 a.m., *both routes southbound only*)
 - 4:15 p.m. (Blue Route at 4:27 p.m. and Red Route at 5:12 p.m.)
 - 4:45 p.m. (Blue Route at 4:55 p.m. and Red Route at 5:28 p.m.)
- Provides transfers to North Central Regional Transit District routes at the Cities of Gold Casino and Hotel
 - 7:15 a.m. (Pojoaque to Nambé Route at 7:26 a.m.).
 - 5:45 p.m. (Santa Fe to Tesuque Route at 5:50 p.m. *only provides service to Espanola Park & Ride*).

Duplication:

- The San Ildefonso Route operates as a feeder and local circulator along the same portion of NM 502 that is used by the Espanola to Los Alamos to Pojoaque Route; both routes serve the Pojoaque Park & Ride. Additionally, the Pojoaque to Nambé Route serves the three stops in Pojoaque that the San Ildefonso Route covers.

Facility Issues:

- None noted, as most stops have shelters and benches.



Route Profile: San Ildefonso

ADA/Accessibility Considerations

This commuter route is ADA compliant.

Observations/Comments:

- The San Ildefonso Pueblo's local transit service, Po-Who-Ge-Oweenge, provides most of the trips for seniors that reside in the Pueblo. According to the visitor center's staff, the RTD bus will occasionally pick-up passengers further into the Pueblo when it is requested.
- Many riders face a long walk to access the bus at the visitor's center.
- Ridership was minimal during the 4:00p.m. run.
- Driver reports approximately eight to nine unique passengers daily; typically repeat customers.
- Riders commented that a pair of stops (inbound and outbound) are needed near El Rancho, along NM 502, to serve housing that is located in that immediate area.
- At the Pojoaque Park and Ride, the driver indicated that connections are often missed as drivers adhere to time points; it was also noted that very few riders utilize the connection in part due to the poor connections.

Strengths/Weaknesses:

- Ridership has increased by 80% from FY11 to FY12.
- There needs to be more stops in the Pueblo in order for people to access the service.

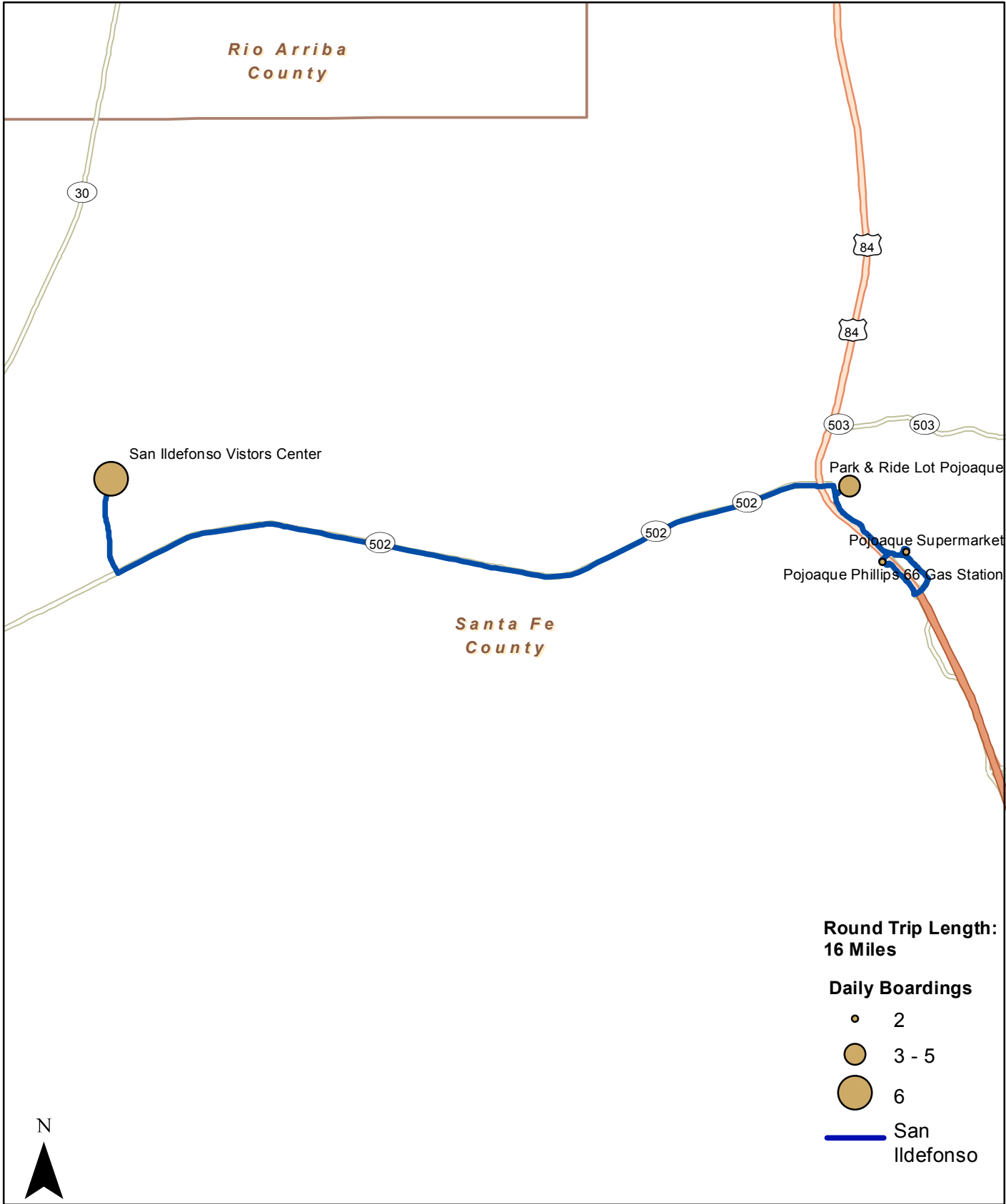
Bus Stop Usage:

Figure 2-6 depicts a sample of daily boardings.

- High ridership bus stops include:
 - San Ildefonso Visitors Center
- Low ridership bus stops include:
 - Pojoaque Supermarket
 - Phillips 66 Gas Station



Figure 2-6 Route Map: San Ildefonso





Route Profile: Riverside

Ridership:

FY11: 38,445
FY12: 40,508
Increased
5.3%

Revenue Miles:

FY11: 38,445
FY12: 46,620

Revenue Hours:

FY11: 4,057
FY12: 5,292

Cost Per Passenger:

FY11: \$8.19
FY12: \$6.24

Passenger Trips Per Mile:

FY11: .63
FY12: .87

Passenger Trips Per Hour:

FY11: 6.00
FY12: 7.65

Description:

The Riverside Route serves the eastern section of Espanola, operating between the Ohkay Owingeh Casino to the north and the Dreamcatcher Theater to the south. The Riverside Route operates between 6:00 a.m. and 7:00 p.m., Monday through Friday. The route provides bi-directional service along the corridor, with northbound and southbound runs operating on 60 minute headway.

A map of the route is located in Figure 2-7.

Connections/Transfers:

- At the Espanola Park & Ride transfers can be made to other routes that serve this location. However, the majority of these connections are not timed and on-site observations indicated buses leaving just as regional services were entering the Park & Ride lot.

Duplication:

- The Riverside Route does not duplicate.

Facility Issues:

- Between parked vehicles and multiple providers and buses, the Espanola Park and Ride lot is crowded.

ADA/Accessibility Considerations

This route requires ADA complementary service currently provided through Espanola area ADA paratransit.

Observations/Comments:

- This local fixed route service has a timing point at every stop, which should be corrected as it is inappropriate in a local fixed route service.



Route Profile: Riverside

Strengths/Weaknesses:

All bus stops are timing points making the buses wait unnecessary.

Bus goes about 1 mile to Dreamcatcher and rarely used.

Upcoming Changes

NCRTD Board approved 4 daily trips to the library within Ohkay Owingeh Pueblo consisting of a morning trip, two midday trips and an evening trip. Route changes are depicted in Appendix A (Figure 2-7A).

Bus Stop Usage:

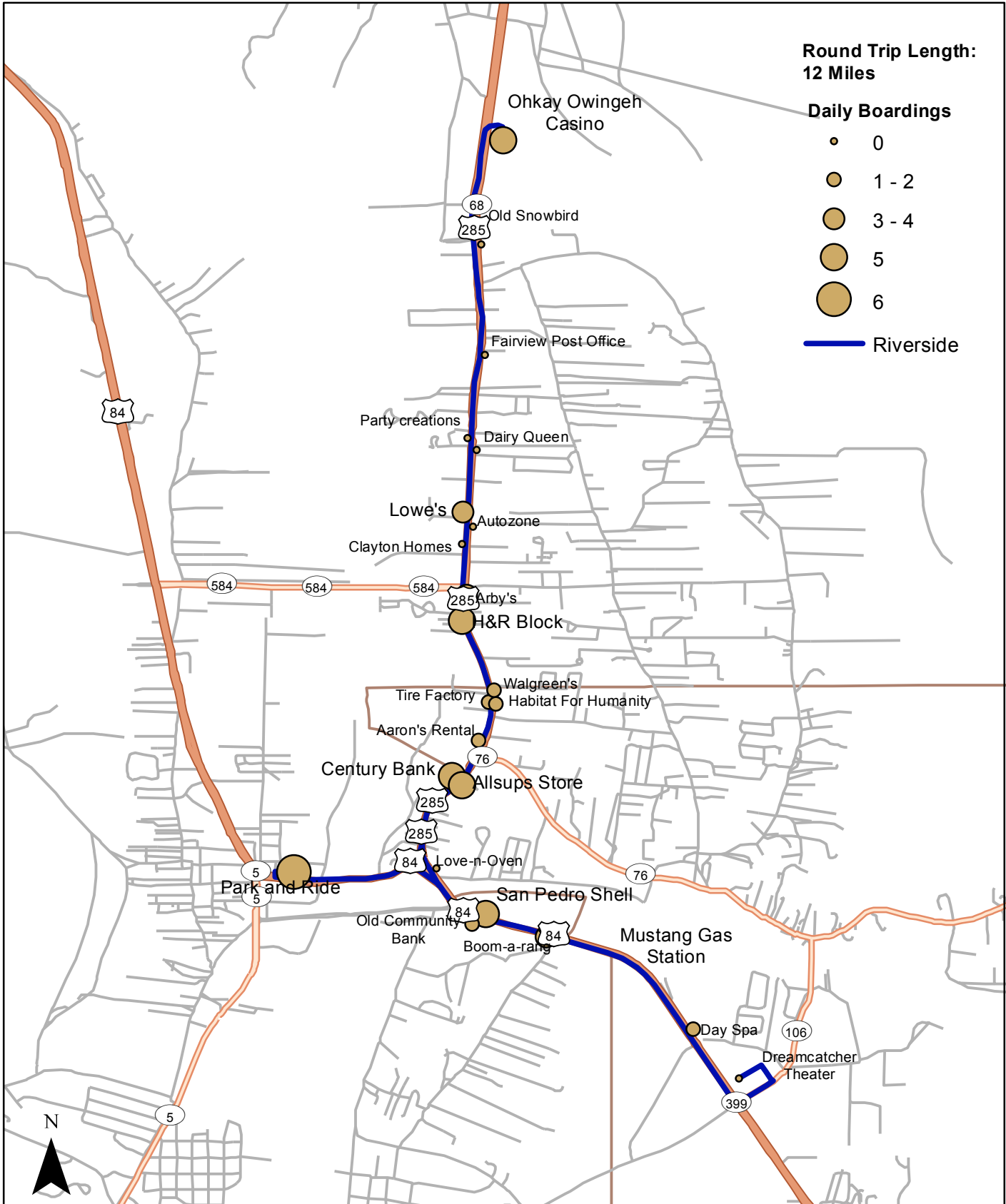
Figure 2-7 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Espanola Park and Ride
 - Ohkay Owingeh Casino
 - Lowe's
 - H&R Block
 - Allsup's Store
 - Century Bank

- Low ridership stops include:
 - Clayton Homes
 - Dreamcatcher Theater



Figure 2-7 Route Map: Riverside





Route Profile: Westside Espanola

Ridership:

FY11: 9,828
FY12: 13,062
Increased
32.91%

Vehicle Miles:

FY11: 38,016
FY12: 40,845

Vehicle Hours:

FY11: 3,276
FY12: 3,276

Cost Per

Passenger:

FY11: \$18.01
FY12: \$14.35

Passenger Trips Per Mile:

FY11: 0.26
FY12: 0.32

Passenger Trips Per Hour:

FY11: 3.00
FY12: 3.99

Description:

The Westside Espanola Route serves the west side of Espanola, as divided by the Rio Grande River. This is the most ineffective route in the entire system. The route serves the Northern New Mexico College, Espanola Hospital, the industrial park and the Espanola Park & Ride. The route is circular in design, operating two distinct loops, back-to-back, that intersect one another. Service runs on one hour headways from 6:00 a.m. to 6:58 p.m. every weekday.

A map of the route is located in Figure 2-8.

Connections/Transfers:

- Connections and transfers are not shown on the route's schedule; however, the Espanola Park & Ride serves as the hub for RTD's service in Espanola and the New Mexico Park & Ride's Motor Coaches also utilize the stop.
- Provides connections at the Espanola Park & Ride to Los Alamos, Pojoaque and Santa Fe via the New Mexico Park & Ride Motor Coaches.
 - Green Route - Los Alamos: service is offered between 5:12 a.m. and 8:52 a.m. during the morning commute and 2:30 p.m. to 6:10 p.m. during the evening commute.
 - Red Route - Pojoaque and Santa Fe: service is offered between 5:52 a.m. and 8:45 a.m. during the morning commute and 5:27 p.m. to 6:47 p.m. during the evening commute.



Route Profile: Westside Espanola

Connections/Transfers continued:

- Provides transfers at the Espanola Park & Ride to RTD's Espanola Transit District Routes.
 - Espanola to Los Alamos to Pojoaque
 - Espanola to Santa Fe
 - Riverside
 - Santa Clara
 - Taos to Espanola
 - Chama to Espanola
 - Chimayo to Las Trampas
 - Espanola to Chimayo
 - Espanola to El Rito - Ojo Caliente
 - Tesuque to Santa Fe

Duplication:

- The Westside Espanola has no duplication.

Facility Issues:

- None noted as most stops have shelters or benches.

ADA Issues:

- This route will be required to provide ADA complementary paratransit or flex route service.

Observations/Comments:

- Ridership was light during the 10:00 a.m. run; four passengers onboard during the hour.
- The most active stops were the YMCA on Vietnam Veterans Road and the Espanola Park & Ride.



Route Profile: Westside Espanola

Strengths/Weaknesses:

- This is a confusing, muddled route that serves no real purpose. The meandering indirect nature of this route suppresses ridership to the point that this route has a fraction of the productivity of its paired Riverside Route.
- This local fixed route service has a timing point at every stop, which should be corrected as it is inappropriate in a local fixed route service.
- The Westside Espanola Route is designed with two distinct loops; the terminus of each loop is the Espanola Park & Ride. This can lead to confusion as to where the bus is headed when a passenger boards at the Park & Ride. During the 10:00 a.m. run one passenger boarded at the Park & Ride and was dumbfounded when the bus began traveling in the opposite direction that the passenger needed to go.
- The route has excess time built into its schedule. The vehicle was 11 minutes late pulling out of the Park & Ride due to a delay in a shift change. By the end of the one hour run the vehicle was back on schedule. It was also observed on another occasion to make multiple 5 minute layovers and meander off route.

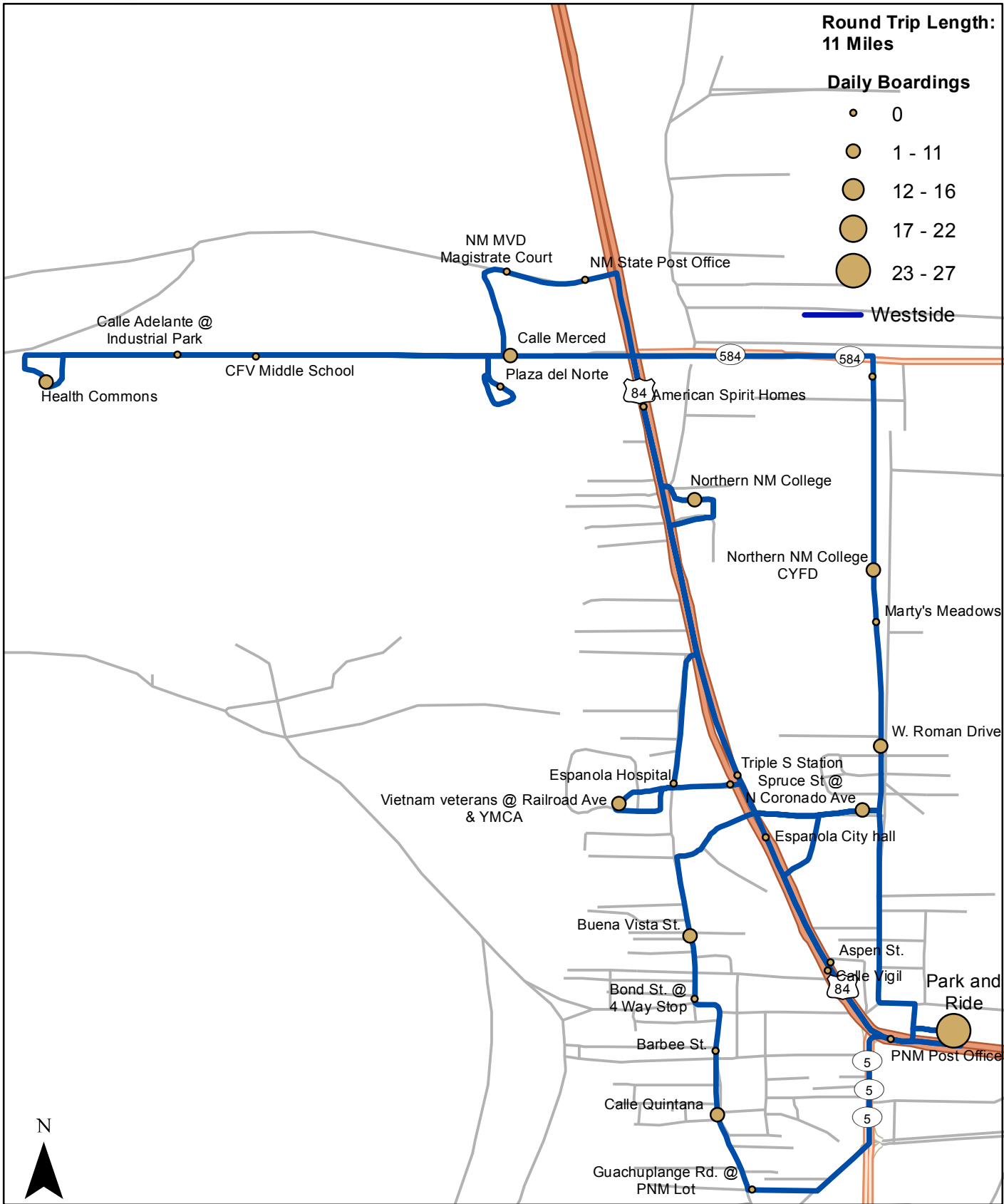
Bus Stop Usage:

Figure 2-8 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Park and Ride
- Low ridership bus stops include:
 - Calle Adelante @ Industrial Park
 - NM MVD Magistrate Court
 - NM State Post Office
 - Marty's Meadows
 - Barbee St.



Figure 2-8 Route Map: Westside





Route Profile: UNM Taos Klauer

Ridership:

FY11: 3,446

FY12: 3,197

Decreased

7.23%

Vehicle**Miles:**

FY11: 17,848

FY12: 17,640

Vehicle**Hours:**

FY11: 2,008

FY12: 2,016

Cost Per**Passenger:**

FY11: \$37.01

FY12: \$41.32

Passenger**Trips Per****Mile:**

FY11: 0.19

FY12: 0.18

Passenger**Trips Per****Hour:**

FY11: 1.72

FY12: 1.59

Description:

The UNM Taos Klauer Campus Route connects the University of New Mexico's Taos Klauer Campus with stops at the Ranchos de Taos Post Office, the Taos County Administration Building and the Guadalupe Parking Lot. There are seven inbound and seven outbound trips daily operating from 8:15 a.m. to 6:30 p.m.; with the exception of Friday when service only operates from 8:15 a.m. to 12:00 p.m. with continuous runs during that period.

A map of the route is located in Figure 2-9.

Connections/Transfers:

- The current published schedule does not note any connections or transfers. However, connections and transfers are possible at the following locations.
- Connections to the Town of Taos' Chile Line at the Taos County Administration Building. All timed stops, with the exception of the 5:48 p.m. stop, allow easy connections to the Chile Line.
- Connections to the Town of Taos' Chile Line at the Ranchos de Taos Post Office. All timed stops, with the exception of the 5:30 p.m. stop, allow easy connections to the Chile Line.
- Provides non-timed transfers at the Taos County Administration Building to the following RTD Routes:
 - Questa to Taos
 - Penasco to Taos
 - Taos to Espanola

Duplication:

- The UNM-Taos Klauer Campus Route duplicates the Chile Line except for the last 1.5 miles of the route. This route is one of the worst offenders' in duplicating the Chile line.



Route Profile: UNM Taos Klauer

Facility Issues:

- The shelter at the bus stop on the UNM-Taos Klauer Campus is oriented away from the bus so it cannot deploy the lift at the stop.
- The bus stop at the Guadalupe Parking Lot belongs to the Town of Taos's Chile Line, it is marked Taos's Express and also has an RTD bus stop sign. The driver informed me that RTD is not allowed to stop at the shelter due to disagreements with the Chile Line.

ADA/Accessibility Considerations

- ADA service is available within the Chile Line service area, but the last mile and one half including campus is not covered by ADA service. This route can meet ADA by ensuring that passengers can transfer from Chile Line's ADA service to this route and back.

Observations/Comments:

- Route experienced zero activity during the two runs that were observed. Driver attributed the slump to the break during spring and summer semesters.
- Driver noted that ridership has increased over the past semester as word of mouth spreads through the campus.
- UNM students have been asking for new stops at the Taos Spa and Sports Club and the Holy Cross Hospital for physical education and nursing courses that are taught in those locations.
- Driver reported that radios do not function properly resulting in missed connections and poor communication overall.
- Students would like longer service hours in the evenings.
- Driver indicated that a planned campus expansion will include a new bus stop that will include a shelter.

Strengths/Weaknesses:

- Ridership has decreased by seven percent over the past year; the run that was observed did not see a single passenger.
- The duplication with Chile Line.

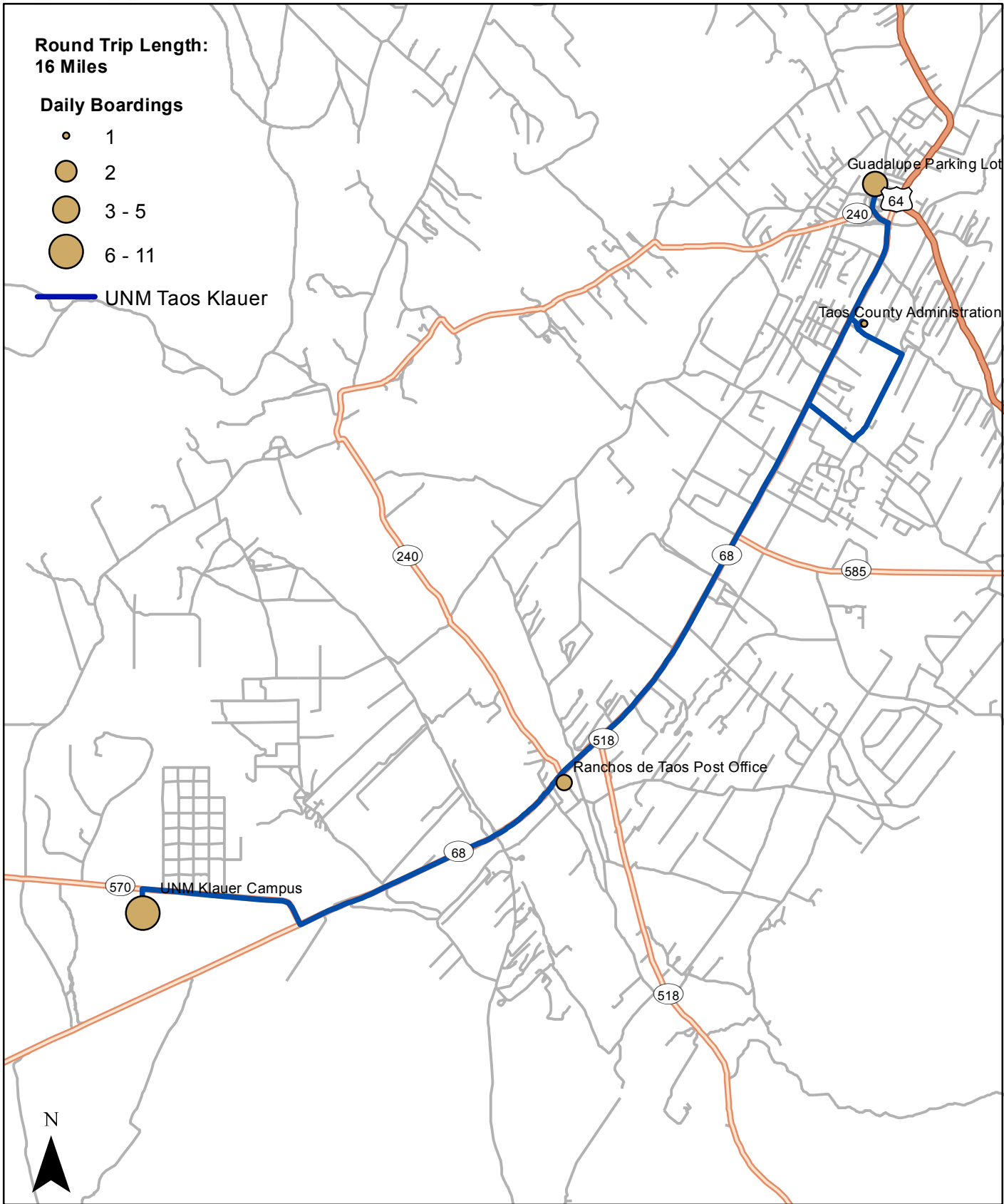
Bus Stop Usage:

Figure 2-9 depicts a sample of daily boardings.

- This route has low ridership. The Campus stop accounts for the most activity.



Figure 2-9 Route Map: UNM Taos Klauer





Route Profile: NM 599

Ridership:

FY11: 4,580
FY12: 6,852
Increased
49.61%

Vehicle Miles:

FY11: 17,289
FY12: 25,956

Vehicle Hours:

FY11: 504
FY12: 590

Cost Per Passenger:

FY11: \$18.51
FY12: \$13.89

Passenger Trips Per Mile:

FY11: 0.26
FY12: 0.26

Passenger Trips Per Hour:

FY11: 9.08
FY12: 11.61

Description:

The NM 599 route is a transit route with a very specific purpose; to take commuters from the Rail Runner 599 station and connect them to Federal, State and County employment locations. The route has three morning outbound connections with the Rail Runner at 5:48am, 6:20 a.m. and 7:23 a.m. There is one afternoon inbound connection at the 599 station at 4:34 p.m. Based on the boarding counts each day there are one to three passengers that do not use NCRTD services to return in the afternoon.

A map of the route is located in Figure 2-10.

Connections/Transfers:

- Connects with the northbound Rail Runner at 5:48 a.m., 6:20 a.m. and 7:23 a.m. Connects with the southbound Rail Runner at 4:34 p.m. All connections are at the NM 599 station in south Santa Fe.

Duplication:

- This route is not duplicative of any other transit services.

Facility Issues:

- Most stops are unmarked but in highly secure governmental locations.

ADA/Accessibility Considerations:

This commuter route does not require ADA paratransit service.



Route Profile: NM 599

Observations/Comments:

- This route serves a Homeland Security site, a Federal and State prison and the County Jail. Passengers will have their ID checked when riding the route and there is a sizable police presence on this route. The route passes through many security checkpoints.

Strengths/Weaknesses:

- A specific route with a specific purpose and high productivity at over 11 trips per hour.
- Only one afternoon run which make the route unviable for anybody working past 4:20pm.

Upcoming Changes

NCRTD Board approved to extend service north from the NM 599 Rail Station to Santa Fe Place Mall and south from Santa Fe Corrections to Madrid. The proposed route expansion will incorporate 2 additional morning trips, 2 midday trips and 2 evening trips to the existing schedule. Daily in-service route mileage will increase from approximately 46 miles a day to 135 miles a day. Route changes are depicted in Appendix A (Figure 2-10A).

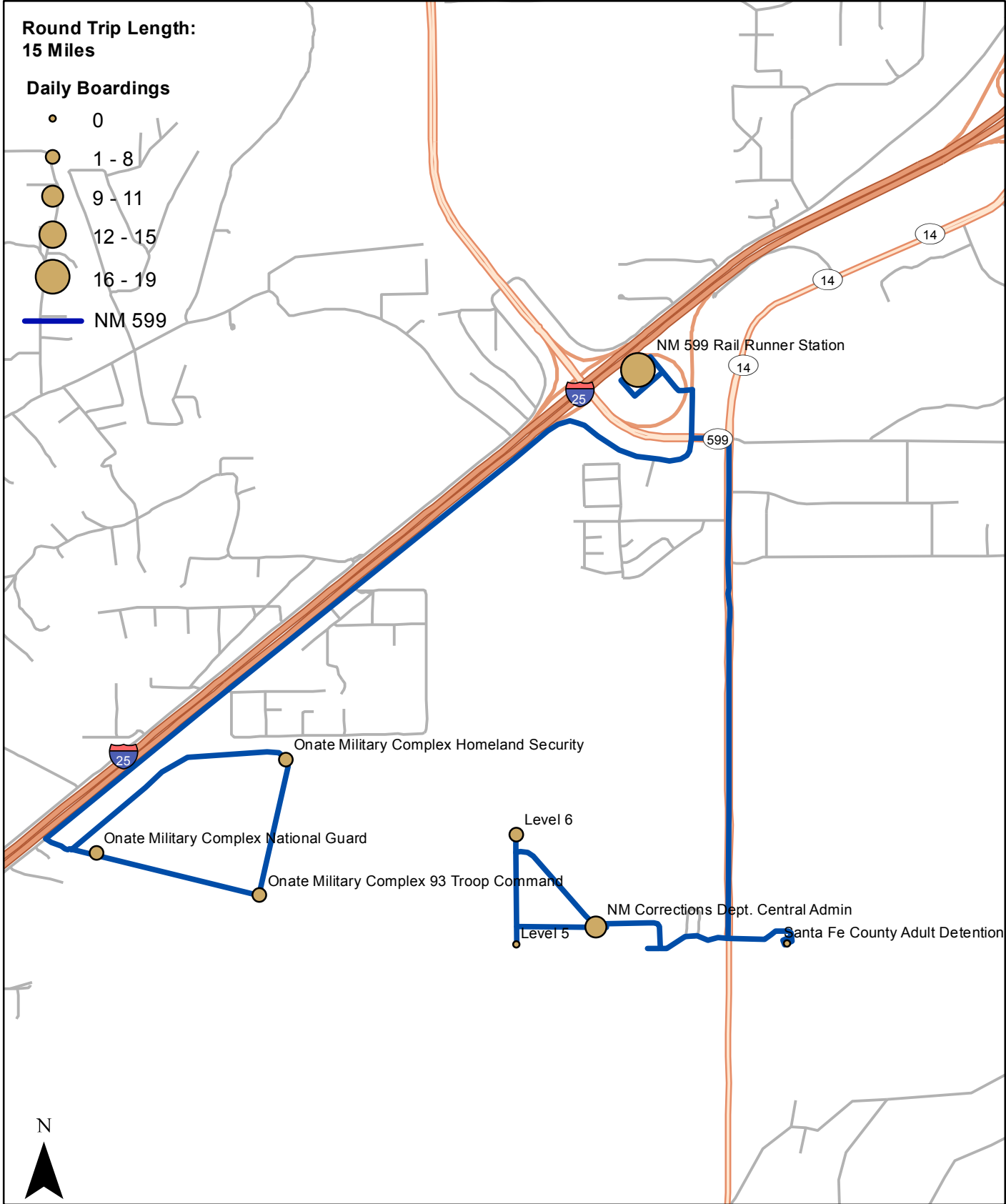
Bus Stop Usage:

Figure 2-10 depicts a sample of daily boardings.

- All bus stops serve specific commuter purposes and are utilized with regularity.



Figure 2-10 Route Map: NM 599





Route Profile: Questa to Taos

Ridership:

FY11: 13,482
FY12: 12,202
Decreased
9.49%

Revenue

Miles:

FY11: 43,968
FY12: 46,872

Revenue

Hours:

FY11: 2,016
FY12: 2,016

Cost Per

Passenger:

FY11: \$10.78
FY12: \$12.61

Passenger

Trips Per

Mile:

FY11: 0.31
FY12: 0.26

Passenger

Trips Per

Hour:

FY11: 6.69
FY12: 6.05

Description:

The Questa to Taos Route connects the Cerro VFW Post to the Taos County Administration Building; making stops along NM 522 at the Questa Chevron, the La Lama Park & Ride, and serving the Wal-Mart in Taos on Wednesdays only. There are three outbound and three inbound trips daily, each operating on one hour and fifty five minute headways. The route operates from 6:35 a.m. to 10:55 a.m. and 4:00 p.m. to 6:20 p.m.

A map of the route is located in Figure 2-11.

Connections/Transfers:

- Provides connections to the Town of Taos' Chile Line at the Taos County Administration Building.
 - 7:30 a.m. (connection published in RTD schedule, however, the Chile Line does not serve this stop until 7:54 a.m.)
 - 7:45 a.m. (7:54 a.m. Northbound Chile Line)
 - 9:55 a.m. (connection from Chile Line only, next Chile Line service is at 10:24 a.m.)
 - 10:00 a.m. (10:24 a.m. Northbound Chile Line)
 - 5:00 p.m. (5:14 p.m. Northbound Chile Line)
 - 5:30 p.m. (connection from Chile Line only, last Chile Line service to this stop is at 5:14 p.m.)
- Provides transfers to RTD's Espanola to Taos Route at the Taos County Administration Building:
 - 7:30 a.m. (7:35 a.m. Penasco to Taos Outbound),(8:15 a.m. Taos to Espanola Outbound)
 - 7:45 a.m. (8:05 a.m. Penasco to Taos Inbound)
 - 5:00 p.m. (5:05 p.m. Penasco to Taos Inbound)

Duplication:

- The Questa to Red River Route does not duplicate.

Facility Issues:

- The bus shelter at the Questa Chevron is not used due to poor placement and the presence of a large slope that makes boarding and alighting difficult for disabled or elderly persons.



Route Profile: Questa to Taos

ADA/Accessibility Considerations

- This route is subject to ADA complementary service requirements with the exception of the first inbound (to Taos) and the last bus outbound. Federal regulations are clear that with the exception of the commuter runs, this service will be required to serve those qualified passengers with service within $\frac{3}{4}$ of a mile on either side of the route. The best way to meet this need/requirement is to provide flex route (deviation) service.

Observations/Comments:

- Driver commented that ridership has decreased with the end of the school year. Typically the bus would transport approximately a dozen grade school students to classes in Taos and provide them with transportation back to Questa.
- Driver reported issues finding an area to park the bus during a time point layover at the Taos County Administration Building.
- Riders would like more frequent service to the Wal-Mart in Taos.

Strengths/Weaknesses:

- Driver reports that riders complain about not having enough time at Wal-Mart on Wednesdays to shop. The current schedule provides only one drop-off at 10:00 a.m. and pick-up at 11:00 a.m.

Upcoming Changes

NCRTD Board approved to incorporate one morning and one evening trip to Costilla. Route changes are depicted in Appendix A (Figure 2-11A).

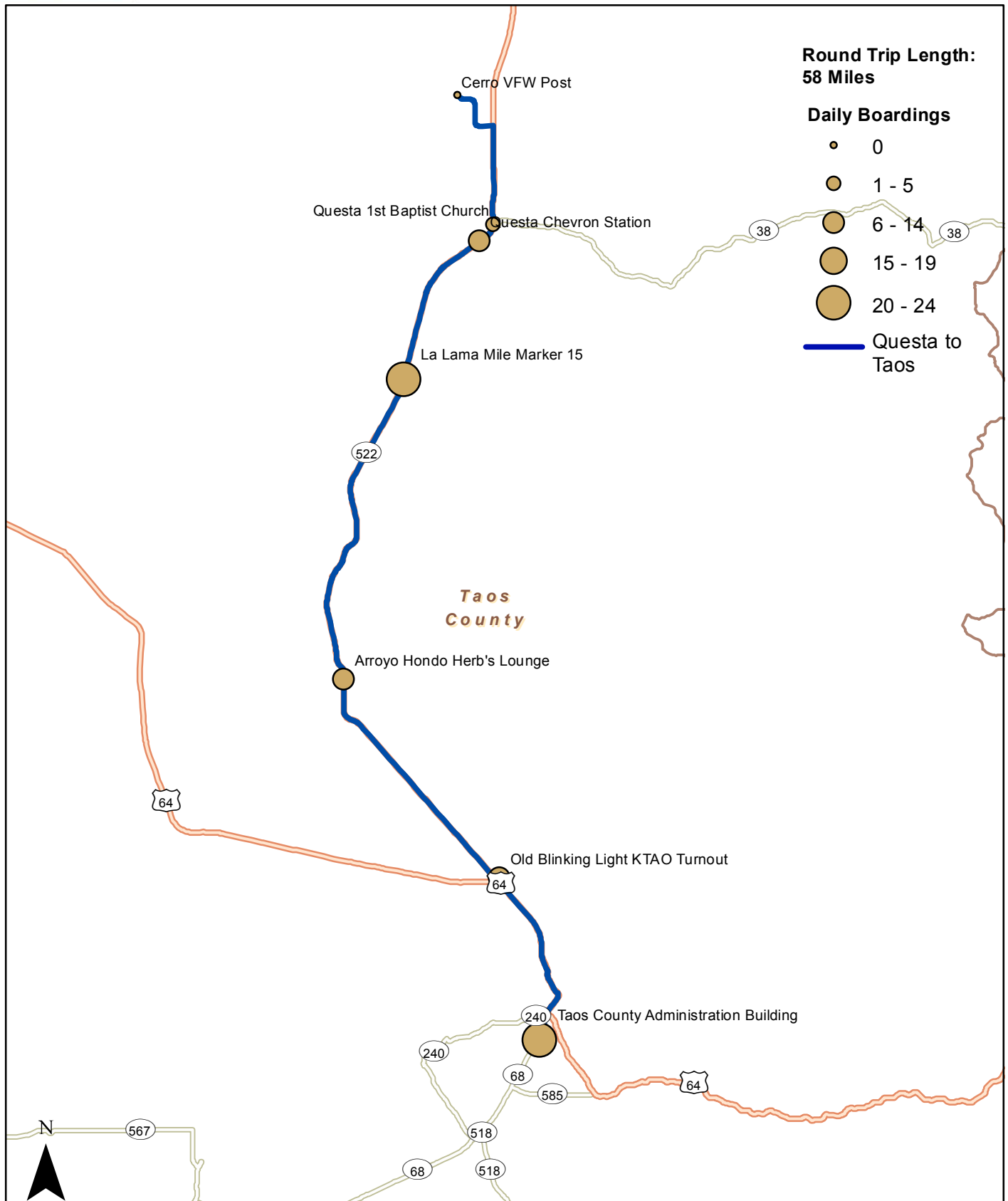
Bus Stop Usage:

Figure 2-11 depicts a sample of daily boardings.

- High ridership bus stops include:
 - La Lama Mile Marker 15
 - Taos County Admin Building
- Low ridership bus stops include:
 - Cerro VFW Post



Figure 2-11 Route Map: Questa to Taos





Route Profile: Penasco to Taos

Description:

Ridership:
FY11: 6,034
FY12: 8,697
Increased
44.13%

The Penasco to Taos starts in Las Trampas and continues through Penasco and along the High Road to Taos. This linear commuter route circulates around Taos before returning inbound. Service consists of one morning round trip starting at 6:05 a.m. and returning at 9:00 a.m. and one evening round trip beginning at 3:00 p.m. and returning at 6:33 p.m.

Vehicle Miles:
FY11: 42,848
FY12: 43,848

A map of the route is located in Figure 2-12.

Vehicle Hours:
FY11: 2,016
FY12: 2,016

Connections/Transfers:

- This route connects to the Chimayo to Las Trampas route in Las Trampas at 9:00 a.m. and 3:00 p.m. There are no connections for the peak hour runs.
- The Penasco to Taos route terminates in Taos at the Taos County Courthouse. At 8:05 a.m. and 5:05 p.m. it connects with the RTD Questa route. This stop is also served by the Chile Line.

Cost Per Passenger:
FY11: \$18.01
FY12: \$23.96

Duplication:

- The Penasco to Taos route is a long regional route until it reaches Taos. Once the route reaches Taos it becomes a local circulator route. Local service in Taos is the primary task for the Chile Line and the Penasco route serves several shared stops and stops within ¼ mile of a Chile Line stop. The circulation through Taos is duplicative with Chile Line service. Drivers have been known to do door to door service in Taos.

Passenger Trips Per Mile:
FY11: 0.14
FY12: 0.20

Passenger Trips Per Hour:
FY11: 2.99
FY12: 4.31

Facility Issues:

- None of the stops in Taos are marked with any RTD signage or information.



Route Profile: Penasco to Taos

ADA/Accessibility Considerations

This route is subject to ADA complementary service requirements. Federal regulations are clear that this service will be required to serve those qualified passengers with service within $\frac{3}{4}$ of a mile on either side of the route. The best way to meet this need/requirement is to provide flex route (deviation) service.

Observations/Comments:

- The Taos portion of the route meanders excessively and is confusing.
- Wal-Mart is the most desired stop by many afternoon passengers. The route only stops at Wal-Mart on the way out of Taos requiring passengers to exit the vehicle over a mile away from Wal-Mart, hurry on foot to the store to get their shopping done before the bus leaves (in about 40 minutes).
- Many Middle School students ride this route to school. The stop closest to the Middle School and the Taos Academy are about a mile away and is poorly lit. The driver indicated that in the wintertime these stops are unsafe for the children.
- There is an unnecessary unprotected left turn onto Royce St. There are signaled and protected turns available both before and after Royce St.

Strengths/Weaknesses:

- The Penasco to Taos route is well patronized by workers and students in the Penasco area commuting to Taos for employment and school.
- The Taos portion of the route is confusing, duplicative with Chile Line service and many of the stops are unmarked and unsafe.

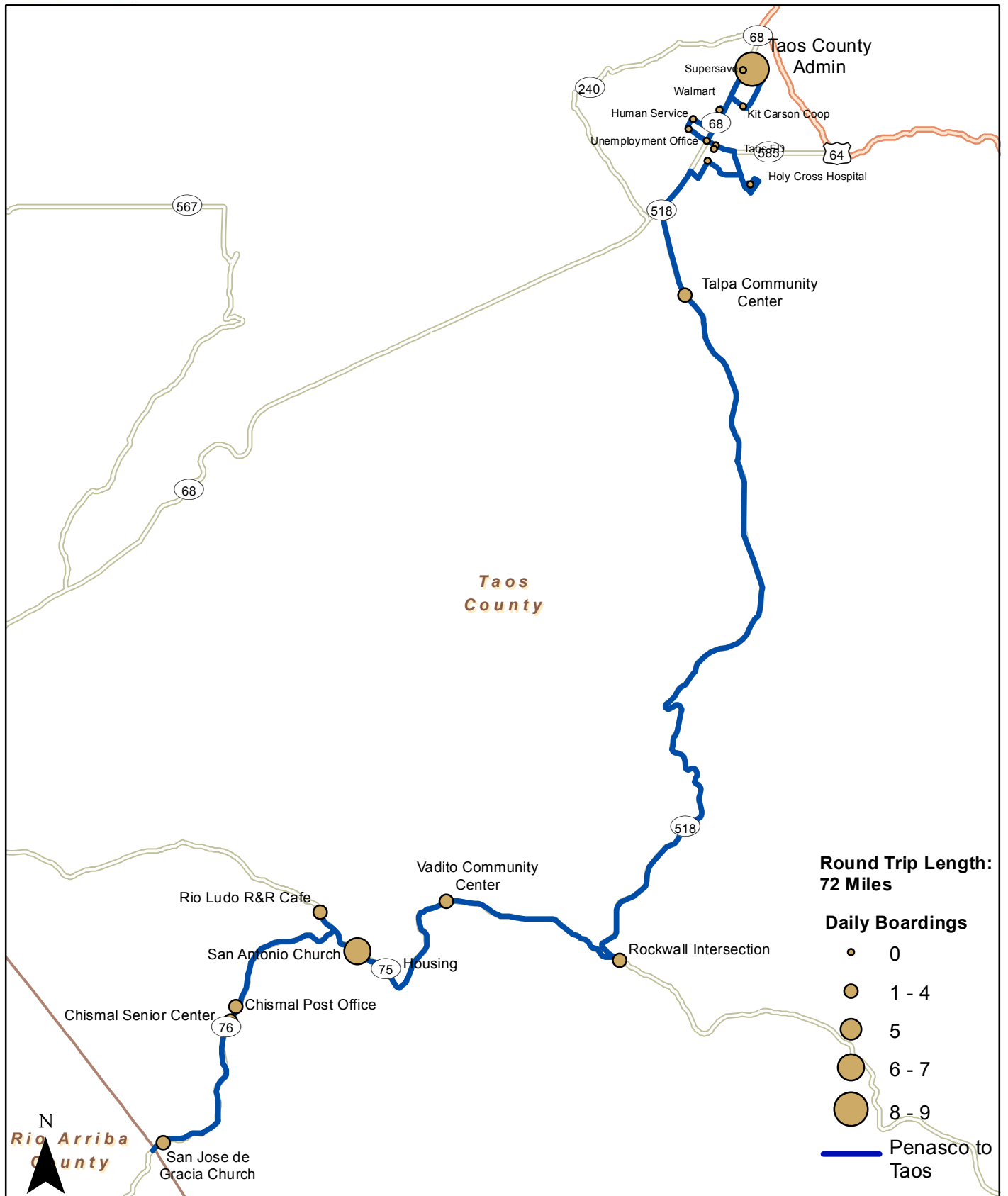
Bus Stop Usage:

A sample of daily boardings is depicted in Figure 2-11. Many of the Taos stops are used for alighting, but because the same stops are not served coming into Taos and leaving Taos, the majority of passengers board the bus at the County Admin Building.

- High ridership bus stops include:
 - San Antonio Church
 - Taos County Admin Building
- Low ridership bus stops include:
 - All Other Taos Stops



Figure 2-12 Route Map: Penasco to Taos





Route Profile: Taos to Espanola

Description:

The Taos to Espanola Route connects the two areas and serves the corridor along Route 68 in between the two communities. There are three outbound (two morning and one afternoon) and three inbound (two morning and one afternoon) trips. There are six scheduled stops in the Taos area, with only one timed transfer to the Chile Line (4:37 p.m.). In Espanola the route only serves the Park & Ride lot except for one run that serves the Northern College and CYFD Espanola at 9:30 a.m.

A map of the route is located in Figure 2-13.

Connections/Transfers:

- At the Espanola Park and Ride transfers can be made to NMDOT Park and Ride Green and Red routes at 6:00a.m. and 6:15a.m.
- While schedule lists Chile Line Stop #35 (Paseo Sur and Canon West) on the schedule, as noted above there is only timed transfer at 4:37 p.m.
- As noted on the schedule this route serves stops also served by other RTD routes. These are not timed transfers:
 - Taos: County Admin Building, Ranchos de Taos Post Office,
 - Ohkay Owingeh Resort

Duplication:

- This route does not duplicate.

Facility Issues:

- Customers who boarded the route in Taos expressed the need for more shelters and benches.

Ridership:
FY11: 9,837
FY12: 12,169
Increased
23.7%

Vehicle Miles:
FY11: 78,154
FY12: 77,204

Vehicle Hours:
FY11: 2,520
FY12: 2,478

Cost Per Passenger:
FY11: \$18.44
FY12: \$15.65

Passenger Trips Per Mile:
FY11: .13
FY12: .16

Passenger Trips Per Hour:
FY11: 3.90
FY12: 4.91



Route Profile: Taos to Espanola

ADA/Accessibility Considerations

This route is subject to ADA complementary service requirements. Federal regulations are clear that with the exception of the commuter runs, this service will be required to serve those qualified passengers with service within $\frac{3}{4}$ of a mile on either side of the route. The best way to meet this need/requirement is to provide flex route (deviation) service.

Observations/Comments:

This route serves the college in Espanola with a connection at 9:30 a.m., however there is no return service requiring riders to take the Westside route at 5:25 p.m. for a 5:58 p.m. arrival for transfer back to the Espanola route at 6 p.m.

Customer comments received when route was observed:

- Need better amenities, i.e. more bus shelters.
- Would like closer stops in Taos (assume this is because RTD is free and Chile Line charges a fare).
- Would like more frequent service and Saturday service.
- Suggested a rider survey in addition to community meetings.
- One customer noted she would be willing to pay a fare if it meant increased service between Taos and Espanola. If a fare was implemented, she suggested a weekly and monthly pass system.
- Several customers questioned why the windows were darkened (assume to keep heat out), but they said that may it difficult to appreciate the scenery on the ride between Taos and Espanola.
- Wondered why a smaller bus is not used on days when ridership is not that great (On this run a 21 passenger bus was used -- total of 6 riders were on this 4:30 p.m. outbound trip).

Other notes:

- On this day route did not stop at Pilar Visitor Center that appears on schedule. Customers noted that often this is a popular stop with rafters and hikers.
- Did not get bus number, but ride was very bumpy. Noticed that all customers sat on aisle seats that were a little more comfortable.



Route Profile: Taos to Espanola

Strengths/Weaknesses:

- Ridership on route increased by 24% between FY11 and FY12, and as a result cost per passenger trip decreased by 15%. FY13 ridership projections indicate a slight decline in ridership from FY2012, though greater than FY2011.
- In Taos this route duplicates both other RTD routes as well as the Chile Line service. In Espanola it operates along the same corridor as other RTD routes, though makes stops along this corridor.

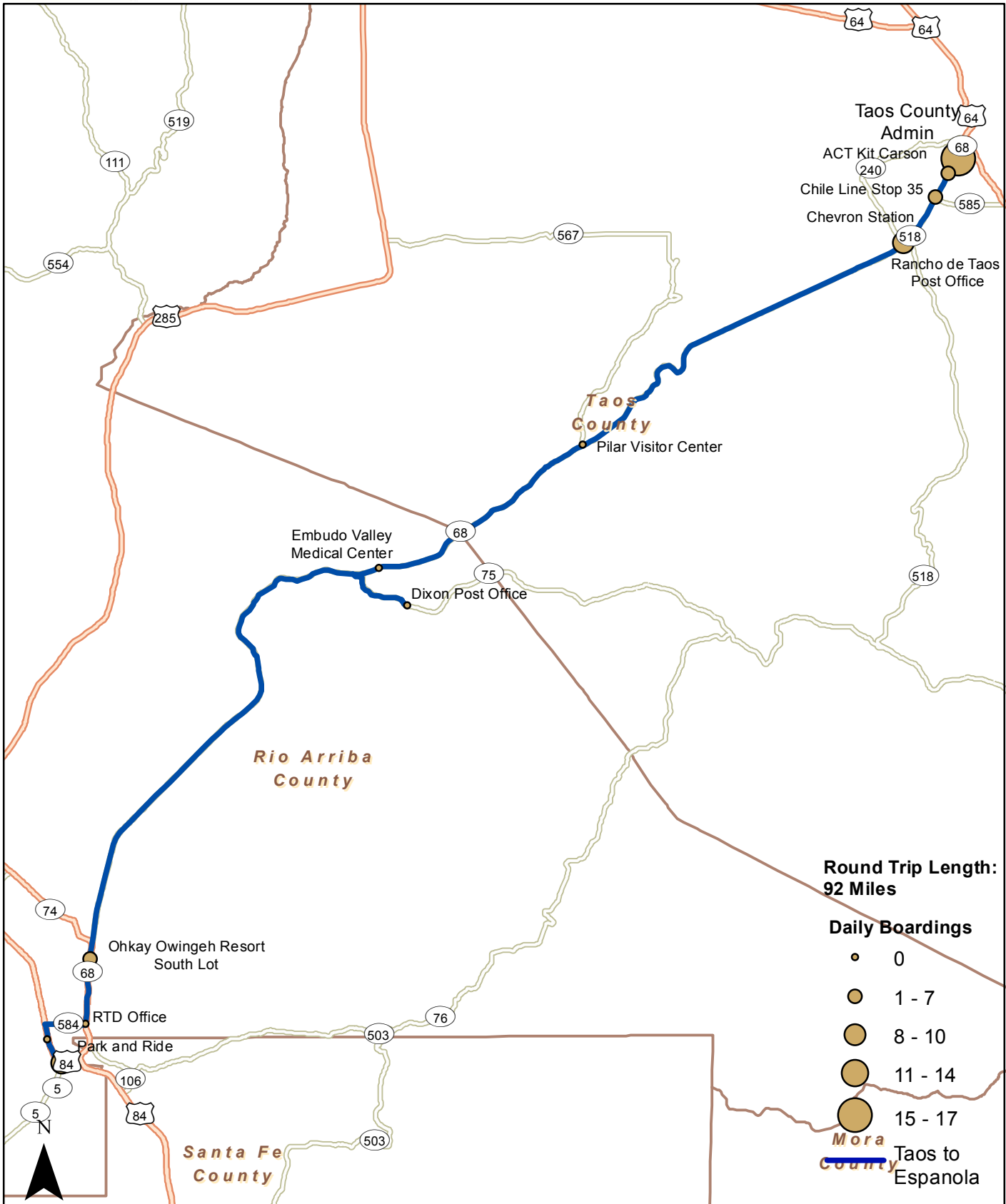
Bus Stop Usage:

Figure 2-13 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Taos County Admin. Building
- Low ridership bus stops include:
 - RTD Office



Figure 2-13 Route Map: Taos to Espanola





Route Profile: Espanola to Santa Fe

Description:

The Espanola to Santa Fe Route serves major stops in Espanola and Santa Fe as well as stops along US 285, including the Pojoaque Park & Ride and the Camel Rock Casino. There are three inbound and three outbound trips daily, each operates on a one and a half hour headway. Bus service runs from 7:00 a.m. to 4:00 p.m. every weekday, originating and terminating at the Ohkay Owingeh South Lot.

A map of the route is located in Figure 2-13.

Ridership:

FY11: 18,854
FY12: 24,170
Increased 28.2%

Vehicle

Miles:

FY11: 50,119
FY12: 39,172

Vehicle

Hours:

FY11: 2,268
FY12: 2,268

Cost Per

Passenger:

FY11: \$8.29
FY12: \$6.44

Passenger

Trips Per

Mile:

FY11: 0.38
FY12: 0.62

Passenger

Trips Per

Hour:

FY11: 8.31
FY12: 10.66

Connections/Transfers:

- Provides connections at the Espanola Park & Ride to Los Alamos via the New Mexico Park & Ride Motor Coaches (NMDOT).
 - 7:30 a.m. Stop (7:32 a.m. NMDOT Bus Departs)
 - 3:35 p.m. Stop (4:00 p.m. NMDOT Bus Departs) Note: Another NMDOT Bus is scheduled to depart at 3:30 p.m., if RTD is running early that connection may be made.
- Provides connections at the Sheridan Street Transfer Center and the Indian Health Center in Santa Fe to Santa Fe Trails Transit.
 - The Sheridan Street Transfer Center is a major hub for Santa Fe Trails; connections made here enable the rider to access the entire Santa Fe Trails System. The Espanola to Santa Fe Route serves this stop at 8:10 a.m., 8:30 a.m., 11:10 a.m., 11:30 a.m., 2:10 p.m. and 2:30 p.m.
 - The Indian Health Center Stop connects to Santa Fe Trail's Route #2 - Cerrillos Road. The Espanola to Santa Fe Route serves this stop at 8:30 a.m., 11:30 a.m. and 2:30 p.m. with Santa Fe Trails providing service on the 40th minute of every hour.
- Provides connections to the New Mexico Rail Runner Express at the South Capital Rail Runner Station in Santa Fe.
 - 9:00 a.m. Stop (8:54 a.m. Northbound Rail Runner)
 - 11:20 a.m. Stop (11:11 a.m. Northbound Rail Runner and 1:07 p.m. Southbound Rail Runner)
- Provides transfers to RTD's Espanola Transit District Routes at the Espanola Park & Ride. The Espanola to Santa Fe Route serves this stop at 7:20 a.m., 9:39 a.m., 10:20 a.m., 12:35 p.m., 1:20 p.m. and 3:35 p.m.



Route Profile: Espanola to Santa Fe

- Provides transfers to RTD's Taos to Espanola Transit District Routes at the "Big Rock Chevron" (Phillips 66). Transfers are possible from this location during the 7:10 a.m., 10:10 a.m. and 1:10 p.m. stops.
- Transfers may also be made to RTD's Taos to Espanola Route at the Ohkay Owingeh South Lot
 - 7:00 a.m. Stop (7:00 a.m. Northbound Bus to Taos Departs)
 - 9:55/10:00 a.m. Stop (10:00 a.m. Northbound Bus to Taos Departs)

Duplication:

- The Espanola to Santa Fe Route operates along US 285 serving many of the stops that are covered by RTD's local circulator routes.
- The Santa Clara Route provides AM and PM commuter trips between Espanola and Santa Fe; however, these trips cater primarily to patrons of the Santa Fe Indian Hospital and Indian School.
- The Tesuque to Santa Fe Route also provides AM and PM commuter service between stops in Espanola and Santa Fe. This Route provides later service, departing Santa Fe around 5:00 p.m., for evening commuters traveling to Pojoaque and Espanola.

Facility Issues:

- None noted; the majority of the stops have shelters and benches among other amenities.

Observations/Comments:

- Driver reported issues with radio reception along the route. Dispatcher consistently yelled through the radio.
- The majority of riders taking the trip from Santa Fe to Espanola made the transfer to the Taos to Espanola Route.



Route Profile: Espanola to Santa Fe

ADA Issues:

This route will be required to meet ADA regulations.

Strengths/Weaknesses:

- Ridership was excellent during the 7:00 a.m. and 8:30 a.m. runs. Transported 26 riders to Santa Fe and 17 to Espanola. The most active stops were the Espanola Park & Ride, Ohkay Owingeh and the South Capital Station.

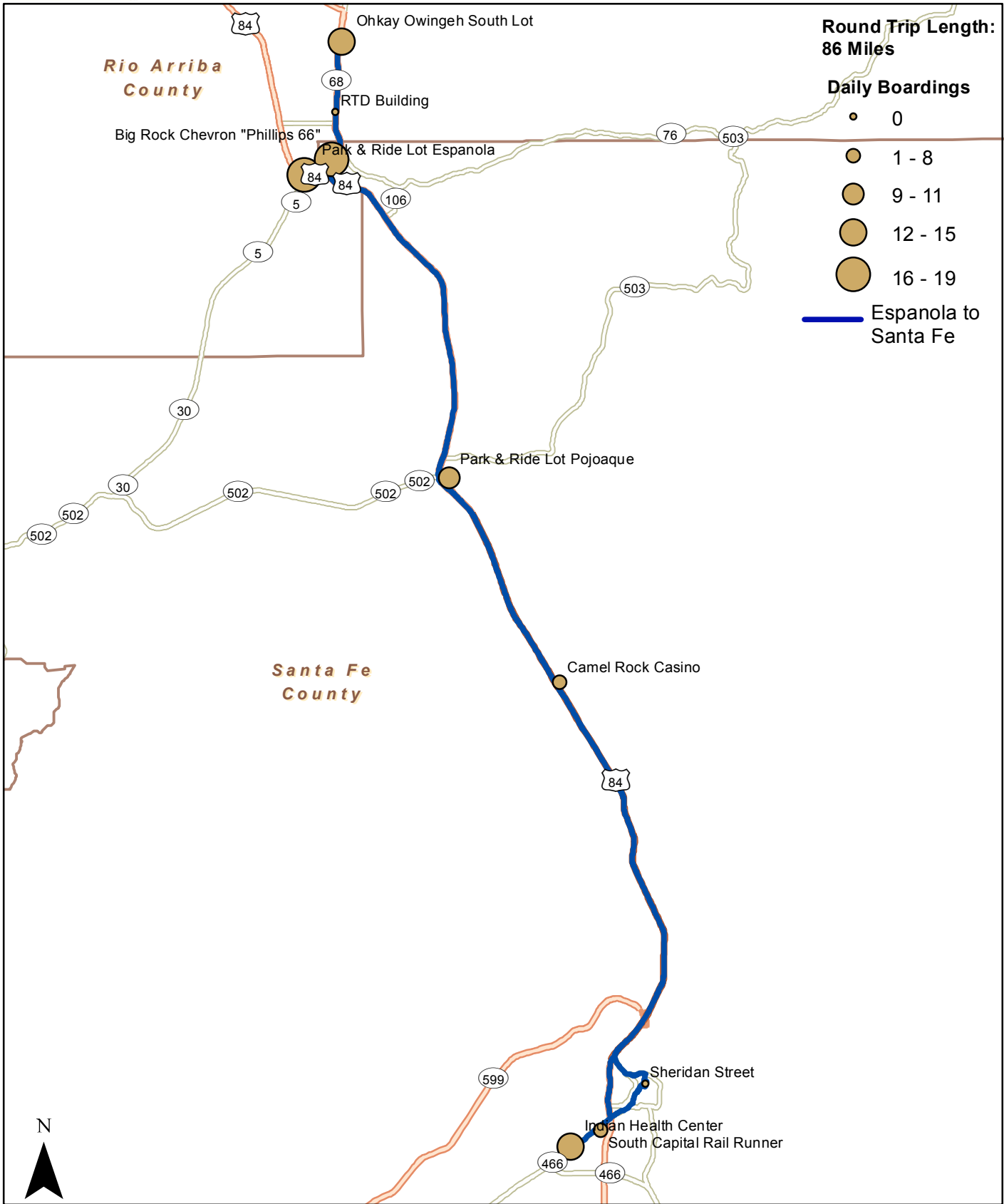
Bus Stop Usage:

Figure 2-13 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Espanola Park and Ride
 - Big Rock Gas Station
- Low ridership bus stops include:
 - RTD Building
 - Sheridan Street



Figure 2-14 Route Map: Española to Santa Fe





Route Profile: Española to Los Alamos to Pojoaque

Description:

The Espanola to Los Alamos to Pojoaque route starts in Espanola at 9:57 a.m. traveling southwest to the Los Alamos Transit Center. The route completes a round trip from the Los Alamos Transit Center to Espanola and back again. From there (11:74 a.m.) the route goes to the Pojoaque Park & Ride and back two times. At 1:42 the route arrives the Pojoaque Park & Ride departing north on Highway 84 ending in Espanola at 2:00 p.m. Weekday service begins at 9:57 and ends at 2:00 p.m.

A map of the route is located in Figure 2-15.

Connections/Transfers:

- Provides connection to Los Alamos Atomic City Transit routes 1 through 6 at 10:27 a.m., 11:47 a.m. and 1:07 p.m.
- Provides timed connection to the northbound Espanola to Santa Fe route at the Pojoaque Park & Ride at 12:17 p.m.
- Provides transfers at the Espanola Park & Ride to RTD's Espanola Transit District Routes.
 - Chama to Espanola
 - Chimayo to Las Trampas
 - Espanola to Chimayo
 - Espanola Westside
 - Espanola to El Rito/Ojo Caliente
 - Espanola to Santa Fe
 - Riverside
 - Santa Clara
 - Taos to Espanola
 - Tesuque to Santa Fe

Ridership:

FY11: 1,258
FY12: 1,317
Increased
4.69%

Vehicle

Miles:

FY11: 33,502
FY12: 33,764

Vehicle

Hours:

FY11: 1,004
FY12: 1,008

Cost Per

Passenger:

FY11: \$87.48
FY12: \$86.30

Passenger

Trips Per

Mile:

FY11: 0.03
FY12: 0.04

Passenger

Trips Per

Hour:

FY11: 0.88
FY12: 1.31



Route Profile: Española to Los Alamos to Pojoaque

Duplication:

- This route has very little duplication as it only serves a select few stops. The 1:42 p.m. run from Pojoaque to Espanola is in a corridor with much duplication but none on the exact heading and time as Espanola to Los Alamos to Pojoaque route. This route is also kept to off-peak hours to avoid duplication with the NM DOT Park & Ride peak hour commuter service to Los Alamos.

Facility Issues:

- None noted, all stops have shelters and benches.

ADA Issues:

This route will be required to provide ADA complementary paratransit or flex route service.

Observations/Comments:

- In part, because this route only operates in off-peak hours with limited stops (to avoid duplication NM DOT Park & Ride service) the route gets very little ridership.
- The route structure is very confusing, inconstant and complicated. The route is really a combination of multiple routes. It travels several times between Espanola and Los Alamos before changing direction completely and traveling several times between Los Alamos and Pojoaque. Finally the route travels from Pojoaque to Espanola.

Strengths/Weaknesses:

- This route has many useful timed connections with Atomic City Transit Routes at the Los Alamos Transit Center and RTD routes at the Espanola Park & Ride and the Pojoaque Park & Ride.
- The complicated route schedule and off-peak hours of operation decrease the routes performance and ridership.

Bus Stop Usage:

Figure 2-15 depicts a sample of daily boardings.

- All three stops are used with the same regularity.



Figure 2-15 Route Map: Española to Los Alamos to Pojoaque





Route Profile: Espanola to Chimayo

Ridership:

FY11: 5,920

FY12: 5,873

Increased -
0.79%

Vehicle Miles:

FY11: 35,885

FY12: 35,532

Vehicle

Hours:

FY11: 2,249

FY12: 2,016

Cost Per Passenger:

FY11: \$24.77

FY12: \$24.76

Passenger Trips Per Mile:

FY11: 0.16

FY12: 0.17

Passenger Trips Per Hour:

FY11: 2.63

FY12: 2.91

Description:

The Espanola to Chimayo route connects Espanola to Chimayo along Highway 76 with several stops in the communities along the way. This linear regional route uses a van for the one hour round trip to Chimayo. Weekday service begins at 8:00 a.m. and continues through 6:00 p.m. This route inexplicably stops short of an connections to other stops or destinations.

A map of the route is located in Figure 2-16.

Connections/Transfers:

- This route connects on the half hour at the Benny Chavez Community Center with the Chimayo to Las Trampas route.

Duplication:

- The first run of the morning for the Chimayo to Las Trampas route goes all the way into Espanola then heading back out to Chimayo duplicating the first run of the Espanola to Chimayo route. Both routes meet at the Benny Chavez Community Center at 8:36 a.m. coming from Espanola.

Facility Issues:

- None of the shelters along this route are ADA accessible.
- A number of stops are dangerous and inaccessible for anyone. The stop in Quartaes at the church is extremely unsafe, requiring passengers to wait in the road.

ADA Issues

This route will be required to meet ADA regulations.



Route Profile: Espanola to Chimayo

Observations/Comments:

- This route originates at the Los Lomas Apartments, 300 yards from the nearest Espanola connecting stop. Almost none of the customers of this route live at the Los Lomas Apartments, and have to walk to this stop to catch the bus. There are no connections at this stop.
- The vehicle for this route is very small and uncomfortable to board and alight.

Strengths/Weaknesses:

- The route is a consistent and reliable route for residents to the east of Espanola.
- Many of the bus stops need improvement.
- The route does not connect to other RTD services in Espanola ending at an apartment complex prior to connections with Espanola service.
- The vehicle is too small.

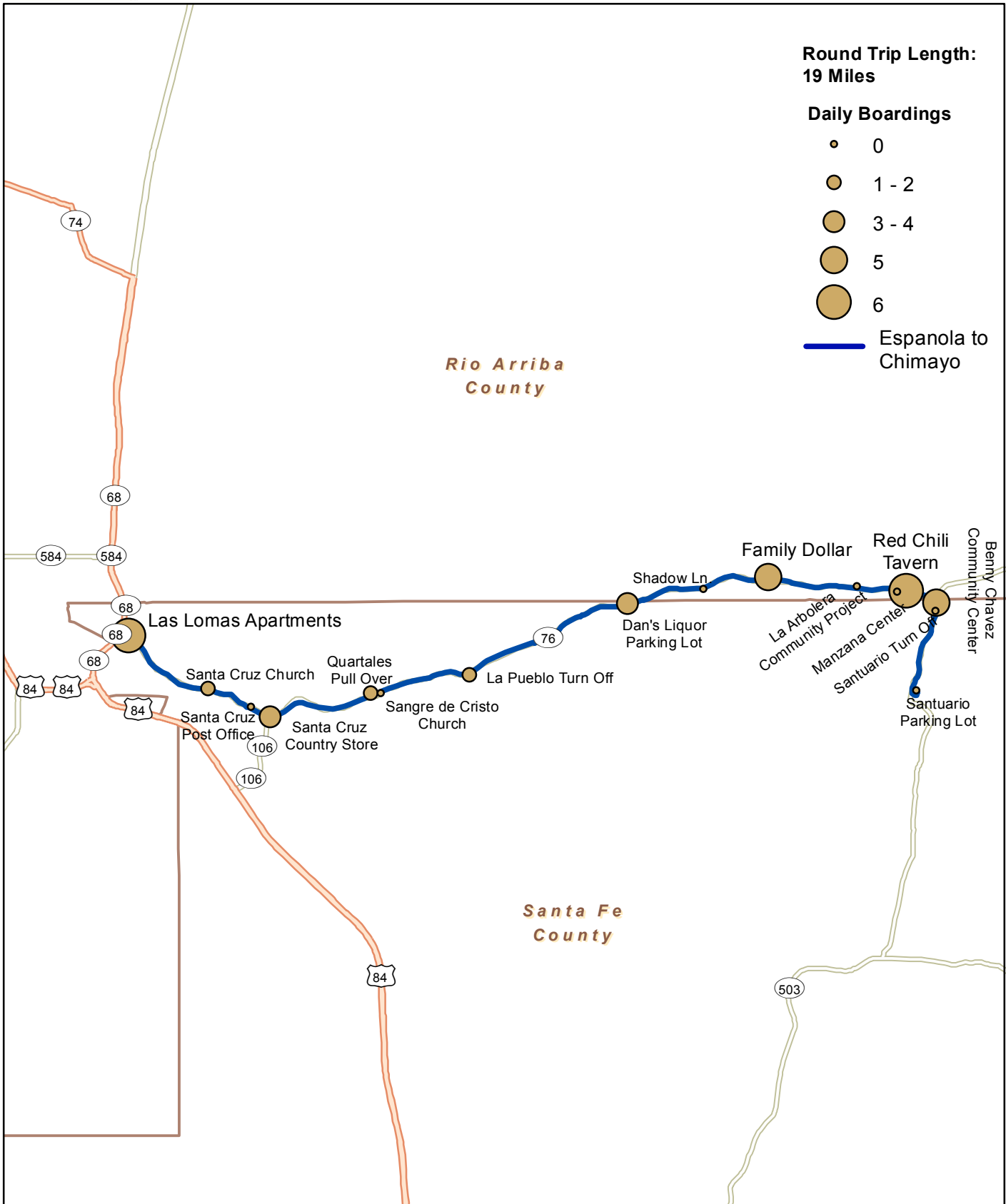
Bus Stop Usage:

Figure 2-16 depicts a sample of daily boardings. While the Los Lomas Apartments are the most used stop, this stop is not particularly effective. It is the only stop in Espanola and it is 300 yards away from the closes NCRTD route.

- High ridership bus stops include:
 - Las Lomas Terminus
 - Family Dollar
 - Red Chili Tavern
 - Benny Chavez Community Center
- Low ridership bus stops include:
 - La Arbolera Community Project
 - Santuario Parking Lot



Figure 2-16 Route Map: Española to Chimayo





Route Profile: Espanola to El Rito

Ridership:

FY11: 3,972
FY12: 4,149
Increased 4.45%

Vehicle Miles:

FY11: 80,596
FY12: 72,324

Vehicle Hours:

FY11: 2,268
FY12: 2,268

Cost Per

Passenger:

FY11: \$44.26
FY12: \$43.50

Passenger Trips Per Mile:

FY11: 0.05
FY12: 0.06

Passenger Trips Per Hour:

FY11: 1.75
FY12: 1.83

Description:

The Espanola to El Rito/Ojo Caliente is a long regional loop route that extends to the rural areas just north of Espanola. The route travels along Highway 84 north of Espanola then turning east on CR. 554 to El Rito then to Ojo Caliente before meeting up with southbound highway 285 heading back to Espanola. The loop nature of this route makes it difficult to use. Weekday service consists of two morning round trips starting at 7:40 a.m. and ending at 11:14 a.m., and two afternoon round trips starting at 1:30 p.m. and ending at 5:14 p.m.

A map of the route is located in Figure 2-17.

Connections/Transfers:

- Provides connections at the Espanola Park & Ride to Los Alamos, Pojoaque and Santa Fe via the New Mexico Park & Ride Motor Coaches.
 - Green Route - Los Alamos: service is offered at 8:52 a.m. after the morning commute and 2:30 p.m. to 6:10 p.m. during the evening commute.
 - Red Route - Pojoaque and Santa Fe: service is offered between at 8:45 a.m. during the morning commute and 5:27 p.m. during the evening commute.
- Provides transfers at the Espanola Park & Ride to RTD's Espanola Transit District Routes.
 - Chama to Espanola
 - Chimayo to Las Trampas
 - Espanola to Chimayo
 - Espanola Westside
 - Espanola to Los Alamos to Pojoaque
 - Espanola to Santa Fe
 - Riverside
 - Santa Clara
 - Taos to Espanola
 - Tesuque to Santa Fe



Route Profile: Espanola to El Rito

Duplication:

- This route does not duplicate other services.

Facility Issues:

- There is no bus stop sign at the Rio Chama gas station.

ADA Issues:

This route will require ADA service in the form of a flex route.

Observations/Comments:

- This route serves very rural locations. During the second morning run there were only three passengers.
- The timing points seemed to be off. During the onboard observation the bus was ten minutes late leaving Espanola, ten minutes late reaching El Rito and 4 minutes early reaching Ojo Caliente.

Strengths/Weaknesses:

- The Espanola to El Rito/Ojo Caliente route helps improve mobility options for individuals living in rural areas north of Espanola.
- The large loop in this route may discourage riders as they have to ride the entire 2 hour loop for a round trip.

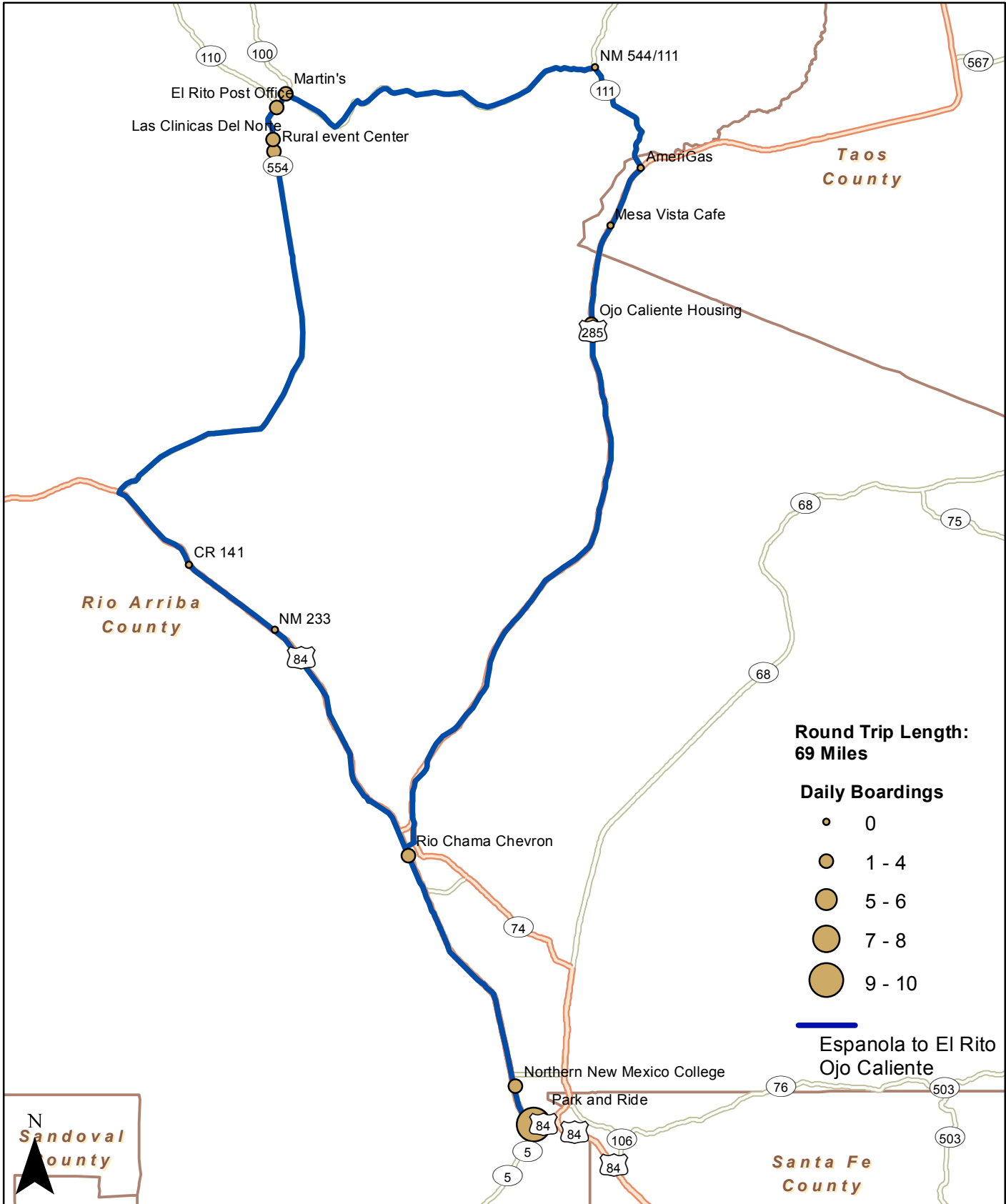
Bus Stop Usage:

Figure 2-17 depicts a sample of daily boardings. The segments from NM544 and the Mesa Verde Café as well as NM 233 and Cr 141 have very little activity.

- High ridership bus stops include:
 - Park and Ride
- Low ridership bus stops include:
 - NM 533/111



Figure 2-17 Route Map: Española to El Rito/Ojo Caliente





Route Profile: Chimayo to Las Trampas

Ridership:

FY11: 2,146
FY12: 2,051
Decreased
4.43%

Vehicle

Miles:
FY11: 51,504
FY12: 48,384

Vehicle

Hours:
FY11: 1,994
FY12: 2,016

Cost Per

Passenger:
FY11: \$69.28
FY12: \$75.58

Passenger Trips Per Mile:

FY11: 0.04
FY12: 0.04

Passenger Trips Per Hour:

FY11: 1.08
FY12: 1.02

Description: This is really a Las Trampas to Espanola/Chimayo.

The Chimayo to Las Trampas Route connects the Town of Las Trampas to the Espanola Park & Ride making stops in Ojo Sarco, Truchas and Chimayo. There are three inbound and two outbound trips; each trip operates on a one hour headway with the exception of the third and fifth run of the day which operate on an abbreviated 30 minute route from Las Trampas to the Benny Chavez Center in Chimayo. The route operates from 7:00 a.m. to 9:30 a.m. for the morning commute and 4:00 p.m. to 5:30 p.m. for the evening commute.

A map of the route is located in Figure 2-18.

Connections/Transfers:

- Provides transfers to RTD's Espanola Transit District Routes at the Espanola Park & Ride.
 - 7:58 a.m. stop (drop off and pickup for outbound route to Las Trampas).
 - 4:00 p.m. stop (drop off and last daily pickup for outbound route to Las Trampas).
- Provides transfers to RTD's Penasco to Taos Route at the San Jose de Garcia Church in Las Trampas.
 - 9:00 a.m. stop (9:00 a.m. picks up from inbound route only)
- Provides transfers to RTD's Espanola to Chimayo Route at the Benny Chavez Center in Chimayo.
 - 9:30 a.m. stop (9:36 a.m. transfers to the outskirts of Espanola to Chimayo only).
 - 4:30 p.m. stop (4:36 p.m. vehicle waits to make any transfers).
 - 5:30 p.m. stop (5:36 p.m. transfers to the outskirts of Espanola to Chimayo only).



Route Profile: Chimayo to Las Trampas

Duplication:

- The Chimayo to Las Trampas Route operates in same vicinity as the Espanola to Chimayo Route. During the first run of the day the Chimayo to Las Trampas Route serves the same stops as the Espanola to Chimayo Route. The later runs serve as an express bus through Chimayo. This will require some clarity since the Chimayo-Las Trampas route is also a Espanola to Trampas route.

Facility Issues:

- Most stops have shelters along this route; however they are inaccessible according to ADA regulations.

ADA Issues:

This route has no ADA level service and will require at least flex route service.

Observations/Comments:

- Driver reported that radios routinely do not work which leads to missed transfers and overall poor communication.
- Driver reported that the Dollar Store Stop is the most active on the route. Late runs do not serve this stop.
- Passengers would like an additional stop near the intersection of Santa Cruz Rd (NM 76) and NM 503 that would provide access to a housing area.
- Scheduled time points between stops are impossible to accurately meet. For example, the timing allowed between the Cordova Post Office and the Truchas Senior Center is five minutes; it took the driver nine minutes to make the connection with no passengers boarding or alighting and no traffic.
- Passengers reported a strong desire for an additional stop in Ojo Sarco to the south of the current stop as that location would be close to a housing area.
- During the Easter Holiday this route is run continuously with two vehicles to accommodate the pilgrims making their way to the San Jose de Garcia Church in Las Trampas.



Route Profile: Chimayo to Las Trampas

Strengths/Weaknesses:

- Drivers on the Chimayo to Las Trampas and the Espanola to Chimayo Routes stay in routine radio contact in the Chimayo area to ensure that passengers needing to make a transfer are able to do so.

Upcoming Route Changes:

- NCRTD Board modified service to two morning runs and one afternoon run therefore reducing existing service from five runs per day to three runs per day.
- With the exception of the first run of the day, the route will no longer serve the Espanola Park & Ride. The route's new terminus is the Benny Chavez Center in Chimayo; transfers may be made here to the Espanola to Chimayo Route.

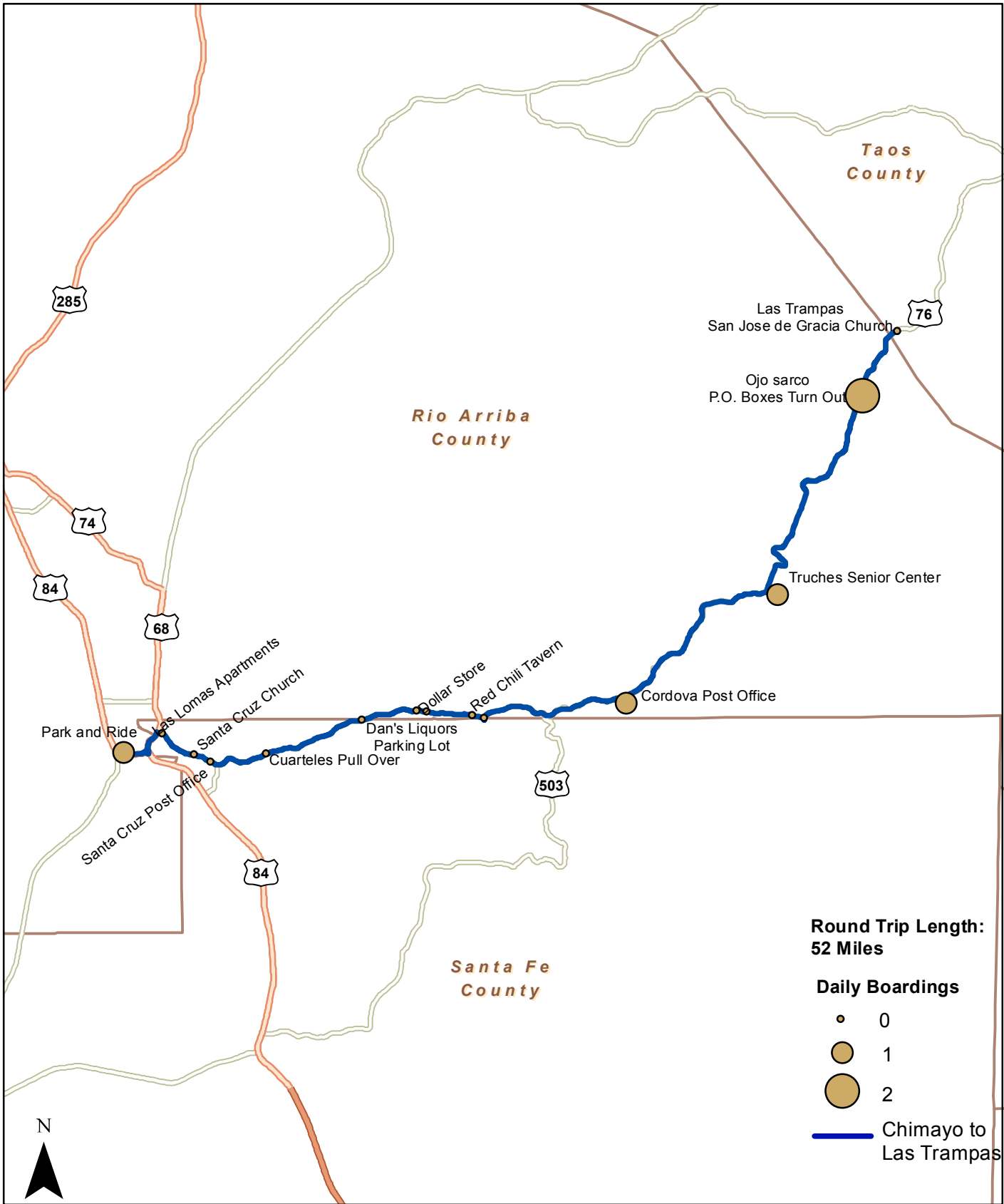
Bus Stop Usage:

Figure 2-18 depicts a sample of daily boardings. The portion of the morning peak service that duplicates the Chimayo route sees almost no ridership whatsoever. The portion of the route between Chimayo and Las Trampas (as the route name indicates) sees the highest amount of boardings on the route.

- High ridership bus stops include:
 - Ojo Sarco P.O. Boxes Turn Out
- Low ridership bus stops include:
 - Red Chili Tavern
 - Dollar Store
 - Dan's Liquor
 - Cuarteles Pull Over
 - Santa Cruz church
 - Santa Cruz Post Office
 - Las Lomas Apartments



Figure 2-18 Route Map: Chimayo to Las Trampas





Route Profile: Chama to Espanola

Ridership:

FY11: 1,090
FY12: 1,887
Increased
73.11%

Vehicle Miles:

FY11: 38,322
FY12: 37,809

Vehicle

Hours:

FY11: 824
FY12: 816

Cost Per

Passenger:

FY11: \$97.90
FY12: \$59.09

Passenger

Trips Per

Mile:

FY11: 0.03
FY12: 0.05

Passenger

Trips Per

Hour:

FY11: 1.33
FY12: 2.29

Description:

The Chama to Espanola route is a long regional route for people in the rural areas in northern New Mexico along the U.S. Highway 84 corridor. The route completes two round trips every Tuesday, Wednesday and Thursday. Weekday service begins at 8:00 a.m. and ends at 5:30 p.m.

A map of the route is located in Figure 2-19.

Connections/Transfers:

- Provides transfers at the Espanola Park & Ride to RTD's Espanola Transit District Routes.
 - Espanola to Los Alamos to Pojoaque
 - Chimayo to Las Trampas
 - Espanola to Chimayo
 - Espanola Westside
 - Espanola to El Rito/Ojo Caliente
 - Espanola to Santa Fe
 - Riverside
 - Santa Clara
 - Taos to Espanola
 - Tesuque to Santa Fe

Duplication:

- This route is not duplicative of other services.

Facility Issues:

- The bus stop pole in Canijilon has been knocked over.
- Crowded Espanola P&R.
- Insufficient number of stops along this long route.

ADA Issues

- This is not a commuter route; therefore it must meet ADA regulations using a flex route service.



Route Profile: Chama to Espanola

Observations/Comments:

- The route maps online and in the Ride Guide do not accurately reflect the route.
- There is no radio or cell phone coverage on long stretches of this route.

Strengths/Weaknesses:

- Many of the riders of this route are dependent on public transportation for employment, shopping and school. The route provides mobility options for the rural residents along the Highway 85 corridor.

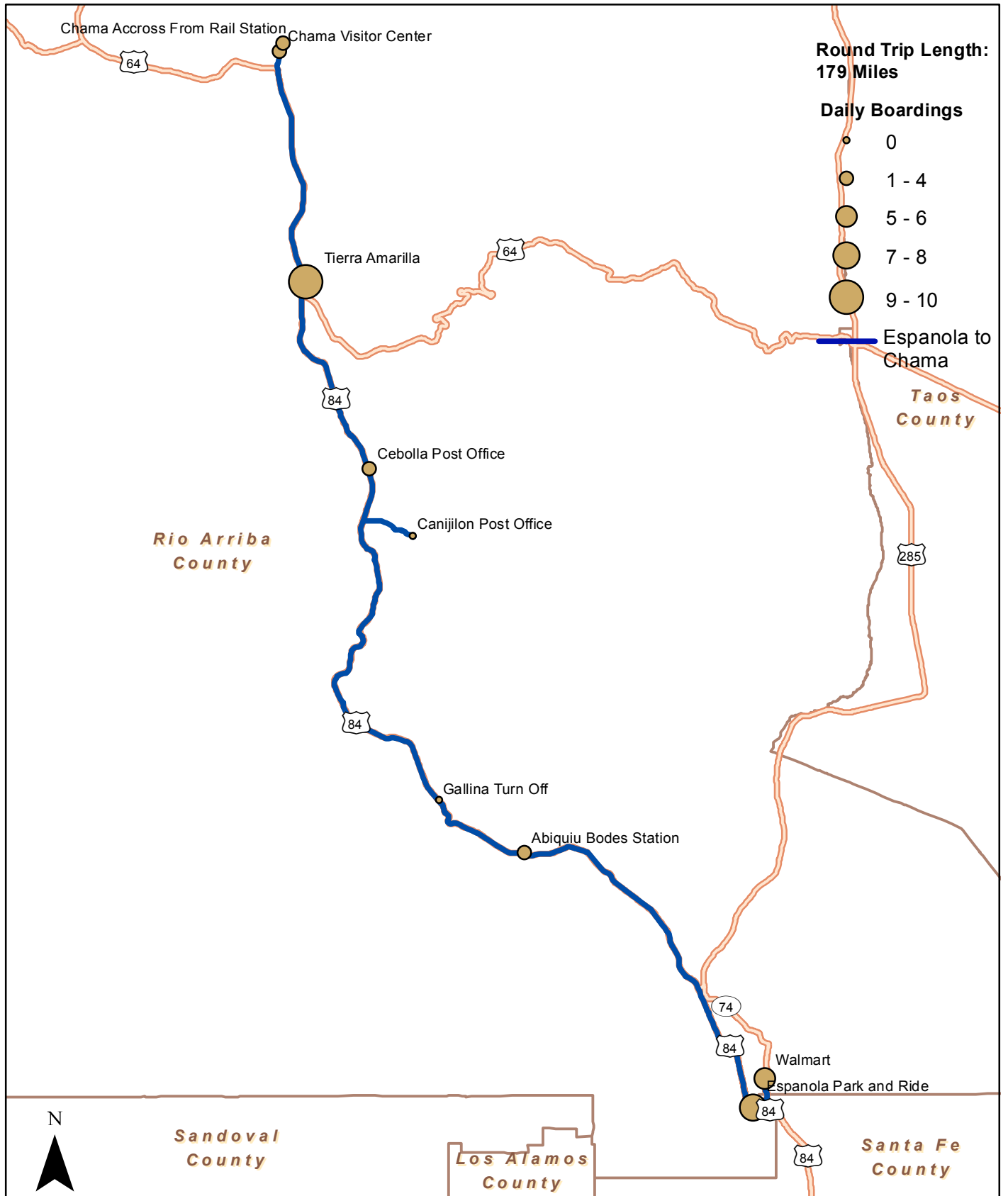
Bus Stop Usage:

Figure 2-19 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Tierra Amarilla
 - Espanola Park and Ride
- Low ridership bus stops include:
 - Galina Turn Off



Figure 2-19 Route Map: Chama to Espanola





Route Profile: Questa to Red River

Ridership:

FY11: 3,433
FY12: 4,890
Increased
42.44%

Vehicle Miles:

FY11: 18,260
FY12: 19,410

Vehicle Hours:

FY11: 2,016
FY12: 2,016

Cost Per Passenger:

FY11: \$37.29
FY12: \$27.28

Passenger Trips Per Mile:

FY11: 0.19
FY12: 0.25

Passenger Trips Per Hour:

FY11: 1.7
FY12: 2.43

Description:

The Questa to Red River Route connects the central portion of Questa to the Red River Convention Center along NM 38. There are a total of six outbound and six inbound trips daily, each operating on one hour headways. Service runs from 6:20 a.m. to 9:15 a.m. and 3:40 p.m. to 6:45 p.m.

A map of the route is located in Figure 2-20.

Connections/Transfers:

- Provides connections to Red River Miner's Transit at the Red River Convention Center. There are no timed connections as Miner's Transit is demand response. The Questa to Red River Route makes stops at this location at:
 - 7:15 a.m.
 - 8:15 a.m.
 - 9:15 a.m.
 - 4:35 p.m.
 - 5:35 p.m.
 - 6:35 p.m.
- Provides transfers to RTD's Taos to Questa Route at the Questa Chevron:
 - 6:45 a.m. (Questa to Taos at 6:45 a.m.)
 - 8:45 a.m. (Questa to Taos at 8:45 a.m.)
 - 4:05 p.m. (Questa to Taos at 4:15 p.m.)
 - 6:05 p.m. (Questa to Taos at 6:10 p.m., waits for bus for transfers)

Duplication:

- The Questa to Red River Route does not duplicate.

Facility Issues:

- The bus shelter at the Questa Chevron is not used due to poor placement and the presence of a large slope that makes boarding and alighting difficult for disabled or elderly persons.



Route Profile: Questa to Red River

Facility Issues (cont.):

- The bus stop at the Weylen's Funeral Home does not have a shelter/bench or any other amenities.

ADA Issues:

- The peak hour commuter runs do not require ADA paratransit as they can be termed commuter runs. The two mid-day runs should either have ADA paratransit available (not feasible) or flex up to $\frac{3}{4}$ of a mile for ADA customers.

Observations/Comments:

- Route is currently in the off-season: temporary workers, tourists and skiers have left Red River for the season.
- Route scheduling does not allow workers to reach the ski area by 7:00 a.m. in time for work. A readjustment in scheduling could produce more riders. Currently workers that begin their shift at 7:30 a.m. or 8:00 a.m. take the first run of the day.
- Driver reported customers would like to have another stop in Red River that is along the current route. Driver commented that many of the temporary workers must walk back along NM 38 while the RTD vehicle passes them by. Recommended possible locations include the area around the intersections of NM 38 & Caribel Trail and NM 38 & Silver Bell Trail.
- Driver commented the route experiences occasional delays due to wildlife, e.g. bears or mountain sheep, on the roadway.

Strengths/Weaknesses:

- Ridership on route increased by 42% between FY11 and FY12, and as a result cost per passenger trip decreased by over \$10.00.

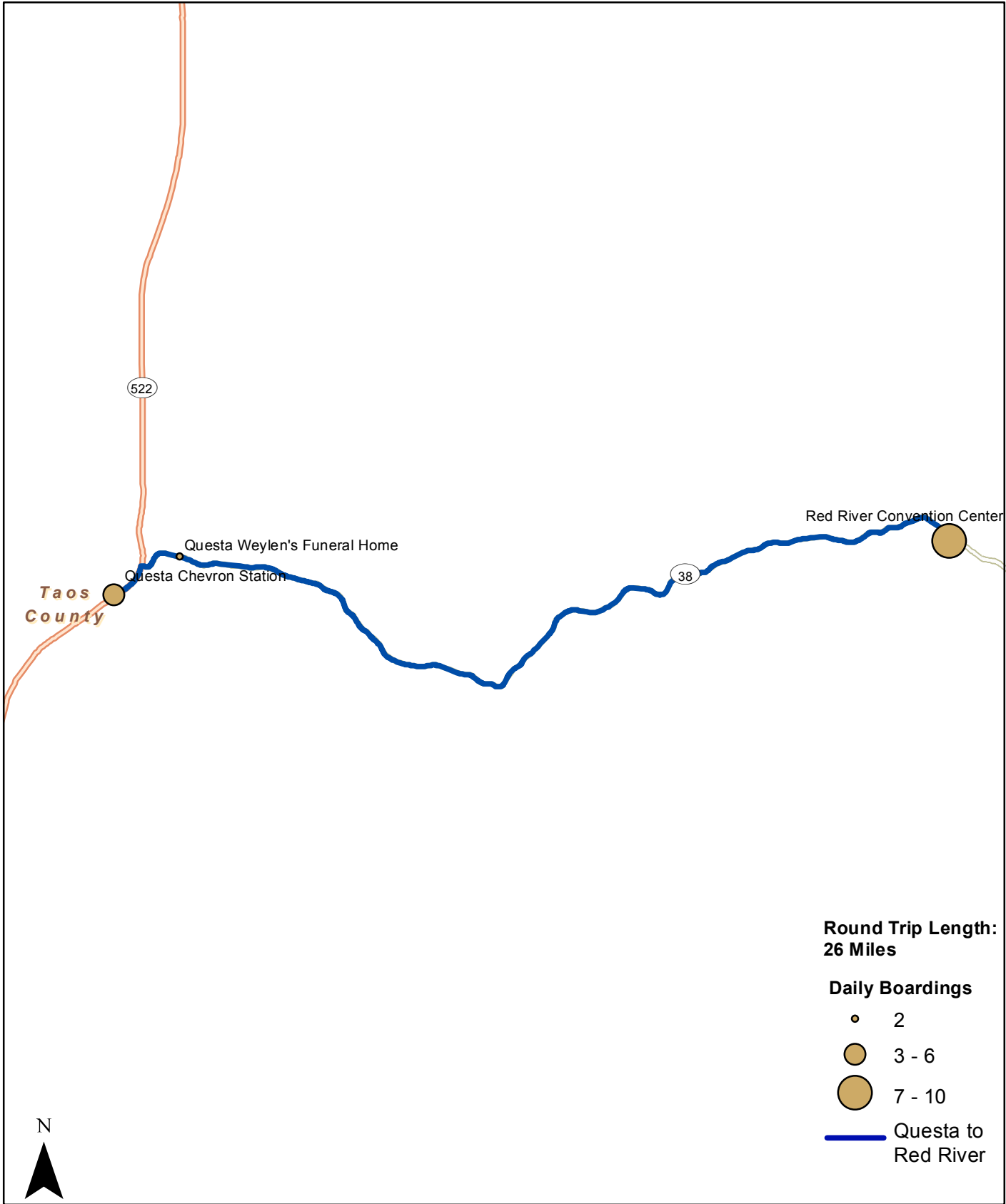
Bus Stop Usage:

Figure 2-20 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Red River Convention Center
- Low ridership bus stops include:
 - Questa Weylen's Funeral Home



Figure 2-20 Route Map: Questa to Red River





Route Profile: Eldorado to Santa Fe

Ridership:

FY11: 7,664

FY12: 8,243

Increased

7.55%

Vehicle

Miles:

FY11:

49,516

FY12:

53,676

Vehicle

Hours:

FY11: 1,972

FY12: 2,016

Cost Per

Passenger:

FY11:

\$19.15

FY12:

\$19.28

Passenger

Trips Per

Mile:

FY11: .15

FY12: .15

Passenger

Trips Per

Hour:

FY11: 3.88

FY12: 4.08

Description:

This route operates between the Agora Parking Lot in Eldorado and the St. Vincent Hospital, South Complex Rail Runner Express, and other locations in Santa Fe before terminating at the Santa Fe Trails Sheridan Street transfer center. Primarily a commuter route to Santa Fe, three outbound morning trips are provided, starting at 7:10 a.m., and three inbound afternoon trips are provided with service ending at 5:52 p.m.

A map of the route is located in Figure 2-21.

Connections/Transfers:

- This route allows connections to the Rail Runner, though none are timed or indicated on the schedule. Transfers are also possible to a Santa Fe routes at the Sheridan Street stop.

Duplication:

- This route is not duplicative of other NCRTD services.

Facility Issues:

- At the Simms Building stop there no lights and no bench on the outbound side of the street.
- There is no signage at the Coyote Gallery or amenities. Also, business changes name often so a different name for the stop on the schedule should be considered.

ADA Issues

- This route operates at off peak times and therefore must meet ADA regulations using a flex route service.



Route Profile: Eldorado to Santa Fe

Observations/Comments:

- It was reported that route runs early to first stop at St. Vincent, this was confirmed during the ride.
- Received comments that there are few passenger trips at the Old Pera Building and Coyote Gallery stops, this was confirmed through boarding review.
- Received input that first run into Santa Fe and the last run out of Santa Fe has the most ridership. The midday run (2:30 p.m.) is usually empty.

Strengths/Weaknesses:

- Provides connection to hospital and Santa Fe from the area southeast of the City.
- Route runs early at beginning of run, should be evaluated.
- Limited coordination with Rail Runner service, possibly due to changes with Rail Runner schedule according to comments received.

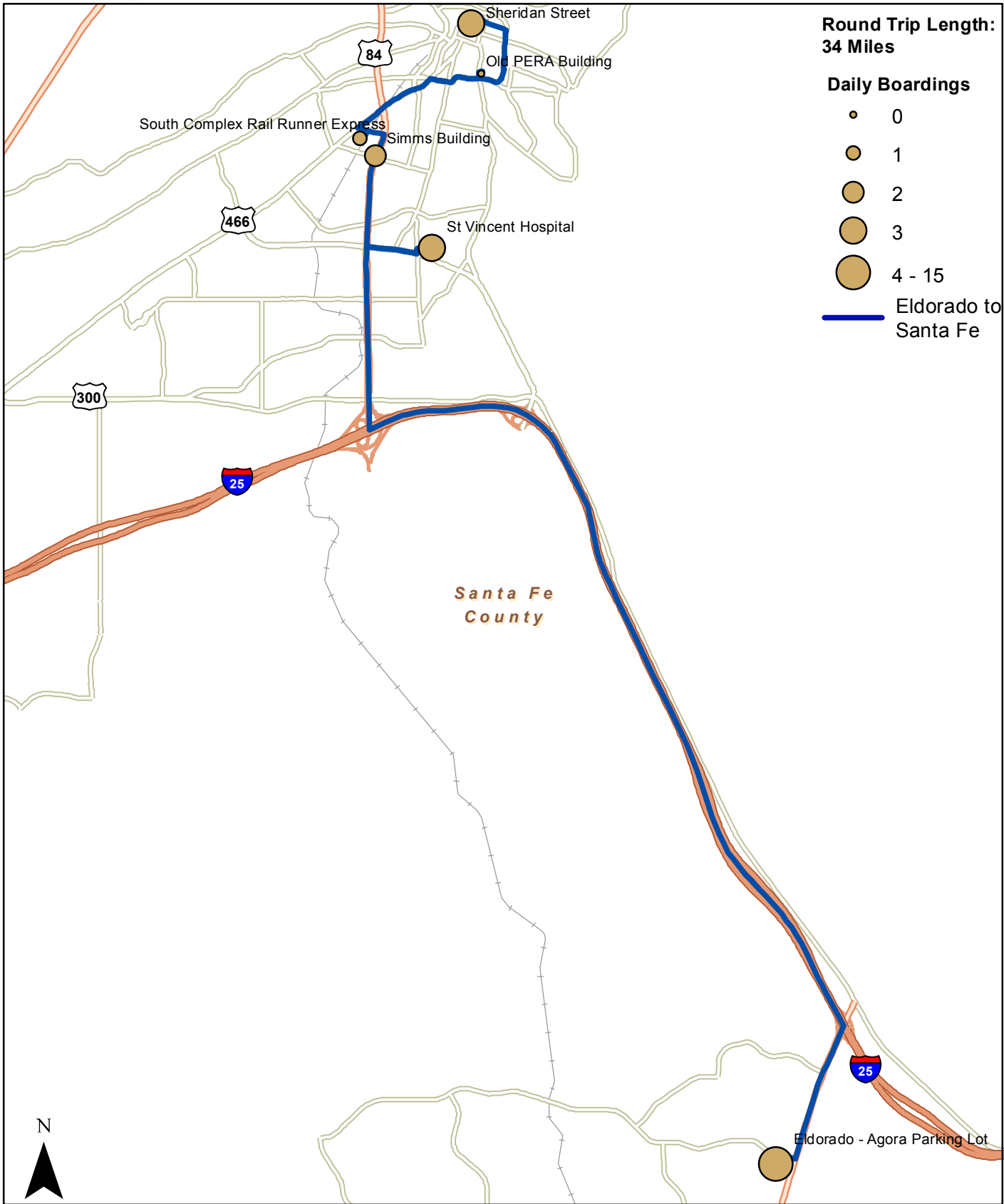
Bus Stop Usage:

Figure 2-21 depicts a sample of daily boardings.

- High ridership bus stops include:
 - St. Vincent Hospital
 - Sheridan Street
- Low ridership bus stops include:
 - Old Pera Building
 - South Complex Rail Runner



Figure 2-21 Route Map: Eldorado to Santa Fe





Route Profile: Edgewood to Santa Fe

Ridership:

FY11: N/A
FY12: 4,946
Increased N/A

Vehicle

Miles:
FY11: N/A
FY12: 47,499

Vehicle

Hours:
FY11: N/A
FY12: 1,007

Cost Per

Passenger:
FY11: N/A
FY12: \$25.04

Passenger Trips Per Mile:

FY11: N/A
FY12: 0.10

Passenger Trips Per Hour:

FY11: N/A
FY12: 4.91

Description:

The Edgewood to Santa Fe route is a commuter route leaving Edgewood at 5:55 a.m. and making its final stop in Santa Fe at 7:50 a.m. Leaving Santa Fe in the afternoon the buses first departure is at 4:30 p.m. arriving in Edgewood at 6:40 p.m. The route connects the residents of Edgewood, Moriarty, Stanley and Galisteo to major Santa Fe employment and transportation sites.

A map of the route is located in Figure 2-22.

Connections/Transfers:

- This route has no timed connections with any other transit routes.

Duplication:

- This route is not duplicative of other services.

Facility Issues:

- There are no facility issues.

ADA Issues:

- This strictly commuter route is not subject to ADA complementary paratransit or flex route regulations.

Observations/Comments:

- There is a significant amount of conflicting information regarding this route. The schedule on the Ride Guide, the schedule posted on the RTD website and the route maps in the ride guide and online does not correspond. If a passenger were to be in downtown Santa Fe and use the Ride Guide to plan their trip they will likely miss the bus. The route maps have the route going downtown to the plaza and the State Capital as does the schedule in the Ride Guide. The (correct) schedule online does not show service to the Capital or downtown.



Route Profile: Edgewood to Santa Fe

Strengths/Weaknesses:

- A useful commuter route with many riders.
- Online and printed schedules contradict.
- Route map does not accurately reflect the route.

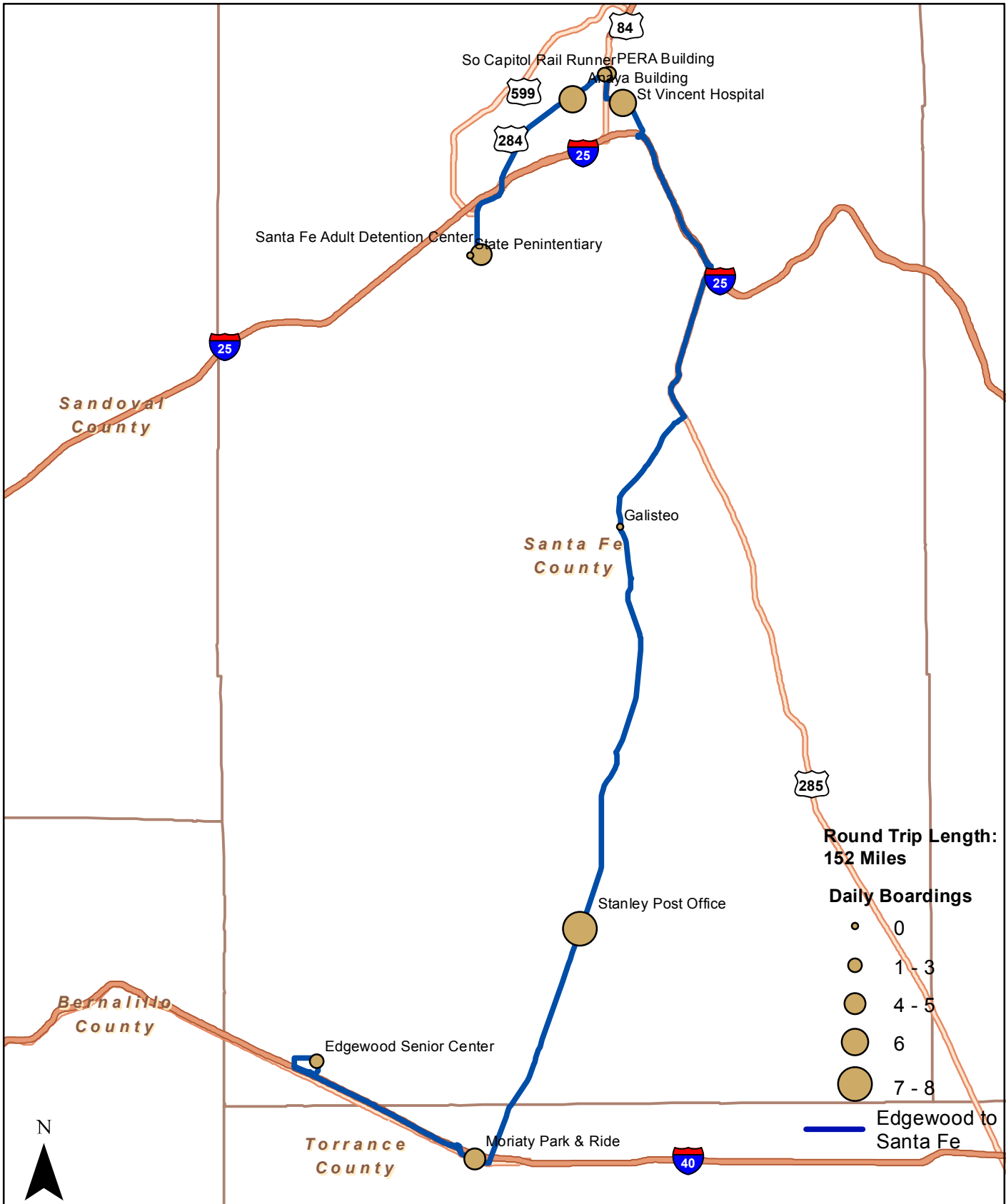
Bus Stop Usage:

Figure 2-22 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Stanley Post Office
 - St. Vincent Hospital
 - S. Capitol rail Runner
- Low ridership bus stops include:
 - Galisteo



Figure 2-22 Route Map: Edgewood to Santa Fe





Route Profile: Tesuque to Santa Fe

Description:

The Tesuque to Santa Fe Route connects downtown Santa Fe and the Santa Fe Indian Health Center/School with points north along Routes 84/285, including the Tesuque Pueblo, the Tesuque Trailer Village, and the Camel Rock Casino. There are four outbound and four inbound trips, each operating on a two hour headway.

A map of the route is located in Figure 2-23.

Connections/Transfers:

- Provides connections to Santa Fe Trail routes at the Sheridan Street Transfer Center and at the Indian Health Center/School:
 - Route 1
 - Route 2
 - Route 4
 - Route 5
 - Route 6
 - Route M
- Provides connections to Rail Runner Express southbound to Albuquerque at the South Capitol Station:
 - 5:06 p.m. (#101 Express at 5:09 p.m.)
 - 6:00 p.m. (#519 at 6:51 pm.)

Duplication:

- The Tesuque to Santa Fe Route operates along the southern portion of the same Route 84/285 corridor used by the Espanola to Santa Fe Route. Both routes serve the Indian Health Center, South Capitol Station, and the Camel Rock Casino.

Ridership:

FY11: 8,861

FY12: 7,176

Vehicle

Miles:

FY11: 43,970

FY12: 44,608

Vehicle

Hours:

FY11: 2,520

FY12: 2,520

Cost Per

Passenger:

FY11: \$18.00

FY12: \$23.33

Passenger

Trips Per

Mile:

FY11: .20

FY12: .16

Passenger

Trips Per

Hour:

FY11: 3.52

FY12: 2.85



Route Profile: Tesuque to Santa Fe

Facility Issues:

- None noted, as most stops have shelters and benches.

ADA Issues:

- This route will be required to provide ADA complementary paratransit or flex route service.

Strengths/Weaknesses:

- This route has very low ridership often with less than 10 trips per day.

Upcoming Changes

NCRTD Board approved to add a stop at the Tesuque Village Market. Route changes are depicted in Appendix A (Figure 2-23A).

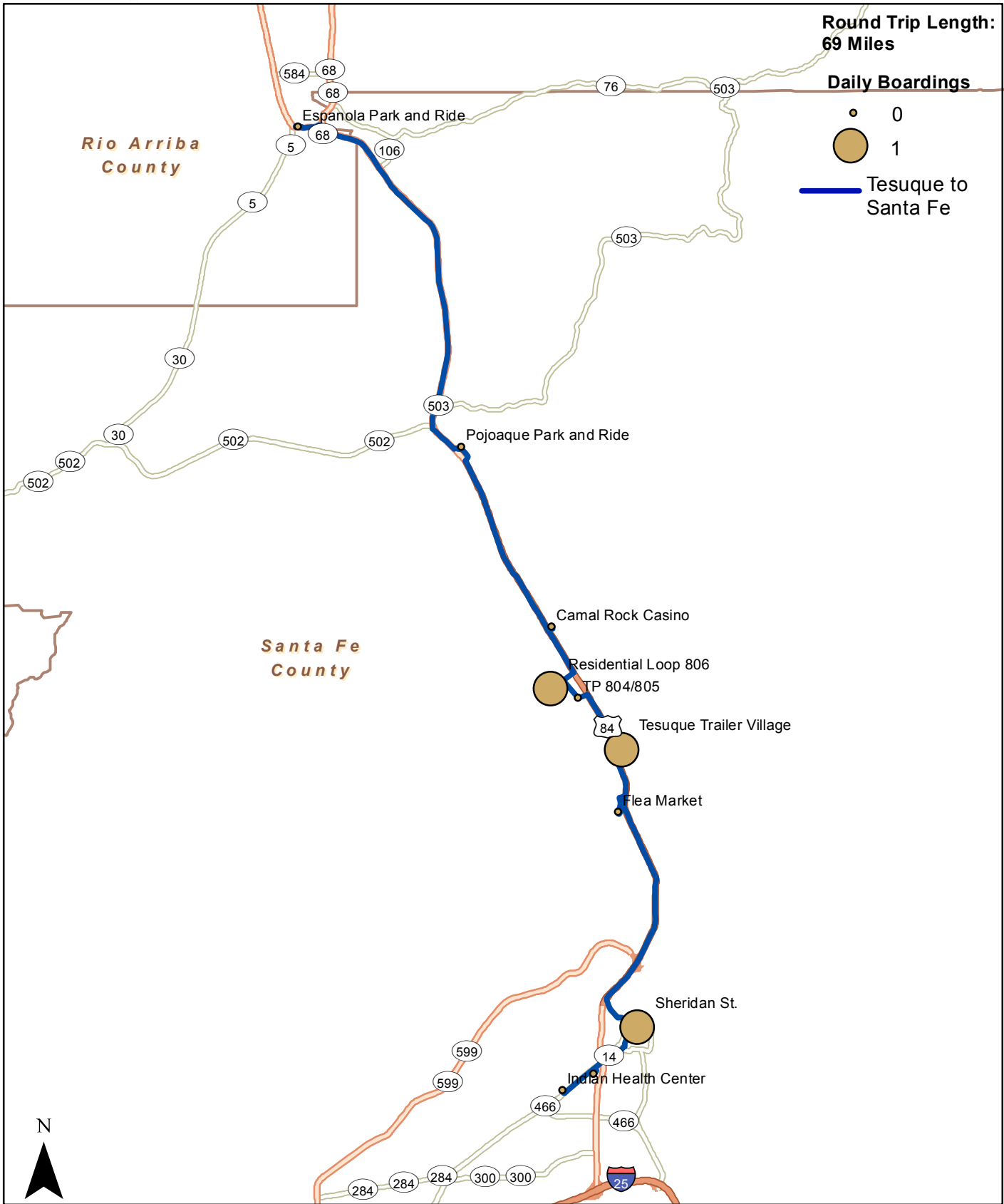
Bus Stop Usage:

Figure 2-23 depicts a sample of daily boardings.

- The Tesuque route has very low ridership. All stops are underutilized.



Figure 2-23 Route Map: Tesuque to Santa Fe





Route Profile: Santa Clara

Ridership:
FY11: 5,501
FY12: 7,022
Increased:
27%

Vehicle Miles:
FY11: 50,070
FY12: 52,290

Vehicle Hours:
FY11: 2,016
FY12: 2,058

Cost Per Passenger:
FY11: \$27.12
FY12: \$22.74

Passenger Trips Per Mile:
FY11: .11
FY12: .13

Passenger Trips Per Hour:
FY11: 2.73
FY12: 3.41

Description:

This route serves the Santa Clara Pueblo, providing connections to destinations to the north, to other NCRTD routes at the Espanola Park & Ride, and to the Santa Fe area. Four outbound and inbound trips are operated Monday through Friday, with service starting at 7:05 a.m. and ending at 5:55 p.m.

A map of the route is located in Figure 2-24.

Connections/Transfers:

- Provides connections at the Espanola Park & Ride to Los Alamos, Pojoaque and Santa Fe via the New Mexico Park & Ride Motor Coaches.
 - Green Route – Los Alamos: service is offered at 8:52 a.m. after the morning commute and 2:30 p.m. to 6:10 p.m. during the evening commute.
 - Red Route – Pojoaque and Santa Fe: service is offered between at 8:45 a.m. during the morning commute and 5:27 p.m. during the evening commute.
- Provides transfers at the Espanola Park & Ride to RTD's Espanola Transit District Routes.
 - Chama to Espanola
 - Chimayo to Las Trampas
 - Espanola to Chimayo
 - Espanola Westside
 - Espanola to Los Alamos to Pojoaque
 - Espanola to Santa Fe
 - Riverside
 - Espanola to El Rito
 - Taos to Espanola
 - Tesuque to Santa Fe

Duplication:

- This route operates along the same Route 285/84 corridor served by the Espanola to Santa Fe Route and portions of the Tesuque to Santa Fe Route.



Route Profile: Santa Clara

Facility Issues:

- At the Kee Street stop the bench was placed in an area not where the riders usually boarded the bus – it is about 100 feet from the original waiting area. Riders still wait at the original waiting area instead, and do not use the bench.
- The El Duende stop is not accessible stop, as there is no pathway. Also, this stop is remote so a stop near the fork in the road should be considered instead.

ADA Issues:

This route will require ADA service in the form of a flex route.

Observations/Comments:

- The schedule identifies the “Park & Ride” as a stop three times on some runs. However, the last “Park & Ride” is the regional transit stop, and not the NM P&R stop.
- At the Espanola Park & Ride the Westside and Riverside Routes were usually gone by the time this bus reached the stop.
- Received suggestions that instead of going out to the Bee Street stop, the route should go through the Hernandez neighborhood with about 2-3 flag stops.
- There is a stop at Reggie’s, that is now closed. Also, stop is on one side of the street. This is a relatively major street, and there is no controlled intersection for pedestrians to cross.
- Stops suggested stops at Jimenez Electric Co-op and at Socorro’s Restaurant.

Strengths/Weaknesses:

- Almost half of the stops on this route show little or no ridership. Based on observations and comments this route should be considered for possible modifications. In addition the route is not timed to provide transfers to other NCRD routes and other services. It also duplicates other routes between Espanola and Santa Fe.

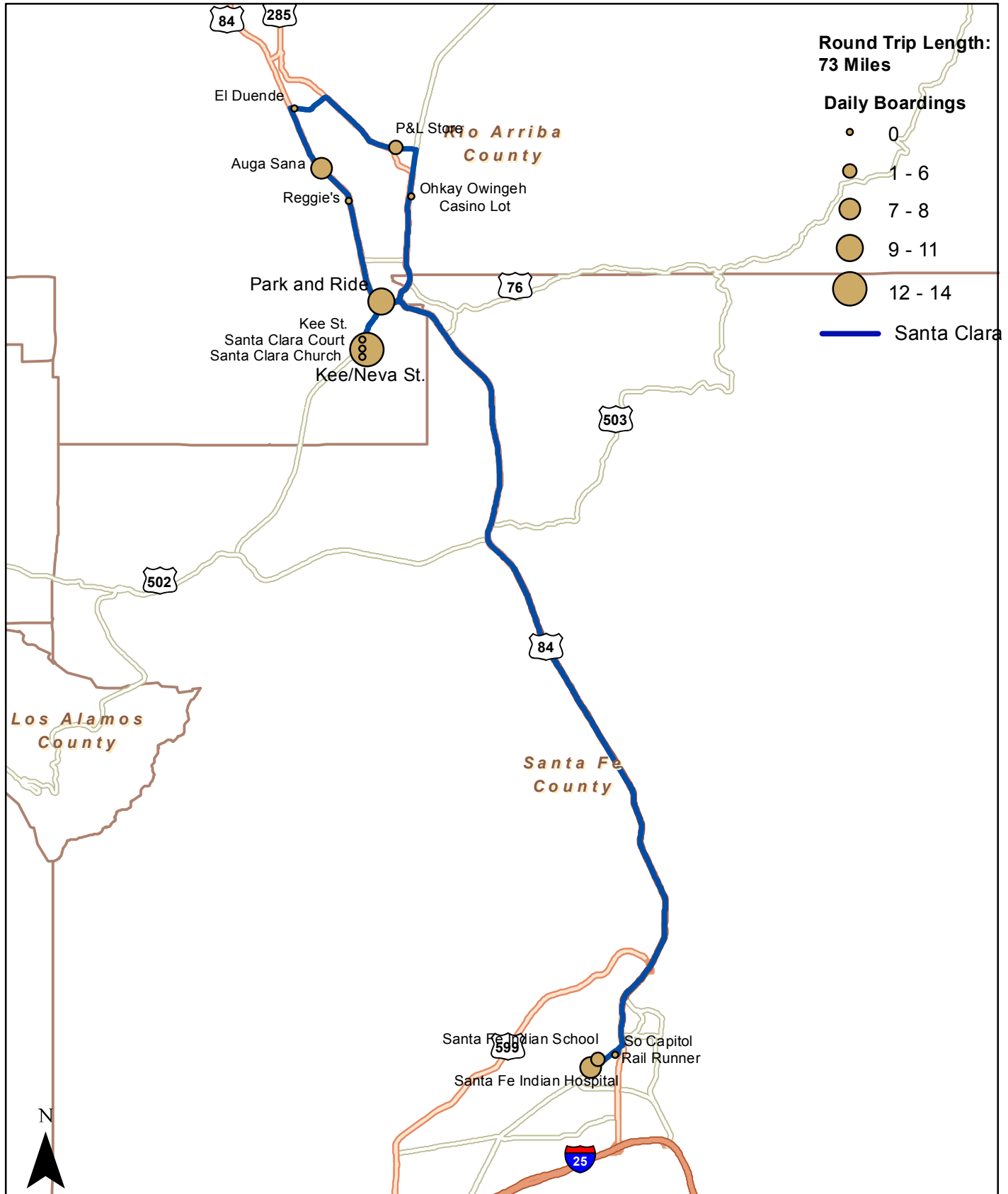
Bus Stop Usage:

Figure 2-24 depicts a sample of daily boardings.

- High ridership bus stops include:
 - Kee/Neva Streets, Park and Ride, Aqua Sana
- Low ridership bus stops include:
 - Santa Clara Court, Santa Clara Church, Reggie’s El Duende



Figure 2-24 Route Map: Santa Clara



ADA Paratransit Service

As noted earlier when discussing the service area, unless a fixed route is for commuting purposes only and operates only during peak hours, ADA complementary paratransit service is required within $\frac{3}{4}$ of a mile from the route. While NCRTD provides limited demand-response in the Espanola area, it does not appear this service is operated in a way to meet ADA paratransit requirements. In addition, the NCRTD marketing or outreach materials do not include information on ADA paratransit services or the eligibility process.

Therefore, if not already in place NCRTD should immediately implement ADA paratransit services as required that include:

- Meeting U.S. DOT ADA regulations that fares for complementary paratransit services cannot be more than twice the regular fixed-route fare for such a trip at the same time of day.
- Providing appropriate outreach on the availability of the complementary paratransit services and the eligibility process for persons with disabilities.

While some routes will continue to require ADA paratransit services, one consideration going forward will be modifying current routes so to provide “flex” routes. These routes replace the need for ADA paratransit services, however unless designed effectively may not provide quality fixed route or paratransit service. The possibility of using flex routes will be evaluated during the next phase of the project.

ADJACENT AND CONNECTING SERVICES

As noted in the individual profiles, the NCRTD routes connect with each other or with a variety of other transit services in the region. While some of these connections are timed for transfers, the vast majority are simply shared stop locations served by multiple routes and providers. In addition, schedules indicate connections with other transit providers in the region, though typically these connections are far apart time wise and are not timed transfers – they are again simply shared stops. Also, in some cases possible connections to other NCRTD routes or other services are not noted.



Connecting services at the Pojoaque Park and Ride lot.

Appendix B provides a review of key locations served by multiple routes or providers, along with current schedule times. This extensive list points out the need for ongoing regional service planning and evaluation so that customers can more easily transfer between transit services and make needed connections. It also highlights the confusing nomenclature used in the schedules for current routes, i.e. “inbound” and “outbound”. While regular customers may understand the use of these terms, for new riders it could be challenging trying to figure out for a route that connects two communities (like the majority of NCRTD routes) which one is the inbound and which one is the outbound. East-west or north-south may be better terms to use. This issue and other opportunities for improved marketing and outreach will be identified as the project moves forward. In addition, the information in Appendix B will be used as part of the evaluation of alternatives in the next phase of this project.

Some specific issues identified through the review of adjacent and connecting services and initial recommendations includes the following:

- NCRTD routes serving should the Espanola Park & Ride should be modified to allow timed transfers between services. It is inefficient that routes serve this location only minutes apart, but do not formally connect. These timed transfers should then be highlighted on schedules so that customers easily see there opportunities to board other routes and access other areas of the region.
- NCRTD routes serving Taos need to be evaluated, both for possible connections to Chile Line routes and to avoid duplication (discussed further in a later section).
- NCRTD routes serving the Pojoaque Park & Ride Lot should be modified to allow timed transfers. Similar to the Espanola Park & Ride Lot, these timed transfers should then be highlighted on schedules so that customers easily see there opportunities to board other routes and access other areas of the region.
- While only two NCRTD routes serve the Benny Chavez Community Center in Chimayo, these routes could be assessed for possible timed transfers.
- Multiple NCRTD routes serve the downtown Santa Fe Sheridan Street Transit Center. These routes are not timed for transfers, and connections to Santa Fe Trails routes appear to be happenstance and not timed in any way.
- The current schedules indicate some connections that while doable, are not really feasible or customer friendly. For example, the Taos-Espanola Route that arrives at the Park & Ride at 6:10 a.m. indicates a transfer to the Espanola-Santa Fe Route. This route, though, does not depart until 7:20 a.m., over an hour later.

MAJOR CORRIDORS

There are several major corridors served by multiple NCRTD routes and by NMDOT Park & Ride buses. A visual representation of these corridors by time of day - (morning, mid-day, and afternoon/evening) is provided in the Figures 2-25, 2-26, and 2-27, respectively. A review of these corridors provides the following observations:

Morning Peak Corridor:

- Although different stops are served, the NMDOT Park & Ride Red Route and the NCRTD Espanola - Santa Fe, Santa Clara, and Tesuque to Santa Fe routes all operate along the Route 285/84 corridor at similar times.

Mid-Day Corridor:

- With less service operating during this timeframe, there is little overlap between NCRTD and NM DOT Park & Ride services. However, the NCRTD Espanola - Santa Fe, Santa Clara, and Tesuque to Santa Fe Routes all operate along the same highway at similar times (though different stops are served).

Afternoon Peak Corridor:

- Similar to the morning peak the NCRTD Tesuque/Santa Fe and Santa Clara Routes operate along the same corridor as the NM DOT Park and Ride Red Route. However, the last run on the Espanola - Santa Fe Route departs downtown Santa Fe at 2:45 p.m., and therefore there is no duplication as is found during the morning peak service.

DUPLICATION OF SERVICES

As noted in the individual route profiles and major corridors section there is duplication between different NCRTD routes and between some NCRTD routes and other transit providers in the region. While specific duplication is included in the profiles, the following provides an overview of major duplicative services:

- As shown in Figures 2-25, 2-26 and 2-27 there is significant duplication along the 84/285 corridor between Espanola and Santa Fe. During the morning peak hours the NMDOT Park & Ride Red Route and the NCRTD Espanola - Santa Fe, Santa Clara, and Tesuque to Santa Fe routes all operate along this corridor at similar times. Although each route serves different stops, there is significant



Figure 2-25: Major Corridors Morning Peak

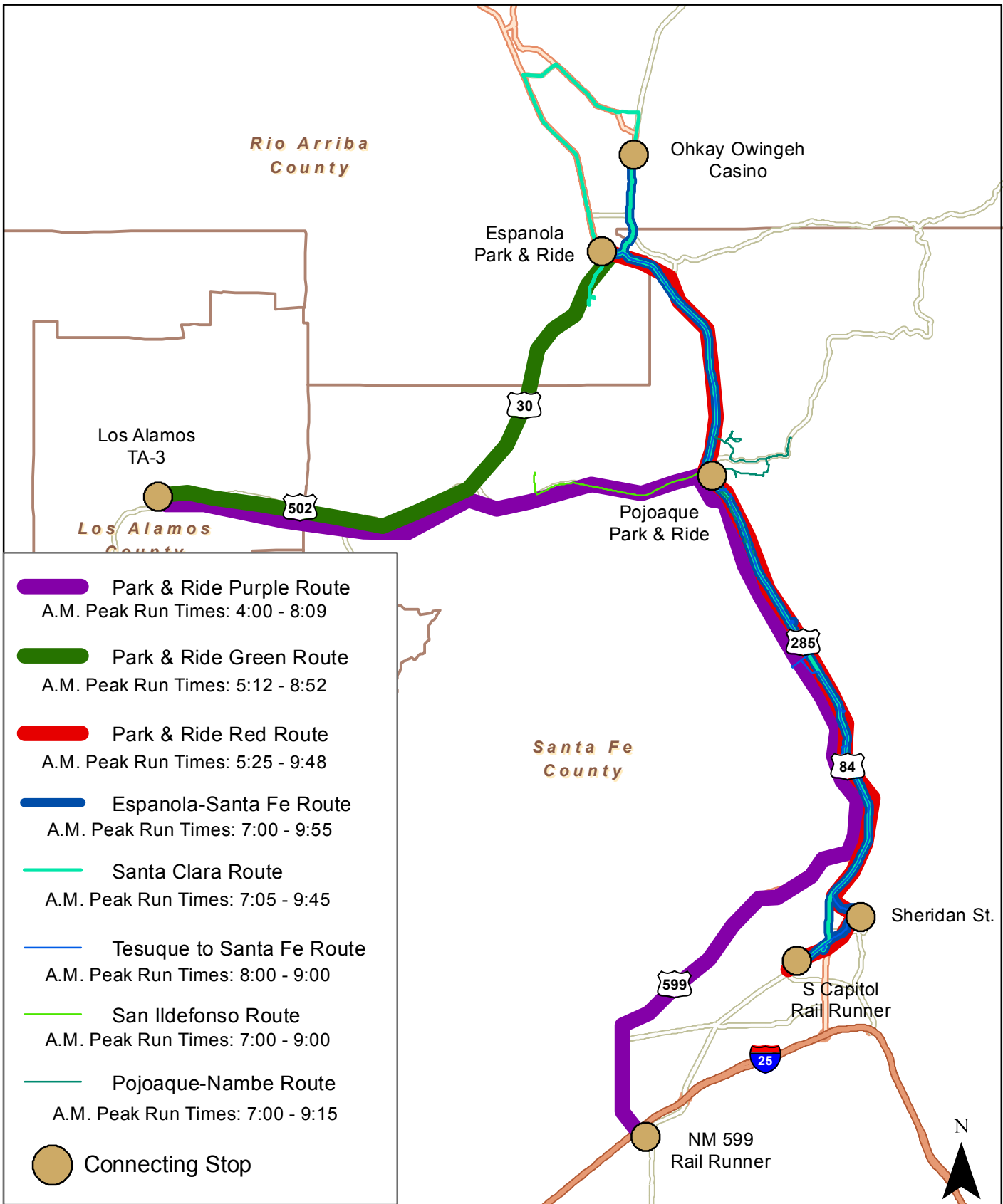




Figure 2-26: Major Corridors Mid-Day

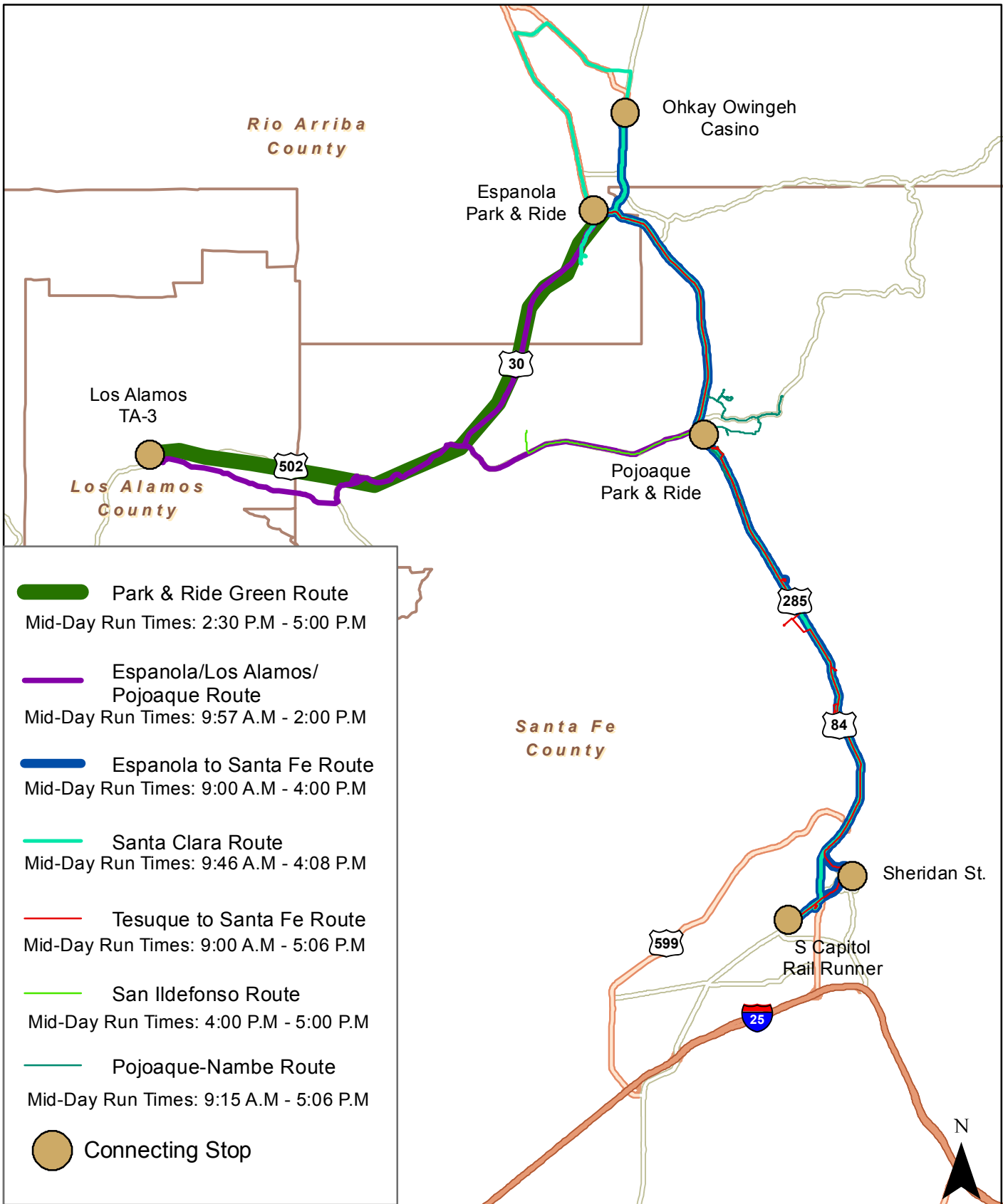
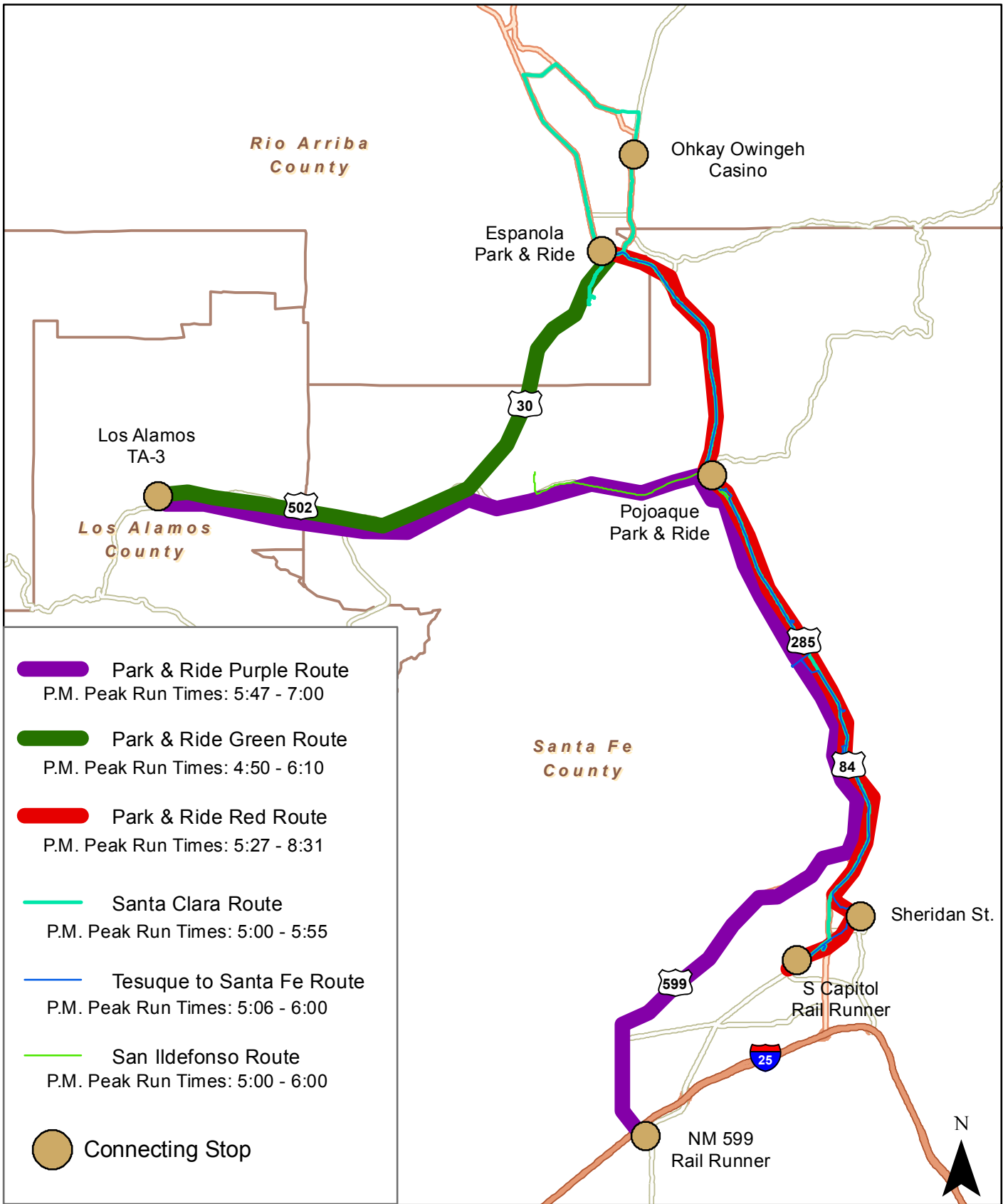




Figure 2-27: Major Corridors Afternoon Peak



duplication. Throughout the rest of the day there is not duplication with NMDOT services along this corridor, however there is still significant duplication of NCRTD routes including:

- Espanola to Santa Fe
 - Tesuque to Santa Fe
 - Santa Clara
- A portion of the Penasco to Taos route serves as a local circulator route in Taos. Local service in Taos is the primary task for the Chile Line, and the Penasco route serves several shared stops and stops within ¼ mile of a Chile Line stop. The circulation through Taos is duplicative with Chile Line service. In addition, it was reported that Penasco to Taos drivers have provided door to door service in Taos.
 - UNM – Taos route duplicates the Chile Line except for the last 1.5 miles.
 - The Westside Espanola Route travels up and down US 285/US 84, the main thoroughfare through the western portion of Espanola. This main thoroughfare is also served, at least partially, by the Chama to Espanola Route, the Espanola to El Rito – Ojo Caliente Route, the Santa Clara Route and the Taos to Espanola Route. The Westside Espanola Route is the only route in the area that meanders from the main thoroughfare to serve neighborhood and industrial areas.
 - The Tesuque to Santa Fe Route operates along the southern portion of the same Route 84/285 corridor used by the Espanola to Santa Fe Route. Both routes serve the Indian Health Center, South Capitol Station, and the Camel Rock Casino.

ADA/ACCESSIBILITY CONSIDERATIONS AND ISSUES

As noted in many of the profiles, NCRTD routes require ADA complementary paratransit services for eligible customers unable to access a fixed stop. Through the assessment of current services several ADA related issues were noted and some overall accessibility considerations identified (the project team realizes that some accessibility issues are beyond the authority of NCRTD). These issues include:

- It is difficult for customers to find information on ADA paratransit services and accessible transportation options. For instance, no information on ADA paratransit service can be found on the NCRTD website or in individual route schedules.
- While there are a number of bus shelters located throughout the system, as noted earlier most of them are not ADA accessible and often there are no sidewalks leading to these shelters (which by itself is not a compliance issue).

- Much of the service area does not have either complementary paratransit within $\frac{3}{4}$ mile of the route, nor does it have a flex route service. This renders NCRTD out of compliance with ADA.

SUMMARY

The review of the current services indicates that some routes are performing well, while other routes are candidates for modifications. In a number of cases, changes to routes will be done by region. The major focus is on areas where service needs to be rationalized.

There are six primary categories of service rationalization for the NCRTD fixed route services. They are:

- Major Corridors and Interlining
- Connections
- Bus stops
- Jurisdictional Coordination/Regional Service Planning
- Service Duplication
- Scheduling and Timing Points
- 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 Espanola. There are currently five separate routes that operate entirely or in part along this corridor. Many of the routes serve different stop locations, but it remains that there are several NCRTD buses serving the corridor at the same time.

- Espanola to Santa Fe - this route travels along Highway 84 stopping at major destinations.
- Tesuque to Santa Fe - this route runs from Espanola to Santa Fe stopping in Tesuque and Pueblos along Highway 84.
- Santa Clara - This route starts in the Santa Clara Pueblo to the southwest of Espanola, going through Espanola to the north before heading south along Highway 84 connecting to Santa Fe.
- Pojoaque Nambé - this is a local Pueblo route that serves the Highway 84 corridor in Pojoaque and the Nambé area to the east of 84.

- Riverside – this route is a local Espanola service that serves the main north/south corridor in town along Highway 84 in the south and Highway 68 to the north of town.

Another corridor that has potential for interlining is the Espanola 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.

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

Consolidating the Highway 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. On-time improvements are made because interlining cuts down on the number of needed connections. For example if a corridor has three connecting routes and one route is running late, all the other routes are held up to connect to the late rout putting the entire system behind. If the corridor has one long route with three buses, if one bus is running late it has no impact on the other buses which are on-time.

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 Espanola.



*NM DOT Park and Ride making a timed connection with the Rail Runner service.
Where is the Blue Bus?*

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 Espanola 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 areas 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 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.



The Taos County Courthouse shared stop with the Chile Line

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 84 corridor.
- Tesuque to Santa Fe: This route operates along a stretch also served by other Espanola to Santa Fe services, with only a few stops at several different locations from the other routes.
- Espanola to Santa Fe: This route is one of six that travel along Highway 84 between Santa Fe and Espanola.
- UNM Taos Klauer Campus: This route is a local Taos route which duplicates Chile Line service, though the Chile Line does not currently stop at the campus.
- Penasco 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

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

The Espanola 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.

NCRTD Route Modification and Changes

As noted earlier, the route profiles in this technical memorandum included current schedules. However, NCRTD is planning modifications to seven routes in July 2013. NCRTD plans to roll out these changes using the following timeline:

July 8, 2013

Velarde (Taos Route)

Ohkay Owingeh (Riverside Route)

July 10, 2013

Nambé (Pojoaque Route)

Madrid (599 Route)

Edgewood (Edgewood Route)

Tesuque Village Market (Tesuque Route)

July 15, 2013

Costilla (Questa Route)

NEXT STEPS

The next step in the process is to review this memorandum with NCRTD management, discuss findings in detail and revise as necessary. Agreement should be reached on the general direction to modify services.

Appendix A



Figure 2-5A Route Map: Pojoaque to Nambe

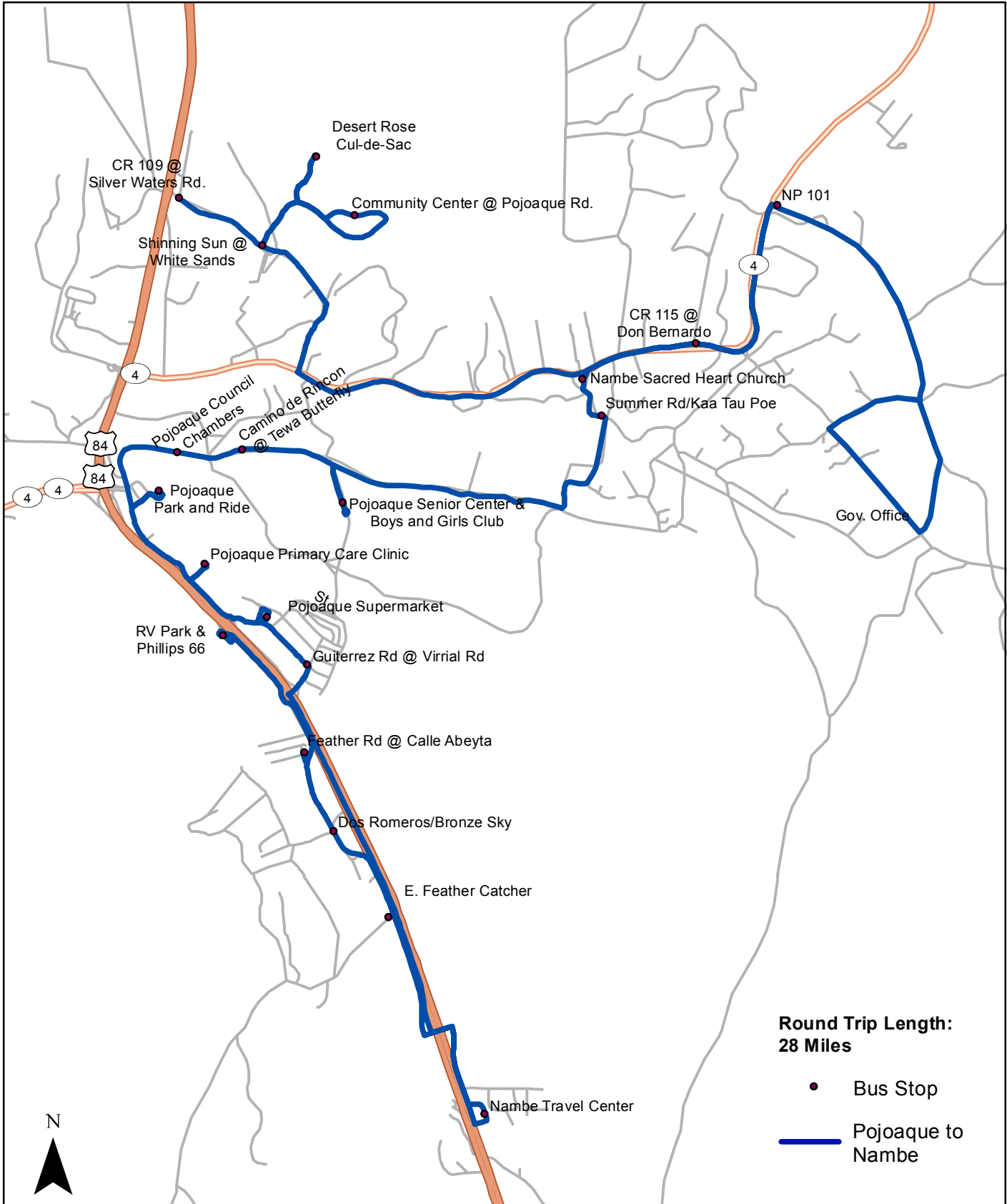




Figure 2-7A Route Map: Riverside

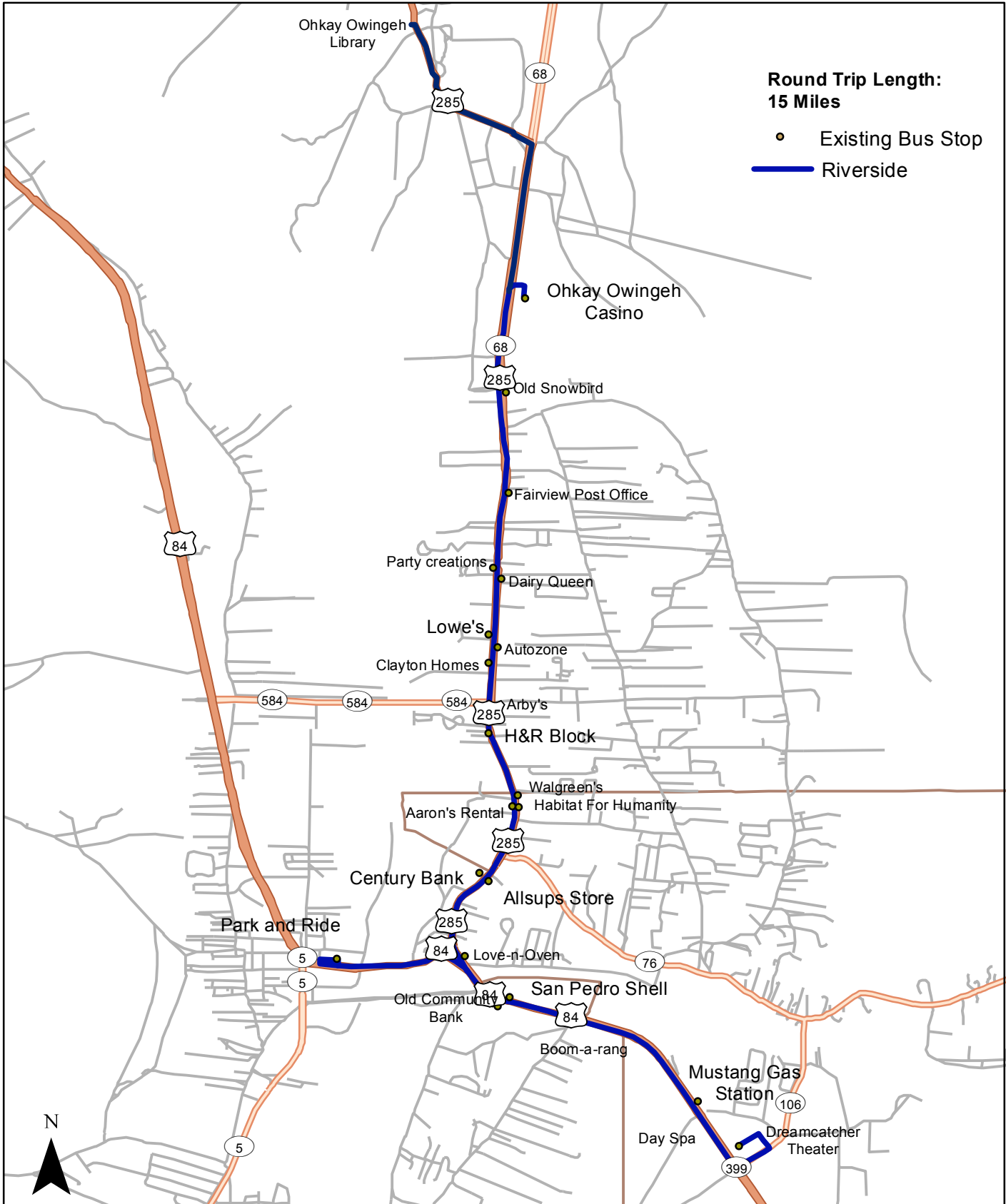




Figure 2-10A Route Map: NM 599

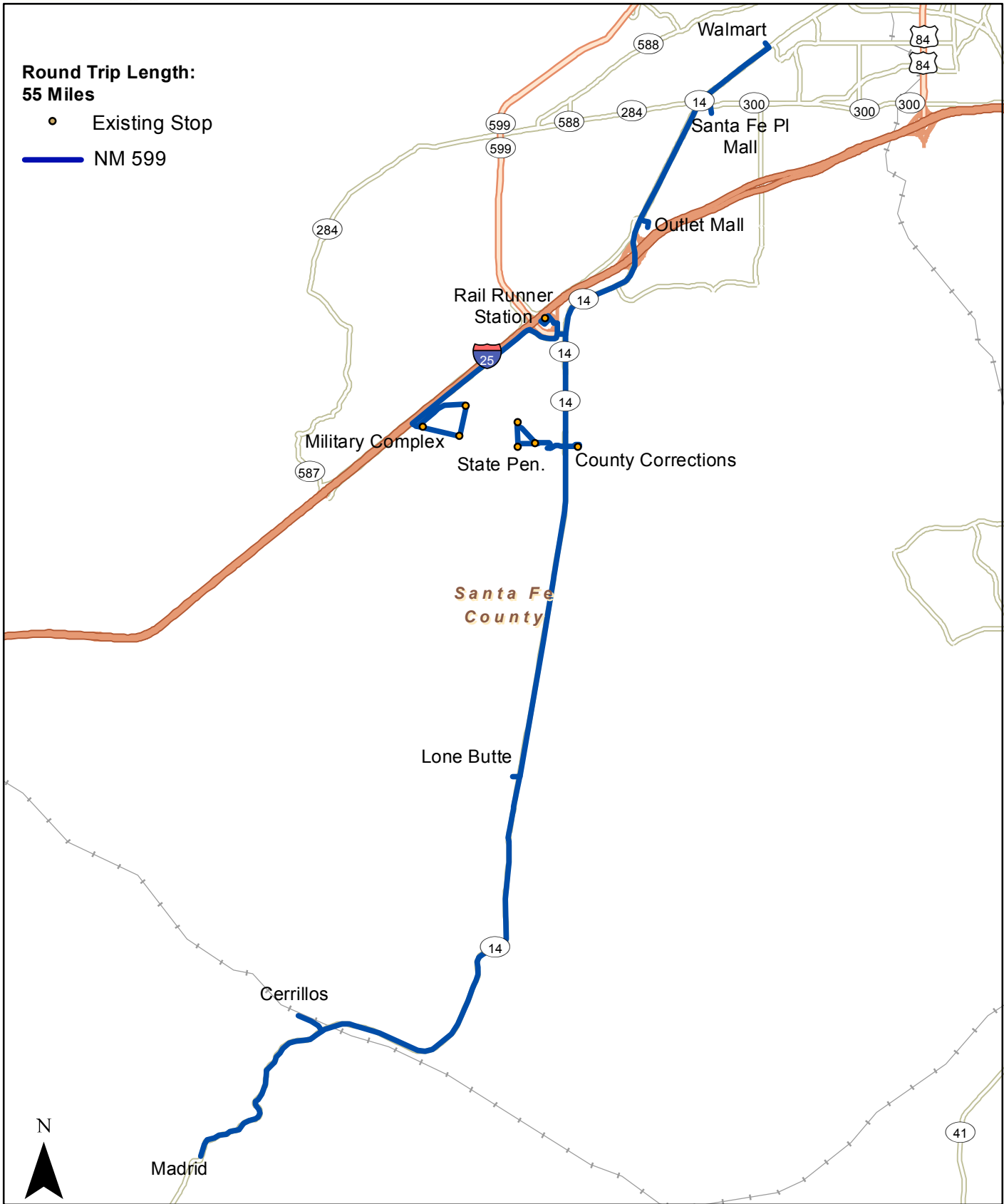




Figure 2-11A Route Map: Questa to Taos

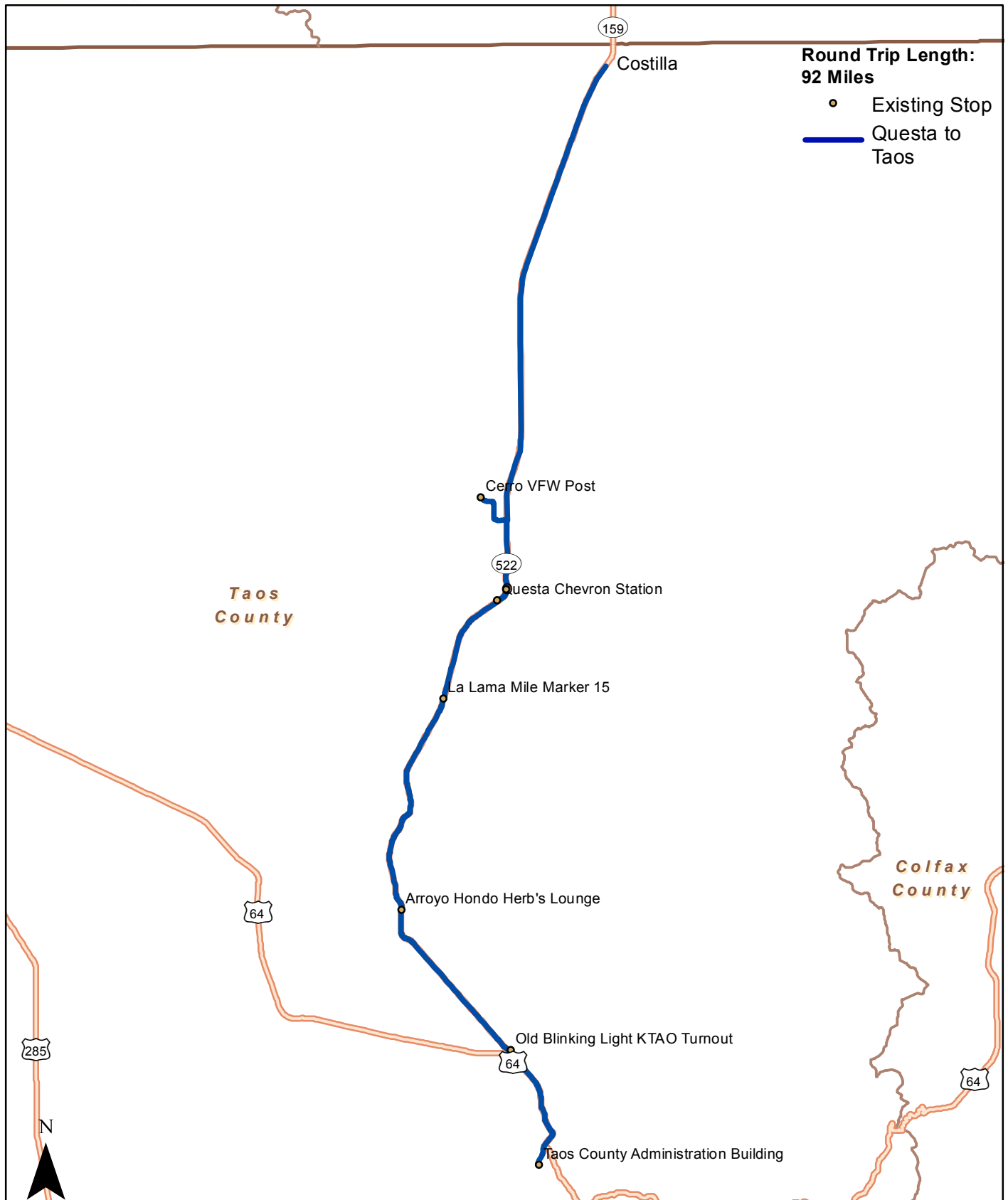
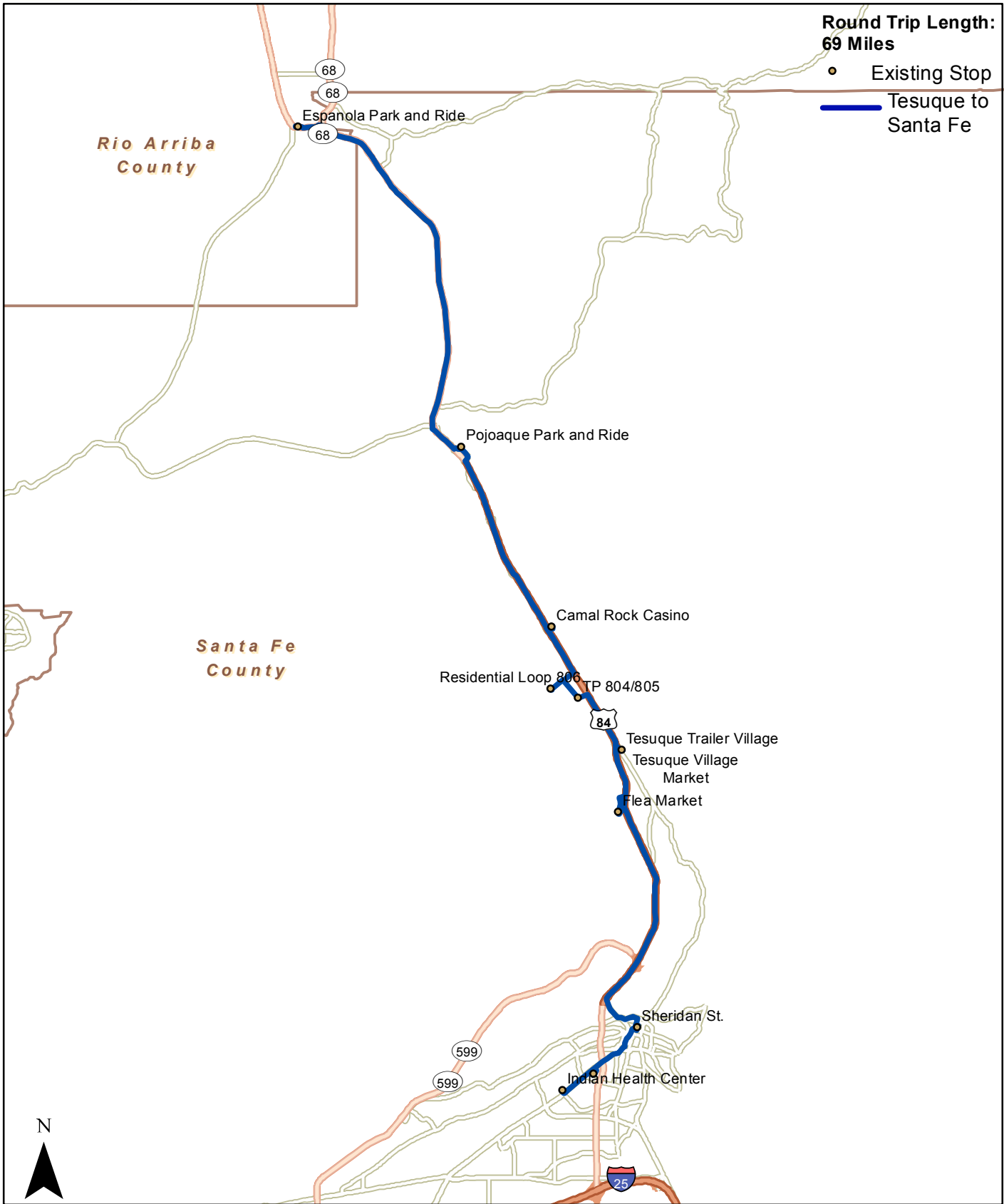




Figure 2-23A Route Map: Tesuque to Santa Fe



Appendix B

**Appendix B: Shared Stop Review
Based on routes as of 7/1/13**

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
Espanola Park & Ride	<p><u>Taos to Espanola</u> Outbound: 6:10 a.m., 6:00 p.m. Inbound: 6:15 a.m., 6:00 p.m.</p> <p><u>Espanola-Los Alamos-Pojoaque</u> 9:57 a.m., 10:57 a.m., 2:00 p.m.</p> <p><u>Chama to Espanola (T-Th only)</u> Outbound: 10:00 a.m., 3:30 p.m. Inbound: 11:40 a.m., 3:30 p.m.</p> <p><u>Las Trampas</u> Inbound: 7:58 a.m. Outbound: 7:58 a.m., 4:00 p.m.</p> <p><u>Riverside Drive</u> Southbound: 6:25 a.m. and every 30 minutes between 7:25 a.m. and 6:25 p.m. (except for 11:30 a.m.)</p> <p><u>West Side Espanola</u> Every 30 minutes between 6:18 a.m. and 6:18 p.m.</p> <p><u>Tesuque</u> Inbound: 6:00p.m.</p>	<p>The Espanola Park and Ride is also served by the following NM DOT Park & Ride routes:</p> <p><u>Green Route (Espanola- Los Alamos):</u> Westbound Departures 5:12 a.m., 5:42 a.m., 6:12 a.m., 6:32 a.m., 6:52 a.m., 7:32 a.m. / 2:30 p.m., 2:40 p.m., 3:00 p.m., 3:30 p.m., 4:00 p.m., 4:20 p.m., 4:50 p.m.</p> <p>Eastbound Arrivals: 6:32 a.m., 6:42 a.m., 7:32 a.m., 7:52 a.m., 8:00 a.m., 8:12 a.m., 8:52 a.m. / 4:00 p.m., 4:20 p.m., 4:50 p.m. 5:20 p.m., 5:40 p.m., 6:10 p.m.</p> <p><u>Red Route (Espanola-Pojoaque-Santa Fe)</u> Southbound Departures: 5:52 a.m., 6:23 a.m., 8:00 a.m., 8:45 a.m., 5:27 p.m., 6:30 p.m.</p> <p>Northbound Arrivals: 6:23 a.m., 7:52 a.m., 8:45 a.m., 5:27 p.m. 6:30 p.m., 8:31 p.m.</p>

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
<p>Espanola Park & Ride (continued)</p>	<p><u>Espanola-Santa Fe</u> Outbound: 7:20 a.m., 10:20 a.m., 1:20 p.m. Inbound: 9:39 a.m., 12:35 p.m., 3:35 p.m.</p> <p><u>Santa Clara</u> Outbound: 8:45 a.m., 9:21 a.m., 9:45 a.m., 10:05 a.m., 10:40 a.m., 3: 22 p.m., 4:00 p.m. Inbound: 9:26 a.m., 9:45 a.m., 2:30 p.m., 3:02 p.m., 3:33 p.m., 4:05 p.m.</p> <p><u>Espanola-El Rito-Ojo Caliente</u> 7:40 a.m., 9:30 a.m., 1:30 p.m., 3:30 p.m.</p>	<p>See previous page</p>
<p>Ohkay Owingeh Resort</p>	<p><u>Taos to Espanola</u> Outbound: 9:23 a.m. Inbound: 7:00 a.m., 10:00 a.m.</p> <p><u>Riverside Drive</u> 6:00 a.m., 7:00 p.m., and every thirty minutes between 7:30 a.m. and 6:00 p.m.</p> <p><u>Espanola-Santa Fe</u> Outbound: 7:00 a.m., 10:00 a.m., 1:00 p.m. Inbound: 9:55 a.m., 1:00 p.m., 4:00 p.m.</p> <p><u>Santa Clara</u> Outbound: 9:13 a.m., 10:32 a.m., 3:52 p.m., Inbound: 2:38 p.m.</p>	<p>None</p>

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
Taos County Admin	<p><u>Taos to Espanola</u> Outbound/Inbound: 8:15 a.m.</p> <p><u>Questa to Taos</u> Outbound: 7:30 a.m., 9:55 a.m., 5:00 p.m. Inbound: 7:45 a.m., 10:00 a.m., 5:30 p.m.</p> <p><u>UNM-Taos Klauer Campus</u> Inbound: 8:22 a.m., 9:34 a.m., 11:22 a.m., 2:22 p.m., 3:31 p.m., 4:36 p.m., 5:48 p.m. Outbound: 9:12 a.m., 10:22 a.m., 12:12 p.m., 3:12 p.m., 4:22 p.m., 5:27 p.m., 6:23 p.m.</p> <p><u>Penasco</u> Outbound: 7:35 a.m., 8:05 a.m., 5:05 p.m. Inbound: 8:05 a.m., 5:05 p.m.</p>	The Taos Chile Line serves this location (County Court House on their schedule) approximately every 35 minutes between 7:30 a.m. and 5:30 p.m.
Ranchos de Taos Post Office	<p><u>Taos to Espanola</u> Outbound: 8:25 a.m., 4:45 p.m.</p> <p><u>UNM-Taos Klauer Campus</u> Inbound: 8:30 a.m., 9:40 a.m., 11:30 a.m., 2:30 p.m., 3:40 p.m., 4:46 p.m., 6:00 p.m. Outbound: 9:05 a.m., 10:15 a.m., 12:05 p.m., 3:05 p.m., 4:15 p.m., 5:20 p.m., 6:15 p.m.</p>	The Chile Line serves this location approximately every 35 minutes between 7:54 a.m. and 5:14 p.m.

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
Chile Line Stop #35 Paseo Sur and Canon West	<u>Taos to Espanola</u> Outbound: 4:37 p.m.	The Chile Line serves this location approximately every 35 minutes between 7:52 a.m. and 5:19 p.m.
Los Alamos ACT Hub (Formerly TA-3)	<u>Espanola-Los Alamos-Pojoaque</u> 10:27 a.m., 11:47 a.m., 1:07 p.m.	<p>The Los Alamos ACT Hub is also served by the following Atomic City Transit System routes:</p> <ul style="list-style-type: none"> - Route 1 (Downtown Circulator) departs from the Transit Center at :08 and :28 after the hour between 5:48 a.m. and 7:08 p.m. - Route 2M (White Rock via Main Hill Road) departs the Transit Center every 30/60 minutes between 6:07 a.m. and 6:37 p.m. - Route 2T (Los Alamos via Truck Route) departs the Transit Center every 30/60 minutes between 5:40 a.m. and 6:58 p.m. - Route 3 (Canyon/Central) departs the Transit Center every 30/60 minutes between 6:28 a.m. and 6:58 p.m. - Route 4 (North Community) departs the Transit Center every 30/60 minutes

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
<p>Los Alamos ACT Hub (Formerly TA-3)</p>	<p>See previous page</p>	<p>between 6:06 a.m. and 7:06 p.m.</p> <ul style="list-style-type: none"> - Route 5 (Barranca Mesa) departs the Transit Center every 30/60 minutes between 5:47 a.m. and 6:47 p.m. - Route 6 (North Mesa) departs the Transit Center every 30/60 minutes between 5:27 a.m. and 6:57 p.m. <p>The Los Alamos ACT Hub is also served by the following NM DOT Park & Ride routes:</p> <p><u>Green Route (Española- Los Alamos):</u> Westbound Trips: 5:42 a.m., 6:12 a.m., 6:42 a.m., 7:22 a.m., 8:02 a.m. / 3:00 p.m., 3:10 p.m., 3:30 p.m., 4:00 p.m., 4:30 p.m., 4:50 p.m., 5:20 p.m.</p> <p>Eastbound Trips: 6:02 a.m., 6:12 a.m., 7:02 a.m., 7:22 a.m., 7:30 a.m., 7:42 a.m., 8:22 a.m. / 3:30 p.m., 3:50 p.m., 4:20 p.m., 4:50 p.m. 5:10 p.m., 5:40 p.m.</p> <p><u>Blue Route (Santa Fe-Pojoaque-Los Alamos):</u> Northbound: 6:20 a.m., 6:34 a.m., 7:02 a.m., 7:50 a.m., 8:47 a.m. / 3:39 p.m., 3:53 p.m., 4:13 p.m.,</p>

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
		<p>4:50 p.m., 5:18 p.m., 5:33 p.m., 6:23 p.m.</p> <p>Southbound: 7:14 a.m., 7:49 a.m., 8:37 a.m., 9:29 a.m., / 4:05 p.m., 5:00 p.m., 5:37 p.m., 6:49 p.m.</p>
<p>Pojoaque Park & Ride Lot</p>	<p><u>Espanola-Los Alamos-Pojoaque</u> 12:17 p.m., 1:42 p.m.</p> <p><u>Pojoaque</u> Outbound: 7:26 a.m., 9:43 a.m., 2:26 p.m., 4:28 p.m. Inbound: 8:47 a.m., 3:30 p.m.</p> <p><u>San Ildefonso</u> Outbound: 7:15 a.m., 8:15 a.m., 4:15 p.m., 5:15 p.m. Inbound: 7:45 a.m., 8:45 a.m., 5:45 p.m.</p> <p><u>Tesuque</u> Inbound: 5:50 p.m.</p> <p><u>Espanola-Santa Fe</u> Outbound: 7:30 a.m., 10:40 a.m., 1:40 p.m. Inbound: 9:25 a.m., 12:15 p.m., 3:15 p.m.</p>	<p>The Pojoaque Park and Ride Lot is also served by the following NM DOT Park & Ride routes:</p> <p><u>Red Route (Espanola-Pojoaque-Santa Fe)</u> Southbound Departures: 6:09 a.m., 6:40 a.m., 8:17 a.m., 9:02 a.m., 5:44p.m, 6:47pm</p> <p>Northbound Arrivals: 6:08a.m., 7:38 a.m., 8:30 a.m., 5:12 p.m. 6:15 p.m., 8:16 p.m.</p> <p><u>Blue Route (Santa Fe-Pojoaque-Los Alamos):</u> Northbound: 5:57 a.m., 6:11 a.m., 6:35 a.m., 7:27 a.m., 8:19 a.m. / 2:53 p.m,3:30 p.m., 3:50 p.m., 4:27 p.m., 4:55 p.m., 5:37 p.m.</p> <p>Southbound: 7:14 a.m., 7:49 a.m., 8:37 a.m., 9:29 a.m., / 4:05 p.m., 5:00 p.m., 5:37 p.m., 6:49 p.m.</p>

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
<p>Benny Chavez Community Center (Chimayo)</p>	<p><u>Espanola-Chimayo</u> Inbound: 8:36 a.m., 9:36 a.m., 10:36 a.m., 11:36 a.m., 3:30 p.m., 4:30 p.m., 5:30 p.m.</p> <p><u>Las Trampas</u> Inbound: 7:30 a.m., 9:30 a.m., 5:30 p.m. Outbound: 8:30 a.m., 4:30 p.m.</p>	<p>None</p>
<p>Sheridan Street – Downtown Santa Fe Transit Center</p>	<p><u>Eldorado to Santa Fe</u> Outbound/Inbound : 7:56 a.m., 9:05 a.m., 10:45 a.m., 3:41 p.m., 5:11 p.m., (and 6:30 p.m. outbound only)</p> <p><u>Tesuque</u> Outbound: 8:44 a.m., 10:44 a.m., 2:44 p.m., and 4:44 p.m. Inbound: 9:16 a.m., 11:16 a.m., 3:16 p.m., and 5:15 p.m.</p> <p><u>Espanola-Santa Fe</u> Outbound: 8:10 a.m., 11:10 a.m., and 2:10 p.m. Inbound: 8:45 a.m., 11:45 a.m., and 2:45 p.m.</p>	<p>The Sheridan Street stop allows connections to the following Santa Fe Trails routes: 1, 2, 4, 5, 6 and M.</p> <p>This location is also served by the following NM DOT Park & Ride routes:</p> <p><u>Blue Route (Santa Fe-Pojoaque-Los Alamos):</u> Northbound: 3:05p.m, 3:25p.m., 4:02p.m., 4:30p.m., and 5:12p.m.</p> <p>Southbound: 7:38am, 8:13a.m., 9:01a.m., and 9:53a.m.</p>
<p>Indian Health Center/School (Santa Fe)</p>	<p><u>Tesuque</u> Outbound/Inbound: 9:00 a.m., 11:00 a.m., 3:00 p.m., and 5:00 p.m. (outbound only)</p> <p><u>Espanola-Santa Fe</u> Outbound/Inbound: 8:30 a.m., 11:30 a.m., and 2:30 p.m.</p>	

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
<p>South Capital Rail Runner Station</p>	<p><u>Tesuque</u> Outbound/Inbound: 5:06 p.m.</p> <p><u>Espanola-Santa Fe</u> Outbound: 8:20 a.m., 11:20 a.m., 2:20 p.m. Inbound: 9:00a.m.</p> <p><u>NM 599</u> Outbound: 5:55 a.m., 6:38 a.m., 7:25 a.m. Inbound: 4:23 p.m.</p> <p><u>Edgewood to Santa Fe</u> Morning: 7:15 a.m. Afternoon: 5:05 p.m.</p>	<p>The South Capital Station is also served by the following NM DOT Park & Ride routes:</p> <p><u>Blue Route (Santa Fe-Pojoaque-Los Alamos):</u> Northbound Departures: 5:25am, 5:38a.m., 6:03a.m., 6:43a.m., 7:47 / 2:08p.m, 2:45p.m., 3:05p.m., 3:42p.m., 4:10p.m., 4:40p.m., 4:52, p.m.</p> <p>Southbound Arrivals: 7:30am, 7:58a.m., 8:33a.m., 9:21a.m.,10:13a.m. / 4:35p.m., 5:30p.m., 6:17p.m., 7:19p.m., 9:10p.m.</p> <p>On weekdays the New Mexico Rail Runner Express has the following stops at the South Capital station:</p> <p>Northbound Arrivals: 5:28 a.m., 6:08 a.m., 6:38 a.m., 7:40 a.m., 8:54 a.m., 11:11 a.m., 5:58, 7:17, 8:33</p> <p>Southbound Departures: 5:43 a.m., 7:18 a.m., 1:07 p.m., 4:20 p.m., 5:09 p.m., 5:35 p.m., 6:51 p.m., 9:05 p.m.</p>

Stop Location	NCRTD Routes Serving Location	Other Transit Providers Serving Location
Las Trampas San Jose de Garcia Church	<u>Penasco</u> Outbound: 6:05 a.m., 3:00 p.m. Inbound: 9:00 a.m., 6:33 p.m. <u>Las Trampas</u> Outbound/Inbound: 9:00 a.m., 5:00 p.m. Inbound: 9:00 a.m., 6:33 p.m.	None
Questa Chevron Station	<u>Questa to Taos</u> Outbound: 6:45 a.m., 9:10 a.m., 4:15 p.m. Inbound: 8:30 a.m., 10:45 a.m., 6:15p.m. <u>Questa - Red River</u> Outbound: 6:45 a.m., 7:45 a.m., 8:45 a.m., 4:05 p.m., 5:05 p.m., 6:05 p.m. Inbound: 6:50 a.m., 7:50 a.m., 8:50 a.m., 4:10 p.m., 5:10 p.m., 6:10 p.m.	Red River Miner’s Transit provides dial-a-ride service in the Red River area, seven days a week from 7:30 a.m. to 5:30 p.m. (hours vary in the spring and fall).

KFH GROUP, INC.

Technical Memorandum #3: Outreach Activities

July 2013

*Prepared for:
North Central Regional Transit Authority
(NCRTD)*

*The KFH Group in conjunction
with
SOUTHWEST PLANNING*



**SOUTHWEST
PLANNING**



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Technical Memorandum 3

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 13 public meetings, a focus group in Espanola and three meetings with Pueblo Councils. These are documented with a full set of meeting transcripts in Appendix 3-1.
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, Railrunner and NMDOT Park and Ride
4. Meetings with management staff and drivers/dispatchers
5. The 2011 survey conducted for NCRTD.

Together these responses have given us a good picture of local transit needs summarized at the end of this document. This information will be combined with the demographic and land use data reviewed in Technical Memorandum No. 1 and the Review of Existing Services in Technical Memorandum No. 2. The results will be included in Technical Memorandum No 4 – Review of Unmet Needs.

Public and Pueblo Meetings

SWP conducted 15 community 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.

SWP provided one of three trained moderators for each of the meetings. The moderators were trained to provide identical moderation for each meeting and were given background information on each community. Additionally, each moderator followed a standard Moderator's Guide.

There was no attendance in two communities: Espanola and Santa Clara Pueblo. Santa Clara Pueblo was offered alternative ways to provide input. As Espanola is a hub community, SWP subsequently conducted a focus group in order to gather input from that community.

Participants at the community meetings were provided with comment sheets. A web survey was put online prior to the community meetings and marketed with the rest of the media outreach. Meeting attendees were also provided with the web survey link. The data from all sources was consolidated into this report.

COMMUNITY MEETING SUMMARY

Attendance varied by community. Two community meetings, Espanola and Santa Clara, had no attendance. Santa Clara Pueblo was contacted to reschedule because the original meeting was held the day before their feast day; however, no response was received. Tesuque Pueblo was contacted numerous times through multiple channels to attempt to schedule a meeting; however, no response was received. Los Alamos had the poor attendance, with two community members attending. Madrid was the best attended community meeting with 30 people in attendance. On average, the meetings had 5-7 people.

Please note that Espanola was conducted after the initial community meetings in a focus group format. Espanola has its own synopsis and responses as part of the focus group and, as a result, is not included in this summary.

Connectivity

1. A number of transit hubs were brought up repeatedly as target destinations by the more rural communities. Participants traveling to these destinations indicated that they would use them for shopping, school attendance, medical facilities, etc. as connection points to other destinations. Rural

communities would generally specify many destinations within one transit hub, while transit hubs would identify other transit hubs as target destinations.

- a. Santa Fe
- b. Española
- c. Las Alamos
- d. Taos

Santa Fe was the most frequently mentioned target transit hub.

New Service

1. There were a number of requests for new service in the following areas:
 - a. La Cienega
 - b. Las Golandrinas
 - c. Tres Piedras
 - d. Tourist oriented service - Santa Fe to Taos
 - e. 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. The website is not an effective tool as many rural residents do not have easy access to the internet. Post alerts and marketing information on bulletin boards at post offices, grocery stores, and other local community gathering places. Additionally, many communities have their own communications network set up. Getting in touch with those networks would provide the NCRTD with a simple and effective means of communicating to the entire community for free.
2. Those participants who visited the website had polarized opinions about it. Generally speaking, participants either thought the website was excellent or confusing.
3. The phone number received mixed but generally positive reviews. Some complaints about the demeanor/knowledge of the dispatchers were voiced. The most frequently voiced complaint about the service was its lack of weekend service for Monday route planning.
4. Numerous respondents requested that schedules be posted at bus stops. They also indicated that schedules were difficult or impossible to come by. Many participants indicated that schedules are difficult to read and should be simplified. Additionally, multiple participants indicated that the text on the schedules is difficult to read for people with limited eyesight.
5. Bus drivers are the main channel of communication with riders. They are trusted by riders almost ubiquitously.
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.



Funding

Although many meeting attendees were not aware of the funding sources for NCRTD, a smaller minority of respondents were very well informed as to both its nature and structure. There was widespread support among participants for both the existing gross receipts tax (GRT) as well as a potential future increase. Participants were concerned about the equitable distribution of the GRT. For instance, participants in communities that did not have access to the Rail Runner were not supportive of a large percentage of the GRT going towards its funding.

Most attendees would support a small fee for premium service direct route buses etc. Support was extensive at the \$1.00 and \$2.00 price points for a one day trip. \$3.00 was still largely supported, with participant support dropping off after \$3.00. Some participants indicated that they would pay any fee as long as it was still cheaper than driving.

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.



EDGEWOOD MINUTES (6/10/13)

Location

Edgewood Municipal Community Center

Attending

Charles Ring (Edgewood City Councilman), Jim Nagel (NCRTD representative), Chris Cordova (facilitator), Charles Cordova (note taker), Edgewood Community Members, Moriarty Community Members, Stanley Community Members.

Attendance

- a. 12 community members attended the meeting including the NCRTD bus driver for the route.
- b. 10 of the 12 attendees were regular NCRTD commuters to Santa Fe.
- c. The remaining 2 attendees were new to Edgewood and were attending the meeting to gather more information.
- d. Charles Ring attended on behalf of the City of Edgewood, both as a councilman and the cities' head of transit.
- e. Jim Nagel attended as an NCRTD representative.

Meeting Notes

1. *Route Destinations*

- a. Participants were from Edgewood, Moriarty, and Stanley.
- b. A majority of the attendees worked for the State of New Mexico and were commuting to work, one rider connected to the Espanola RTD.
- c. Riders had concerns over connections to other bus services such as Park and Ride, and concerns over connections to Pecos in particular.
- d. Riders also mentioned the need for routes up to Mountainair or to the mountain communities.

2. *Service Times*

- a. The bus service from Edgewood is a commuter service right now. The bus leaves in the morning to drop people off for work and comes back to pick them up after.
- b. The bus does not offer any kind of mid-day service. Around trip to Santa Fe takes 12 hours. This discourages commuter use of the bus. It may be worth determining commuter demand for mid-day service in the area. The bus driver estimated that he sees 2-3 people a week who ride the bus to Santa Fe and find an alternate route back as a result of the lack of mid-day service. Some commuters work a half day by default and spend a lot of unnecessary time in Santa Fe. Some of the new riders are going to the hospital and a mid-day bus service would allow them to visit someone/get a checkup without spending the whole day out of town.
- c. Neither the riders nor the bus driver saw a need for weekend service times.
- d. Riders felt that a reasonable turn around for bus routes is between 12 and 12.5 hours.

3. *Bus Stops*

- a. A car was vandalized at the Moriarty DOT parking lot when the vandal attempted to steal the vehicle's catalytic converter. The riders would like the safety concern there to be addressed, potentially with security cameras. They do not feel unsafe with their cars, but feel that the unattended cars could be a future target.
- b. Riders were satisfied with the current number and location of pickup stops.
- c. The state offices where the riders work at in Santa Fe are going to be moved soon and the riders are concerned that they will not have easy access to stops at the new location.
- d. The Stanley Stop right now used to be a public post office building; however, it is now privately owned. While the property owner has not complained about riders parking there yet, the riders would like to get a more formal agreement to prevent future parking disputes. Prior to having that lot available, the riders had to park across the street so they were crossing a busy road in the dark and wind and snow, and then

standing alongside the road. Now they can sit in their cars until the bus comes and would like that to not change.

e. The riders expressed that they did not need bus shelters, route maps posted at the stops, etc. because they only use the route for commuting and sit in their cars until the bus comes at the pickup locations. The riders would, however, like shelters and benches at the return stops in Santa Fe.

4. *Communication*

a. 3 out of 12 attendees knew the bus was free prior to using the service.

b. 8 out of 12 attendees had visited the website for routes and schedules.

c. 3 out of 12 attendees had seen an ad for the bus service.

d. The riders indicated that word of mouth was the primary means for them learning about the bus service.

e. Most important RTD information is transmitted to riders through from the bus driver to riders, who then spread it by word of mouth.

f. The bus driver coordinates by text message with his riders to make sure people aren't left in Santa Fe or Edgewood, to know who is planning on riding what days, etc. He operates as an interface with the riders.

g. When the regular bus driver isn't there the substitute does not do the same informal communications the primary driver does, causing issues.

h. Riders saw the rider alerts posted on the bus; however, they are posted up front and can only be seen during load in. The text is small and can't be read in the 3 seconds riders have to load in.

i. The bus driver mentioned he doesn't get rider alerts quickly enough. He also doesn't have a good place to tape them up.

j. The bus driver needs a way to communicate with other bus services. There is no connection right now with their bus and 599, which runs just ahead of him. If he could contact them they could coordinate a connection for people.

k. The bus schedules may possibly be out of date.

l. The riders expressed that Rider Alerts were the most visible official communication from the RTD. They also recommended using ads in the rider alerts to generate funding for the bus service.

m. Radio and cell phone coverage is bad on the routes, with long periods of no contact. If there were an emergency there would be no way to contact help.

n. Riders indicated that public notices posted in areas such as the Post Office and Community Center would be a good way to contact the locals.

5. *Funding*

a. 5 out of 12 attendees knew how the RTD was funded.

b. Those who knew about funding were very well informed about the funding sources, exact tax figures, etc.

c. Riders were very unhappy that such a large portion of the tax goes to the Rail Runner, which only benefit's a small amount of the community.

d. Stanley and Edgewood voted down the original referendum (even though it passed in the county) because of the rail runner.

e. If the Rail Runner is included in any future legislation they would likely vote against it.

f. If the Rail Runner was not included, the riders would be willing to support a higher gross revenue tax than currently exists.

g. Riders were not interested in premium services because they are commuters who are largely having their needs met. They indicated they might be willing to pay for a half day service occasionally.

h. The bus driver said some people going to the hospital would be willing to pay, but they don't use the bus very much.

i. If the RTD institutes a bus fare, they should do it on a monthly basis rather than having the bus driver deal with accepting fares from riders.

6. Other

a. Riders are concerned that the bus is getting too full. Recently it has been getting closed and a couple people were unable to get on. As the attendees rely on the bus service to get to work they feel it is an important issue to address. When the bus is too full the riders have been taking turns driving to alleviate the situation; however the bus has grown tremendously and noticeably in the past few weeks in particular and the issue could be getting worse.

b. There was concern that if the bus becomes too full during the return trip and a rider were to get bumped in Santa Fe they could be stranded there. Mr. Nagel expressed that the dispatchers will send a bus to get those individuals; however, the riders were unaware of that service. Due to the concern over getting stranded in Santa Fe, some riders drive their cars up on Monday, ride the bus all week, and drive home again on Friday.

c. The last time they serviced the usual bus the replacement they provided was smaller than the usual bus. This exacerbated the crowding issue.

d. Due to the nature of the times the bus arrives/leaves, the riders are unable to coordinate state schedule changes with the NCRTD. If the state has a snow day/delay (most riders work for the state) they are already on their way to Santa Fe by the time it is announced. Due to a lack in radio/cell phone availability sometimes they aren't aware of it until they actually arrive in Santa Fe.

e. If the state has a half day for whatever reason the riders have to wait around in Santa Fe until the bus comes back. There is no way of coordinating an early pickup. Because the route is a commuter route and everybody works for the state anyway it's wasted time for the entire ridership.



ELDORADO MINUTES (6/11/13)

Location

Eldorado Railroad Building

Attending

Bruce Poster (facilitator), Tony Mortillaro (NCRTD representative), Eldorado community members.

ITEMS DISCUSSED

Attendance

- a. 6 community members attended. 3 had never ridden the bus and 3 rode fairly regularly.
- b. Tony Mortillaro attended as an NCRTD representative.
- c. All 6 riders were commuters and like the convenience of the service, the fact that it saved them money compared to driving, and that it was good for the environment.

Meeting Notes

1. *Route Destinations*

- a. Work/Commuting in Santa Fe
- b. The hospital
- c. S. Pacheco St.
- d. Baca St.
- e. Santa Fe Community College (not currently a route, but desired)
- f. Santa Fe Art Institute
- g. One rider had a friend in Rancho Viejo that expressed interest in bus service

- h. Interest in connections to Rail Runner and Taos
- i. Riders wondered why Edgewood buses don't stop in Eldorado.
- j. One rider wanted to know if it would be possible to utilize the rail lines that go through Eldorado as part of the transit service.

2. *Service Times*

- a. Riders like the current hours and found the frequency of trips to be satisfactory.
- b. Riders had no issues with bus punctuality.
- c. The Non-riders found that service was not convenient for evening activities. The bus is primarily a commuter bus and does not service short trips.

3. *Bus Stops*

- a. Stops are satisfactory.
- b. A shelter and a bench across from the hospital would be nice. Shelter not needed at the Agora as riders can wait in their cars.

4. *Communication*

- a. No great need for Wi-Fi
- b. Many in Eldorado don't know about the system.
- c. No signs at Agora to indicate where the bus stops.
- d. Hard to find schedules along the route.
- e. Signage is also not visible at stops in Santa Fe, e.g. South Capitol. Make signs blue.
- f. Bus stops need schedules posted at them. Riders would like schedules distributed in plastic containers that could be picked up at the stops (in addition to other locations around Eldorado).

- g. Schedules hard to read for the elderly. It would be nice to have a schedule JUST for the Eldorado route.
- h. Riders saw promotional information at The Eldorado Community Improvement Association (ECIA) and rider alerts.
- i. Riders recommended the ECIA monthly newsletter and the La Tienda Shopping Center newsletter as means of promotional channels as well as potentially posting information at the senior center.
- j. All 3 riders had seen the rider alerts.
- k. Riders wanted more creative promotion such as pushing overnight stays in Taos, giving gas savings vs. driving breakdowns, or promotions at state offices and hospitals.

5. *Funding*

- a. None of the attendees knew about the gross revenue tax.
- b. The riders would support an increase in the tax, but only if there is more promotion of the system to increase ridership.
- c. The riders saw no need for premium services on their route except perhaps to get to the Santa Fe Community College.

6. *Other*

- a. Riders were very complimentary of the bus drivers.
- b. The buses are comfortable and the heating is just right. Seat belts are a plus. The door rattles.
- c. The signs on the front of the bus are fine.
- d. Attendees wanted to get input from non-riders via a survey or other mechanism.
- e. Riders indicated that one reason they use the RTD is because it's good for the environment.
- f. One rider indicated that sometimes the bus racks are full. Riders who try to get on after the racks are full are turned away.

ESPANOLA MINUTES (6/5/13)

Location

Espanola NCRTD Headquarters

Attending

Chris Cordova (facilitator), Efrain Villa (Southwest Planning), Bruce Poster (Southwest Planning), Charles Cordova (Southwest Planning), Tony Mortillaro (NCRTD representative)

ITEMS DISCUSSED

Attendance

- a. Bruce Poster attended as the official facilitator for the meeting.
- b. Efrain Villa and Chris Cordova attended to participate in training for their upcoming NCRTD community meetings
- c. Charles Cordova attended to familiarize himself with meetings prior to drafting meeting transcriptions and minutes.
- d. Tony Mortillaro attended as a representative for the NCRTD

Meeting Notes

1. At the initial kickoff meeting in Espanola we had no attendance. The KFH Group and Southwest Planning used the time to review the moderator’s guide, discuss about future needs, and strategize schedules for the remaining meetings.
2. Southwest Planning’s subsequent meetings have indicated that low attendance was normal for a community such as Espanola. Communities with high rider turnout were commuter origination points in commuter origination points, rider dependence on the RTD as a means of transportation encouraged them to attend and discuss the service. Commuter destinations such as Espanola did not have riders who were heavily dependent on the service. The lack of dependency in commuter destinations did not provide sufficient motivation for riders to attend the meetings.

LA CIENEGA MINUTES (6/13/13)

Location

La Cienega

Attending

La Cienega community members, Chris Cordova (facilitator), Jim Nagel (NCRTD representative), and Debra Cordova (note taker)

ITEMS DISCUSSED

Attendance

- a. 5 La Cienega community members
- b. A representative from Las Golandrinas inquiring about service to the museum
- c. The President of the La Cienega Valley Association was attending on behalf of the community
- d. The President of the Board for the La Cienega Community Center
- e. Jim Nagel attended as the NCRTD representative for the meeting

Meeting Notes

1. *Route Destinations*

- a. A tourist route between Santa Fe and Las Golandrinas was recommended. The Las Golandrinas museum brings in around 50,000 visitors a year. While many of the tourists go by personal vehicle, they currently have some tourists traveling by taxi. As a non-profit, if the RTD were to establish a route to Las Golandrinas and a visitor used it, the museum wouldn't charge that visitor admission.
- b. Schools for kids in Santa Fe.
- c. Malls in Santa Fe for kids.
- d. Doctor's/hospitals.
- e. Connection to the Rail Runner.

- f. Connection to Santa Fe Trails.
- g. Commuter route to Santa Fe.
- h. Commuter route to Las Alamos.
- i. Commuter route to Albuquerque.

2. *Service Times*

- a. The best times for a route to Las Golangrinas would be anytime between 10:00 am and 3:00 PM Wednesday through Sunday. Weekends would be the most important time as that is when most of the major groups go through. The museum is open from June to September.
- b. Routes for kids' summer activities were recommended during the morning and the afternoon.
- c. Getting kids' to school in Santa Fe. Routes would have to be early morning because school starts at 8:30 AM.
- d. Morning and Evening routes for commuters and people going to school.
- e. Early evening routes during the summer were recommended for doctors visit's/recreation/etc.
- f. One participant indicated that he would rather not have only a 2-3 day service so he could depend on it when he needed it.

3. *Bus Stops*

- a. La Cienegia (note: different from La Cienega).
- b. Las Golangrinas.
- c. The community indicated at least 2 stops were needed, one to either side of the airport, to limit the distance for either half of the community.

4. *Communication*

- a. The La Cienega Valley Association has a newsletter that is distributed periodically and could be used by the RTD to get information to the community.
- b. The participants indicated they had trouble finding schedules in the past.
- c. The participants were familiar with the term “blue bus”.
- d. The website was confusing for one participant, while another liked the design and thought it was “cool”.

5. *Funding*

- a. Attendees were aware that the bus is free fare.
- b. One participant was aware that the bus was funded by a four county GRT, but didn’t know the specifics. Others did not comment about their prior awareness.
- c. Participants indicated they would be willing to pay \$2.00 each way for a premium service. If it was \$10.00 that would be too much for anyone to ever ride it.
- d. Riders who paid for a premium RTD service could get free admission at Las Golandrinas museum.

6. *Other Comments*

The community has participated in a three-year land use plan. The plan includes suggestions for transportation routes and stops. Contact Carl Dickens; President for the La Cienega Valley Association (cedickens2@yahoo.com.) for details of the plan.

LAS ALAMOS MINUTES (6/11/13)

Location

Las Alamos – Fullerton Lodge

Attending

Chris Cordova (facilitator), Arin McKenna (reporter from the Las Alamos Monitor), Mike Kelly (NCRTD representative), Philo Shelton III (Las Alamos Public Works Dept. Director), Las Alamos County Resident

ITEMS DISCUSSED

Attendance

- a. Only 2 Las Alamos Country residents attended the meeting. Neither were riders.
- b. Arin McKenna, one of the residents, attended in her capacity as a reporter from the Las Alamos Monitor. She took notes throughout the meeting and indicated that she will write an article about the meeting for the paper.
- c. Philo Shelton III, the Las Alamos Public Works Department Director, attended in his capacity as a public official.
- d. Mike Kelly attended as the meeting’s NCRTD representative.

Meeting Notes

1. *Las Alamos County Resident*

- a. Only one resident of Las Alamos County showed up.
- b. He was not familiar with the blue bus system, other than an awareness of its existence. He intended to familiarize himself with the routes after the meeting.
- c. The rider would most likely use the service to either do a day trip to Chama or to go to Albuquerque.

d. The bus system is difficult to use to get to Albuquerque. He has to use it to connect to the rail runner and subsequently arrive at the station in Albuquerque. From there he has to use the city bus to get where he is going, and still walk a distance. As a retiree, he does not want to go through the unpleasant experience when he could just drive.

e. When the resident goes to Santa Fe he usually needs to carry things back (groceries, etc.) and wouldn't use the bus service.

OTHER NOTES (PRIMARILY PROVIDED BY NCRTD CONTACT)

a. Currently connection problems interfacing with other bus services.

b. The Los Alamos RTD operates as a mid-day service only. This service is a filler service as the NM Park and Ride provides morning/evening commuter bus services. Because the service is a filler service, it needs to be better coordinated with other bus services to increase convenience.

c. The system is looking at how they can take better advantage of the Taos/Santa Fe corridor. If they can get people to realize they can use the RTD for free, and the service is good enough that people want to use it, they can reduce congestion and emissions for the 60 mile trip.

d. RTD working on an automatic vehicle locator (AVL) computerized dispatch system to improve coordination and convenience.

2. Other

a. The lack of attendance at the Las Alamos community meeting is representative of the type of service they provide. Those meetings with high attendance have people who rely on the service as a commuter service. Because the Las Alamos route is a mid-day filler service, it is not depended upon as a form of transportation for commuters. As a result, attendance was low because the community was not engaged.

MADRID MINUTES (6/12/13)

Location

Madrid

Attending

Madrid community members, Bruce Poster (facilitator), Mike Kelly (NCRTD representative).

ITEMS DISCUSSED

Attendance

- a. 30 Madrid community members.
- b. A reporter for the Madrid Good Times news service attended to gather information for an article. The Madrid Good Times is sponsored by the Madrid Cultural Project, an organization that offered its communication services free of charge to the RTD.
- c. Mike Kelly attended as the NCRTD representative for the meeting.

Meeting Notes

1. *Route Destinations*

- a. Santa Fe Community College
- b. Santa Fe UNM Campus
- c. Some way get to snowboarding in Santa Fe
- d. Socorro
- e. Hospitals, St. Vincent's specifically
- f. Human Services Department (Santa Fe)
- g. Connection to Rail Runner (multiple downtown ABQ requests)

- h. Cerrillos as far as Verano for grocery stores and connections to Santa Fe.
- i. Fashion Outlets to reach the Santa Fe Trails connection there.
- j. The VA on Brothers Rd. right before St. Francis.
- k. Vitamin Cottage or other natural grocery stores... specifically a one shot route to Zefarano.
- l. Connection to fire departments in Santa Fe.
- m. Library on the southern side of Santa Fe. Note that the library is moving to the campus of the Santa Fe Art Institute in the near future.
- n. Other grocery stores, Whole Foods, Trader Joes, Albertsons.
- o. Connection to the NWRTD bus system.

2. *Service Times*

- a. Morning route to Santa Fe to arrive before 8:00 AM for work and to return in the evening to pick up riders Monday through Friday.
- b. Saturday and Sunday service (no specifics).
- c. Three routes a day requested, one for work early, one late enough to come home, and a mid-day route for those not commuting.
- d. Mid-day route should arrive in La Cienega around 11:00 – 11:30 to bring shoppers to La Cienega before heading out to Santa Fe.
- e. The bus stop at the Cerrillos Post Office should have a long enough layover for riders to get their mail.

3. *Bus Stops*

- a. The bus station on the 599 has nothing there for people waiting. They need a place to sit and have a coke or coffee or something, a bathroom, etc.
- b. Turn by the old boarding house.

- c. Behind the road at the 14 intercept.
- d. First and Main in Cerrillos.
- e. Currently anticipated Cerrillos Post Office is a good idea.
- f. Deeper in the Cerrillos township.
- g. The upper Ballpark on the land grant.
- h. On the porch at the general store.

4. *Communication*

- a. A non-profit called the Madrid Cultural Project volunteered to help distribute community surveys or help however they could to get information for the RTD. They have a 1000 person email list with an even greater reach, have conducted surveys at local businesses, and could help with outreach.
- b. Many residents do not have internet access. If they wanted to access the NCRTD website they would have to drive up to 5 miles. It would be easier to reach them by posting information at the coffee shop, general store, computer center, post office, or other locations. The most likely place for them to get computer access would be the library on the south side of Santa Fe. If posters were provided to the Madrid Cultural Project they could handle actually distributing them to the appropriate locations.

5. *Funding*

- a. Participants were not aware the NCRTD is a free service.

6. *Other*

- a. One participant was concerned about having a place to put a bicycle.
- b. Participants wanted to ensure they had enough space to bring groceries back with them on the bus.
- c. Many seniors and young community members are currently hitchhiking to Santa Fe, as it is one of the only reliable places in the country you can do so.

NAMBE MINUTES (5/29/13)

Location

Nambe Pueblo Council Chambers

Attending

Nambe Pueblo Governor, Nambe Tribal Council, Lonnie Montoya (tribal transportation planner, Chris Cordova (Southwest Planning), Vincent Kaniatobe (Southwest Planning), Jim Nagel (NCRTD representative).

ITEMS DISCUSSED

Attendance

- a. Jim Nagel attended as the NCRTD meeting representative.
- b. Chris Cordova and Vincent Kaniatobe co-facilitated the meeting.
- c. Lonnie Montoya attended in his capacity as the tribal transportation planner.
- d. The Nambe Tribal Council attended as representatives for the community.
- e. The Nambe Pueblo Governor attended in an official capacity.

Meeting Notes

1. *Route Destinations*

- a. Increasing community awareness of the routes to St. Vincent’s Hospital and the Indian Health Service would be helpful.
- b. Pojoaque.
- c. Northern New Mexico Community College.
- d. Taos.

2. *Service Times*

The Nambe Pueblo Governor indicated that he lacks input from the community regarding service times. As of right now utilization of the bus service by the local community has been low due to the issues identified herein (parking, security, location, etc.). Until the service is being used more heavily it will be hard to identify the most needed service times. It was noted by one councilman that he would like to be able to take an evening bus home if he were to leave during the midday.

3. *Bus Stops*

- a. Due to security and parking concerns the tribal council is interested in moving the stop at the corner of 503 and 101 to outside the Governor’s Office. The Governor’s Office has existing security and unused parking space that could be taken advantage of for free. Lonnie has already been in negotiations for the past couple of months regarding moving the stop.
- b. A potential second bus stop in the Nambe Pueblo at either the upper village or centralized at the housing center should be considered.
- c. The bus schedules at the stop are difficult to read. Many people that don’t live in cities can’t read the bus schedules easily and find them overwhelming.
- d. The existing stop at the intersection of 503 and 101 lacks shade or bench seating, making the wait difficult and discouraging use (especially for the elderly).

4. *Communication*

- a. Overall community awareness of the bus service, and specifically the routes to St. Vincent’s hospital, the Indian Health Service, and New Mexico Community College are low.
- b. Information could be posted about the Santa Clara Tribal Travel Center could be posted at the stops.
- c. The best way to reach the pueblo is through communications with the Governor’s Office.

5. *Other*

- a. People who utilize the Travel Center have easy access to the bus service. This has been positive for the Travel Center’s visibility. One tribal councilman noted that people from Santa Fe in particular are using the bus service to access the travel center.

OHKAY OWINGEH MINUTES (7/10/2013)

Location

Ohkay Owingeh Council Chambers

Attending

Ohkay Owingeh, Chris Cordova (facilitator), Charles Cordova (transcription), Ohkay Owingeh Director of Transportation, Ohkay Owingeh Tribal Governor.

ITEMS DISCUSSED

Attendance

- a. The meeting was held in the general Ohkay Owingeh council session as a discussion item.
- b. The pueblo's director of transportation attended in his official capacity.
- c. The Governor of Ohkay Owingeh was in attendance.
- d. No NCRTD representative attended this meeting.
- e. Charles Cordova attended to transcribe the meeting notes.

Meeting Notes

1. *Route Destinations*

- a. Santa Fe Indian School.
- b. Connections to the Rail Runner should be improved.

2. *Service Times*

- a. Day commute to Santa Fe Indian School and a bus to make it to tribal activities/events.

3. *Bus Stops*

- a. The NCRTD just added a stop in front of the pueblo library. They are waiting to see how that works out before providing too much additional input on the stops.
- b. Potentially look at the need for a stop in the Yunge/Chamita area (Area across the river but part of the Pueblo). There aren't any pickups there right now but there may not be a need for it. The pueblo may be able to use their internal transit to get people to the existing NCRTD stops, and there may not even be a good place to put a stop in that area.

4. *Communication*

- a. The council would like schedules/maps at both NCRTD Ohkay Owingeh stops.
- b. The NCRTD should send information to both the Governor's Office and Ben Lujan. Ben will make sure the information gets disseminated to everyone that needs it including through their monthly newsletter.
- c. The pueblo may want to schedule a membership meeting for people in the Yunge/Chamita area to provide information on the NCRTD's services. They will contact the NCRTD with more information if they get that set up.

5. *Safety*

- a. There is concern about the alcoholism on the buses. Riders have indicated to the council that there are many people intoxicated on the buses. Some of the younger riders are in danger and their parents are concerned, in addition to some of the young women that ride the bus from the Pueblo to St. Vincent's in Santa Fe.

PENASCO MINUTES (6/13/13)

Location

Village of Penasco

Attending

Penasco community members, Efrain Villa (facilitator), Mike Kelly (NCRTD Representative).

ITEMS DISCUSSED

Attendance

- a. 18 Penasco community members

Meeting Notes

1. *Route Destinations*

a. The route from Taos to Penasco currently has two runs, morning and evening. For the evening run only, there should be three additional stops. They should occur after the time the bus stops at the Talpa Community Center but before arriving at the Taos Living Center. The stops would be as follows:

- (1) Human Services Department
- (2) Wal-Mart
- (3) Super Save

The stops would not take any additional time out of the existing route as there is already a wait during that period. Community approval was voiced unanimously among the participants. This change allows for seniors to shop and then get on a bus within an hour (less waiting).

b. Doctor's offices (Taos)

c. Pharmacy (Taos)

- d. Taos High School
- e. Connections to the Chile Line or Rail Runner to get to Albuquerque.
- f. Direct connection from Penasco to Dixon to avoid having to first go to Taos to get to Espanola.
- g. The Youth and Families Center (Taos)

2. *Service Times*

- a. There should be more trips than the early morning trip. The morning trip arrives at 7:00 AM and none of the stores open until 9:00 AM, so riders have to wait 2 hours to shop if they aren't using the bus for commuting.
- b. If a mid-day service is added do not remove the other times as people depend on them for commuting.
- c. Some riders stay in Taos for multiple days to attend church/communion. A weekend service would be nice.
- d. There is incidental seasonal use of the blue bus by seasonal workers coming from Taos to Penasco. The bus can help them to commute. 2 days a week would be enough for them.
- e. Current stops are very timely and arrive within 1 to 2 minutes of the scheduled time.

3. *Bus Stops*

- a. There are no sidewalks or lights on the way from the Taos stop to the Human services department, which is a safety concern. Adding a stop at the HSD would help to alleviate that.
- b. Buses are comfortable.
- c. No shelters are needed at the Penasco stops as people wait in their cars for the bus.

4. *Communication*

- a. It is hard for people without internet access to find bus schedules.
- b. Brochures for bus times are not readily available.
- c. Some information can be found at the Taos information building; however, there should be fliers at post offices or other similar places in Penasco itself.
- d. The 1-800 number is great except that it isn't available on weekends. People who want to plan a Monday route cannot use the service.
- e. Bus schedules should be posted at the stops themselves.
- f. Word of mouth is a primary method of communication, and is largely organized by the bus driver.
- g. Other transportation systems also provide people with RTD information (UNM transit system, chili line brochures, etc.).
- h. Blue Bus branding is strong in Penasco as in other locations.
- i. The web site should have links to other websites when doing route planning. For instance if you want to go to Albuquerque you would tell the website that and it would connect you to another transit system while also providing a link to that system's website.

5. *Funding*

- a. 4 out of 20 people were well informed about how the RTD was funded, while others had limited knowledge.
- b. The community is already really poor and would have trouble paying additional taxes for more service. They would pay it if they had to as an investment in their infrastructure but would prefer not to.
- c. Participants were willing to pay \$1.00 to \$3.00 for premium services, but not very many would pay \$4.00. \$2.00 seemed was the most preferred price point.
- d. If the service is going to be expanded, it should be expanded by an increase in the GRT. Rather than having students and the poor pay a

premium service, which would be a hard sell, a very small GRT would be easier to convince the public to buy into.

e. If premium services are instituted there should not be any cash involved. They could have punch cards or monthly passes, but having money on the bus would be a safety concern as it might entice robbers and it would waste the driver's time to deal with making change, etc.

f. The buses should clearly indicate that they are free on the bus itself.

6. Other

a. The community trusts their bus driver Guillermo and has no major bus safety concerns as a result.

POJOAQUE MINUTES (7/11/2013)

Location

La Mesita Ranch, Nambe, NM (ranch owned by Pojoaque Pueblo)

Attending

Pojoaque community members, Pojoaque tribal governor, Pojoaque tribal council, Jim Nagel (NCRTD representative), Chris Cordova (facilitator), Charles Cordova (transcription)

ITEMS DISCUSSED

Attendance

- a. The Pojoaque tribal council.
- b. The Governor of Pojoaque.
- c. Jim Nagel attended as the meeting's NCRTD representative.
- d. Pojoaque community members (approximately 50 in attendance).
- e. Charles Cordova attended to transcribe the meeting.

Meeting Notes

1. *Route Destinations*

- a. Santa Fe
- b. Counseling services and the hospital in Santa Fe past the state buildings.

2. *Service Times*

- a. Riders from Pojoaque to Santa Fe can't get transportation back to Pojoaque for several hours after leaving. They would like a way to get back earlier after traveling to Santa Fe.

3. *Bus Stops*

- a. The bus driver, on the way into White Sands (Street), drives the wrong way on the road and it is dangerous.
- b. Many people go to the hospital or for counseling services in Santa Fe. The stops are past the state buildings on St. Francis Drive. Riders have to walk a ways to get to either service after getting let off.

4. *Other Issues*

- a. The Pojoaque social services director reported that riders have to pay when they ride the Blue Bus in Santa Fe. We assured her it was free, but we may want to investigate potential bus driver abuse of the system for personal gain.

QUESTA MINUTES (6/12/13)

Location

Questa

Attending

Efrain Villa (facilitator), Stacy McGuire (NCRTD representative), 5 Questa community members.

ITEMS DISCUSSED

Attendance

- a. 5 community members attended. 4 out of 5 used the NCRTD bus services.
- b. One community member in attendance was the RTD bus driver for the Red River/Questa route.
- c. Stacy McGuire attended as an NCRTD representative.

Meeting Notes

1. *Route Destinations*

- a. Connections from Taos to Espanola, Espanola to Santa Fe, and to the Rail Runner are difficult due to wait times between stops.
- b. Taos and Red River.
- c. Work/commuting.
- d. Shopping at Wal-Mart in Taos.
- e. Unemployment office.
- f. Rail Runner.
- g. Chile Line.
- h. Appointments in town.

- i. Kid’s charter school (ages 12-17).
- j. If premium services were to be started, an express route to Santa Fe would be a good start.
- k. Riders were happy about the new Concia route.

2. *Service Times*

- a. The bus leaves Red River at 6:20 am and gets back at 5:00 PM. The route is too long for non-commuters. Red River is different than other communities because there are a lot of tourists and half day workers. The commuter route doesn’t meet their needs.
- b. After getting to Espanola through the RTD the wait is about 2 hours to catch the next bus. It makes the route difficult.
- c. Lack of weekend service was mentioned briefly as a problem.

3. *Bus Stops*

- a. The bus stop at the Chevron in Questa is well situated in relation to the community at large; however, the shelter itself needs to be better positioned. It is right next to the street on the slope. When it is icy in the winter people are worried about slipping and falling into the street. Passing cars splash water into the stop. If the shelter were positioned at the southeastern corner of the chevron facing away from the street it would be much better.
- b. A shelter was requested near the roundabout on the bypass going towards Holy Crest Hospital. The location would be on Gustorf across from Taos Orthopedic. There is no light at the stop and it is unsafe.
- c. The bus drops riders off on the wrong side of the road at the Gustorf stop. All of the riders have to cross a busy street and it’s dangerous. Either dropping people off on the correct side of the street or adding a crosswalk would help.
- d. The stop at the courthouse is safe and well situated.
- e. Schedules should be posted at the bus stops.

4. *Communication*

- a. Riders thought that the maps/schedules both offline and online were confusing. They recommended having route numbers rather than route destinations as route identifiers. Route numbers could be coded to a particular color and included on the map. Roads should be named on the maps as well so people can follow where they are going in their route.
- b. The rider who had called the 1-800 number thought it was not good. She attempted to use it to see if she could take the bus to work and was told she could not. In reality, there was a connection that would have gotten her right next to her work. She didn't take the bus for over a year because she didn't know about that a connection.
- c. Word of mouth, especially from the bus driver, is a primary means of communication.
- d. Posters and notices at the Post Office, Grocery Store, and the Chevron.
- e. The blue bus was well branded, as in other communities.
- f. The Taos Sun was read by some of the participants. One saw the article in the newspaper about the meeting.
- g. The buses should say "free" on them so people know it is free.
- h. Each rider alert should have a different color scheme. If a new alert is posted people don't always know it is new. If they were different colors that would indicate that there was new information.

5. *Funding*

- a. All of the participants supported a higher GRT for the service.
- b. All of the riders would be willing to pay up to \$5.00 each way for premium services. One rider was willing to go as high as \$10.00.

6. *Other*

- a. Community members indicated that a major reasons they use the bus were to save on gas money, to avoid driving during the winter on icy/snowy roads, and to save wear and tear on vehicles.

b. Foreign nationals work in Questa during the winter. They do not speak English and can get stranded in Taos with no recourse if they miss a bus and get lost.

c. Buses were considered to be comfortable.

d. One participant thought that the bus gets too dark in the back after the lights go off.

SAN ILDEFONSO MINUTES (6/12/13)

Location

San Ildefonso Pueblo

Attending

San Ildefonso community members, Lillian Garcia (San I transportation planner), Aaron Gonzales (NCRTD bus driver), Governor Terry Aguilar, Chris Cordova (facilitator), Debra Cordova (note taker).

ITEMS DISCUSSED

Attendance

- a. 16 community members attended the meeting including the NCRTD bus driver who used to service the route.
- b. San Ildefonso governor Terry Aguilar attended in his official capacity.
- c. San Ildefonso’s transportation planning director attended in her official capacity.

Meeting Notes

1. Route Destinations

- a. St. Vincent’s hospital.
- b. Northern New Mexico Community College.
- c. Española.
- d. Pojoaque.
- e. Santa Fe (shopping).
- f. Las Alamos.

2. *Service Times*

- a. The NCRTD bus drivers are late nearly every day for the scheduled route times. Due to the lateness, many riders have begun taking their own vehicles to work every day because they can't count on the service.
- b. If people want to go to Espanola they have to take the bus to Pojoaque and catch the 9:00 back to Espanola. They should have a direct route to Espanola early enough for people to work.

3. *Bus Stops*

- a. New stop recommendations:
 - i. Some community members walking a great distance to get to stops.
 - ii. The elderly have difficulty reaching stops, especially the one on the hill.
 - iii. Black Mesa
 - iv. Mailbox by the Governor's office
 - v. Mailbox by the senior center
 - vi. Across the river
 - vii. By the gym
- b. Nothing at the stops currently, not even a sign. Community members would like benches, shelters, and route schedules. The existing stop should not add a shelter or anything because it is used as a thoroughfare in ceremonies.
- c. Any new stops should be coordinated with the governor/ decided by the governor.
- d. Stop safety is satisfactory.

4. *Communication*

- a. Complaints about the dispatchers were received from multiple riders.
- b. The primary channels riders gather information from are the website and the bus driver.
- c. More frequent community outreach was recommended.
- d. Some riders were reached through TV/radio ads and other promotional materials.

- e. The community wants to be consulted more about decisions. Specifically, they were angry they didn't have any input when their driver was replaced with a union driver.
- f. The Pueblo bulletin should be used for NCRTD announcements/rider alerts. The Governor's Office can be contacted to add things to the bulletin.
- g. Lillian Garcia can post information on the website if it is sent to her.

5. *Funding*

- a. Some respondents were aware of the GR Tax -funding, but interest was limited.
- b. Respondents had no comments when probed about an increase in the GRT or their thoughts on it.
- c. Respondents indicated that their support of the service is contingent upon the quality, and that the other issues discussed in the meeting can be addressed to maintain support.

6. *Other*

- a. A San Ildefonso tribal member, used to be the NCRTD bus driver for the pueblo. He is bilingual and When the NCRTD drivers unionized Mr. Gonzales was moved to a different route and replaced with a different driver. The community is not happy for a number of reasons:
 - i. The new drivers are not bilingual (Tewa), causing communication issues.
 - ii. The new drivers do not understand the tribal culture or the intricacies of the area (i.e. whether to call tribal police or state police).
- b. Buses are starting to get full.
- c. There was a safety jurisdictional concern. The riders wanted to make sure there was a procedure in place for how to deal drunks or irate riders including choice of tribal jurisdiction or State Police for violations.

SANTA CLARA MINUTES (6/11/13)

Location

Santa Clara Senior Center

Attending

Chris Cordova (facilitator), Jim Nagel (NCRTD representative), Tony Mortillaro (NCRTD representative), Geraldine Cain (senior center director).

ITEMS DISCUSSED

Attendance

- a. There was no participation from the community. The director of the senior center indicated that this was because the meeting was scheduled the day before Santa Clara's feast day.
- b. The senior center director sat down and discussed the NCRTD and her perspective on Santa Clara's transit needs.

Meeting Notes

1. The assisted living center will be opening soon and as it will be a regional center there will be a need to transport people from around the region each day. This is a growth area that will have a need NCRTD can fill.
2. There is a need for medical transports to Santa Fe.
3. The NCRTD assisted in getting Santa Clara vans through a 5310 program.
4. Chris/KFH should discuss further needs with the Santa Clara housing director.

TAOS MINUTES (6/10/13)

Location

Taos County Commissioner's Chambers

Attending

Tres Piedras community members, Taos community members, UNM Taos' communications officer, Efrain Villa (facilitator), Glenda Aragon (NCRTD representative), Delilah Garcia (Chile Line representative), Shelby (Taos NCRTD bus driver).

ITEMS DISCUSSED

Attendance

- a. 10 Tres Piedras community members.
- b. The communications officer for the UNM Taos campus attended in her official capacity.
- c. The Taos NCRTD bus driver.
- d. Delilah Garcia attended on behalf of the Chile Line.
- e. Unless otherwise stated, the recommendations herein are from Tres Piedras community members. The only participants from Taos were attending on behalf of various organizations. Any notes from them will be noted as such.

Meeting Notes

1. *Route Destinations*

- a. From Tres Piedras to Taos. The participants brought a petition signed by 75 community members in Tres Piedras declaring they would use the bus service if it was implemented. The petition was left at the Tres

Piedras post office and was not pursued by anybody further. The total population of Tres Piedras is 951 residents, so 8% of the population signed it. Destinations in Taos would include the following:

- (1) Children:
 1. School
 2. Concerts
 3. Movie theater
 4. Library
 - (2) Shopping/running errands
 - (3) Work/job market for poor people in Tres Piedras to utilize
 - (4) Medical Appointments/pharmacy/ doctor (seniors)
 - (5) Restaurants
 - (6) Relative's homes
- b. Workers from Taos to Tres Piedras could use the bus to commute. They have Taos workers at the forest service and fire station.
- c. Tres Piedras to Santa Fe Trails.
- d. Tres Piedras to Rail Runner.
- e. The Tres Piedras route could include Tres Arrehas to increase ridership. They could have a bus stop on 64 to avoid driving all the way into the town.
- f. Connections from Taos to Albuquerque were great... everything arrived on time. The only problem was the 2 hour wait for the train.
- g. Addressing the entire area (not just Tres Piedras):
- (1) People with drug addictions and mental health problems need transportation to treatment facilities.
 - (2) Connections between transit departments, specifically Santa Fe trails, the Chile Line, and the Rail Runner.

2. *Service Times*

- a. Commuter route so people can work and go to school in Taos (morning/evening). Summer times could be modified to fit the needs of the season. These times were prioritized over a mid-day route.
- b. The UNM communications officer made the following recommended that the 8:30 route from the UNM campus can be re-instated. It was previously attempted with little ridership; however, he believes that the lack of light at the stop contributed to that. If it were properly sheltered/ lit he thinks it could work.

3. *Bus Stops*

- a. Outdoors at the Tres Piedras post office.
- b. The shuttle to the casino on the way to Santa Fe doesn't have a shelter outside. Some people don't want to either stand out in the cold or have to go in the casino.
- c. The shelters that are up are attractive and there were no complaints.

4. *Communication*

- a. Most people knew about the bus through word of mouth. They learned of it from riders that live in Taos.
- b. Radio ads are an effective channel to reach Tres Piedras.
- c. Participants thought the website was very good.
- d. 1-800 number is useful for people that don't have internet access.
- e. Schedules should be printed large enough to read without glasses.
- f. Announcements in the post office an effective channel to reach Tres Piedras.
- g. Blue bus branding was strong, as in other communities.
- h. Participants would be happy to pay more taxes if they could get a route to Tres Piedras.

i. Participants recommended \$2.00 or \$3.00 for bus fare, but would be willing to pay more. One participant without a vehicle indicated they would pay \$50.00 from time to time as it would be cheaper than a rental.

5. *Funding*

a. The Chile Line has an express fare bus from Taos to Santa Fe already, meaning a RTD premium bus running that route would overlap.

6. *Other*

a. Around half of the participants had previously used the service. No participants used it daily or weekly, and the remainder used it infrequently. This was because most of the participants were from Tres Piedras and did not actually have a route going to their town.

b. UNM Taos depends on the blue bus. The campus is 100% solar powered and the reduced carbon footprint for bus use is important to the campus. Additionally, the students don't have a lot of money and really need it.

c. One participant asked after having space for a bicycle on the bus.

d. Multiple participants were concerned with the environmental impact of driving and wanted to use the bus for that reason.

e. Tres Piedras were concerned about the lack of activities for kids in Tres Piedras, and thought the bus could help alleviate the problem.

TIERRA AMARILLA MINUTES (6/11/13)

Location

Tierra Amarilla

Attending

Tierra Amarilla community members, Efrain Villa (facilitator), Mike Kelly (NCRTD Representative).

ITEMS DISCUSSED

Attendance

- a. 7 Tierra Amarilla community members.
- b. One community member was attending as a representative of the Ghost Ranch.
- c. Mike Kelly attended as the NCRTD representative for the meeting.

Meeting Notes

1. *Route Destinations*

- a. A representative from the Ghost Ranch attended the meeting. They have around 15 employees coming from Chama that need transportation to work. They have another estimated people from 15 Deaconess, Coyote, and Caina that could also use transportation if feasible. If a premium service were instituted, the Ghost Ranch would be willing to discuss paying the fee on behalf of their employees. The route could be combined with a 1 stop express route to Las Alamos to ensure strong ridership. Between the two groups the representative estimated 40 daily riders.
- b. Tierra Amarilla has business conferences/programs that bring people in from the airport in Albuquerque. If service could be provided to get them to Tierra Amarilla that would help the community out.
- c. Española



- d. Santa Fe
- e. School/Community College.
- f. Recreation
- g. Doctor's offices
- h. Shopping in Santa Fe
- i. Casinos
- j. Española detention center
- k. Santa Fe hospital
- l. VA hospital in Albuquerque
- m. Española hospital
- n. Chama
- o. Dulce

2. *Service Times*

- a. Requested Ghost Ranch hours would be early enough to get the staff to work at 6:00 A.M. and leave at 7:00 P.M.
- b. Extended hours/more availability would be nice in the summer. The longer hours could be helpful for getting more errands done. Additionally, the classes during summer semester are longer. The longer classes can result in missed busses without extended bus hours to compensate.
- c. The Santa Fe bus comes 15 minutes after the Tierra Amarilla bus leaves Espanola, which has caused problems. The connection is too tight. Riders have to rush to make the connection.
- d. There is a wait of a couple hours to take the bus from Espanola to Santa Fe.



- e. The current Tierra Amarilla bus leaves at 8:00 AM; however, commuters need an earlier bus to get to work. The route time should be examined.
- f. Riders requested an additional day for bus service. Currently the Tierra Amarilla route runs Tue.-Thu.
- g. Riders were not aware of any schedules posted at the stops.

3. *Bus Stops*

- a. Bus stops were considered safe because route hours are during the daylight and stops are well lit.
- b. There is no shelter in Chama; however, one was not specifically requested. The comment was made as a response to Efrain's inquiry.
- c. A bus stop at the low income houses in Tierra Amarilla was recommended. The corner of 84 and 513 was mentioned specifically.

4. *Communication*

- a. Participants loved the website.
- b. Some participants used the 1-800 number without complaints.
- c. Riders were not strongly aware of rider alerts for snow days/holidays/etc.
- d. The bulletin board at the Visitor's Center is a good place to reach the community.
- e. Blue bus branding was strong, as in other communities.
- f. Radio ads were reaching the community.
- g. Bus flyers were reaching riders.
- h. Riders had no complaints about the map/schedule.
- i. Riders requested that announcements be posted at shelters if/when they get them.

5. *Funding*

- a. Participants recommended premium service without being prompted by the moderator. 6 out of 7 participants were willing to pay \$1.00 for service, and 3 out of 7 were willing to pay \$2.00. One indicated that he would pay \$5.00.
- b. Participants would be willing to pay for express services to Las Alamos and Espanola.
- c. Premium routes would be difficult in the area as there is not strong enough ridership in any one town to support it. There would have to be a single pick to have an “express” service, yet there would also need to be riders picked up from many different areas. They would need to get rides to the stop, defeating the purpose.
- d. Participants were willing to pay for an increased tax if they could get the services they needed.

6. *Other*

- a. One reason riders are using the bus is to save on gas prices.
- b. Riders thought the buses were roomy and comfortable.
- c. Riders were not concerned with safety on the buses themselves.
- d. Riders use the buses because they don't drive/ have a driver's license.



ESPANOLA FOCUS GROUP (7/11/2013)

Location

NCRTD Espanola Headquarters

Attending

Chris Cordova (moderator), Charles Cordova (transcription), 6 Espanola NCRTD bus riders, 2 Espanola business owners

ITEMS DISCUSSED

Attendance

- a. 6 bus riders who rode the bus every day
- b. 2 local business owners
- c. Chris Cordova attended as the focus group moderator
- d. Charles Cordova transcribed the meeting

Meeting Notes

1. *Route Destinations*

- a. 3 of 6 riders used the bus for commuting to work
- b. 3 of 6 riders used the bus for commuting to school
- c. Santa Fe
- d. Rail Runner (to connect to Albuquerque)
- e. Mostly used for in-town travel. Grocery stores, hospitals, visiting friends, work, or even just not to be at home.



- f. Buses used to ride through El Calde, but now it just has one stop outside. Riders wanted the bus to run through El Calde again so that the elderly/ other community members could use the bus more easily.
- g. Riders use the buses to connect with the outer Espanola communities such as El Calde, Mendenales, Velarde, Etc.

2. Service Times

- a. Buses in town are generally on time.
- b. Buses out of town run late sometimes. Riders indicated some of this is due to driver favoritism.
- c. The bus out towards Mendenales is always either early or late.
- d. The Dixon bus is either just morning or night. If you work any other hours than that you can't use the bus to commute.
- e. The communities in Hernandez, Dixon, Velarde, El Calde, and Mendenales, and Ojo Cliente do not have enough bus service. The communities further out such as Coyote are using resources that would be better applied to the more concentrated communities. The business owners thought that having more times to these areas would help the local economy greatly. The riders somewhat agreed, but also said that the people in the outlying communities have no other option to get into town and that diverting resources away from them could cause problems.
- f. The route to Chama takes 2 hours to get back to Espanola. Riders indicated that if the route were to turn around earlier, possibly in Abiquiu, it would be used by the community more.
- g. The bus to Santa Fe arrives after all of the morning Rail Runner trains leave, making that connection impossible to use for a day trip. There should be a morning bus leaving Espanola at 5:30 or 6:00 to connect with the early Rail Runner trains headed south.
- h. The business owners recommended coordinating routes with the outer communities to the shift times of large employers such as Wal-Mart, Lowe's, Santa Clara Development Corporation, and the Ohkay Owingeh Casino. Expanding the service times with extra routes for



these shifts would help the small business community meet labor demands as well.

- i. Weekend service was requested for all routes. Riders indicated that everybody in the Espanola area works weekends. Additionally, there are weekend community activities people would like to take part in. Because the community uses the bus as their only means of transportation around the city, not having a weekend service limits their ability to get around.

3. *Bus Stops*

- a. The in-town bus stops are in good locations.
- b. Shelters were requested for the route “out towards the Medanales area”.

4. *Communication*

- a. The riders were not very familiar with the term NCRTD, or what the NCRTD does other than that it’s the Blue Bus and runs around town and the local area for free.
- b. The business owners were very familiar with the NCRTD’s purpose mission, and operations.
- c. Overall communications impact on the community is low. While most people present had seen an ad of some sort, they indicated that it is extremely infrequent.
- d. Some people may have too much pride to use a free bus service because they see it as accepting welfare. These people may be willing to ride the bus if it is marketed as having been something they paid for with their tax dollars.
- e. The signs that they have up at the stops have the old NCRTD phone number on them. Update the signs with the correct phone number.
- f. It is hard for people to get the phone number for the bus. Since there are almost never any schedules available on the buses themselves, and the stops don’t have schedules, the phone number is the only way for



people without internet access to plan their routes. With the old, incorrect number on the signs, there is almost no way people can get the working number.

- g. Bus schedules/maps were requested for all stops.
- h. Permanent bus schedules on the buses themselves would be helpful.
- i. Word of mouth is the primary method for learning about the bus for riders. The business owners learned about the bus through the government initiatives that started the NCRTD. Seeing the bus itself also had some impact.
- j. The community recommended using the following communication channels for marketing:
 - (1) Rio Grande Sun;
 - (2) channel 10 "Baja Broadband"; and cable commercials;
 - (3) door hangers to households;
 - (4) "KDCA";
 - (5) Electronic marquees around town.
 - (6) direct mailing;
- k. Every person at the meeting read the Espanola Sun every week.
- l. All but 1 person at the meeting watched Baja Broadband every week.
- m. Riders liked the idea of having a GPS tracking system smartphone app for the buses.
- n. Make sure there are reciprocal links between different bus service websites on the schedule/maps themselves so that people can easily plan connections.
- o. Tourists coming from other states and countries are used to paying for bus service. A free service is a very rare thing. Because they already expect to pay, perhaps tourists could be used as a way to generate funding for the service.



5. Funding

- a. The riders had no idea how the NCRTD was funded.
- b. The business owners were very familiar with the NCRTD's funding structure.
- c. One business owner recommended that people who aren't using the bus for constructive purposes (i.e. riding just for shelter) be required to pay a fee for bus use.
- d. Every person at the meeting would vote for a renewal of the existing tax.
- e. 5 riders and 1 business owner would vote for an increase in the tax.
- f. Every person at the meeting would pay a premium for extra services (recommended \$1-2 dollars).

6. Safety

- a. Riders raised safety concerns about alcoholism and drug use on the buses. They indicated that many intoxicated people get on the bus and can become violent or offensive. Every rider in attendance thought this was an issue, and one that was not limited in scope.
- b. The Shell stop in particular has a lot of drug addicts at it.
- c. While there is a policy in place for removing intoxicated people from the bus, the drivers are not actually implementing the policy and kicking people off.
- d. Banning alcohol wouldn't necessarily be a good idea as some people just use the bus to take groceries home and many people get on the bus once they are already drunk.
- e. Riders requested security officers on the bus to assist with removing intoxicated people/drug addicts and provide security to riders.



- f. When the buses get full, drivers are allowing people to sit in the middle of the aisle. This is a safety hazard in case of an accident/ quick braking.
- g. Bus drivers are texting/calling while driving. One rider indicated that a driver had recently almost crashed because they were texting and calling. Every rider had seen the drivers calling and texting while driving.
- h. People with little kids appreciate the safety harnesses on the bus. It may be worth including them in marketing efforts so parents know they don't have to bring a car seat to use the bus.

7. Other

- a. The community was very thankful for the bus service. They loved that it's a non-profit, free service, and thinks it has a very strong positive impact on the community overall. Many people use it who would have no other options to get to work or go anywhere.
- b. Riders are concerned that if they complain to the bus drivers they may get kicked off the bus/ not allowed to ride again. These concerns are especially regarding complaints made about the bus drivers themselves.
- c. The bus drivers drink and eat on the bus while nobody else is allowed to. Riders who have a capped drink that they won't drink on the bus and can't possibly spill aren't even allowed to take that on. The riders would like to look at addressing the drinking/eating rules.
- d. Riders indicated that the drivers favor some passengers over others. They will make unscheduled stops for those passengers and gossip/chat with them to the detriment of other passengers. All riders present said this was a problem.
- e. Bus drivers are being rude to passengers. One rider who was wearing his work clothes and was dirty during his commute home said the driver made derogatory remarks about him to another passenger simply because he was dirty. Other riders indicated that the bus drivers gossip with their friends about other riders.



- f. Homeless people/street walkers are using the bus for shelter instead of transportation. They also use it as a way to socialize with other homeless people. The buses are filled up with these people and legitimate riders can't get on.
- g. Even without the homeless people riding the buses, the system is reaching capacity. Buses are frequently too full to allow more riders on. Consider increasing bus size in Espanola.
- h. A pre-qualified rider card was recommended whereby people who want to ride the bus have to show that they are legitimately using it for a transportation need. If someone were to just be using it for shelter/other reasons their card could be taken away.
- i. When buses fill up it would be nice to have another bus take over the route to make sure people can get where they are going.





COMMENTS SHEETS SUMMARY - ALL COMMUNITIES

Overview

Meeting attendees were provided with comment sheets that had open ended questions and room for respondent comments. Comment sheets were sorted by community, responses were categorized, and the information was consolidated into a comment sheet synopsis. Please see Appendix I for the blank questionnaire that was provided to attendees and Appendix II for the entire comment sheet data set in report form.

A. Madrid

- a. *Response* - 10 comment sheets were gathered from Madrid
- b. *Destinations* - While many destinations are listed, the most frequently listed destination was the Rail Runner station, followed closely by the community college. Other destinations included various places in Santa Fe that can be reached through a connection the Santa Fe Trails bus system.
- c. *Service Times* - The most important service time was early morning, followed by early afternoon. Later times were listed less frequently.
- d. *Suggested Stops* - Three stops were suggested by more than one respondent; Madrid Mine Shaft Tavern, HWY 14 & County Rd. 55, and the old boarding house general store parking lot. Other stops were recommended by a single respondent.
- e. *Other* - The Madrid Cultural Project can be used to communicate with and perform market research on the community. They can be reached at info@madridculturalprojects.org, Alyson Gilman, Treasurer (505) 690-2677. Other comments described the reasons people need the bus service.

B. San Ildefonso

- a. *Response* - 2 comment sheets were gathered from San Ildefonso.
- b. *Destinations* - Destinations included a single response for each of the following; Wal-Mart, Pojoaque Supermarket, Santa Clara Clinic, and the Indian Hospital in Santa Fe.



- c. *Service Times* - Early Morning received 2 responses and Early Afternoon and Late Evening each received one response.
- d. *Suggested Stops* - Two stops each received a single response; Bee Hive Mail Boxes and closer toward Don Juan.
- e. *Other* - Other comments included one about how the bus driver is liked and one about how the NCRTD provides a good service.

C. **Penasco**

- a. *Response* - 2 comment sheets were gathered from Penasco
- b. *Destinations* - 2 responses listed Penasco itself as a destination for bus service.
- c. *Service Times* - Early morning and early evening each received one response.
- d. *Suggested Stops* - the Penasco church and Smith's both received one response for suggested stops.
- e. *Other* - The only other comment was that the bus service provides people with job opportunities.

D. **Taos**

- a. *Response* - 7 comment sheets were gathered from Taos.
- b. *Destinations* - Wal-Mart and Tres Piedras each received 3 responses and the grocery store received two responses. Other destinations received only 1 response each, but were primarily locations in Taos that could be reached by connecting with the local transit system.
- c. *Service Times* - Early Morning and Late Afternoon were the most listed service times with 7 and 6 responses, respectively. Other responses only received only one or two response each.
- d. *Suggested Stops* - Three locations in Tres Piedras were recommended 5 times each: Colorado Rd. & 64, post office & 285, and 222 & 286. 64 & Rim Rd. in Taos received 4 responses. No other destinations were listed.



- e. *Other* - Other comments include reasons people use the bus and an indication that 3 of the comment responders would be willing to pay for premium services to Tres Piedras.

WEB SURVEY - ALL COMMUNITIES

Response

- a. 19 respondents participated in the web survey.
- b. Of the respondents who participated, the majority (90%) rode the bus infrequently (less than once a week or only 1 to 2 times a week).
- c. Survey respondents came from the following communities:
 - i. Espanola
 - ii. Las Alamos
 - iii. Eldorado
 - iv. Santa Fe
 - v. Taos
 - vi. Penasco
 - vii. La Cienega
 - viii. Madrid
 - ix. Other locations (not included in community meetings)
 - x. Las Golondrinas
 - xi. Dixon
- d. Of the responses, the majority were from Espanola and Taos (52.7%).

Destinations

- a. Due to the small sample size from any individual community, specific locations are better addressed by the community meetings; however, the following locations were listed in the web survey as destinations:
 - i. Chama
 - ii. El Rito
 - iii. Dixon
 - iv. Ojo



- v. Sarco
 - vi. Truchas
- b. The majority of difficulty for people being able to reach destinations was due to there simply not being a bus to that destination as opposed to service times or other reasons.

Service Times

- a. The most important service time is in the early morning (36.8%), followed by late morning (21.1%) and late afternoon (21.1%). Early afternoon and evening were less important.
- b. 87.5% of respondents were happy with the current service times.
- c. Those respondents who were not happy with current service times were spread out evenly among potential new times.

Other

- a. People rode the bus for a variety of reasons including for shopping, medical reasons, recreation, to save money, the environment, and because they lacked alternative methods of transportation.
- b. Respondents indicated that the service and staff, and the drivers in particular, are good.



EMAILS & PHONE CALLS

SWP provided its email address and phone number to the community through the media campaign and at meetings. It received over 40 phone calls and emails with suggestions for the NCRTD. While there were a number of scattered issues people wanted to report, only one issue was substantial enough to note. The La Cienega community made the majority of the phone calls and emails. Apparently, the community put together a campaign to inform NCRTD that they would like a route to the Las Golandrinas museum. As is noted in the minutes for that community, Las Golandrinas would be willing to provide free museum access for people who take the bus to get there.

OBSERVATIONS AND DISCUSSIONS WITH RIDERS, LOCAL RESIDENTS AND STAKEHOLDERS

KFH Group staff rode buses on each route as well as observing bus stops and transfer locations. While accomplishing these tasks, we spoke to many riders, drivers and other stakeholders. Following is a summary of the comments:

Routes and Stops

- More bus stops are needed on rural routes
- San Ildefonso needs stops in the pueblo – former driver drove through pueblo
- Riverside route takes 30 minutes but all drivers said 20 minutes, which is why the bus sits at bus stops for minutes at a time. Last mile has virtually no ridership
- Eliminate most timing points on routes that have stops less than 10 minutes away from each other – especially anything operating in Espanola
- Need service from Chimayo to connections in Espanola.
- Need buses bigger than raised roof vans
- Westside route is very confusing and not useable



Expanded Service

- Regular service between Taos and Santa Fe including evening and weekends
- More tourist oriented service

Schedules

- Difficult to understand
- Confusing map and schedules

Facilities

- More bus stops are needed
- Virtually all rural shelters are out of compliance with Americans with Disabilities Act requirements

Other

- Drivers stated they were placed on routes were not familiar to them.
- Comments of rude dispatchers that did not have accurate information
- Repeated comments related to inebriated/abusive customers

2011 PASSENGER SURVEY

The 2011 passenger survey conducted by SWPM for the RTD had comments mirroring those found during this process. Most of the questions focused on demographics issues and rider satisfaction. Highlights include:

- 25 percent used it for work and school
- High level of satisfaction
- More heavily used by low income residents

Open ended responses revealed a number of needs of riders. These included:

Routes and Stops

- More bus stops throughout rural areas
- Edgewood and El Dorado need a bigger bus
- San Cristobal stop – Questa Route
- A stop in Alcalde on Taos- Espanola



Expanded Service

- Expanded peak hour blue bus – Espanola to Santa Fe (Park and Ride service has a fare)
- More connections with Rail Runner
- Weekend eservice
- More commuter service
- Mid-day service for commuter routes
- More service for Abiquiu

New Service

- Service in El Llano (east side of Espanola)
- Service from Velarde to

Schedules/Connectivity

- Rural routes should have as a minimum: A.M. commuter run arrival 7:45 at destination or earlier if connections are needed to Rail Runner, NMDOT Park and Ride or other blue bus route(s)
- Adjust time on Penasco – Taos afternoon run
- El Dorado schedule is tight

INPUT FROM OTHER TRANSIT PROVIDERS

The consultants met with management from each of the five connecting services. Their comments are as follows:

Taos – Chile Line

- RTD operates fixed route service in Taos duplicating Chile Line and is not charging a fare. This reduces Chile Line ridership
- The driver from Penasco drops people off door to door
- Would like to talk to new management and discuss opportunities to work together



Los Alamos - Atomic City Transit

- Better connectivity between Los Alamos and Santa Fe – specifically mid-day service.

Santa Fe Trails

- No significant issues

Rail Runner Express

- Management would like to initiate packages with RTD for ski and tourist service.
- Believes that more and better connecting service helps all.

New Mexico Department of Transportation Park and Ride

- Does not see significant duplication
- Can continue to coordinate
- Need to formalize a working group of planners and management for each of the six systems to ensure that all are coordinated on schedule changes and other issues well in advance.

SUMMARY AND NEXT STEPS

Summary of Comments

For the purposes of clarity we summarize the comments and observations by using a series of categories:

- *Routes and Stops*
 - Need more bus stops throughout service area
 - Less timing points in Espanola and local circulators – reduce running time
 - Bigger buses on some commuter routes
 - Simplified routes with effective schedules



- ***Expanded Service***
 - Compliance with ADA
 - Weekend service
 - Commuter and mid-day service

- ***New Service***
 - Weekend service
 - A number of communities not on an existing route

- ***Schedules and Connectivity***
 - Greater coordination/simplification of the myriad routes run by the NCRTD between Santa Fe and the Espanola area
 - Schedule buses for timed meet
 - Greater system connectivity

- ***Communication***
 - More effective schedules and maps
 - Training for customer information staff
 - Training for drivers on different routes
 - Procedures for handling intoxicated and/or offensive passengers and enforcement of the policy.

- ***Facilities***
 - Espanola Park and Ride is very crowded. While it is NMDOT Property, it has an impact on NCRTD service because of the high volumes of service.
 - Most rural bus shelters are out of compliance with ADA



NEXT STEPS

This technical memorandum compiled all of the stated needs expressed during the initial outreach efforts. This information will be used with the data developed in Technical Memorandum No. 1: *Review of Demographics, Land Uses and Travel Patterns* and Technical Memorandum No. 2: *Review of Existing Services*. The result will give us the information necessary to develop the next technical memorandum, *Identification of Unmet Needs*. This memo will identify the variety of needs expressed throughout the first phase of this study.

Appendix 3-1

Edgewood Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability.

June 10, 2013

Edgewood Community Center

June 10, 2013

Chris: (introduces Southwest Planning, RTD, the 5 year plan, etc.)

CR: One participant was from Stanley and are happy with the service. Concern was expressed that as the regular bus gets more ridership it will get full. Recently it has started to get close to being full and people have be unable to get on. Many participants commute from Stanley every day to Santa Fe and rely on being able to get a ride.

One participant indicated that the meeting may be too early as the bus people from Santa Fe and Moriarty to attend at 6:30 PM.

Jim: When they increase the size of the bus from a 28 passenger bus to possibly a 44 it will alleviate the issue without the need for additional buses.

CR: The participant indicated that she and others she know have driven in a rotation with other riders as an alternative transport method to alleviate the bus crowdedness; however, they would like to see a bigger bus nonetheless. They have seen the bus system grow tremendously in just the last few weeks for whatever reason. The group here has commuted for several years and are concerned about the new business.

Another participant who was new to Edgewood was retired. They had no need to commute to Santa Fe and back, but had the impression that it was set up for those commuters. The schedule shows it leaves Edgewood at 6:00 am and doesn't come back until late, so they would be forced into a long day. It discourages anything but commuting.

Chris: Next question, what are your needs for bus times?

CR: I couldn't see myself doing the long day commute.

Those of us who work only a half a day would like to see more bus times so that we don't have to be there the whole day. We don't get paid a lot and the option would help us out greatly.

One participant mentioned that a lot of the new riders are going to the hospital and a mid-day bus service would allow them to go to the hospital/visit someone without spending the whole day there.

(new people enter the meeting, quick break while they get established. Chris confirmed that they were commuters)

CR: Just so you understand what happens if someone gets bumped for the bus being too full... if a person gets off at another stop and fills up the bus in Santa Fe, the person who got bumped will get stuck without a ride back. That is a bad situation. You would have to call somebody to get a ride back. It only happened to us once but it was bad. We may have to ride up on Tuesday and ride back on Wednesday night, working overnight, and we could drive just because it isn't worth the risk.

We are to the 44 bus stage now, it's a risk and we need the extra space.

Some of us will drive up to Santa Fe Monday morning, and then take the bus back Tuesday through Friday, then drive back home on Friday after work. That way we never gets stuck up there but we can take advantage of the bus.

Chris: Are you allowed to stand on the bus?

CR: I would be happy to but they won't let us

When this issue happened to me they had bumped our bus service down because they were servicing the larger bus.

(other speakers agree and further discuss the need for a same-sized bus when the regular one is being serviced)

Do you have a contingency plan?

Jim: In theory yes, but I'm not sure what the specific contingency plan would be.

Chris: we will share your concerns with NCRTD. Moving on, what do you think about the bus stops?

Jim: The stop at the community center is being moved to allow for more parking and a...

CR: At the Moriarty DOT lot we had a car that was vandalized so there is potentially a safety issue there. They tried to steal the car's catalytic converter. Are there plans to address that or have security cameras?

Chris: We don't have plans yet, we are developing them through these meetings. Do you think there is a need?

CR: Yes, or a need for some type of safety mechanisms.

Chris: Are there any locations you would like to see the bus stop?

CR: I am generally satisfied. It fits me.

They are getting ready to move our offices so there are a lot of people concerned about it for the Santa Fe stop.

Chris: Where does it stop now?

CR: It stops close enough to the office for us to get to work. But when they move the office we may need to consider moving the stop to allow us to still reach work.

Where we park right now to catch the bus in the morning at the Stanley stop is private property. Maybe we should talk to the property owner about making an arrangement for a permanent stop so that we don't have a future issue with the property owner. It used to be the post office public parking lot, but there is a risk now that it isn't from the property owner.

Chris: Good to know, we will look into it.

CR: We do appreciate being picked up in that lot. Prior to that we had to be picked up across the street. We were crossing 41 in the dark in the wind and standing alongside the road which was not easy. The lot now is good so we want to keep it.

(people talking among themselves)

Chris: We are going to ask you some questions about connections. Does anybody connect to Taos, Rail Runner, etc.?

CR: We haven't through RTD, but AMY connects to the Santa Fe city bus.

Barbara connects through Espanola and that works out ok for her. I know someone in the fire department who is afraid that the connections to Pecos may not connect properly.

Bus Driver: RTD coordinates on the radio if we know there is a passenger connecting. The bus drivers can call to ask the next connecting driver to wait. If someone wants to go to Las Vegas, however, they have to call dispatch.

Chris: Let's talk about safety and comfort.

CR: There are no shelters, no bus benches, nothing until you get to the hospital. And it's on the side we drop off at. Nobody uses it because we get picked up on the other side. DOT has some shelters as well but really there are no shelters for us.

Jim: Are there signs at each town?

CR: There are signs, yes.

Chris: When you have limited resources and funding, what is the priority?

CR: I would rather have the bigger bus than the shelters.

At Stanley we can sit in our cars and hop out when the bus comes. They do the same thing in Moriarty as well. But on the way back we have to wait in Santa Fe. It would be nice to have shelters for the way back in Santa Fe. Even if we had shelters here we wouldn't use them. The stop on Galisteo has a bench, but on the other side for the afternoon bus there is no bench. The city of Santa Fe wants to do a new renovation of their bus stops and add benches. Might be worth coordinating with them about that to meet RTD needs as well.

Chris: Lets discuss communication and information. How did you hear about this meeting?

CR: Word of mouth from first speaker.

Chris: By a show of hands, how many of you knew the bus was free prior to the first time you used the service?

(3 of the speakers knew the bus was free prior to using the service)

What are better ways with regards to issues that NCRTD can communicate to you? How do you find out that there are changes in the system?

CR: The bus driver tells people and they spread it by word of mouth. They also see the rider alerts but the bus driver is the most important communication. They text their driver if they don't need a ride home. He will wait if he knows someone is coming. He is the interface to the users and keeps track of people's schedules.

Chris (to driver): What do you think about weekend service?

Driver: Everybody is commuting. It's the same times it would be during the week, maybe an hour later. I don't really see a need for weekend service. Only a handful of people would ever use it.

Chris: How hard is it to find out about routes and schedules? Let me get a show of hands for how many of you have visited the website for routes and schedules.

(8 of the attendees had seen the website for routes and schedules)

How readable is the existing material?

(multiple conversations, discussion amongst attendees asking questions about material, speaking with Jim about information. Some discussion of the dispatchers)

Driver: I need a way to be able to communicate to people about how to connect and an easy way to provide people with that information. There is no connection right now between their bus and 599. The 599 bus runs just ahead of me and I can't coordinate with that driver. There is an interconnection issues between the 599 line and the Edgewood line.

CR: The maps don't seem to show Edgewood route goes to the prison instead of just to Santa Fe. Updated maps would be nice.

Chris: How many of you have heard promotional information for RTD or blue bus. How many people have seen an ad or heard an ad?

(3 participants indicated that they had seen an RTD ad)

CR: One participant mentioned the rider alert was the best way to see things. It might be worth it to generate ad revenue from them because everyone sees them. The community had to fight to get funding and it could help alleviate the need.

All of the present riders all think promotional information is a good idea. Jim mentioned it was being instituted this month.

Chris: How about the bus schedules that are posted at the stops?

CR: They're not posted at the stops. The only place with a schedule is at South Capital, but the Espanola people can't understand it. The one there wasn't difficult for the Edgewood community to read, but they don't have any schedules posted.

Chris: How about the rider alerts for the buses? Are those good?

Driver: I don't get the rider alerts quickly enough, so they are late for the riders as well. I don't have a place to tape them up either. It's difficult and not convenient.

The riders mentioned that it says Rider Alert in large font on the alerts, but the writing itself is tiny. They can't read it quickly while getting on the bus and then are sitting down so they can't read it after either. They need to have the alerts better posted so people can read it quickly or while sitting down.

Chris: What would you like to see on the website?

CR: Snow delays. Jim mentioned they are already posted.

Driver: Inquired about how they do a snow delay. The bus is already on the road by the time a 2 hour delay has been called so it is irrelevant for their bus.

CR: An app of some sort was recommended to let people know more quickly about snow delays.

Chris: How many of you have a smart phone you could access an app on?

(6 of the attendees have smart phones)

Driver: People also don't always have coverage on their phones. I don't get radio coverage until just outside of Santa Fe and in Albuquerque. Cell phone reception is spotty. If we get a flat tire the riders would have to help the change the tire or something because nobody could be called.

Chris: How many people know how the system is funded?

(5 attendees knew about how the system was funded)

Chris: Can you elaborate on that?

CR: (provides a very in-depth description of RTD funding)

Chris: How do you feel about how the RTD is funded?

CR: Some people from Las Vegas have told us they are not happy about it.

One participant was unhappy that so much of the tax went to the Rail Runner, which is essentially useless.

Another participant said both Stanley and Edgewood voted down the referendum because of the Rail Runner, but it passed at the county level.

Jim gives some information replying to various comments given throughout the past while of the meeting.

Chris: How do you feel about increasing the transportation tax to fund more service? How would you like to see the service improved?

CR: The participants wouldn't mind paying a higher gross receipts tax to fund the bus, but if it went to fund the train they would vote against it. The Rail Runner doesn't benefit anybody in

Edgewood; however, it still takes most of the GRT money to run it. They don't want to pay taxes to subsidize the people who use the train when they could pay for a service that is used by everyone.

Chris: How do you feel about premium services for the bus service?

CR: Everybody that rides the bus right now is a commuter so its fine the way it is. The system as it stands now isn't set up for anything but commuters. Maybe if you increased awareness of the routes those people who aren't commuters could participate and they would be willing to pay.

Driver/CR: The bus driver mentioned that some people have used it to go skiing or go to the hospital and they may be willing to pay, but they don't use the bus that much. More public notifications may be useful. One participant mentioned that some people may be willing to pay for point A to point B routes, but the bus driver didn't agree that the ridership would be great enough to make it sustainable. The riders mentioned they would be willing to pay an extra service for the option to come back earlier in the day.

CR: Right now the riders think that the website could be discouraging people from attempting to use the bus system when they see that the time is 6:30 am to 6:30 pm, and that could be contributing to the lack of any non-commuter ridership.

The participants think that a convenient time to come back would be halfway through the day. Nobody knew beyond anecdotally whether or not there is a demand for a mid-day route or if there isn't. Some type of survey or means of getting feedback would be needed to assess the actual demand.

Driver: The bus driver sees 2-3 people a few days a week get a bus ride up and find a personal ride back due to the lack of a mid day bus service.

CR: When the driver is out sick the bus comes late. The substitute drivers don't know the individual riders' schedules like the usual bus driver does. They can't keep in text touch with the substitute if there are schedule changes or someone is running late and they can miss the bus. There are informal control structures in place that keep the bus service functioning that need to be formalized so that if the bus driver is sick they can still function.

Participants wanted to make sure that if the bus system starts charging a fare they do it correctly. A monthly bus pass would be the way to go if they do it. Having the bus driver deal with making change wouldn't be fair to him.

A majority of participants would be willing to pay a small fare for the bus service.

Participants feel that a reasonable turn around for the routes is around 12, 12.5 hours.

Eldorado Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 11, 2013

Eldorado Railroad Bldg.

Bruce: (introduces Southwest Planning, KFH, NCRTD, the purpose of the meeting, Tony Mortillaro, etc.) Just to get an idea of your involvement with the system for the five of you, how many of you would say you ride the bus almost daily on weekdays? Anybody? How many ride it weekly or a couple times a week? Anyone? Two? A couple of you ride it fairly often.

CR: 3-4 times some weeks. I'm there every day.

Bruce: Alright. As for the others of you, do you ride it monthly or occasionally? Have you ridden it at all?

CR: It's been three years since I rode the bus.

Bruce: okay so we have three people who are new to the system and two of you with some experience in the system

CR: <unintelligible> riders could really be used. I missed the first week with park and ride when I started. I don't know how many years I've been riding it but that is how long I've been riding it<unintelligible>

Bruce: Yeah and then there was that brief experiment also when they had the trains coming in.

CR: That one nearly worked. That one did work.

Bruce: Yeah, that was quite awhile ago. In terms of your usage of the system... the two of you that have used it... was it for commuting to work, or for shopping, or school, or health reasons? What were the purposes of your trips?

CR: Work and environmental.

Bruce: Environmental?

CR: Yes. Keeping a car off the road.

Bruce: Okay I see. To protect the environment. And yourself sir?

CR: Commuting and saving gas.

Bruce: Yeah. Okay great.

CR: <multiple speakers, unintelligible> ...convenient usage <unintelligible> at the same time
<unintelligible>

<new people arrive at the meeting>

Bruce: Welcome, we just got started. I was just asking people about their involvement with the system. Are you some kind of user the blue bus?

CR: Yes. I'd like to use it more often than I do

Bruce: okay and you use it maybe once or twice a week now?

CR: I had been for several times at least four days a week. Lately it's just been a couple of days a week due to meetings and so forth, and they start at 7 so I don't get there in time if I take the bus on those days.

Bruce: Alright so you are a commuter. You are using it to go to work?

CR: Yes.

Bruce: Okay great. And the three of you who haven't used the bus... you obviously have some interest in the system. Maybe it's just environmental, but if you were to use it what purpose would it be for? Just to get to downtown Santa Fe, or to go the hospital, or work, or what?

CR: Get to downtown.

Bruce: Get to downtown?

CR: I think I'd be the most interested in hooking up with the Rail Runner to get to Albuquerque. That's more of a concern to me because I work at home. My schedule is too irregular for the bus to help me most of the time, but I'm also interested in connecting to the routes to the north... to Taos and stuff.

Bruce: Okay so yeah it does go to all those places. There's a route map over there if any of you want to take a look at that. There's one on the board and there are a couple on the table. Let's talk about the service first. Since we are a small group I'm not going to ask you to come forward or anything as long as you go one at a time. The three of you who have used it... what's your satisfaction with the level of service? How happy have you been with the service?

CR: The drivers that we have had lately have been just phenomenal. They have been really nice, Joe has been a great placement. My work has allowed me to take the bus... the times that it meets in Eldorado in the morning works out pretty good.

Bruce: Any other observations?

CR: <unintelligible> ...taking a bike and the bus. My only concern is that there are two bike racks on the bus. Because there is no hall rack there are only two places for bikes. If you don't get there first you don't get on. We don't have any options.

Bruce: Is that one of the reasons you are using it less frequently now?

CR: That's part of it. There are other reasons but, to me, it just seems like there needs to be more options, like another rack in the back or something. There's not usually more bikers when I'm riding, sometimes two, occasionally three or four that want to get on with bikes, but usually there are just one or two. But if you don't happen to be one of the first two you don't have that option. And if you don't have a bike you will have a hard time getting around once you get to town. Some people are taking their bikes to work. For somebody that is not employed it is more problematic. The very first time I rode it was inclement weather. It was very comforting to know somebody else was driving on those roads and I didn't have to deal with that. However, what I've noticed is that... I've ridden mostly with Nicky but Joe is very conscientious. You can tell that they are looking out for the safety of the passengers in that bus. I find it extremely convenient, the hours very suitable. If I have a meeting and I can't get on that 4:27 bus, there is always the 5:35. I think that they have it set up to be very comfortable. I was extremely pleased and I kept wishing I'd done this a long time ago.

Bruce: How do you feel about the punctuality of the service?

CR: Its pretty good. I know that sometimes there are going to be delays and stuff like that so...

I'm very pleased with the drivers and the service

I'm kind of embarrassed I can't remember who the driver's name that takes Joe's place on Monday. He's been doing it for a while too.

Bruce: How about the frequency of the pickups? You said that it works for you, that if you miss one that the next is okay about an hour later. How about for the rest of you?

CR: It works with my work schedule. I don't about anything else because I'm not retired and don't the other aspects of the community that might want to use it to have the later bus. I'm not even aware of where the pickups are for the later bus, or if it's the same route. I'm trying to get my neighbors to use it

because they are retired and might like to go downtown and listen to music. They could ride the bus. But I can't say "well yeah it drops you off... it will drop you off at the Sheraton... but I can't tell you what time it's going to pick you up". I need a schedule now.

Bruce: How do you feel about the bus stops themselves? Are they picking you up at the right place out here? Are they taking you to the right places in town?

CR: Well I'm very lucky because <multiple people speaking> the hospital and then I'm the last pickup so I go straight from here to my stop and come home.

Yeah, unlike me. I get off at the same stop. That worked out great when I first started riding the bus but then they decided to move their location. Now I have a 15 minute plus walk anywhere because I can't ride my push scooter anymore.

Bruce: Where is it that you want to get to now?

CR: I'm on South Pacheco street. I've tried getting off at the <unintelligible> stop. It doesn't make any difference... one tenth of a mile isn't going to make that much difference. I don't think there would be that many people. I know that at one point somebody said that I could take <unintelligible> if I get to the DOT I might be able to take a park and ride van, which would drop me off at the art building on Pacheco Street. Then I'd have to walk up the hill. But I wouldn't get a lunch break if I did that.

Bruce: Gotcha. And where are you going sir?

CR: I'm going to Baca street so <unintelligible>

Bruce: Okay. Are there any comments from the rest of you? Those of you who aren't using it now... looking at the schedule and the stops... Would that meet your needs?

CR: What I would be the most concerned about from looking at is that the last bus coming back... am I right that it's at 6 o'clock? I'm sorry. I'm a little confused because some parts of the schedule seem to be <unintelligible> It looks like the latest run in the afternoon is at 5:15 downtown and then coming across town, leaving the hospital at 5:35, and getting back down here in Eldorado at 6:00?

Tony: That sounds good. I see you've already got it open.

CR: And then I guess that same bus can take you back to town, but only straight to downtown at 6:00, getting downtown at 6:30. If you wanted to go into town for something in the evening you wouldn't have any way back basically.

Bruce: that's right.

CR: It's more focused obviously on the commuter situation. I am glad to see that there is a bus at 10 in the morning which is much more useful to me. That would be the one that I would be more likely to get on... the one in the later part of the morning. But it's kind of the same thing with the rail runner coming from Albuquerque. The last train coming from Albuquerque leaves at 6:55 or something so there is no way to get to any events in the evening or anything like that. It's just available in a limited way. Once you are in town you can get around in the buses in town but you are kind hitchhiking to get home.

I see people that get on the bus to go into town and then they meet somebody to get back so that they don't have 2 vehicles in town.

It does look like at the south capital station... that's where you connect with the Rail Runner presumably if you want to connect to Albuquerque. Is that also the point where the northern routes leave from is that from the DOT or somewhere from 599?

Bruce: there are various places where they connect. Tony, you want to comment on that?

Tony: To go north you connect with the 599 route. <unintelligible>

CR: At downtown?

Bruce: At the end of the line there.

Tony: I think that's where the Taos bus <unintelligible>

CR: And there's the Santa Fe pickup there at Route 10 downtown to get there to different places there. Is that associated <unintelligible>

Tony: The district runs Santa Fe pickups so we provide almost a million dollars to Santa Fe trails for Santa Fe pickups and three other routes that are regional nature. And then also the specials that go on during the summer markets are funded by the Santa Fe district as well. Some of those that they have been charging for in the past are going to be free this coming season.

CR: Oh great. I don't think <unintelligible>

Bruce: Where was she going?

CR: It seems like they are all involved at an art school at the old college of Santa Fe.

<multiple people speaking>

One of them graduated and is going to the Chicago Art Institute.

Bruce: Oh nice

CR: Looking at this, is there a way to connect to the... if you are connecting to the Santa Fe public buses you can do that obviously at various points. But the access to the community is one of those things that I've been wondering about because there is a fair amount of students here in Eldorado that are taking classes at the community college option and still living at home. I wonder about their commute... if that's something that's fairly easy to connect and do or if there is a lot of bus hopping involved.\

Tony: It depends on where the person is coming from. We can map out the course they would take.

CR: Do you know about having trip mapping service on the website?

Tony: We do not at this point on the website but send an email to the website or call our dispatchers.

CR: My point was that in Las Cruces they have that service that helps you figure out which buses to get on .

<multiple speakers>

CR: It's not here yet but

<multiple speakers>

... when there was not so much <unintelligible>. that's why anything is an improvement.

Bruce: You got it. Are there any other connections that you would like to make that you are not sure you could make now or that you can't make now that are destinations for you that aren't convenient from here?

Tony: This lady had talked about going north. We do have a red card that gives you directions on how to take the bus all the way to Taos and back. You can do it in a day. As long as... I think if you go to the visitor's center downtown they have a red card there. Or the Santa Fe to the Taos blue bus. And that gives you directions <unintelligible> all the time to catch it <unintelligible>.

CR: It is useable to take the bus to Taos?

Tony: Yes. And with the summer schedule it could be about 4 hours in Taos

CR: Okay so you would stay there for 4 hours. You wouldn't catch it for 4 hours

Tony: No. But you could then spend about 4 hours in Taos and catch the last bus back.

CR: A colleague who is interested in the bus just recently moved to Rancho Viejo. Do you have a bus running from Rancho Viejo to Penasco?

Tony: No we don't.

Bruce: But the city runs Santa Fe Trails out there?

Tony: Right

CR: The city has one bus that goes all the way out to the IAIA and the community college <unintelligible> that's the Rancho Viejo bus.

Bruce: Let's talk about safety and comfort of the buses. How has that been for you as far as the experience on the bus and the experience as far as waiting for the bus on both ends.

CR: I was very pleased the first time I rode that there were seat belts that were installed. Not everybody uses them but I thought that that's very nice that you all had that in there.

Only school buses have seat belts. That makes me sad

Bruce: The comfort of the ride, the temperature, the cushioning?

CR: Very good. The bus driver always asks if it is too cold or too hot. I am referring to Nicky. In the morning when it's cold she would have the heater on and if someone was getting too hot she would turn it off. She would always communicate and ask. I like the fact that when she pull out she would remind everybody to fasten their seatbelts. That was always a nice thing. I think that was this last time riding though and I don't know if this is a temporary bus that we have or not. The wheelchair access door rattles loudly. I know I've seen them put papers and things like that to try to stop that. But that might be something to look into

Since I've been a rider here the longest... the buses that we are in compared to the original blue bus that we started out with are a major improvement. We joked about it being the yellow submarine and all kinds of different stuff because we thought we should have had chickens hanging out the window.

Bruce: That could be arranged.

CR: I don't know how we would manage that <laughing>

We could put the bicycles on the roof! <laughing>

Tony: Do you think there is interest in wifi on the buses?

CR: I don't think we are on it for long enough for people to really use it

CR: If they have an iPhone it could be nice to look at. And there are people that have their kindles and I'm sure they pick it up they might use it.

When I bring my iPad on the bus but I don't need the wifi for that. I do if I need to check emails and stuff on it but I have the 3g but, working is just really slow.

Doctor Raymo had talked about that when he worked at the heart institute. He was all excited about riding the train when he was heading up on the train and he liked to use the wifi.

That's an hour. Compared to here... it's not long enough <unintelligible>

I don't know... some of these people are pretty quick pulling it out

Bruce: Is there any need for additional shelters or benches on the routes that you are taking?

CR: You know that one across the <unintelligible>? There's one on the one side closest to the hospital. It would be nice if there were something across the street to sit there because there have been times where you might get there early or the bus might be running a few minutes late. It would be particularly nice when its really windy.

Yeah, it looked like they thought about it because they did a little extension on the concrete but nothing was ever put there

Bruce: Okay so there is no bench or shelter there

CR: No.

<multiple speakers, laughing>

I almost missed it one time because it was raining so hard I was at their front door.

Bruce: And how about the stop at the Agora here? Does that work for you?

CR: That's fine. There is no shelter or anything here but you can sit in your car. It's very seldom you can get there and the bus drivers not there.

<unintelligible, multiple speakers>

Sometimes its just really bad weather days when that happens.

Bruce: Uh huh.

CR: I think it was really good about that. She collect shopping carts, they would be traveling across cars
<unintelligible, laughing>

Bruce: Okay...

CR: <multiple speakers>

Bruce: Lets talk about communications. How hard has it been for people to find out about routes or schedules?

CR: I hear people say they didn't even know about it. It's not well advertised out here

Because the sign, the little tiny signs that they say "g line" and other things there that were

<multiple speakers>

Bruce: I'm sorry, I'm recording this too. Can I get you to talk one at a time? Because otherwise the recording won't be very good. If you could finish and then I'll hear from the other two of you.

CR: What I was saying is that the signs that were up for awhile said "g line" and had an arrow and that said nothing to anybody. Nobody knew what that meant. If there's something now that says "bus stop"... I haven't really registered that driving by just here at the Agora... there's a sign coming up from the Laney side that says the last time I went by it I remember it still saying g-line. Which, again, doesn't say "bus to Santa Fe" or something obvious like that.

Bruce: Okay thank you for that. And then, you want to say something

CR: The same thing. I didn't know what g-line was. Is this the g-line?

Tony: No that's a holdover from the old service.

<multiple peoples speaking>

CR: Is the parking lot private property for the grocery store?

Tony: Yes

CR: So are you limited to signage?

Tony: No. We paid for a <unintelligible> of the lot and everything so we have had very good luck working with the landlords.

CR: I just <unintelligible.> the very first time, it wasn't the Eldorado but I was parked over at the end where the grocery store was and then when I finally saw the bus pull in. That's when I started my car and parked. Now I know but there was nothing directing me to where the buses were picking up at. Also, the side is not very visible from the normal parking. I think you would have people going to the grocery store who don't know anything about the blue line, when they don't know it they would say "well I wonder what that is" and maybe take advantage of the service.

Tony: Well there would be problems because typically our bus stop signs are about this wide and this tall so... maybe looking at doing something different here may be appropriate. We will take it into consideration

CR: When they took the g line signs down did they replace them with something else or?

<multiple people speaking>

CR: Well the stop by Laney, I think, still says g line.

It's also difficult, even in town. I get on at the DOT parking lot there and it's hard to find the schedule. Its hard anywhere to find the schedule. They used to have some on the bulletin boards at Eldorado at the Agora but I haven't seen them. They blew away a long time ago. I haven't seen any new ones. You know there's a bus stop but there are no schedules there.

Like she said there's no obvious indication of where the bus stop is. It's clear that it's somewhere there

We need a sign and a schedule there

May I make a suggestion for you to display your brochures? They are relatively reasonably priced... the real estate signs, they have those little brochure boxes. They have a clear window and a lid so it would help to keep some of the winter snow or rain off it. It would be something that you could say "please take one" and then advertise the bus.

Tony: Right, I think you are going to see more of that coming up here in the future. As we announced, we will put some schedule ramps on the buses so people can have access to those as well. So that is planned for but again, it's a matter of getting the stuff in and getting it out.

CR: Well the schedule from Eldorado to town is pretty simple. It isn't something you need to...

Tony: <unintelligible> these run about a dollar or something.

CR: <multiple speakers> at the grocery store?

Tony: I don't know if they have them there but we are trying to get these out.

CR: They have a rack for magazines and stuff there. That would be a spot that I would think to look for them.

Bruce: Yes?

CR: I think that increasingly I go to the internet for stuff like. If you had your internet address anywhere that you have anything that might help.

Bruce: Well the schedule is on the website, but how many of you ever look at the website?

CR: <multiple people speaking>

Bruce: So most of you have?

CR: I think that's the only place I can find it. There weren't any schedules, even in town there weren't any schedules there. For a long time there weren't any schedules on the bus

<multiple people speaking>

Tony: The last time there was an updated schedule was in 2008. That's how long it's taken for the district to get around to updating these. I've been introduced... I started in May 2011 and that's one of the first things we have tried to do. So now we are getting these out. They shouldn't be as scarce as they have been.

CR: I think with some people I's like not knowing what Santa Fe Trails does. They want to get from Eldorado into town... what bus can they get on and get to whatever point that they want to get to? Because they don't necessarily want to have to walk 3 miles.

Right, that interconnection again.

Bruce: How easy is it to read that schedule that you have there?

CR: Well I did have to get out my magnifier in addition to my eyeglasses to read it. Once again I have a chronic problem with... I'm a former web designer but, the use of grey in anything with numbers in it should be banned for old people eyes as far as I'm concerned. Because some parts of this schedule... the

printing is a little lighter grey and a little smaller than it could be considering that there are only 3 or 4 lines on some of these things. The font could be a little bigger so I wouldn't have to have a magnifier as well as my glasses. I, looking at it, I kind of understand that there's something about it where the way that all the Sheridan straight things they have these lines gripping them together. I'm not sure what that's supposed to mean. The inbound and outbound run, you could use an arrow maybe going maybe something to make it clear. I guess if you know where the Sims building is and some of those things than its called by the name of a state office building doesn't really help a lot of building. In knowing where it is.

Bruce: Well There is a lot of information on that map

CR: There is. That is true. It's very densely packed

CR: I think <unintelligible> as far as I'm concerned from Eldorado. Now this is great, but most people want to get to Santa Fe. And they have got to look at a huge map and then fold it. A sheet that says how to get from Eldorado to Santa Fe, that's what most people out here would want to know.

Just a single page, a one page kind of thing. There aren't so many of them that it would be hard to fit it on one page. The other thing that I noticed just is that the route map once you are in Santa Fe... you have to go through the <unintelligible>. It's hard to see which of these Santa Fe routes is the one you are on and since the Edgewood and the Eldorado routes sort of run parallel. It's a little bit hard to... I guess it doesn't really matter which one it is but... not all the stops are shown on the map. <unintelligible> it shows the hospital and Sheridan transfer center. South capital has 1 kind of an arrow. The other one, the Alta Vista one is nowhere on here and Canyon Road as well. It's not really showing the stops I would expect the map to show. It shows what roads they are going over but not exactly where the stops are.

Bruce: Okay, thanks for that comment.

CR: It may get too crowded on a map that size I don't know.

I know the Edgewood buses go right by here but they don't stop here. Are they running full or...

Tony: The reason that the route was initially... when we were looking at setting up the Edgewood route. There was discussion of having the Edgewood route stop in Eldorado and people would get off and get on the Eldorado bus but the decision was made to make that a commuter route so it only runs once in the morning and once in the evening. Folks didn't want to disembark and get on another bus. So that's why it was designed the way it was

<multiple speakers>

CR: They are getting home really late too when it was all one big route together so...

What I do notice though is that if the Edgewood route were to stop here it looks like it would early. The people that have the early meetings... because gets to the hospital at 7:03 am so that's actually earlier by a half an hour to the earliest Eldorado bus. Of course then what you would want to do is put the stop out on 285 so they could just come in right as they stop at the stop light out there. But I don't know if that would address your needs where you sometimes have to go in extra early.

CR: Monique starts at 7 so 7:03 wouldn't work.

<unintelligible>

Bruce: Yes ma'am?

CR: I just want to say that I don't think there is that much awareness of this bus. You see it in the morning, but I suspect there a lot of people that would take it just for the heck of it to go into town, have lunch, wander around. Eldorado home owners have a monthly newsletter and it might be good to have an article in there about how easy and pleasant it is to take the bus.

Bruce: Is this the Community Improvement Association?

CR: Yes. If you go on their website it tells you how to submit an article or there is an information committee which you could contact. But a friend and I always talka bout doing it and we never get around to doing it. If it were little more visible I would think we would do it.

I was aware that it was first started but it wasn't something that I even really considered. Then I thought that it wasn't running anymore because you never saw anything that told me that it was. And it was just so happened to be that I never saw it on the roads when I was driving wherever I was driving. So I think that you would probably get some quite a few more participants if they are aware of the convenience. I did that one test ride and I was sold.

Bruce: Well I think we should have you do a testimonial.

CR: <laughter>

There is one that leaves here at 10 and that would appeal to a lot of people.

Bruce: what are you saying that a lot of people don't know about the 10:00 bus?

CR: Yeah. I thought it was just strictly for commuting in the morning or the evening. I wasn't aware it was in the middle of the day at all. Getting on the bus at 10 to go to town, have lunch, or for shopping is entirely reasonable to me.

The 10 o'clock bus, in my experience, is 80 percent vacant.

How full are the commuter buses in the mornings? Are they pretty packed?

It does vary. You can have 5 or 6... one time we had close to a dozen.

As far as the capacity of the bus... like 20 people?

Bruce: Which bus are they running on that route?

Tony: I don't know. A 28 passenger or an 18.

CR: I think it's the 18. And I think that it fluctuates because the people that are going to work may have meetings. I can't ride it every other Monday because we have staff meeting and it gets there too late.

Bruce: is there any information you wanted that you haven't been able to obtain regarding this system... the scheduled stops? Or have you been able to get the information you needed?

CR: I think your website is fairly user friendly. You can just about find whatever you need on that.

Bruce: Okay.

CR: You just need to know the website address is the problem.

Tony: If you just Google blue bus it will bring it up. Or as Bruce says NCRTD.org. Or ride the blue bus.

CR: When you are in town are there good signs as to where you pick it up?

I would be a little concerned coming back that I wouldn't know where to get it.

Bruce: Well, what do you think? Those of you using it, how's the signage in town?

CR: I've noticed that the signs have been replaced at the hospital. I don't know if that's true at other sites. There's more signage than there was previously. You get off on one side of the street and you get back on the opposite side of the street when you're coming back. They are just right across the street from one another

I'm thinking of the state capital and I wouldn't have any idea of where... because you have 2 streets there and you've got...

Are the bus stops separate? Because there in the south capital... that's where the Rail Runner and the park and ride...

<multiple people speaking>

CR: I think it's not real obvious down there. There is one spot where the bus stops but there is another bus place where I can ride buses that are coming from all kinds of different places. It's not super obvious down there which spot you go to. You usually ask somebody.

Tony: Are you talking about the south capital?

CR: Yeah

Tony: Yeah, we've got our own bus shelter there.

CR: I know where...

<multiple people speaking>

Tony: It says. I was just down there today. It says NCRTD bus stop. It's got a good sized sign on it

CR: You have to know what NCRTD stands for as well so... That would be my first thinking would be to have all your signs and your bus shelters and everything be blue. That's the color of the bus... that would be real helpful. Blue is always allowed in Santa Fe.

Bruce: Well that's a good comment about signage in blue to stand out.

CR: To kind of unify and go, "yeah blue bus", I know where to find that.

But be careful when you have a blue bus because the very first time I ever rode I got a little <unintelligible> and I said where is Nikki?' And they said well do you want the Eldorado bus? I said yes, he said well this is going to Edgewood.

<laughter>

...Or that was a later bus.

Bruce: So as far as the website I've heard some positive comments generally. Anything that could be improved?

CR: It's been too long since I've been.

I got what I needed so I didn't give it too much thought.

I did go on to write some positive things about Nikki so I did use it.

I guess you can tell that Nikki is real popular in Eldorado.

Bruce: Yeah I guess so

CR: She is an ambassador. She was the real reason why I continued to ride the bus. She made me feel safe. She was very pleasant. She remembered my name.

And with a name like Dierdre that's a tough name to remember and she remembered it.

The second time you got on the bus she would know who you are.

Bruce: That's pretty cool

CR: So the personality of the driver is really a helpful thing.

She was outstanding, I mean it's hard to replace her.

And she had classical music on the radio.

<multiple people speaking>

Bruce: How about the signs on the front of the bus? Are those informative as to where the buses are going?

CR: Yeah, if I paid attention that day. But they have it right over the windshield.

Bruce: So those are readable and clear?

CR: Yeah

Bruce: Alright. We talked about this a little bit, the schedules at the stops... I'm gathering that maybe they aren't at all the stops? You don't seem to be satisfied with that.

CR: At the south capital I never saw a schedule.

I don't know... I've never gotten on there. I did get off on Alta Vista once an

<multiple people speaking>

Because there is no bus shelter or anything, only one sign

Well they wouldn't have just the Eldorado because there's more than one bus that picks up there.

Bruce: Are you saying there's not a schedule at the Agora?

CR: I don't think so. I've never seen one. There used to be a little bulletin board by the store but I never saw one by the stop.

I don't know if there's still one on the light pole at the end of the parking lot or not. It's real small.

Then again you have to know to go to the end of the parking lot.

That's where we are technically supposed to go. That's the actual bus stop but since all the signs I've ever seen direct you to the shopping center generally its ambiguous.

Bruce: Howa bout the rider alerts on the buses? Are those, do you see them, are they informative?

CR: Do you mean the numerous posters that are on there? No sitting, no talking, no walking?

Bruce: No, not those.

CR: There was one that was posted on the bus that talked about this meeting this evening but it had a different time and than when the meeting started.

Joe verbally told me that we had a meeting because I hadn't been riding the bus for a little while so that was nice of him.

Bruce: Did it say 6:30 or 7:00?

CR: I didn't pay attention.

Bruce: I wanted to hear your comment

CR: There used to be a lot of these little hand printed signs.

I actually found out about the meeting the other way. There was a notice on the bulletin board here at the community center. I was here for something else and saw the notice on this bulletin. I saw the bulletin board inside not the signs.

Bruce: How many people saw a notice on the bulletin board here? Just one? You did too?

<multiple people speaking>

Bruce: And how many saw a rider alert on the bus? You saw one, anyone? Ok. You haven't been on the bus lately so you wouldn't have seen the rider alert? Is that right?

CR: That's right.

Bruce: Okay.

CR: We saw the marquee, which is a great way of informing.

Bruce: The marquee?

CR: It's a sign over at the corner of Matiato and Avestadt.

<multiple people speaking>

Bruce: So how many saw the marquee? The two of you did, you did, you did. Most of you did... okay.

CR: It was very clear because it said blue bus. It didn't say some initials that you didn't understand or...

<multiple people speaking>

...put that side up and it had to catch your attention.

You need to be in touch with Marilyn in the office. She does that stuff.

Bruce: Okay. Marilyn. Alright, how else do you get information? Did you hear about this meeting or anything else in any other fashion besides the rider alerts, the website, the marquee, and the bulletin board? Any other ways that you have been getting information? No? Okay. Any others that you suggest that should be used as channels.

CR: <multiple people speaking>

Bruce: You mentioned the newsletter, right?

CR: The Vistas is the name of it.

Bruce: How often does that come out?

CR: Monthly

They are always looking for stuff to fill it up.

I don't know if you could get something on the Eldorado website? And the Sun?

CR: The information <unintelligible> handles both of those. I think the vistas and the website.

But I believe there is another website. If I can find out I'll send you an email.

Bruce: Okay, well send it to Tony's attention at the district. At one time it was the Eldorado Sun and now it's the Sun Monthly. Do a lot of people still read that out here? Not so much?

CR: Because it has its particular readership.

I mean I will look through it

Bruce: I just wonder if that's a good means of communicating with this community or not.

CR: There's another over at the other shopping center the La Tienda across the street from the Agora. There's an area there where they have a lot of brochures for political services and stuff and it would be good to have some maps or at least the Eldorado route over there.

Another idea, La Tienda has a weekly newsletter every Wednesday and it is very informative. I think a lot of people learn a lot from that and you might contact them. If you go to their website you'll find out more.

Bruce: Okay. Any other promotional ideas?

CR: I don't know. Getting the senior center again might be a good idea. They would definitely take the 10 o'clock bus.

Bruce: You say again, was it used before?

CR: I think at one of the meetings there may have been a couple of people that were associated with the senior center that came to the meeting. When they started the 10 o'clock route I took the schedule to the library and handed it to them but I don't know if they ever brought it to post it or not.

Bruce: Well let's talk about funding. There was a question before the meeting started about how you are able to run a system without charging for the rides. Does anybody know the answer to that?

CR: I've heard the explanation but I don't remember all the details. You get bunch of funding from the feds for thi. Through, is that where I came from?

Bruce: Well, let's see if anybody else knows.

CR: I've been hearing you say that different counties and tribes are part of it so I would assume that that's main funding.

Bruce: Well those are all good guesses. The actual funding comes from a gross receipts tax increment. 1 8th percent gross receipts tax that was enacted back in 2008. That is throughout the four counties that money is collected every time a transaction occurs. And that is what is paying for the system.

CR: Is that a permanent gross receipts tax or is that one of those that has a sunset built in it?

Bruce: It does have a sunset in 2024.

CR: I will be too old to ride the scooter by then

<multiple people speaking>

What are the four counties?

Bruce: If we could just have one at a time please. Its Taos, Rio Ariba, Las Alamos, and Santa Fe. And most of the tribes in those counties, not all of them. Most of them are also participating. The board is made up of the elected officials from those counties and tribes. So, one question we have before you is, how would you feel about at some point increasing the tax in order to fund better service throughout the region, more frequent service, whatever the need might be perceived as. Would you support as some point in time increasing the tax to get better service for the communities. Including yourself?

CR: Absolutely

<unintelligible> ...more to advertise what you have got up here. I don't know about the other communities but here the buses still need to get more ridership. I think that's a promotional problem.

More ridership doesn't mean any more cost until the buses are full and you need a bigger bus. There's no additional cost to getting additional people. Just the tiniest extra bit of gas mileage. I would think that getting the buses full would...it doesn't particularly benefit the system to have the buses full or empty if they are going to run on...

It does help us in terms of lowering our operating cost per hour per passenger when those things are looked at.

So it gives you better statistics but it doesn't actually change the dynamics of it.

Bruce: It makes it a more efficient system though

CR: It is getting somebody to take the first step. When you said that you thought about it and you thought about it and finally you did it and you really liked it. I think it's trying to get people to change the mindset to at least try it. The first time I got on the bus I was so relaxed that by the time I got to work I got to thinking about marking cars with paintball colors to indicate what kind of transgressions they made on i-25 so, yea.

I just would like to have a disrupter ray.

CR: One comment about how it wouldn't make a difference if you had more people riding the bus. I think that if you look a little bit beyond the initial ridership of the bus it's that you have people like us that are currently riding it are very pleased with service. We are ones that won't even balk if a bond goes through asking to increase the taxes because we feel that that would be worth it. If you have more people taking advantage of the services and are pleased with them than the thought of having to pay this increased tax far outweighs what you would pay for gas and the wear and tear on your vehicle. The price of gas just continues to go up.

Bruce: Thank you.

CR: I don't know if trying to figure out adding additional stops to add on to the existing route... if that would make any difference for people who just can't figure out.

Bruce: Well that's one of our questions is, are there any stops that need to be utilized that we aren't using

CR: I think for me the key would be the interconnection with the city bus. I'm not going to a place to work all day and then come back. Let me just say on the funding and tax issue, as far as people that use the bus might definitely be willing to pay that other additional increment, people that don't use the bus would be more inclined to be annoyed by that. Why should we pay for something that only few people use? That's where you start to get into that deal of... wouldn't it be better if everybody just paid 50 cents to ride the bus that actually uses it if you wanted to increase the funding? Because I know that we went through this same thing with the dump before. Why should we have to pay for the dump? Because it's already in the taxes. And then it was a card that cost you 10 dollars a year, and now we are up to like 85 dollars a year so. That balance between taxes and user fees is a really tricky one for people that don't use the service.

Bruce: So what I'm hearing is... lets promote it better, get more people to ride it, and that's going to mean more support for it. You mentioned user fees... that's something else that's being talked about. Right now it's free for everyone. There could be a charge for a premium kind of service, an express service. Would anyone be interested in that?

CR: I think it pretty much expresses the way it is. You get on at Eldorado and you have 3 or 4 stops, and...

Where is the express stop going to take you? From Eldorado to where?

Bruce: Well perhaps all the way to Sheridan downtown.

CR: Or all the way to south capital where all the other interconnections are.

Bruce: Right.

CR: I wouldn't think, if it was going to be express service, it would be like to the Rail Runner stop at 599 or to the community college or to the mall or something like that.

Bruce: The community college a good place for an express stop is there are a number of college kids out there. It's only a couple of minutes over there but it's a long way around, like a 45 minute drive to get there in traffic.

Bruce: Yes it is. I hear you on that. Any other general comments, suggestions, or questions?

CR: You asked a very small group all these questions. Have you considered sending out a survey? Not doing the phoning... that's the most annoying thing ever. But, have the option if you were to send out as a mailing. Than you are informing people who may not be aware of your company, but also you might get some feedback. I would ride the bus if it stopped in.

Bruce: Well that's a good comment. We do have that survey I mentioned on the website so you could tell your friends to go to that. We had one of the consultants ride all of the buses in the system and talk to passengers. Of course he's not talking to non-passengers but he is talking to passengers. So we are getting additional input that way. But it's a good thought. Any other comments? Yes, Karen?

CR: As you talk about promoting I think you might try to find some fun ways to promote it. Like the idea that you can go to Taos. You can spend the night in Taos and not have to deal with your car at all. Kind of fun. You could present some interesting option for people. Consider the cost of driving your car into Santa Fe and back as compared nothing on the bus. It's a win-win.

The number of state employees that live in El Dorado and get off right there where you have 2 stops is probably pretty high and most of them are driving their cars. Other than just the convenience of having your car, the car is almost the same or its even quicker on the bus than to drive and park in the parking

lot. It's just incredible to me that there aren't a whole lot of state workers that live in Eldorado. Because most of the state buildings are right...

<multiple speakers>

CR: They are afraid to give up their car. They don't realize that they don't really have to have it every day.

<multiple people speaking>

Bruce: It's a reeducation problem

CR: Do you do any promotion within the state offices where a lot of your potential riders are? Because that's what I would think of is to add the hospital and the state offices. That would be the place to say "if you live in Eldorado you can be home" by now kind of thing.

CR: I know a couple of ladies who work in a doctor's office and they would love to ride the bus but they can't because they work in an office that stays open later.

The last bus is too late again. That is the thing that I keep bumping up against. Especially for the summer for the last bus to be leaving Santa Fe at, whatever it is, 6:00, I mean that's awful early to be coming back from work. A lot of people have to work until 6 or more.

CR: I was fortunate that my employer allowed me to make those changes because they knew that it meant something to me to do something that I said. It's hard for me to walk from here to here, but I'm doing it for my kids, and your grandkids, and the kids after that. If I can keep my ford F-250 off the highway 5 days a week I will go for it.

But you actually had to change your work schedule to accommodate your bus schedule.

Yeah. It wasn't so bad when the bus first started out because we were on Galisteo Street so all I had to do was walk through a parking lot. But when we moved to Pacheco Street I had to change and say, "I'm not going to get to work until a little after 7:30". I take a shorter lunch and part of my lunch is my commute back to catch the bus in the afternoon. They won't let me work overtime to catch the other bus.

Bruce: Any other comments, suggestions? Tony, do you have any questions I didn't ask?

Tony: No I just would like to share some information regarding the funding with the people here. As Bruce indicated, there is a 1/8th percent regional transit gross receipts tax that's assessed. The voters of the 4 county area voted on that. There is a sunset on it... it was 15 year time period. That raises about 7 million dollars roughly in this economy. It's a lot less than we expected because the economy has gotten

a little heavy. That's about 70% of our funding. Of that 7 million dollars, we return roughly 4.2 million back to other entities. We give 2 million a year to the Rail Runner. So we take 2 million dollars that's generated only in Santa Fe County, and that goes back to the Rail Runner for its operations. 1 million goes back to Santa Fe Trails for the special services you see during some of the markets or the Santa Fe pickup. And I think that there are 3 regional routes that they offer as well. 1.4 million goes to Las Alamos County for the regional services they operate up there. You might think, well why are you giving money back to Las Alamos county? They are one of the richest counties. They were very generous when we first started the regional transit district. They contributed 1.1 million dollars per year to the district, before the tax cuts started, to get the district started. They continue to contribute back to the district as well. Not at the same level as before because obviously the lab spending has been reduced. Their contribution is now at around 400,000. The balance of our revenues come from federal matching dollars, and that's about 25% of our revenues come from the feds. About 2.5 million dollars. So I just wanted to share with you how the district is funded and where the money goes. So we don't get to keep the full 7 million for services, because there is about 4.2 million that goes back for services that <unintelligible> the district as well as the residents in the district. It still comes back to service though, in one fashion or another. Bruce says we are obviously going to be looking at doing some things in the near future that will hopefully allow people to do trick climbing and also for people to press a map on their smart phone and see where they are in relation to the route and what have you. We will try to get some real time data to folks and also getting emailing lists so that if for one reason if the bus is going to be late we have your email addresses. There are some great things on the horizon within the next year that will be implemented. And more on a regional level we have been talking with Santa Fe Trails and the Rail Runner and other entities about also getting on one common system where people can just go and you have all the systems there and you can see all the schedules and you can do trip planning from one system to the other. We would like to see a seamless ability between any of the transit systems.

CR: <unintelligible> let it go and figure it out.

Tony: <unintelligible> for me to read my schedule to figure out Santa Fe Trails, and figure out for example if you want to catch the Chili Line in Taos and travel into 3 different systems. If we have this Google transit planning or whatever it is you just plan your trip.

<multiple people speaking>

Bruce: Well thanks for that tony. Any last thoughts or questions?

CR: The one other thing I wanted to ask about is whether there are any plans at all to incorporate this stretch of railroad from here to Santa Fe into any of these systems or whether you all have any interaction with the Rail Runner.

Tony: I sit on the rail runner's board of directors as an official and likewise base it on my board <unintelligible> and that's because we give them 2 million dollars so we have some say so in terms of

any potential changes they make that impact Santa Fe city. But as far as I know right now there is no interest in the line.

CR: I've <unintelligible in that line and it's in deplorable shape. Its curvy and everything. I don't know if they are or not but it's like 10 mile an hour curves. The other part about it is the rest of the Rail Runner service doesn't seem like it will ever get up to Las Vegas and down to Las Cruces and all of those sort of bigger trips. There's nothing on the horizon for that?

Tony: There is nothing on the horizon. You know the Rail Runner is actually owned by the State of New Mexico. <unintelligible> which operates the Rail Runner and <unintelligible> bus service is the operator of it. The state gives them practically no money for operations. They have a 1/8th percent GRT in Albuquerque, Valencia, and Sandoval county and they didn't put a sunset on it. They split it 50% to the bus service and 50% for the Rail Runner. There for awhile they were starting to have some financial challenges and they were able to figure out the federal system and how to get funding. That's changed, but as far as going beyond Santa Fe that's really politically challenging discussion to have.

CR: Especially right now

CR: I keep going back to this deal during the depression when a lot of the railroads were going out of business. They had this thing called the Gallivant Goose which was like a school bus. It ran on the railroad tracks. I always think of that as like, if the Rail Runner, instead of being this big giant thing, they just had a row of buses there and 2 tracks you could get on to the bus and go and that would be much more feasible to run up to Vegas or down to Las cruces or wherever it was going to be. The idea that you are going to run these giant monster trains seems like it has to be cost prohibitive in terms of adding capacity to the system.

Tony: There is park and ride service to Las Vegas, and also in Las Cruces into El Paso as well. You know, you have the State that does some services, you have the Rio Metro RTD, you've got us, and then you have a few small transit agencies that only service their particular community. The district here is, if you looked at a map of what regional transit <unintelligible> you had Santa Fe Trails, you had Atomic City Transit in Las Alamos, and the Chili Line, and a small system in Espanola. There was no way to interconnect. And then we created the RTD and we plugged in all the interconnections there and you can literally go from Questa all the way to Albuquerque on the blue bus. I should say up to the Rail Runner and then from the Rail Runner to Albuquerque

CR: And the Rail Runner is the only part of that that isn't free.

Tony: Well, Santa Fe Trails isn't free. And neither is the Chili Line.

<multiple speakers>

Tony: Atomic City Transit is free.

CR: At the Santa Fe pickup its free. Right downtown.

Tony: Its free, it's just right downtown.

CR: Nobody knows that and I think that's kind of an issue.

So we come back to the interconnection part. I like your idea of getting some <unintelligible>

Tony: This is basically what it is now. It connects all the pueblos. We go out as far as Edgewood and all the way to Questa. We are going now to Castilla almost to the Colorado border.

CR: Sounds like you need to put something in the papers.

Tony: 10,000 square miles is what we cover and the population in our service area is over 235,000.

CR: Have you ever had an article in the New Mexican lately?

Tony: Not lately

CR: The New Mexican and the Reporter or something like that.

Bruce: Well we've got some work for Jim to do it sounds like. Okay

CR: Advertise Advertise Advertise

<multiple speakers>

Tony: ... goes to every home owner in...

<multiple speakers>

...monthly it gets mailed to them. It's not something that they pic up or don't pick up. It goes to their mailbox.

CR: And then there are extra copies at the bank and the library and everything where people who don't live inside of Eldorado get information.

Bruce: Well you have made some really good suggestions. I really appreciate your comments and input and ideas. And give yourself a round of applause... you did a great job. Thank you. Grab some cookies and maybe a...

<end of tape>

Espanola Transcription

Meeting Notes – These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

July 10, 2013

Espanola NCRTD Headquarters

Chris: (introduces the RTD, Southwest Planning, the 5 year plan, etc.) Why don't we start here... how often do you ride the bus?

Rider Response (RR): (All of the riders indicated that they ride the bus every day. One business owner said he represents the Chamber of Commerce and a local employer. The other said she is here on behalf of the tourism department and that she rides the Chili Line in Taos.)

Chris: (explains common courtesies) Do you folks know what the NCRTD is?

RR: (The riders don't know what the NCRTD is beyond that it's the bus. One person knew that what the acronym stood for. The business owners were very familiar with the NCRTD. They gave an explanation of what the NCRTD does, where it goes, and how its funded.

Business Response (BR): When did it first begin?

Chris: Around five years ago.

BR: I remember it starting and the huge need for it so that people can get to work.

Chris: So everyone knows that it's a free bus. How many know how it is funded?

RR: (Indicates that they didn't know)

I've always wondered how they funded it... with gas prices it gets outrageous.

Isn't some of the funding done by the 24 hour pickup on demand bus?

Chris: Not really.

BR: It was passed by the tax payers. The Rail Runner and the state imposed a tax on tax payers 6 or 7 years ago. It is paid by the tax payers for the rural communities.

Chris: There was an 8th of cent tax passed... (Explains funding)

BR: Something that is very notable is that the NCRTD is a non-profit organization. They reinvest all money back into the system. They help get people to work where otherwise they wouldn't be able to. I think it is great.

RR: I think it's great too. You get people to and from work.

Chris: How many people use the bus for commuting? (3 of the riders) School? (3 of the riders) What else?

RR: Groceries, hospitals, visiting family, just to not be stuck at home. The bus stops are in accurate locations.

Chris: What are reasons people wouldn't ride?

R: Maybe the drug problem... street walkers that want to get on the bus. I would be afraid to associate with those kinds of people.

I've been on the bus quite a few times in the morning. Some individuals get on and are carrying their 24 pack of beer and whiskey. Not opening them on the bus, but already intoxicated on the bus. (Describes story where someone urinated in the bus).

Chris: You folks regularly ride. Is that a common problem here?

RR: (multiple people say yes)

BR: I have heard that some people don't use the bus is because of that. They are concerned. And so that is why a lot of people get engaged in that. The second reason is that people are too prideful. They are too prideful to ride a free bus. This is a rural area so there is a humility factor. People are somewhat embarrassed. When some people are embarrassed the other people go along with them.

RR: (Agrees with the statement)

These street walkers take advantage of it just so they have something to do.

If it's cold outside people get on the bus just to get shelter. (tells story of the bus being full with people not riding it to go somewhere but just to ride it, and legitimate riders being unable to get on).

Chris: Do you see any solutions?

BR: I do. I jotted down an idea for you... a pre-qualified rider card. Rider cards. These guys have been qualified because they are attending school, work, something that is leading to productivity in society. Whereas otherwise... I think we need to hold our riders accountable and not accept alcohol or paraphernalia to be allowed on the bus.

RR: What if you are just stuck at home and want to visit your family? And you don't have school or something.

BR: Yeah those are pre-qualified people, but that doesn't exempt anybody else from engaging. But we should limit the riders from going on intoxicated or something.

RR: When you are getting your kids on the bus and there's that drunk person touching your kids your like "ahhhh".

Chris: Have you seen anybody ejected from the bus?

RR: (most riders indicate that they haven't)

Only one but yes. (He saw someone "messed up in the bus" who was ejected on the way down to Taos).

Chris: That's an issue we should address in the service plan. It's different depending on the location.

RR: His idea (referring to rider cards) I think it's an excellent idea. If you know this... the stop next to the Shell is always full of drug addicts

You even see the ambulance coming to the bus stop. I've seen it 3 or 4 times.

I've gotten on the bus before when there was a drunk obnoxious guy. The bus driver wouldn't do anything about it. I got off the bus on the next stop. The drivers won't do anything and if you try to do something the driver will kick YOU off. You are just stuck with the person drunk being obnoxious.

Chris: You have an English perspective from England Jan, do you have anything to add?

BR: I have heard of a student from the Santa Fe College who did a photography project riding the bus around Santa Fe. Everything they are saying is true and was documented. She got a kick out of how the bus had become a social thing for these people. They ride it all day.

Chris: that's interesting. So someone from the college did a photography project. Is it because it's free?

Jan: I'm not really sure what the instigation for it is. I'm from England and we ride all the time but we don't have free buses so it's a little bit different. You have to pay every time you get on and you are not allowed to take on firearms, alcohol, or anything that is a public safety issue. The bus drivers can kick you off the bus even if they just don't like the look of you. They have the right to not allow you on the bus.

Chris: Jan suggested banning anything like alcohol. Would that help?

RR: It helps to a certain point but there are also individuals who don't have transportation, who just go to the store and back home, and are carrying their beer or whatever else after work.

There should be...

BR: If a guy walks in or a girl walks in with two grocery bags full of beer it's not an issue necessarily.

It could be that it has to be topped, you can't have open containers just like when you are driving.

Chris: We have some ideas here. Our job is to get the feedback, which we did. Let's move on. What's your perception of the current level of service? Frequency of buses, bus times, how convenient is the frequency?

RR: In town they are pretty much on time barring accident or that kind of thing.

Out of town they are always late. Out towards Mendenales. There is nowhere to sit down, its hot, and you get there five minutes early but it is never on time. They are either really early or late.

Chris: On time performance is one thing... what we have established is that in town the buses are on time in town. How about how frequently they come?

RR: When you are out of town it's hard. The Mendenales one is every two hours, but to Dixon it's either the morning or night bus. If you have to work any time between then you are screwed. You just have to wait. You have to get your employer to schedule you around the bus. Some areas are really hard.

I've also had this problem quite a few times where the bus driver does... other than the designated stops, he may be a relative or a good friend on the bus. He may stop them here or there. I can't go to my job because the bus is 10 or 15 minutes late just to make a quick stop that's not at the right location. They are playing favorites with people on the bus. If there's a pretty girl and the driver drops her off it makes everyone late.

I've seen that happen on the Taos bus. They stopped at the store in Velarde... that's not a stop.

Chris: We will share that. As the system grows I think it will get a little tighter. Now let's talk about where people need additional service in this area

BR: In terms of needs, the concentration is outside of the city of Espanola. You want to start concentrating on Hernandez, Dixon, Velarde, all those outlying communities. Those are the concentration of where those services need to have more hours than the 2 hour intervals. There are a few Wal-Mart/Lowes employees that have mixed hours because of it... they need more hours.

Chris: Would it be useful to talk at a chamber meeting?

BR: It could. This really affects the big retailers more than anybody else.

Chris: What do you think about the need for additional services?

RR: I would love it if the Chama bus that goes tues, wed. thurs.... it would be neat if there was a regular bus that went through Bodies' country store in Abiquiu. if there was a bus that went through Abiquiu and turned around at Bodies and then came back. Instead of turning at 554.

Yeah, because it takes 2 hours to get back to Espanola

Sometimes I want to go up there but I don't want to go all the way to Chama. The route is really good but if a bus could go through there and then back through Espanola.

As you are going out towards Abiquiu, Tierra Azul, or coyote area, it would be nice if there was a bus. They don't have one. There are a lot of people that want one.

Up in El Calde they had a bus going through the roads of El Calde. My fiancé would take that bus every day because it stopped at 7 something and she worked at 8. That was the perfect route. They stopped it though because of lack of ridership. Every time I rode it there were 6 or 7 riders. They stopped that route. Now my mother is disabled and they live on a rural road. They stopped that route. It's hard for her to walk up from the rural road to the highway because there is no bus route there. They had a petition together for that. The petition got done but they still haven't done anything about it.

A lot of people get dropped off at the Ohkay casino and we all start walking that way.

BR: Its necessary to address those outlying cities more. Espanola is a hub and the influential concentrations are Velarde, El Calde, Hernandez, or evem Ojo Caliente. Maybe as far as even Len Nalles. Once you get at the junction of El Rito to Abiquiu its hard because its too spread out.

RR: When you get on that bus you have to ride it for an hour and half before you get back into Espanola. From town over there it's only 15 minutes, so of course I ride from town over there. Sometimes we won't catch the bus back because it takes too long. I'll hitchhike home in 30 minutes.

BR: Is that an issue? Because the bus isn't funded, do they need a certain amount of passengers to use it?

Chris: I don't think that's really the case, it's more about utilization of the resource.

BR: Is it demanded that we go to Coyote <unintelligible> those very outlying communities

Chris: So your suggestion is that some routes now aren't as useful as...

BR: I'm suggesting looking at El Calde, Velarde, Hernandez, Chili, Rio Del Oso, up in Medanalez, and anything south of there. That's a major concentration.

RR: The thing is if you take away those routes they don't have on demand buses at all. Those people would be stuck out there without any buses out there

BR: Perhaps use resources for the concentrated areas and offer an on demand bus possibility for the few that need it.

RR: That would be perfect

Now that I know that the buses are tax payer funded I would like a route up to <unintelligible>

Chris: do you think if more people knew it was funded by taxes they would feel better about taking it?

RR: Yeah, because they are paying for it. If I am paying for it I know I deserve it.

The El Rito route runs at 7:30 and 9:30 ... there's only 1 or 2 people on it sometimes, but sometimes it's packed. It should stop at Mendenaes and 554... you do have to take that route all the way around. Maybe if it only went up there when there was a certain amount of people than it would be... it could be they get to Mendenaes and there's a whole family that needs to get on.

Chris: We are doing population density studies as well...

RR: He has a point. Any other places beyond Mendenaes... I think it out to be utilized by the outer communities, El Calde, instead of going out to Coyote. Gas isn't cheap. If it's coming out of tax payer's checks.

There are tax payers out there too

Yeah, but there's not that many

I'm sure there's a way to accommodate both

Chris: What do you all think about connectivity? (explains the term) How easy is it?

RR: They changed the schedule. There was a time when I would catch the Rail Runner. You catch the bus in Espanola, get to Santa Fe at South Capital, and catch a train within 10 minutes to Albuquerque. Now they changed it so that you leave here, get to Santa Fe, and the train doesn't get there for 2 hours. They should have more of a... you know.

They want you to spend money there! They want you to buy lunch!

(laughing)

Before it was fine

Chris: Anything else?

RR: Besides that I think you guys have it set up good. It's really easy to catch the buses in Santa Fe. Sucks if you need the bathroom... but it's pretty easy to catch the buses.

That was just about it, 10 minutes is pretty alright as far as connecting goes.

BR: What about employment opportunities in Santa Fe... even Albuquerque... have you guys explored that? Or other people have?

RR: I have because of the blue bus. It works. As long as... the thing about that is... it didn't work when I was out of town. But in town it's one of the reasons why I might become a general manager of Dominos in Santa Fe. The hardest thing about it is, if the bus is full you're stuck and you have to walk. A lot of times it is full on the 5:00 bus from Santa Fe.

BR: The reason I bring this up is because of the economic influence. They more likely are coming from Espanola, El Calde, Velarde, Hernadneaz, Chili, or even to Albuquerque. That's the reason why those resources should be tailored more promptly for us.

So does the business community have any input in this focus group?

Chris: Of course... we had a really difficult time getting participation in the community meetings here in Espanola, talking to you guys you are all working ... (etc. talks about probing areas, just getting feedback today, etc.)

BR: I was thinking about places like Lowes that are open long hours. They have shifts, wouldn't there be useful input from them to tie in the buses with shifts? More people to the jobs.

Chris: That's good. We should connect with some of the big employers here.

BR: Casinos, Ohkay Owingeh, Lowes, Wal-Mart, Santa Clara Development Corporations, those are your major employers.

RR: What about small business? I work for a plumbing/heating company, there a lot of small businesses that need help too.

BR: I don't think it's that at all. It's about connectivity. This is why I asked in terms of what jobs are available in Santa Fe... there are more jobs there. If there is a lot more connectivity there, and different routes, that will give those opportunities for other employers as well.

RR: (multiple people speaking)

I'm just throwing my opinion in. I'm just here for the timing on the bus, the main designated stops... we already talked about it

The first Santa Fe bus leaves at 7:20 but it would be neat if there was an earlier one. The Rail Runner leaves at 5:30 and 7:30 AM, but then you have to wait until 1:00. They need an earlier bus to make those connections.

Chris: What would be convenient?

RR: If it left Espanola at 5:30 or 6:00 you could catch the 7:30 Rail Runner. You could always get back that night, and I would still have enough time to do everything and come back.

Chris: We talked about safety and security, are there any other issues?

RR: I've seen it where they let people sit on the floor in the middle of the bus if it is full. If one day the bus hits the break they could get hurt.

There's a lot more people starting to use it in town. They need more buses for that.

Chris: Do you have an outlet to tell the NCRTD when buses start filling up? There's been some routes that filled up and they moved the bus size up. Do you see them using bigger buses here?

RR: They need a bigger bus now. The buses fit 9 or 10 people. They need a thing that once they hit capacity they turn on a thing that says capacity full so the other people know its full.

If your bus gets full maybe call another bus to take over the route so people can still use the bus.

I've been at a bus stop where there were 5 people waiting, 3 people got on, 2 people got left behind because the bus is full. Everyone is waiting at the same time, but some people got stuck. It's not right.

Chris: We will be looking at that sort of thing.

RR: We could use a security officer on the bus or something... that would be a great idea.

Maybe have the driver be...

Cameras....

It should be up to the bus driver to take control

BR: Or us holding each other accountable... or your neighbors

RR: Don't tolerate it.

BR: Hence that pre-qualification card. If someone isn't pre-qualified the bus driver should reserve the right to deny transportation to individuals.

Chris: I would assume the bus driver would know the problem people.

BR: The bus driver knows the clients, the people. Maybe look at that. But we as a society have to regulate ourselves.

It has happened to me on the bus when someone next to you who is obviously intoxicated or under the influence... you have no idea how they are going to react because they aren't rational. It's really tough. I think that the drivers should be really well trained. They need to have a system in place where they call someone if there's a problem, and a police car meets them at the next stop.

Chris: There are some stops that we need coverage at, where are some areas we need rest areas?

RR: El Calde.

The current bus route out towards the Mendenales area. There are almost no places. There is just a pole that says RTD. I had no idea where it was. It's really hot out that way, they need somewhere to sit.

They just put up the signs finally. They didn't even have that before.

Hernandez, cheen, nothing after the west side that way.

These signs that they have up now... it still has the same old phone number that doesn't work anymore. They need new signs with the new phone number.

Chris: I want to move to another area. We've been at this almost an hour. Let's talk about communication and information. You were saying they just put some signs up. Let's talk about signage as a communication tool.

RR: There are incorrect phone numbers on all signs. People use those... it's really hard to get ahold of the bus. Even 411 is wrong, I had to call my friend who worked for the RTD to get ahold of them.

There's no schedules. The only way you get ahold of them is to call someone else who rides the bus to ask the bus driver what the number is.

Chris: Once you have the number it's hard to get ahold of the dispatcher?

RR: No, once you get ahold of them it's easy. It's hard to get the number.

They need bus schedules. They have a sign at the Park and Ride in Santa Fe, a schedule at South Capital, but that's the only place. We need one at every stop.

That's the only way to learn the bus schedule.

BR: That would reduce the number of phone calls.

Chris: Great. We've heard some challenges about communications. How many people here have seen one of the schedules?

(No one responds)

RR: They are almost always out. They give you the number to call and you write it down when they tell you over the phone.

BR: I haven't been on the website lately but...

Chris: How many people have been on the website?

(no one responds)

BR: Yeah. Something like that is simple to get into contact with. These things should be a simple fix.

Chris: The website does have schedules.

RR: Not everybody has internet access.

Chris: People have a tendency to want to go high tech but if people who ride don't have access it doesn't help.

RR: We need more schedules at the stop themselves. They are almost always out of schedules on the bus itself.

BR: What about having it posted on the bus itself permanently?

Chris: Are there not schedules on the buses?

RR: They will give you the major stops but say you are at Lowes and trying to figure out how to get from one side to the other you have to call and figure out what time the next stop is and figure out what time it goes.

There are a couple of buses that don't even have a sign.

I usually just walk up and down the road until I see the bus stop and then run to it because there's no stop.

Chris: How did you find out about the Blue Bus Jan?

BR: A public meeting. Then I started seeing it.

Chris: Was it surprising to you that there was a free bus here?

BR: Yes

Chris: Kelly?

BR: Yes. It caught my attention when the tax first came about. I still think it's a great idea but I've known about it for a while.

RR: People just started telling me it was free.

Someone told me you should try to ride the free bus and I got on.

Word of mouth, you know, what they said.

I saw it and I saw the sign that said Free Rides. It's a white paper they put in the window of the bus. They only put it up in the summertime. I thought it wasn't free in the winter.

My boss told me where I could meet him by the blue bus.

BR: When it first started up in the Taos area there was a lot of press around it. So they did a lot in the beginning. I don't know what they do now. I think it's in the paper sometimes.

I think they don't do a good job in marketing the RTD in Espanola... and the schedules. I don't think there's enough going on.

Chris: You think it would be useful to contact employers?

BR: Direct mailing, cable commercials, Rio Grande Sun, northern briefs that are free, if you just involve more marketing boots on the ground you will help.

Chris: How many people read the Espanola Sun?

RR: (Everybody reads it every week)

Chris: So if something is in that paper people will see it?

BR: Also channel 10, Baja Broadband

Chris: How many people watch channel 10?

(all but 1 person present)

BR: You can't take a business in Santa Fe and apply the same principle to Espanola. We are a different market here. If you apply the business philosophy for the needs of the people in s Espanola it will be successful. Channel 10, Rio Grande Sun, Que Disa, Rio Grande Sun,

RR: You ever want to buy anything or sell anything use KDCE...

You can get in touch, the one... (unintelligible)

BR: Yeah direct mailing

RR: Giving papers to hand out at houses, hand deliveries

BR: Sometimes when it's promoted as free people think there's a catch. The more boots on the ground marketing there is the more successful it will be. Maybe tie in the fact that our tax dollars are paying for it to the marketing somehow.

I honestly think the people that are working and commuting on these buses are top notch because they are doing something a lot of people wouldn't do. The people using these as shuttle services and not contributing, those guys should be paying 1 or 2 dollars to use it.

RR: Yeah

BR: That's what drives into that buy in and influences the honest people to start using the buses.

RR: They sometimes start pulling the racist card like "oh he won't let me on because of my race"! But really they just are drunk.

BR: Disability... there's a reason for those people to be on. But if you're a big brother, volunteer group, and this is why you are using it, if you volunteering your time yeah, you are contributing effectively to society. Face it we have a drug problem. But we can stop it.

RR: You know one day on the way up to Santa Fe I got disrespected by a driver, a woman. Just because I got on the bus full of plaster and in my work boots. I was working and smelling horrible. Work clothes. She just said something to one of the other people there like "oh these people get on the bus" about me. The person, like I said, must be playing favorites because they are stopping at different stops. But I thought like, you know, like, it sucks.

Chris: Do you folks think that's an isolated incident?

RR: I've heard of it too. The bus driver talking to other individuals. They should keep their gossip to themselves. It's the same bus driver.

You sweat, you work outside, you don't get to work inside.

BR: Hence those prequalification cards.

RR: I really don't. The bus driver should be concentrating on the road. A lot of these drivers are on the phone texting while driving.

(the entire community indicated that it sees drivers texting every day)

A guy almost crashed the other day because he was texting and answering his phone. Please don't let them know I said this because if they find out I'm going to be walking. They are now looking at their phones to see who is calling. They are dialing these guys, they are driving. This is an issue for many people in the community.

Chris: We will share that. None of these comments are going to be attributed to anyone.

RR: They have a sign on the bus, no eating or drinking. But then you see the bus driver doing it, eating a bag of sunflower seeds with a coke there, but then they have a sign.

I think they ought to change that sign. If you have a resealable drink that would be appropriate.

The bus driver stopped me at the Ohkay and told me to get a drink for her, a coke.

I used to get my shake every morning. I had to throw pretty much half my shake one day just because they don't let me bring it in a resealable thing. I wasn't drinking it on the bus and it's not going to spill.

Chris: How many people have seen any promotional material outside the bus? An advertisement on a newspaper, anybody?

RR: There's a picture in one of the papers...

I've seen it once or twice but not frequently.

BR: Ever? I've seen one ever.

RR: They need to announce it more

I saw one in the Santa Fe Reporter

Chris: How many people have heard a radio ad ever?

(3 of the riders)

Last six months or year?

(2 of the riders)

BR: I was looking for the connection on the Chili Line website. They have a link to the RTD , but the link should be reciprocal.

Chris: How many people have ever been to the RTD website?

(Both business owners, no one else)

Chris: How many of you have ever been to a website at all?

(4 community members and both business owners)

Chris: So the majority of you access websites but don't go to the RTD site

RR: I didn't even know you had one. If I was aware I would have gone.

BR: The buses are equipped with GPS? I'm not sure.

Chris: They are working on it. Will have it shortly.

BR: They need an app. I know a lot of people don't have the technology but some people might have it. Those routes that are assigned bus numbers, you can see where that bus is at any given time but, see how far away they are from that stop

RR: That would be good

Would it affect the tax payers with the cost of the GPS?

Chris: It will actually probably make it more efficient. How many people here have a smartphone?

(2 community, 1 business owner)

BR: How many know someone that does?

RR: (Everybody)

I know basically what times all my buses will be where. We memorize our schedules.

BR: You can always look on the website at the library really quick. It would be a useful tool.

Chris: You all want to talk any more about communication?

RR: Would there be any way on a Saturday for the bus to run half a day?

Yeah!

Chris: What weekend service do they have now?

RR: Nothing. They need half a day. People work weekends here.

Especially if you guys are trying to get more transportation from Wal-Mart and Lowes. Everybody works weekends around here.

BR: Also you live in an area where you have a lot of weekend community activities.

RR: The fiesta is here this weekend.

BR: It would make sense to have them come in to spend money.

Chris: Would you all like special buses for community events?

BR: Especially for community events.

Chris: What about the kids? Do they use it?

RR: I've seen quite a few kids use it for school of community services. The public school buses have issues so some kids would take it to school.

Your buses are equipped for little kids. They have a built in harness. I love that. It's hard to bring a harness with you.

Chris: You see a lot of young children on the bus?

RR: Just mine

Chris: You think more would ride if it was safer?

RR: Yeah. I didn't know they had it. I went with all my car seats and found out they had them. More people would use it if they knew it was already equipped.

They used to have 24 hours advance call, do they still have that?

Chris: I believe within 15 miles of here

RR: Unless there's a route. If there is a route there then they won't let you call in.

Chris: On demand service.

RR: Yeah,

Chris: No, we don't have those resources now.

Chris: Anything else about how NCRTD can better communicate? Or have we covered it?

RR: covered it.

A billboard, do we have one?

BR: Espanola has a huge sign ordinance

RR: What about the moving signs...

BR: A marquee, that's something that very easily could be done. Using the electronic billboards and just have a "hey ride RTD" type of thing.

RR: Its free.

Chris: Let's talk about funding. We talked about how it's funded. (explains funding thoroughly). This clause has another 5 years on it and then it's voted on again. How many here would vote for it again?

(Every person in attendance would vote for it again)

Chris: Would you be willing to vote for an increase if it would fund more services?

(3 people would for sure, 2 people wouldn't mind if it was passed, 1 business owner would vote for an increase if it's done right with more oversight on ridership)

Chris: We talked about connection issues. In some systems they have premium services that you pay a small fee for. How many people would pay a small additional fee for a direct express bus?

RR: (Every person in attendance would pay for extra services)

There's a rapid ride in Albuquerque... I wouldn't mind paying a small fee for that. I wouldn't mind one bit.

Maybe \$2.50 at the most, if that.

I am on a very limited budget, I'm in school, but if I really had to get somewhere I would figure out how to pay it. I don't know though how much, I want to say \$1.00 but I don't know if that's too cheap. I would plan ahead if I had money

(Community at large likes the \$1.00 idea)

\$2.50 is quite a lot, that's almost a gallon of gas

Chris: What does it cost in England?

BR: A lot more than a dollar. The equivalent of \$10.00. Depending. But they also have a bus pass you can buy if you are a student... you would probably get it free. If you are on disability as well. That is exactly what's been talked about. Pre-qualified in a way. In the cities they have so many different services. It's very easy to connect with one to the other. There's a lot information but it's a lot of money. It's still a lot cheaper to ride the buses than to ride the trains. Everybody has it because it's such a small place and there's so much traffic and pollution that they have a lot of initiatives. As far as I know none of them are free unless you are pre-qualified.

Chris: Thank you for the international perspective. We aren't the most transportation aware here in New Mexico

BR: Distance is the problem. England fits into Pennsylvania, one of your smallest states. Put that in perspective of here, you can be on the road for hours and not connect from one place to another. It's not necessarily viable to have buses in certain areas. But certainly when people can't get transportation it destroys your economic structure. You can't take one community and compare it to another. People need to be able to work for a community to survive. If they can't do that because they don't have transportation the community is cutting its own throat. It's a little bit different over there because things are so close.

That's why you get all these social problems is because of the availability of resources here.

RR: I think like he said early, if you have a pre-qualification card there would be a lot less drug addicts and people just using it as a shuttle here to get to and from wherever.

I think kids should ride free

Maybe you can show your school ID and ride for free.

I like it.

Chris: We have been getting feedback for 1.5 hours. I said this would go from 7 to 9. You have been very interesting and led me to every question I had. I feel like everyone is very happy with the service but we have challenges. I want to use this time to give you an opportunity to address anything else. I'll start with you sir...

RR: You covered it mostly

I'm very grateful for the bus

I'm very happy. It's great for Rio Arriba County.

I love that you guys have this system. There are things that can make it more helpful but I love it. It's a great thing you have done.

I think it's excellent. Some routes are not great but other than that it's a free bus. In this world when there's something free everyone is jumping on it.

BR: I think it's been said. When the Rail Runner came about for the State of New Mexico we were paying for that too. When the Blue Buses came about, I don't care if it's just one person that's helping society it's been worth it. If I see more people doing it it's paid for itself. I'm happy with the work they are doing. They can improve on the quality of marketing, reaching out and educating people. If they do that, they can stimulate more riders and potentially more employers wanting to work with RTD.

I agree with what we said, we have a panel of people that use the bus but they weren't familiar with the same aspects of it. There needs to be more community education around the value of the bus. I also want to see as the system is affected and grows that it also encompasses tourists. A lot of people that come to this area come from abroad particularly are used to using the bus. Maybe they can pay for it because it's expected.

Chris: that's interesting, have it tourist subsidized

BR: There is another economic development tourism angle. They could be paying for it. You have the high road to go to the ski resorts, seasonal buses, whatever the need is. That's another economic stream that would benefit the community, but don't put the emphasis on that before you take care of the community

RR: Another thing is, I think that on some buses a lot of these bus drivers are very very rude. Disrespectful. They go off the wall when you ask them a question. Favoritism like he was saying earlier They don't have any way to communicate. You try to tell them and you can't catch that bus anymore because the driver won't let you on.

BR: One thing that the bus drivers need to understand is that Anthony isn't their boss. It's the riders. Without you guys they don't have a job. So management training and making sure their employees are more professional should be done.

RR: (lists some very good drivers, not everybody is bad)

(end of meeting)

La Cienega Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 13, 2013

La Cienega

Chris: (informal discussion, meeting not officially begun) Its going to be a pretty informal meeting.

Community Response (CR): Have you had good attendance at the other meetings?

Chris: We had 30 in Madrid last night and 16 up at San Ildefonso. So we have had varied turnout.

CR: Are you going to Madrid?

Chris: We already did. Oh you mean is the bus going to Madrid. Yes it is a future planned route

Jim: We've extended the 599 route to Madrid. That begins within the next month

CR: (referring to schedule) The route that is listed on here is that pretty much what it is right now?

Jim: Yes.

Chris: (more people arriving, Chris asks people to sign in. Asks for hand vote on number of respondents who have ridden the bus and asks who knows how much it costs).

CR: The bus costs nothing.

Chris: There you go. It's a free service. (Chris asks for hand vote on how it is funded. Chris proceeds to explain briefly how the RTD is funded, introduces the RTD, and explains that this meeting will be slightly different than others as there are no RTD La Cienega routes at the moment. Chris introduces the purpose of the meeting, himself, Southwest Planning, and KFH.)

Chris: Let me start by asking questions, you people have come out here to talk to us so. Sir why are you here tonight?

CR: Well I work for the museum here and we often get phone calls asking if there is bus service to the museum. I am here because having a bus for tourist visitors to La Cienega to the museum specifically would help us.

Chris: If you could have some routes and buses and times when would be a good time to have buses come up and back?

CR: Anytime between 10 and 3. We are open Wednesday through Sunday. I understand you don't generally run on the weekends. So Wednesday through Friday would be good.

Chris: But if you could have it Wednesday through Sunday would that work?

CR: Oh absolutely.

Chris: So that would be almost a tourist route from Santa Fe.

CR: Well from 599 from the bus station. We have 50,000 visitors a year. And most of those are from vehicles, but we do have people take taxis up.

Chris: Wow. (to next participant) Sir why are you here today?

CR: Well, we adopted a couple of kids that are getting older and I do almost all the driving. They are in school so I'm hoping you would set up a route that I can use. I could cut back on all the other driving I do.

Chris: Would it be transportation to take the kids into Santa Fe to school or...

CR: To school as well as to the mall, those kinds of things without me having to take them.

Chris: What would be convenient times for them to come and go you think?

CR: Probably in the morning and afternoon.

Chris: So they could get a bus in the morning and come back in the afternoon. They can have fun or do their stuff in Santa Fe during the day and come back in the afternoon.

CR: Yeah and because they go to private school so they don't get bus transportation to school.

Chris: Oh I see. Great. (to next participant) Ma'am why are you here today?

CR: The same thing, kids. My kids' dad is in Alaska and these last few weeks were kind of hard on me to have to transport them around. He lost his car and <unintelligible, laughing>. He was capable of going in there on his own but really a bus would have been great. I might take him in in the morning but I didn't like so much having to come in especially when its later in the day. So a little bit later in the summer I guess at night or something would be good probably and maybe even earlier. I also had an issue about 2 years ago when I was sick I couldn't drive and I had to move into town with friends because I couldn't go back and forth to the doctor and stuff like that. So I lived for about 3 weeks in town.

Chris: So medical visits?

CR: Yeah. I just think that's huge.

Chris: (to next participant) And you sir?

CR: I am president of the La Cienega Valley Association and I am gathering information for the community.

Chris: I think I sent you an email.

CR: Yes.

Chris: Great, do you have some transportation needs here?

CR: I think we do. One of the things I would like to be able to do is list some more information for people in the community about what kinds of needs we have. We have a newsletter that goes out periodically with some good information in that so that we never become <unintelligible> gathering information.

Chris: You know what I was a little remiss and I didn't introduce everyone. This gentleman is Jim Nagel: he is the public information officer for the NCRTD. So that's a good guy to talk to about getting information out. And we have Eric on from Santa Fe County in the back: he has been very helpful in getting the word out for these meetings. So these gentlemen have the ability to provide some assistance in some ways.

CR: I just want to make one quick comment. Commissioner or Robert Anaya is very interested in hearing from this community. And all of the commissioners have set forth a desire <unintelligible>. They are looking out for your area.

Chris: Yes sir.

CR: <unintelligible> Charlie Baca. I'm the president of the board for the La Cienega Community Center. I'm interested in this project. It's sad that we don't have people to come in here and stay. I had a way to walk up here in La Cienega and get on the Greyhound bus when it used to run. But what kind of service... and your saying funding and all... what kind of service are you going to offer to this community? Are you going to offer just to go to Santa Fe? Or are you going to offer to go to Albuquerque, and at what times, and all that. I have a grandkid that goes to school. He has be to school at 8:00/8:30. Is this going to happen early enough for that? Or is it going to run around 9-10 to go town and stuff like that.

Chris: Here's the situation Charlie: we don't have any plans. We haven't decided anything. One of the things we would like to get from this meeting is where would you like to go, what are convenient times, do we need to have bus service here? Where would it be great to pick people up? Let me address your situation with Albuquerque. This is a Santa Fe county issue. And a Northern New Mexico issue, so they won't have service to Albuquerque per se. However, you would have service to the Rail Runner and you could take the Rail Runner into Albuquerque. It's about connections so you can take an NCRTD bus to the Rail Runner, get out to 599, and you can get out to Albuquerque. But it's primarily funded for Northern New Mexico and Santa Fe County.

CR: So the rail runner leaves here at 599 at 11:00 so you would have something here to get you to that station and take you or?

Chris: Again would that be something that would be convenient for people? Would you like a route at that time? So what I'm hearing from you folks is if we're going to have routes here in La Cienega we

should have a route that can get people to the Rail Runner so that there is a connection to get to Albuquerque?

CR: Yes

Chris: Or to Santa Fe?

CR: Well I would think that it should run about 11:00, pick up whoever wants to get on the Rail Runner to go to Albuquerque or Santa Fe to go eat lunch or spend the afternoon and then come back.

Chris: That's good information, now if we added some stops in La Cienega where would be a good place to put a stop?

CR: Can you put one in La Cienega?

Chris: Again we are looking for your input. La Cienega?

CR: Los Golangrinas? Or that road that goes to Las Golangrinas? 56 out there?

Chris: 56 out there?

<multiple speakers>

CR: The community indicates that there is a need for at least two stops, one to either side of the airport as the distance is too far to catch the bus for people to either side. Some people live in La Sanadia (? hard to hear name) and some in La Cienega and there needs to be a stop for each.

Chris: If you had an ideal route what would that be? If you had to plan a route for the people of La Cienega

CR: We've worked with land use on a 3 year planning process and came up with some routes. A couple routes <unintelligible> was one of the people that was involved so he would be a pretty good person. They actually came up with some graphs that were good that basically covered the entire community. That would be certainly something to look at. Practically speaking how many buses would come through in a day?

Chris: Again, we are here to get some input. Frankly, the situation is it would have to have some usage. It doesn't work to have a bus that serves 1 person or 2 people or something like that. There are a variety of different situations in the NCRTD. For instance they have a bus out to Edgewood. It leaves there at about 6 in the morning and comes back at around 6:30 in the evening. It services about 30 people plus and its growing and its workers that work in Santa Fe county or for the state. They all park their car at the stops. They come from Stanley and Moriarty and Edgewood and that serves as a commuter route strictly. It's a 70 miles route.

CR: I would think that might work too because I'm sure that there are lots of people drive. I'm used to driving into town to work. I don't any more but I go into town a lot. I would take it.

Chris: Would you get up at 6 in the morning to take it?

CR: I would get up at 5:30. I just have to do that.

Chris: So, are there people here that work in Santa Fe that might want to commute? Or is there a park and ride?

CR: All over. In Santa Fe, Los Alamos, and Albuquerque. I used to work at Los Alamos Laboratories and I had to drive to where I caught the bus.

Chris: Right, where did you catch the bus than?

CR: They had it in different places. One of them was by the police lot in Ortiz off of Jaguar drive. They had a few like that.

Chris: So there is some sort ride pool situation out there now?

CR: I'm sure there are others. I'm retired but I'm sure there are others. There are probably a number of people who work in Albuquerque that would appreciate a ride to the train station and not have to get in their car every day.

Chris: We will share all that feedback. We talked a little bit about stops. So, let me ask you all a question. How many folks here have seen anything about NCRTDs route schedules? Or, were you all aware that you could do that, ride all the way up to Taos.

CR: Community indicates mixed awareness.

Chris: How did you find out?

CR: I read an article in the post. I wanted a schedule and I didn't really know how to get one. And so I've got one now. I also saw it one time over at the Indian hospital. I guess there's a stop there.

Chris: And the rest of you folks weren't really aware of the situation of the line or how it worked?

CR: We have researched that. We realized we were only at <unintelligible> Taos and visit the town up there but you couldn't come to la Cienega

Chris: Oh because of Las Golandrinas.

CR: What if you picked it up from Taos. What are the stops in Taos?

Chris: Jim?

Jim: Well there is a stop in the south capital Rail Runner station, a stop at Sheridan Street at the bus depot. I think there have been two partner stops. But the bus would then go from Santa Fe to Espanola, where it connects from Espanola to Taos.

Chris: Has anyone here heard or seen any promotional material about the routes or the RTD.

CR: Indicates that they haven't.

Chris: If I say the term "blue bus" do you know what that means?

CR: Yes.

Chris: I think they have done real good job branding that. We have found when you say the blue bus people pretty much know what that's about. Has anybody here been to our website? Have you?

CR: It's been awhile. It was the same general time frame I was trying to figure it out in. I had a hard time figuring it out.

Chris: How so?

CR: I'm kind of computer illiterate. Or possibly I decided I wasn't going to do it because it wasn't going where I wanted it to go so...

Chris: Yeah. So you went and did a little investigation and said that doesn't work for us?

CR: It didn't work for us really at that time.

Chris: And you sir? What did you think of the website?

CR: It was pretty cool. I liked your new facility.

Chris: Oh great

CR: Is this an organization that's funding looks solid through a number of years in the future?

Chris: The gross receipts tax is good through 2023 I believe. It will be funded for at least another 10 years right now. Now what the economy looks like during that time is something else. But it flowed very nicely and there was enough support to pass the issue when it was enacted. We might as well talk a little bit about the funding. A big portion of it is funded by a GRT. Lets see...

CR: It was the state that sort of organized it and pays for it. Is that true?

Chris: It's funded through a gross receipts tax.

CR: In a four county area?

Jim: The four counties that we serve are Santa Fe, Las Alamos, Rio Ariba, and Taos.

CR: So it's those counties gross receipts tax?

Jim: Its about 70% is funded by gross receipts taxes. The gross receipts tax is 1/8th of 1 percent. And another 20% or so is funded by federal funding, and another 5% by miscellaneous funds.

Chris: So how many people here would support a tax again if you knew you could get transportation into La Cienega?

CR: I have a question. You talk about getting funding and money, and you are coming to our community to ask "what do you want?"

Chris: Right.

CR: Your asking us what do you want?

Chris: What are your transportation needs.

CR: What do you want to see as far as transportation here? How would you want to work it with this funding? That's my question. We all want transportation, but how is it going to come together? That's what we are want to figure out. You are here presenting this program and all that. As you can see there are really few members of the community here. But what would you like to see here?

Chris: I don't have an opinion ...that's that is my position here. I'm just here to get some information from the community that I can share with the NCRTD officials. Basically at that point there are no preconceived notions about what they would like to see or not like to see here because there isn't a perception. They do know it's an area that they like consideration for serving in and there has been some demand for it. Rather than the NCRTD deciding to provide something that you may or may not want, because we think it's something we want, it's better to have these meetings and find out what is good for the community. I think it was interesting about Las Golandrinas. You might be able to support a mid-day route, or a 10:00 from somewhere in Santa Fe that people could use to come into the museum. You might be able to support something like that and it would help the community. Or commuting for medical or the commuting for educational purpose. Or to get your kids in and or to connect to 599 and... there are no preconceived notions and nobody there saying, "Well go to the meeting and tell these people that's what they are going to get". We are just exploring your needs.

CR: There are only four people here but I'm sure Carl and I both feel that it's not indicative of how much interest there is. People don't like to come out to meetings out here. I think we can get information from you if you are willing to accept it from other ways.

Chris: There's two ways: we have some forms that you can provide input here but even better on the NCRTD website we put a link where people can provide information. So, if some people would like to share some information they can go click on the link and there's a few questions. There are a lot of open ended questions that can allow you to express what your concerns and needs are so we would love to have that as well.

CR: What kind of time frame are we looking at? Or do we not really have one.

Chris: In the next month or so. Sure. I think we will be working on this for a couple months. I can leave the link up for quite some time. A couple of months. But a month would be great.

CR: If it were to be a DOT to pass through would we have service?

Chris: I can't answer that. But I would be happy to try and get you an answer for that. I do know there's limited resources now to some extent. It's a matter of how can we get more efficient. KFH is looking at ways to be more efficient. I don't know if we will propose some more routes but it all depends on the need in the communities.

CR: Are we in competition with other communities?

Chris: No, it's very open right now. It's just exploratory, you know, what are your needs? In Madrid we had a pretty big turnout and they don't have any transportation per say right now that's convenient for them. They came out because they have a whole lot of need out there.

CR: So that Madrid route serve highway 14 so to some extent. That would be also something right? I guess you have it out there now to the corrections facility?

Jim: Right. We will begin servicing Madrid within a month. There will be a stop at Cerillos.

CR: How about <unintelligible> closer into town on 14.

Jim: Coming up 14 on. <unintelligible>. We call it the 599 route which meets the Rail Runner train and then services <unintelligible> complex and the detention center

CR: And the blue bus goes to the train?

Jim: Correct

CR: Ok

Jim: And the new route is basically going to provide service into Madrid mid-day. Rather than end at the Rail Runner station it's going to extend into the outlet mall, then Wal-Mart, then Santa Fe place, where there is a Santa Fe trails bus station and the depot there. So to answer a question you had asked earlier on one of the things, yes, if and when we can provide service here in La Cienega it would provide a connection to the Rail Runner so people could get into Albuquerque and it would provide connections into Santa Fe so that people could connect to other RTD buses to be able to extend into our northern counties, but at the same time also connect to Santa Se Trails so that people could get into Santa Fe.

CR: That's pretty good... the connections to Santa Fe Trails would be real important to us I think.

CR: And this is year round service you are talking about?

Chris: Yes, year round

CR: Does population have anything to do with it?

Chris: We are doing some demographic work in the 5-year plan but with regard to how much the population is going to grow and what the age categories are. We have gotten a lot of feedback from some citizens about the need for medical transportation and getting into the hospital because some

people have eyesight or driving impairments. Again pretty open, we have a lot of different feedback and it's about meeting transportation needs

CR: When you refer to medical requests, would that be anything other than just stops for people? I mean something like the senior citizen bus where they pick them up?

Chris: No

Jim: I would also like to clarify something that Eric mentioned and say that this is something that the county... because the county sits on our board, this is something that is very <unintelligible> with the county and Commissioner Anaya as well.

CR: Is commissioner Anaya just looking at the RTD system or is he looking at something else as well?

Jim: I am talking just in regards to RTD and La Cienega

CR: Okay

Chris: Great, well we are using the same kind of moderators guide everywhere so I am going to ask another question. Some bus lines in some cities and some communities offer what they call a premium service. It's pretty unusual to have a free service anyway. But do you think people here would be willing to pay a couple dollars or a premium price over and above that to make sure that they could have rider service at a certain time? How many people would be willing to pay something for a little premium service here?

CR: If its 2 dollars per ticket, if it was 10 dollars that's too much.

Chris: So if it was 2 bucks each way it would be okay, but if it was 10 dollars each way...

CR: That would be a little much

Chris: What do you guys have to say?

CR: Yeah, I agree with that.

Chris: If it's a reasonable price?

CR: Yes

Chris: And that's something the citizens of La Cienega might use? Great. I don't have a whole lot more to cover today, a lot more of what we were going to talk about was perceptions of the service and that sort of thing. I'm going to open it up, are there some other things we would like to talk about, transportation here?

CR: How many buses do you run here?

Jim: We have 20 fixed routes and just over 30 buses.

Chris: They vary in size. What I've learned is that as a route grows they will put a bigger bus on it depending on the need. I did the Edgewood meeting and they have grown the bus to I think a 24 passenger and they may end up getting into... your biggest bus is a 44?

Jim: Edgewood went from a 14 passenger bus to a 28 passenger

CR: Are there any routes that you charge on?

Chris: No. Not right now

CR: So when you talk about a premium service that would be something new?

Chris: Yeah. That's something we could talk about in the plan, if there is a funding situation where it might need to increase some funding to provide some services they are not able to with the budget, we wanted to get the temperature of the community about paying a few dollars or paying a little extra for a premium service. For some of the other routes it might take you awhile to get from point a to point b but they were talking about some express routes. Maybe you need a direct route from Santa Fe to Espanola, would you be willing to pay a couple dollars to get a direct route instead of taking an hour and a half you take 30 minutes?

CR: The museum is a non-profit organization and we are looking for a 10-12 service <unintelligible> so we would be willing to let people in for free if they came in with the RTD.

Chris: When are your busy times at Las Colindrinas?

CR: June through September.

Chris: Jim, let me ask you a question... do you ever change routes seasonally as well? Is that something you might be willing to discuss with the RTD?

Jim: That I don't know.

Chris: Do you all here see a need for seasonal changes in routes?

CR: The museum route for me personally would work really well. I think that the summer would be a busier time because the kids are out of school so they want to get out of here. I would think there would be more riders.

Chris: What do kids do here in the summer?

CR: Nothing. Go to town.
<multiple people speaking>

CR: Do you have an age limit? Nobody under 12 or...

Jim: Under 11 must be accompanied with an adult.

Chris: Under 11 must be accompanied by someone over 18?

Jim: That I don't know

Chris: That's a good question. But that's also something we could address

CR: Somebody under 18 could take an 11 year old?

Jim: It probably is because we do see that with brother/sisters. Like a school kid going to school.

CR: Yeah.

Chris: Right. Do we have any other comments? Is there anything else you would like to share with the NCRTD today about your transportation?

CR: I would just like to get some business cards. You talk about transportation and that, but what we want is... the kids don't have anything to do here. You have to transport them to town and bring them back. My interest is in what times we can pick up the kids at the community center or La Cienega to take them to the swimming pool or whatever and bring them back. I don't have any kids myself but I have grandkids and that and the kids here there's nothing here in this community, I hate to say it about my community but there's nothing here to entertain them. That's where the community has to come together and start moving on this issue.

Chris: That's an interesting comment you just made. We might not want or need 7 days a week or 5 days a week service, but could we set up some special routes at certain times when there is demand for it. Even with the vacation or the Las Golandrinas thing maybe they can't do a whole 5 days a week, 10 – 4 but maybe 2 days a week. I don't know if that's a possibility but it's something I would like to put in the report. Maybe you don't have full service but every Tuesday and Thursday you can set your doctor's appointment, or maybe the kids can get in, or they can come back with a busload of visitors or tourists that are there. The average visitor stays 4 and a half days. People could say "Ok we are going to be here and on Tuesday we can take the bus to Las Golandrinas and back". That's a very interesting concept because a lot of people think it has to be 5 days a week. I don't know if that's optional but I think I'd like to share that as well. Thank you Charlie.

CR: Does the bus run on weekends?

Chris: No, Monday through Friday. Is that an option Jim if there is a need? Weekend service?

Jim: That's one of the things we are talking about now.

CR: The community discusses the need for weekend Las Golandrinas service as most of the major groups are during the weekends.

Chris: Would that be something that people would want here? Weekend service? Because you could get into town to do things on Saturday?

CR: My personal preference would be every day. You could depend on a place to go every day if you needed to.

Chris: Good. Do we have any other comments?

CR: Thank you for coming, I appreciate it.

Chris: Well, again you can send people to our website. We would love to have any other comments they may have. I can give you my business card if you want to call or talk with me. Eric, you have anything you would like to share from the county?

Eric: I just want to reiterate that the county commission is giving the RTD direction that they are really serious about. We are trying to accommodate needs and identify the communities that... they are very supportive.

CR: We are one of the fastest growing parts of Santa Fe county, with 125% increase in population in 2010

<multiple speakers>

Chris: So there are 4000 residents? In Metro La Cienega? That's interesting. Again thank you folks for your time this afternoon, this evening. And if anybody would like my card I'd be happy to share anonymously or you can share my number with people.

CR: Well thank you for coming and I apologize for the air conditioning, it happens.

<end of tape>

Las Alamos Transcription

These notes are not a word-for-word transcription. Responses are general descriptions of what was discussed during the meeting.

June 11, 2013

Las Alamos

Chris: Brings up the topic of connectivity

Community Member (CM): Is the NCRTD working on connecting with the various other bus services provided in the state.

Chris: Are you familiar with the blue bus?

CM: No, I tried to pick up some information and have a pamphlet of some sort, but I haven't had a chance to look at it yet/

Chris: (explains the NCRTD system, parameters, funding, etc)

CM: Do you go to Chama?

Chris: Yes. (explains that they are doing next 5 year strategic plan, growth, etc.) Are you familiar with the bus system?

CM: Participant was familiar with the local bus system but not the RTD. If he was working/commuting it would be worth it to him. As it is, he goes to places as a destination and needs different kinds of transportation to get there. He is moving from Albuquerque to Las Alamos right now and needs to bring a car for that. After he is finished he might occasionally use the bus to go to Santa Fe or Chama.

The participant has a problem with the Rail Runner as. Once he gets to Albuquerque he still needs to get to where he is going from the station. That discourages him from taking the bus to Santa Fe and traveling from there. After all the connections it isn't a pleasant experience either.

Attendee would need to study the RTD schedule to see if it would work for him.

Mike: Explains that they are currently a mid day filler service, but that they need some better connections and coordination to make trips to Albuquerque easy rather than difficult.

CM: If he was going to Santa Fe it would be to go to Lowes, etc. and he would have more stuff than he could easily carry by bus. The main thing he would be looking at the RTD for would be to connect to the Rail Runner to get to Albuquerque. Even then, the route from the station in Albuquerque would be a problem. He could make it work but it would not be a pleasant experience. If it was a commute situation he would use it but for pleasurable trips he does not want to go through the hassle.

Reporter: Wanted to know if Mike was with NCRTD and his title.

Mike: Provided the requested information.

Reporter: What else have you noticed besides connection problems?

Mike: System wide we are looking at the Taos/Santa Fe corridor. We are looking at how the other routes that serve local communities can connect to that corridor and how we can improve the system to make that work. Right now we have various routes for pueblos that go to Santa Fe and Espanola... how can we improve that connection for folks that are utilizing those services in the communities and the pueblos? How can we create a benefit with better transportation to communities and also get anybody connecting with better ease than they currently can to Espanola, Taos or Santa Fe. The Santa Fe connection can get you connected to Albuquerque right away and the Santa Fe Trails system can be used to for public transport once you are there. If we can provide good enough service that people realize that people can choose not to take their car or pickup for a 60 mile trip, because RTD is already going there, they are reducing even more vehicles on the highway and congestion.

Chris: That arose at the Taos meeting some last night. There are some people that come from the smaller communities that are involved in environmental issues and expense reduction. We also had requests from the pueblo people about education for community college, school, etc.

CR: How about the Chama service? Is that free?

Mike: Yes, it runs on Tuesdays, Wednesdays, and Thursdays. It starts in Chama and goes to Espanola, turns around, then goes back. It makes trips a day. A person can arrange to ride the bus from Las Alamos to Espanola, then to Chama.

CR: that would be the most likely use that I would have... to go from Chama down to here. I don't know if the schedules would make it feasible as a day trip but I could do it as an overnight.

Reporter: Asks questions about funding allocation and ridership.

Chris: We could look at population growth, demand generators, what are we going to need. We are looking at that.

CR: Explains he doesn't have a feel for ridership

Mike: Discusses ridership variance, etc.

CR: He went to a training day at the transport center for the RTD. They may have had them there already, but he wants an RTD schedule. One was provided by Chris.

Reporter: Anything else you found in meetings you want to mention?

Chris: The system is very diverse. We want to define better the diversity and build the system around it. (Chris goes on to explain the community issues with the commute for Edgewood workers and the role of drivers in commuter cities. The issues of long-distance communication come up)

Mike: When you have accidents that cause delays or other issue communication key. We are improving our radio communications and the digital service within our system so we can communicate over longer distances and address some issues. A lot of times it does fall back to the driver and their cell phone though... they call dispatch, asking for a bus to wait for a connection, etc.

Chris: We are also discussing a max texting plan

Mike: Here in Las Alamos we are working on generating an ADL computerized dispatch system with our systems. (Discusses the web portal also using the ADL system).

Reporter: Asks where people can submit more information to

Chris: You can go to ncrtd.org or call 505-989-8500, which is our offices, and as a third party consulting group we are happy to take people' s opinions and share them anonymously with the group.

Madrid Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 12, 2013

Madrid

Bruce: (introduces the RTD, introduces himself, asks people to sign in, etc.) Would you like to take a few minutes Mike and tell us about what the plan looks like preliminarily right now?

Mike: For those of you who don't know a lot about the RTD we are the blue bus you see around. You have seen our pictures. We are a Monday through Friday service. We are funded primarily through the GRT and 25% of our revenue comes from the federal transit administration, the federal government, so the taxes that you will pay you will go to funding our system. It's right that you guys should get a share of that. We are happy to do that. We didn't have 170,000 to 200,000 dollars to fund a full-time route out here several times a day, but we did find some money on some savings that we found by modifying some service on our less traveled routes. The Highway 15 Madrid Golden was something that was on the transit plan back 4 years ago with Santa Fe county RTD, and some regional planning for foresight. We looked at going all the way to Golden; however, with the funding that we had and the timing that we had on our current 599 route we weren't able to go that far. We were able to make this an anchor point for the extension of the 599 route. Currently our 599 route runs very early in the morning. It meets the 3 inbound trains from Albuquerque and primarily serves the National Guard, the penitentiary, and the county correctional facilities on Highway 14. It stops for the day, then starts back up late in the afternoon and returns those folks back to the Rail Runner on 599 stations. That is currently the route we are using to expand this service. We will be able to run that bus from 599 once it leaves the drop off in the morning, the last drop off at the county correctional facilities. It will then run into the existing stops, the fashion outlet mall, the stop on highway 14 by Wal-Mart. There are two Santa Fe Trails stops there. There is also a transfer center there behind the food court in JC Penny at Santa Fe place mall which you can use to connect to Santa Fe Trails routes. The bus will then return down this direction from all the way to Madrid, then then return back north at some of those same stops. Then it will shut down. I have some tentative schedules that we are working out here. Some of the hurdles are trying to not only add this anchor point at Madrid but also the Cerrillos post office and the Loneview store along the way. That will allow people to stop there and do some business before the bus comes back. That's what we are trying to provide. With that I will take any questions you have on specifics and answer those. I want to thank Lorrie for giving me a call at a very timely point in our planning. She was curious about how she could retrieve some of her tax money that she so lovingly pays to the county. How she can get bus service. I want to thank Eric as well because he did some planning with us coming down here and looking at sites.

Community Response (CR): Is there a bus that will be coming to Madrid somewhere around 11:00 – 12:00 in the afternoon on that schedule or is it just early and late at night?

Mike: Currently right now it will be in Madrid between 11:25 and 11:30.

CR: Coming from Santa Fe?

Mike: Yes. Currently we are going to be parking over here. Our stop is planned for and still in the works next to the Mineshaft Tavern by the little public restrooms in the white spot by the road. It will make the stops along the way north to the Santa Fe Place Mall. It returns later in the day around 5:30. That will give someone enough time to do some business.

CR: There is no morning route to get to work at 8 or something in Santa Fe?

Mike: Not yet. That will soon be developed. We are trying to start this with the funding that we have available. We don't have any additional funds in our budget so we thought that if we can do this... we have about ½ dozen other little things that we are working on like the Madrid area that needed attention with the savings that we have... so we are adding a bus stop here and an extension on a route way up north to Castillo. Just like we are extending down to Madrid we are extending Questa to Castillo as well. We are doing a lot of this stuff. I say that it would probably be based on the current ridership that we can build... bringing tourist to the community, giving you folks a chance to get up to town, saving gas money to go shopping, make a medical appointment...

CR: I think most of the traffic that I see, maybe because I am doing it at that time of day, is people going into work for the 8:00 drive into Santa Fe.

Bruce: The primary reason for this meeting is to hear what your needs are so that in the long run we can better meet them. Like Mike was saying, this is a beginning based on what they can do using existing surplus equipment that's idle in the middle of the day and we hope that down the road we can expand that and better meet your overall needs for commuting. We realize this doesn't do that. But that is why we are here to figure out what times you do need buses and where you need to get to.

CR: That's Monday through Friday right?

Bruce: Yes

CR: This is kind of like a market trial.

Bruce: Do you want to say anything else mike or should I...

<multiple people speaking>

Bruce: I am glad you are here Mike so that you can answer these questions. Let start by asking where is it that you need to get to from here to the north. What are the destinations that are important to you? Yes maam?

CR: I've been talking to residents... I work at a public place in Cerrillos, and the most critical ones we came up with by talking to people are:

- 1) The community college,
- 2) The human services department because those people who don't have transportation also need to access the HSD,
- 3) The rail runner on 99,
- 4) Cerrillos to maybe as far as Verano where there are groceries stores and connections to Santa Fe.

Bruce: Yeah and then that connects with the entire system. There are really a couple of main hubs to the Santa Fe system and that's one of them at Santa Fe Place.

CR: If I'm seeing correctly because I've been to HSD and I've been to the community college, it seems to me that there is an existing city route that connect those two places. Is that one that stops at the fashion outlets there?

Mike: Yes

CR: Because if that route goes from the community college to the fashion outlet, if we schedule to connect with that we can get to both of those destinations.

Mike: Santa Fe Trails has 2 routes that run that direction. One is what they call their Route 26. It runs from Santa Fe place down Highway 14 or Cerrillos Rd. to Wal-Mart and then it runs into the fashion outlet.

CR: <unintelligible>

Mike: The new southern wall mart. Then it goes to the fashion outlet, turns around and goes back, and then once it gets to Santa Fe Place it runs out to Airport Road and back. It does that every other time. There is the other route that they have that runs M-F which is Route 26 runs 7 days a week at modified times. There is the Route 22 which ascutally comes down the same direction down Cerrillos Road. It doesn't go into Wal-Mart but it uses the stop along the highway next to Wal-Mart along Cerrillos, then it takes the turn into the NMHSD. Then during the two morning Rail Runner times that come north it picks up commuters who go to IAIA and the community college and goes out through Rancho Viejo. It turns around the community college and does the reverse. Those two are available. Probably the best connection would be to go all the way into the Santa Fe Place mall and then ride it back the other direction.

CR: For ease of schedule?

Mike: Right. Because at this current time we won't be able to deviate into the Health and Human Services because that takes about an extra 5 minutes out of the route to take that turn into there and back out into the highway.

CR: Well as long as we can connect with the route that takes us there.

Mike: Yes. It will be a little quirky for a while until someone finds the best route for them depending on where you are going.

Bruce: The RTD's intention in the long run as, Tony was explaining to me, is to make it seamless between all the different bus systems with one website for all the information. That's a little ways off yet.

CR: Is it going to be 5 years from now until the changes are made? Are we setting this up for this 5 year period here?

Mike: Actually what we foresee out of this 5 year transit plan is some changes that, once the board approves it, we should have the plan delivered sometime late summer. Some of those changes may be able to take effect in the fall or next spring. Our budget year starts every year so it may not even start until the following July in 2014. It will have a series of phases as funding becomes available, we are able to grow, and the economy improves, generating a bigger pot of gross receipts tax. That means we will get more funding. Based on those returns they will have a set of goals that we can do within those five years. It's not going to be that we save up all this money in 5 years and then put the service out. It's going to be one of those things that as we can do it we will have these graduated additions to the service.

CR: I heard you say the RTD is a M-F plan. Is there any potential to add Saturday and Sunday service?

Mike: I think that that's probably something that will be visited through these groups right now. We have currently only been funded for a Monday through Friday service. However, every transit agency I have been involved with grows and morphs into a Saturday service and eventually a 7 day service of some sort where your busiest, most heavily used routes will get the Sunday service as well. That's probably something that is going to be strongly looked at within this period of 5 years.

CR: What sort of measurements do you use in order to determine where these taxes go in terms of expanding the use? Because I do agree, the more we have bus service is great. But the hardest part of living rurally is the commute. I would be interested in knowing how you determine who gets more service and how you determine the destinations.

Mike: That's part of why we are here today. Several years ago in 2007 or 2008, when the system started, it was through a series of communities that had commuting needs primarily to Los Alamos and some

other places in Santa Fe. People needed to access either employment at the Indian hospital in Santa Fe or other places and it developed out of that need. A lot of our big routes are commuter type routes where they start very early in the morning and go long distances. They either go to Espanola where people connect to the park and ride, or they come into Santa Fe for commuting purposes. Out of that system they also, at the same time, absorbed the current inter-town route in Espanola. They also had some fair transit service to go along with that. They combined all of those services at that time. So commuting is a large portion of transit service and that usually takes your riders by choice. They can either choose to spend money on gasoline and drive their own vehicle or they can choose to ride at a reduced cost. That's how it started... its ridership driven.

CR: Ridership driven?

Mike: Yeah.

CR: <unintelligible> our ridership, I think, it speaks for itself.

Mike: Getting that kind of information in a group like this... how many are commuters or how many commuters do you know that if there was commuting service in an area like this early in the morning or late in the evening at those commuting times. Everybody has seen the traffic on 14 in the morning and then in the evening it's all one way and then the other way going the other direction.

Bruce: If you would raise your hand and I will call on you. My question to you right now is: where do you need to get to?

CR: Connections to the Rail Runner, Santa Fe Community College, Santa Fe UNM Campus, snowboarding in Santa Fe, Socorro,

Bruce: Thank you. And you had something over there ma'am?

CR: It wasn't really, it was more schedule.

Bruce: Ok yeah we are going to have a question about when. But let's start with where.

CR: Downtown. I'm a regular commuter to downtown Albuquerque. The Rail Runner goes straight downtown.

Bruce: Who else needs to get downtown. Is that a destination for a lot of you?

<multiple people speaking>

CR: You take a free bus from here to the Rail Runner and then you have to take what, 3 dollars to get into downtown of something. It's like a dollar.

Mike: Its two dollars for a day pass from Santa Fe Trails.

CR: That's pretty reasonable.

Bruce: Quite a few of you would want to go downtown. And what are other destinations. We have heard the community college. Anyone else see that as a destination?

CR: Definitely. There's a lot of students.

Bruce: Okay so quite a few of you.

CR: There are people would use the bus service if it was available. It opens the opportunity if someone wants to take classes to do so. We have a lot of people here who don't have any personal transportation... veterans for example. People need to get to the VA. The VA is a huge one actually. There's actually a VA branch in Santa Fe now as well.

Bruce: where is that?

CR: I don't know.

<multiple people speaking>

CR: It's on Brothers Road right before Saint Frances. Brothers Road is like right before Saint Francis. <goes on talking about the VA, unrelated to transit>. Also, hospitals.

Bruce: Hospitals? Are we talking primarily St. Vincent or anywhere else?

CR: no.

<multiple people speaking>

CR: Vitamin cottage. Natural groceries.

<multiple people speaking>

CR: They actually stop at Zeferano and that's all connectible

Bruce: Once you get to Cerrillos road you can get on the Santa Fe Trails bus.

CR: Some of us can even walk from there

Bruce: Yes what else?

CR: Natural Grocers route, Vitamin Cottage, a lot of us get our water at vitamin cottage. Every time I go there to get water I see people I know from there. But if we managed to get in one shot all the way to Zefarano, which is not long of a vehicle to go from the airport, than most of us wouldn't have to transfer to a bus to go anywhere else we would be there on the bus.

Bruce: Okay thank you. Yes back there?

CR: How much is it to ride the public bus in Santa Fe?

Mike: 1 dollar one way or 2 dollars for a bus pass.

CR: And what about the RTD?

Mike: We are free fare

CR: Wow. Really? You're kidding me.

Mike: Yeah

Bruce: Your tax dollars at work. Yes? Oh I'm sorry did you still have a question?

CR: Is the Rail Runner part of the Santa Fe public transportation. Does paying for a day pass in Santa Fe let you connect to the Rail Runner?

Mike: If you ride the Park and Ride or you pay to ride the Rail Runner you can transfer to Santa Fe Trails for free. And the bus system in Albuquerque as well. However we are already a free service, we don't have any pass so you would have to pay to get onto the Santa Fe Trails.

CR: So as far as you connecting <unintelligible>

Mike: Right.

Bruce: Okay. Yes back to you

CR: Do bicycles go on the bus?

Bruce: Yeah you want to talk about the bike loading?

Mike: Ye. We have bike racks on the front of our buses as well as Santa Fe Trails. There are two bike racks. It's kind of first come first serve so if you are at the bus stop and the bike racks full you have to lock your bike up or pedal all the way into town so. That's just the way it works. We don't have any additional bike facilities that are safe to administer.

Bruce: Yes?

CR: I know my friend isn't here right now but he wants to come, he works at the fire department in Santa Fe so he would like to ride the bus to work because he works 48 hours or something.

Bruce: So he's working at what station?

CR: There are a number of them. I'm not sure.

Bruce: Yeah, okay. Yes and again I'd like to focus on where do you need to get to right now.

CR: There's non-profit organization called the Madrid Cultural Project. We are a community organizations that does a lot of wonderful work in our community. We have a great deal of outreach. We have done surveys before at our coffees shop, 1 on 1, trying to get information. We have a strong network of email addresses that reaches out to this group, those in Madrid, Goldmine, and the greater Madrid/Cerrillos area. We would be happy to do a ridership survey that would as how likely respondents are to take the bus into town to commute.

Bruce: How large is your database?

CR: I would say at least 1000 by email. Some of it goes to the leaders of various local organizations in town who forward it so I don't know how large the reach is.

Bruce: That's a good thing to know about.

CR: If I could support that and say, just in terms of a paper survey at the coffee shop and the general store, if you don't have wifi out here you don't have internet service. There's a lot of our more rural residents use a service at a computer center here so for those the coffee shop and general store on a paper survey would be reached there. Those are the people more likely to want to use a bus service.

Bruce: That's good to know about. Until we can do something like that you can tell people who weren't here tonight go to the website NCRTD.org.

CR: What I'm saying is that if they want to go to that website they might have to drive 5 miles.

Bruce: I understand, but for those who are able to, I just want to let people know there's a survey link on that website now. You can just do a Google search for blue bus and yo will get to it.

CR: In light of what you just said, there is a library grant on the south side of Santa Fe. That's the most likely place of someone trying to get computer access. The library is a destination. Not the one downtown

<multiple speakers>

She's at school close to the library. They are going to shift it up to the campus of the Santa Fe art institute, that is where that library is going to go. So it still serves the same area.

<multiple speakers>

They own the property at the school and they have to pay rent is the way she explained it.

<multiple speakers>

Bruce: Okay where else would you like to get to in town. Have we covered the main destinations?

CR: The grocery store. Albertson's. A lot of people work at Trader Joe's and Whole Foods too. Wal-Mart.

Mike: Let me stress again that our connecting point will be at the Santa Fe Place mall. Most of those on toward downtown, the hospital, Trader Joes, Whole Foods, a lot of those will be readily accessible and transferable right there at the Santa Fe Place mall and the Santa Fe trails.

Bruce: There's a hand back here and then you will be next ma'am.

CR: Will it be early enough to get back to the Rail Runner? Or if it's possible is it too far to
<unintelligible>

Mike: Here is our tentative schedule so if anybody wants one... let me remind you that we have not got the post office in Cerrillos nor the Longview store nailed down yet.

Bruce: So this is a tentative and we welcome your comments on this. Maybe we should shift over now to talk about when. For those of you who got here late, I think there were a couple of you we talked before about the fact that the initial service would be during the middle part of the day. We know that in the long run you need commuter service. Also by the way if you arrive late there is an ice chest there with some cold beverages, a sign in sheet, and some cookies. What times of day do you need transportation to and from Santa Fe? Yes.

CR: Again this is cumulative from talking to several people... three routes a day would be really good. One early enough to go to work in Santa Fe, late enough to come home from work in Santa Fe, and one mid-day so that if you are not working you can go half a day instead of spending a full day in town. Again you talked about riders of choice, we have people who are stuck in a place with no transportation and this would open up a job market for people here who can get out of the roughest area by being able to work in Santa Fe. Same as education, if we have the service we have more people who could work in Santa Fe.

Bruce: Yes

CR: I think you also need to understand there are two groups that overlap somewhat. The people that live here and maybe live a little more rurally need commuter service. And what benefits the shopkeepers is getting a bus down here at 11:00 11:25 so a tourist can come to Madrid, shop, and go back up to their hotel at a reasonable time. If it came 3 times a day, something early for commuters, 11-12 for shoppers, and something that would bring them home at 5 or so, pick up the commuters and take them home. You are hopefully looking at getting down here about 3 times a day. Now between Madrid and Cerrillos you have a large enough tax paying population... we deserve it. We now contribute a lot of money in taxes for not a lot of county services. It would support the local economy which is tourist driven.

Bruce: Thank you. Other comments about timing? Yes

CR: How big a bus are you talking about?

Mike: The current bus we have on this route is an 18 passenger bus. It's not a real large bus. We also have a bus that is sitting pretty much idle from 7:55 to 8:00 in the morning that is parked for the day from Edgewood. It doesn't go back to Edgewood until the afternoon. Based on resources, the ability to hire another driver... that takes money. Right now we have the ability to utilize the 599 bus and diver on that. If this thing grows to where the 18 passenger capacity is not cutting it, it's possible that bus could be switched out because they are both in Santa Fe. If you needed something more than an 18 passenger bus on a regular basis we could accommodate more people with the 28 passenger.

CR: And that would happen before the bus is full?

Mike: That would just happen as the need arises. We would just try to facilitate modifying as needed. We have the ability and the resources now to handle 18 or 28

CR: Does the 18 passenger have storage? I was thinking about 10 people going <unintelligible>

Mike: The rules of transit on our system are that you bring what you can pack. You have to be able to shop wisely trip by trip.

CR: If there is space you can use the seat next to you?

Mike: Yeah, if there aren't a lot of people on the bus, if you are resourceful. We can't accommodate additional grocery cart loads or little wagons or anything like that. Everything has to be stowed and secured. We do have seat belts on our buses and folks need to be seat belted in.

CR: What would be the situation with car seats?

Bruce: A child car seat

CR: Right.

Mike: That would be something you need to provide yourself because there are different sizes and makes but you are welcome to bring them on.

CR: Is it required?

Mike: No, we found out actually that it's not. If you have one you can bring it, if not you can hold your child or strap them in next to you or something

Bruce: There are seatbelts on the bus. Question over here.

CR: You mentioned Edgewood and I know Edgewood goes down the 41 Route correct? What about Tijeras... I realize that's Bernalillo County. That's not in the Northwest RTD. Is that central?

Mike: Yeah that would be in the Rio Metro area.

CR: The reason I'm asking is because if there was coordination with that transit district that would also be a way for us to go back to Albuquerque on the 14, or the whole turquoise truck would be covered with them covering <unintelligible>

Mike: A portion of it <unintelligible> Like a transfer point.

CR: Yeah. You get to Sandoval and Golden or right past. Or to be able to get all the way up to Pojoaque or Taos.

Mike: Right. And you can do that. It's a hop, skip, and a jump type service right now but you would have to... let me map that out for you. Currently the way our new service would be, we get you to Santa Fe Place mall, you transfer to Santa Fe trails, and go to the South Capital Station Rail Runner. Once there,

you meet our bus that takes you to Espanola, then which transfer to the Taos bus and takes you to Taos. It's a real possible way to do it but it changes buses a couple of times you know.

CR: Is it at all possible to hit that Rail Runner station first?

Bruce: Is it possible to what?

CR: To skip the... there's a bus from the Rail Runner right to the old Santa Fe Place mall. Can you take the train down to Santa Fe?

Mike: Yes

CR: And get the bus to Espanola? Or is the timing off? Instead of having to go all the way into Santa Fe Place and back. If you are hitting the 599 train station before you go into Santa Fe as opposed to just on the way back.

Mike: Well, yeah there is not... we didn't put that in there because there wasn't a particular train at that time. We tried to be as close to train time as possible. It is probably a backwards approach to it but we were trying to make this work to get the service started. It's not something that is set in stone so this is our launching service to get it started and we will work on more dynamic ways to provide timing we can change that in a month or two.

CR: How often does the bus go from the rail runner to SF place? I guess it only picks up at Rail Runner time right?

Mike: Yeah. Currently we would be leaving the detention center at 8, going to Santa Fe Place mall, and coming back to the Rail Runner station that would be inbound from Albuquerque. That would bring people this direction. Then we would turn around back to the outlet mall. And then it doesn't go back to the train until 4:30 at 1639.

CR: <unintelligible> northbound trains not southbound trains?

Mike: Yeah, it's more... a lot of the input we had going into this thing was "let's try to get some tourists here as well". This is kind of our initial kickoff start. It doesn't mean that this is how it's going to stay forever

Bruce: Yes?

CR: I have a question... it's not exactly about time but it relates to that same question. I took the Rail Runner last week and picked up a friend at the Albuquerque station, brought her here, and we met someone on the train that was desperate to find a ride into Santa Fe. He borrowed my phone because

he knew that the station there the 599 had no public phone. It basically has nothing. There was another guy on the train who just wandered away and I had no idea where he went, but he was just going somewhere and getting lost. There is nowhere at 599 to sit down, have a coke or coffee or anything else. Is there anything you guys can do to make those buildings humane? There is no water, no wash room or anything. If I didn't have a car it would have been hopeless.

Bruce: That's something that we are a part of that equation but we are not responsible for that particular transfer point. That was designed as a commuter drop off/pickup point for people commuting from Albuquerque and for people in the Santa Fe surrounding area that want to commute and go south. That was pretty much a drop off. A lot of people ride it up early in the morning, get on the Park and Ride bus, and go on to Las Alamos.

CR: There are fairly long waits between buses and trains and things. I was trying to figure out the schedule. That's going to be sitting around in the middle of the desert parking yourself for an hour sometimes.

Mike: You are almost better off going into town into the facilities trying to catch the train off to Santa Fe Trails closer to it, because you have more facilities within Santa Fe. You can get coffee, lunch, breakfast, whatever it is and then ride the bus over to south capital or the downtown rail runner station. And then you are good to go. It's just a ride back to Albuquerque that way. That is governed by the NMDOT. They are the one that built those stations.

Bruce: We can pass your comments on though.

CR: Who should we contact? The Rail Runner directly about that kind of stuff?

Mike: Uh huh, they have that information. Rio Metro pretty much manages the Rail Runner itself, the train. NMDOT works really closely in conjunction with the station and the transfer facility.

Bruce: So Rio Metro should be who they contact in Albuquerque. Yes, another hand?

CR: I'm looking at the schedule here and it says the Madrid route goes all the way to Wal-Mart on 1201? Is that the last stop?

Mike: No I think it goes into Santa Fe Place. I'm sorry, that was left off by mistake. When we get ready to launch this is in about 3-4 weeks we'll get some better more manageable schedules for you to look at. These are just our preliminary timelines that we have to show our board. We did have that discussion that it does need to end at Santa Fe Place mall.

CR: Is there a scheduled start up day for that?

Mike: It's something that we are planning to meet on Friday and work on because we have a half dozen

other project. What we can start now and what we can start later will be discussed. What we do know is that we can start the Madrid service sooner than later even if we don't have Loneview and the Cerrillos stops worked out yet. We'll have the time holders and place holders on the schedule for them but once we get them we'll add them as we get the green light to do it.

Bruce: Well without putting you on the spot Mike, you think a month? Or two months? What are we looking at.

Mike: I'm thinking we are about at mid-month right now. I'd look towards the end of the month, the first week of July.

CR: That would be fantastic for us. The thing is we know... thank you. This is something you have been able to put together because you are managing the system so well. That's awesome because you are saving money and you were able to reallocate it. For us to get the most benefit and push the system is it just by ridership or... what do you need from us to say we need these three trips every day?

Mike: Well I would go back and I only gave you a piece of the equation. We talked about riders by choice but you also brought up transit dependent riders, and in most transit systems it's usually 40-50 percent of the ridership is riders who have no other means of transportation. The reason the NCRTD is pretty fair is because northern NM had a real strong percentage of its participation that made less than 17 thousand dollars per year and lived below poverty level. They felt very strongly, our board members, that we should not charge a fare.

CR: I think that's very important

Mike: That's part of it.

Bruce: The rider dependency includes youth and seniors who may no longer wish to drive as well as those who cannot afford a vehicle or gas.

CR: Most of the people here who don't have drivers licenses are far too old or far too young. They are going to Santa Fe and they hitch hike. This is one of the only places in the country where you can consistently get a ride. If it wasn't for that people would be really stranded. Everything from 2:00 in the morning from Cerrillos to Madrid, I've seen people out there hitchhiking flicking lighters with their thumb on the way back from ski trips. It's really amazing how many people we have hitchhiking around here because they don't drive.

Bruce: Mike did you want to finish the other factors?

Mike: Yes, what we judge is ridership and we equate that into cost per trip. What it costs us to run the route vs. how many we are transporting per day and we look at that on a monthly basis so that's one of our performance measures. Then its cost per mile. Obviously the basic transportation cost as it relates to

this particular route. Those are the main drivers, financial vs. the benefit being received. If we start this thing and it's just not clicking like there's something that's missing, we want to be nimble enough that within 90 days we can change it to better meet needs.

CR: How do you determine transit dependent population? How do you determine that and is there any way we can assist you in gathering that data?

Mike: Well, I don't know how we do that. That would be something you could really offer to the consultants if you can do that because they are in that gathering process right now. Once time goes on once the consultants have delivered that data to us we will always want to know those kind of statistics.

Bruce: I think we can pull a lot of that from the census data in terms of the age distribution, the income distribution. We are pretty good on being able to get that information

CR: To expand on Lorrie's question, what else can we do besides get on that bus and use it? And come to this meeting, what can we do to guarantee that this happens and that we can expand on getting three stops a day? Can we email somebody, officials? Is there a survey on your .org that we can send everybody to? What can we do?

Bruce: Yeah you could send people to that and say that we really look forward to having the service out here.

CR: <unintelligible> that's going to be a big determinant.

Bruce: It's going to happen anyway, the real question is when can it expand? Mike is telling you use the system, demonstrate that you are going to use it, and then it can grow.

Mike: You have been raising your hand quite awhile

CR: I just want to say thank you for stopping at the jail. It's been long overdue to make people walk that far so I really appreciate that.

Mike: Let me give you a similar story, I used to work for Santa Fe trails. A similar community situation on the east side Eldorado used to have transit service. It was started with the RTD and it was a real expensive contracted bus service from Edgewood that stopped in Eldorado and went on in the morning then it came back in the evening. It served just a few people in Eldorado. What happened with that was that it became cost prohibitive because the total ridership was something, 8-10 riders even 6 that would ride that but the annual cost of the contract was a little over 200,000, almost a quarter million to provide that service. So the district chose to eliminate that service, and it was to the disdain of the riders in Edgewood. And it was to the disdain of those people that were using it. But when they had the meetings and were telling people, I was at those meetings, that they were going to discontinue the

service there was a lot of comments about the service is wrong to begin with. Because it was people that lived in Eldorado, a lot like you people here, that needed service in the middle of the day for doctor's appointment but I didn't want to go in at 7 in the morning and not be able to come back until 5 at night. There was that need, so when the district was able to re-establish that service just to Eldorado and Santa Fe they were able to make those changes so. It is a series of steps where you have to do some trial and error and then evaluate what you are doing, get the community feedback and then with those existing resources or any additional you can scrape up, modify that service to make it better. That's what we want to do.

CR: Let's say the bus shows up and it's an 18 passenger bus and there are 28 people, what happens?

Mike: In situation like that its first come first serve. Because it's a long distance bus it's not like an inter-city transit bus where you can choose to be a standee and ride. Our aisles are not conducive to standees so we can only take the amount of passengers that we can safely seat. If you notice when you ride a city of Santa Fe Trails bus, the ones that have forward or perimeter seating, but the aisles are wide enough to have standees with handholds and stanchion bars. We aren't able to provide that because our buses are built a little bit differently. Hopefully when that starts happening than we are going to change sizes. If it's consistent we will right size the equipment to be out here.

CR: And the bus driver would be the person who would report this?

Mike: Oh yeah, we get that information all the time.

CR: So if we can get 28 people every single time from the beginning to settle this?

<laughter>

Mike: Yeah I'd appreciate a phone call first. I'd like to have the right sized stuff on their first day

<laughter>

CR: People would volunteer us, they'll be out there...

<laughing>

CR: (more jokes)

Bruce: Do you have any comments about the suggested stops? The one over here by the restrooms, the one by the post office at Cerrillos, and the one at the Loneview store. Do those make sense to all of you?

CR: (Indicates approval)

Bruce: Okay I just wanted to make sure we are doing it alright. Okay.

CR: Other stops are the Madrid stop up at the turn around at the old boarding house. You can see the bus coming from the porch in a couple of places. The bottom of <unintelligible> behind the road and the 14 intercept was a suggestion. In Cerrillos, the First and Main stop was suggested because there is the State Car Field, there are places for the bus to pull over, and its right in the Village of Cerrillos. The Cerrillians could walk to it instead of having to walk over the highway. The post office is a good stop but going into the township of Cerrillos could really help those wonderful merchants that would love to have some extra traffic in there. It could turn into a park and ride at the post office too if you do that. Another questions whenever its appropriate was parking. I don't live close to a bus stop so I would have to drive somewhere, I know that the upper lot in the Ballpark is a publicly owned... we use it for parking for special events. I'm just wondering if you have a stop here downtown would it be also good to have downtown Madrid. Maybe in the upper ballpark lot where there is a public restroom that was built with a federal grant. And then also a large amount of parking that I imagine negotiating with the land owners would be possible. On the porch at the general store would be more comfortable, but it doesn't have to be one or the other, the two of those are close enough to do both.

<multiple speakers>

There is parking and a place to turn around at the store too. They can park at the parking lot and go up to the store. It's like an 8th of a mile.

Bruce: Yes?

CR: When you are talking about stopping at the Cerrillos post office, is it just going to stop for 5 minutes so you can hop in, get your mail in your mailbox and come back?

Mike: Usually our anchor points are the ones we have layovers on. It would be like here at this stop and down there we would have to look at it. We have some stops where people have long distance drives and we can only drop off and... we don't have it built in necessarily to delay that long. We can also look at that too as time develops and see if we are going there. What's the reason for are people... if you are stuck there for a couple hours and you can only ride the bus back instead of going on into town, you have to look at that as well.

CR: The other thing that would happen too is that if people wanted to go to Cerrillos and you have empty seats come back <unintelligible>. If somebody rode to Cerrillos to the post office and hitchhiked back/caught a ride back to town can you take up the seats from Madrid <unintelligible> to go all the way into the city. Does that make sense?

Mike: That's just public transportation. People get on and off at different stops and you can't really gauge you know <unintelligible>where you can get on and off at.

<multiple speakers>

Mike: Well yeah but...

CR: You don't just get on it just to get your mail. I like the idea of stopping and picking up my check and then riding in to the bank.

Bruce: Yes?

CR: What does this... you were talking about a cost per trip, what does this trip cost from Madrid to the Santa Fe Place.

Mike: Well our cost per trip fluctuates. We look at the entire district for...

CR: How many gallons of gas does it cost?

Mike: It depends on the size of the bus and what kind of fuel. We have anything from 6-7 miles per hour on diesel powered to somewhere where its 9-12 depending on the size for gasoline power. We look at the initial of what equipment we have put on there and what that annual cost has been allocated for that route. If there are any additional things that come up that will make our cost per trip varied. Usually, cost per trip is kind of what we have allocated in the budget and so we are going to use that cost per trip. It will probably be pretty much the same. Or cost per mile I'm sorry. Cost per trip means trip equals the rider or passenger. So the word trip in transit means rider. So when we are reporting to the federal government we say "ok we had 29 riders on this trip heading back", then we take that allocated cost per trip and equate that with the riders and break it down cost per riders or cost per trip. I hope I confused you <laughs>

CR: Sufficiently yes. I'm actually just interested from an outreach approach in terms of spreading the news... we have a news service in Madrid called the Good Times and I'm one of the reporters so I'm trying to figure out in terms of... if 18 people can ride this how much is it costing our bus and our government. If 18 people were to get in their car and drive individually how does that compare? I'd like to do that comparison, because I think it's a real comparison.

Mike: Ok. Well what I'll do is I'll look at what our allocated costs are, I don't have them with me right now but if you give me your contact information I'll show that if we were running a full what that cost per rider would be and then you could compare that to cost for people taking their own cars and how much congestion on the highway that would be.

Bruce: One of the things that we want to find out about is how to get information out to this community. You are talking about a news service?

CR: Yes, it's called the good times and its sponsored by the Madrid Cultural Project. This is that non-profit organization I mentioned. And we work with the Madrid Merchants Association and the Cerrillos Community Organization. I can connect you with basically all the community organizations that have all of these wonderful networks of information sharing and enthusiasm. You will also want to get on the Breakfast Club Email.

CR: I'm happy to connect you with all of these resources.

Mike: You guys are really connected down here.

Bruce: You want leave a <unintelligible> if I could...

<multiple speakers>

CR: We are talking about emails one good email will get around this town in like

<unintelligible>

Bruce: If you could give me your contact information it's probably on the sign in sheet but I want to make sure I know who you are.

CR: I'll write it on this.

Bruce: Ok great. How did people hear about this meeting?

CR: Email. Posters that were sent out.

Bruce: So the coffee shop, email, what email list was it on?

CR: Everybody's. It just... give it to her and it will get everywhere.

Bruce: Are there any other means we should be using to get information out to these communities here in Cerrillos and Madrid?

CR: The general store. There are about 7 bulletin boards in Madrid that, if you use them, you will reach people. If you send out posters we will get them put up. The Cerrillos internet center needs posters too. And the post office.

Bruce: Do you have any other suggestions, comments, or questions?

CR: I'd just like to comment thank you for all your hard work

<clapping>

Mike: Glad to do it

CR: And who do we contact if we know there is going to be...

<laughing, multiple speakers>

Mike: We will definitely need to know that with as much lead time as possible.

<lauging>

CR: Special events. Special occasions. <unintelligible> Lorrie has her festival. That would be awesome.

Mike: If we know something is happening during the week it would really help us to know that so that we can handle larger capacities.

CR: Mostly weekends. Is there a weekend opportunity for bus service? I've always wondered this, if we could hire out a bus service.

Mike: The unfortunate thing that we have is we are funded through the FDA and we have to have a charter policy. Because we built a new facility in Espanola with federal money we had some units that are funded through our gross receipts tax and not federal money. It's a quasi-ruling by the federal transit administration that we can't house charter vehicles on our facility or work on them or anything. We had to revise our charter policy that we could only do this for government events or agencies or officials. We can't hire out extra work for profit though.

CR: Too bad we could throw in a couple more chips.

Bruce: How do you manage the folk art market? Because it's a non-profit or...

Mike: Nom that's Santa Fe Trails. In fact they asked us to participate in that and we couldn't do that either.

Bruce: I see. Okay. If you haven't signed in, please do there are some comments sheets if you want to write anything down. Here's the website you can tell people about to get the comments and I guess we'll be seeing some more of you guys as the route.

<end of tape>

Nambe Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

May 29, 2013

Nambe Pueblo Council Chambers

Chris: (introduces the RTD, explains its purpose, the reason for the meeting, etc.).

Community Response (CR): At the present time we host a parking center at the Nambe cultural travel center in Pojoaque. The RTD has worked out very well for us. We do have some people who go to the travel center and its easy access for them to get on your service. People from Santa Fe, I've noticed, have been utilizing that service very well there. As far as I'm concerned it's a pretty good service for the people.

Chris: Are there some things you would like to see happen in the next five years?

CR: I think maybe people waiting in the travel center area need some sort of waiting area. They wait at our travel center and they could see the services available. But it has worked out pretty well.

Chris: So additional bus stop amenities, safety amenities, something like that?

CR: Yes. I believe, councilmen, that we are trying to move the bus stop from the intersection on 503 to move it more... to locate it to at Governor's Office. We have parking, we have security, we have a lot of that stuff so Lonnie has been in negotiations for the past couple months on moving that stop right here. And then possibly up at the upper village I believe there will be another stop.

Maybe a stop at the housing area with a number of the population living there. We can centralize there at the housing. It hasn't really been fully settled... but at the next meeting with the NCRTD it will be finalized and a resolution formed with them so we will go from there.

I think the biggest thing with the stops is having waiting areas. Some of the stops now have shade and the bench seat but the stuff we have at the Nambe stop is just basically a stop and go kind of a deal.

Chris: We will express that to the RTD as well, that's good.

CR: I think the other thing is bus schedules. You know, a sign, a decent sign that's easy for everybody to read at the stops. It is a big concern because people that don't live in the cities don't know how to read the bus schedules. Sometimes it is a little overwhelming.

Chris: What about the service times? What times do you need that would provide better services to the people here at Nambe?

CR: I really don't know what to say about the services. I have not had too much input from the community. I think once we are able to get passengers utilizing your services we can start to track what times are needed. Right now I think we need to get the existing stop moved to the Governor's office. Given the location of it and the lack of parking and security, I think that could be why it hasn't been utilized as much. I think having it centrally located or having several stops would help. You may be able to get more. But I think only time will tell as far as the hour of the services or the need.

I wanted to ask you, is the service provided to Santa Fe or is it provided up to the North area as well?

Chris: The transportation goes from Edgewood all the way up to Taos. There are even some routes to the outside communities. So it is all of Northern New Mexico, although it is of a limited nature. You can actually take the bus from downtown Santa Fe and ride for free all the way to Taos. One of our goals is to provide better routing so people don't have to wait so long and make sure all the buses connect. Theoretically, you could probably take the Rail Runner from Las Lunas or take the train from downtown Albuquerque and get all the way up to Taos. You would pay your four dollars on the train or whatever the train is and that would be the extent of it. What we are trying to do so it does cover a lot of Northern New Mexico. Jim can you expand on this?

Jim: Yeah. Regarding the route here that would be coming into the pueblo, the main connection is the New Mexico Park and Ride lot which is at the Cities of Gold hotel. That will allow people to connect from there to almost all of our routes. They could connect to the bus that goes down to Santa Fe into Espanola, where they could connect to the bus that goes up to Taos. So that will essentially be the hub to connect to the busses that will allow you access to a great number for our other routes.

CR: If you had a midday ride to Taos, is there a bus coming back so you can return in the evening?

Chris: I think that has been a challenge, is that right Jim?

Jim: Well, I'm not very familiar with the route that would take you up there, but the route that would come back... basically it's a 4:30 bus out of Taos which would take you to the Espanola Park and Ride. However, at that time of the day, which gets in around 6:00, you would have to connect to the 6:25 Park and Ride bus that goes from Espanola to Santa Fe. That bus again would stop at the Cities of Gold hotel. However, if you were to get off there we would not have another bus at that time that would get you further. You would have to arrange for a ride to be picked up there.

Chris: So would that be something that the people in Nambe would utilize if they would be able to ride a bus and come back in the late afternoon?

CR: At this time I'm not certain. I'm looking towards the future like right now because of my eye problems. I don't have a license to drive. I'm hoping that after surgery I will be able to, but I never know. In the event that I needed to go up to Taos for whatever reason I just wanted to know if I can go at midmorning, or at midday, and make sure that I get back over here. I'm just asking that.

Chris: Well we would be happy to express those concerns and we will get a response back to you on that.

CR: you were asking about the scheduling, driver <unintelligible> and Nambe people are picked up and dropped off or anything like that?

Chris: We do have that.

CR: <multiple people talking, unintelligible> or how much you supervise.

Chris: We do and there is a double edged sword to that. Are people utilizing the route because of the times or would more people utilize the route with different times? We are looking at all of that as well. Actually, the RTD keeps very good records of ridership. I have been very impressed with that part of it. That's all part of our mix. Yes.

CR: How long when the bus arrives do they wait for ridership?

Chris: That varies depending on the stop. Again one of the things our company will be working on is to improve the efficiencies of that so it could be... it just depends since it's a free bus service. They can't always just provide buses all the time so what our goal is given this information is to make that as efficient as possible. There are some very good routes and there are very inefficient routes that might take you an hour and a half to get to Espanola.

Jim: No. Just to add to that, there are scheduled stops and the bus will run and depart at that scheduled time; however, the way the schedule is it allows them generally more time to get to the stop than it requires so often they get there a few minutes early. But they are required to wait until that designated time to depart again. If you were to look at the schedule and see the time that is the time that the bus essentially would arrive and depart but generally they will get there a few minutes prior to then.

Chris: But it won't depart until its appointed time so if one of your pueblo notices, "Well I know the bus is at 4:15", and the bus gets there at say 4:00 because of a lack of traffic, he will wait there until 4:15.

CR: Yes, when the first <unintelligible> some time ago we were asking when we use it <unintelligible> 503 and 101 the stop there we were trying to get the bus to come into Nambe Pueblo, make a stop or make a route here, and then go through the upper village and then back. I'm not sure how long they said to wait over there. The main thing that we were concerned at that time was having the bus come through here and then go up to the upper village and then back. Are you willing to do that? Because that way you would probably get people like <unintelligible>.

Chris: Governor and councilmen, I am happy to report that the NCRTD in principle has agreed to adding additional stops in the pueblo. They are in the process of working that out so that is going to happen, and it will be part of our service plan, so that will be happening, with the council's blessing of course. The RTD is looking forward to providing additional services. Yes, sir, that is an expected thing.

CR: Mr. Cordova, I noticed your area <unintelligible> St. Vincent's hospital. Maybe the governor <unintelligible> Indian Health Service. And cut down some of our services from <unintelligible> CHR or something. And have our people maybe take that route to the Indian hospital as well.

Chris: So it would be helpful to...

Jim: We do have a couple of stops. It will take you to the Indian Health Services. I'm forgetting because I'm not sure off the top of my head, but I'm almost positive it's the Tesuque route and the Santa Clara route. But again, each of those <unintelligible> connections here <unintelligible>.

CR: Pojoaque, uh huh

Chris: There has also been some discussion about a Northern New Mexico community college route so people could go to school there.

CR: So, just to let you know we are members now we do have a voting portion of <unintelligible>. So we are an organization <unintelligible> and a great asset to the pueblo in getting this going and keeping this going.

Chris: I would also like to personally thank Lonnie He was very helpful in arranging for our presentation for the council meeting. He was very helpful in briefing me in preparation for this meeting as well. So he is working hard for the Pueblo. Do we have some other questions councilman?

CR: <unintelligible, multiple people speaking>

in the secretaries room. We have coloring books for kids, just to get the word out. But once its set in concrete, the times, we will <unintelligible> and you know with the RTD they keep track of complaints and everything so <unintelligible> know what's going on in the buses coming around in here. Sometimes there are complaints against drivers. There are driver's complaints against people. But we know what's going on in the buses. We have a firm grasp.

I'd expect to offer Lonnie's assistance in <unintelligible>.

Yeah we have in the back here, the 99 service. Do you have <multiple people speaking> a bus that you can call 48 hours in advance if you need a ride somewhere?

<multiple people speaking>

Jim: ...on demand services we provided within 15 miles of the center of Espanola. Unfortunately, and that was part of the carry over when the RTD acquired the bus services, a pretty <unintelligible>.

CR: How many miles are there...

<multiple people speaking>

I have a question. When you take the bus here, it goes to Pojoaque. I understand it never makes the time for us to either go to Taos or Santa Fe or los Alamos, am I correct on that?

Chris: Jim?

Jim: That's correct.

CR: Ok, so, the thing of it is that if somebody wants to go from here to Santa Fe they will go from here to Pojoaque and make the transfer there.

Jim: Correct.

CR: I noticed again <unintelligible> to begin with is that in case we lose a passenger

<unintelligible, everybody laughing, multiple people speaking>

Chris: Do we have some more questions gentlemen? Yes sir.

CR: I just have a comment, I think this is a great idea because, you know, in the future I think you are going to have a lot more people using it and it is really great whatever came up. Its good because it will help people out. A lot of people won't have a ride to get places and this... thank you.

CR: And again Lonnie and <unintelligible>

Chris: Gentlemen, if you have any pueblo members, or if you would like to express something else to us you can call on our phone number and we would be happy to talk with you anytime. We want your information and we want to make sure we meet the service needs of all the people in Northern New Mexico and all the people in Nambe Pueblo as much as we can. Thank you very much for your time.

Ohkay Owingeh Transcription

Meeting Notes – These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

July 10, 2013

Ohkay Owingeh

Ben Lujan (B): Good morning. Thank you for the opportunity to present. I would like to present the NCRTD transit presentation in regards to their 5-year plan. It's for the blue bus. As you know, their office is located in Espanola. They will give a 15 minute presentation. We have Chris Cordova, a consultant hired through NCRTD, to do their presentation and to get information from you regarding their stops and services. (Introduces the governor, lieutenant governor, second lieutenant, tribal sheriff, head council board chief, head "fiscali", and the rest of the councilmen).

Chris: (Introduces the NCRTD, introduces Southwest Planning, the 5 year plan, etc.). A couple of days ago we instituted a new route into the community. We would like some feedback on that. If you have anything that I can take back I would like to get that feedback. Is there any additional need for services you are aware of?

B: Governor, if I may, we just added a stop in front of the library last Monday. We don't really know how that's working yet but we have had the stop at the casino for a couple years. It's been pretty busy. Just so you know we added one more stop.

Community Response (CR): That was my comment was that the one stop we started this week. We'll see if there is any future needs around the pueblo area. We will work through Ben to let you know if there is any other need. We appreciate your efforts to help us with transportation needs at the pueblo.

Chris: Thank you. We are looking for input. I understand you have a good relationship with the NCRTD and we want to work with the pueblo

CR: Is there a map available for all the stops in this area? I requested one from the bus driver but he didn't have one.

Chris: There is, I'll get you one.

CR: It would be nice to have one at the stops.

B: We are working on getting one at the stops. They are going to incorporate the new stop and we are going to get those out to the community.

CR: We need that map and we need a schedule.

B: there are scheduled times they do pickups. (Discusses why they added the stop at the library, and the scheduling concerns that led to it. It alleviates some traffic from the pueblo to the casino)

CR: I know that we have a lot of students at the Santa Fe Indian School. Most are daytime students. Some are dorm students but sometimes because of activities at the tribe their parents are driving them back and forth. The blue vans are currently coming to Santa Fe Indian school to pick up/drop off. I want to see that continuing and not being diminished. It provides a necessary service for our students.

Chris: A lot of the pueblos have talked to us about needing to get to schools and the hospital.

CR: I've never seen the schedule so I don't know where the stops are. However, I wanted to mention that there are individuals who have asked me about the west side. The Yunge side, the New York side, and the Chamita side. Are there any pickups at those places?

B: They only stop in Hernandez, here, and Espanola. There are none on that side in the Chamita area.

Chris: Is there a need for that?

CR: I don't know... there might be. I don't know if there is a strategic location on that side like the casino or the library. We might not have a good place for it.

B: What we can do is have our transit pick them up from the Yunge side and drop them off here. Then the bus could take them to the transit stop at the casino. We thought we would put one here to start with and see how that worked to get them connected.

CR: (jokes, inter council discussion, multiple speakers)

A follow up question... I don't know who represents the people on that side in terms of the community. How does the NCRTD gets information from some of the more rural areas? They have to have some way for people to know about it and get their input back to you.

Chris: That's a good point. My next question is about communication. We found that they need to improve their communication with regards to the routes and simplifying the route maps because some people couldn't understand them. What input do you have on the NCRTD's communication? What's the best way to communicate with the pueblo here?

CR: With the Governor's Office and the public works director. We are covered here but I'm talking about the community of Chamita. How do they get their input to you if you don't go see them? They aren't in a town meeting or anything.

Chris: We had a lot of meetings, newspaper ads, radio ads... we just didn't have a lot of participation. We did attempt to get the word out.

CR: (speaking a different language)

Maybe it's time that we schedule a meeting to let our membership know about the services you are providing. It will be an opportune time for Yunge, etc. to hear about the services and the routes that are available. Is that doable?

Chris: It is. Even if our contract is up the NCRTD would be happy to come to a meeting. If we can assist I would be happy to do that as well.

B: That's part of our plan is to get that out through the next community meeting. We will engage with the community to see if that's working or not. If we have to hand-deliver notices to the Yunge side but we will do whatever it takes. We don't always get participation and it's hard to force them to come but we will attempt to get that input and information out.

Chris: Several other pueblos requested monthly updates for newsletters. Would you like that?

B: Yes, we do that already.

CR: He's asking who should be the point of contact. At this time it should be the program department and through them they will inform you what needs to be done. If they need anything done through the administration Ben will be the point of contact.

B: Christy and I are both on the NCRTD board when they have their monthly meetings. Christy is the head of that.

CR: (speaking different language)

I don't want to do that arbitrarily and say "oh go talk to Ben". I want to make sure that it's protocol.

B: If you do that we have the information. We can get it to them. It's easier for us to explain and get them the material than for you to try to do it. We are fine with you directing it to us and we can handle the issues or the matters.

CR: (different language)

Otherwise then I relay it to...

B: That's what our department is here for.

CR: I just want to thank you on behalf of everybody that you are willing to work with the tribes here. Not all agencies or consultants are willing to do that. You are making that effort to get our input so I want to thank you for being here and for doing that for us.

B: I have a couple concerns, my nephews ride the bus to the Indian School. One concern they have brought to me is that a lot of people are intoxicated on the bus service. It's worrisome to their parents. We also had a couple of kids that have been elected into the programs at St. Vincent's. They are young women and that's a concern that has been brought to us by them as well. Please relay that concern about the alcoholism of the community.

Chris: They have a protocol for it but it's been a concern and it's been difficult. Maybe we can share with you the protocol and tighten it down a bit. Safety has been a concern, especially here in Espanola. We will take that back to them.

CR: How far south does the system go?

Chris: All the way to Edgewood. We go to Santa fe, Edgewood, Madrid, and La Cienega as well.

CR: Albuquerque?

Chris: No, but there's a connection through the Rail Runner.

CR: A problem for some of the elder people is getting to the VA hospital.

Chris: The thing is funded through the northern counties. They don't have funding to go into Bernalillo County or out of Santa Fe County. What I can suggest is that they have connections to the Rail Runner to get into Albuquerque. It's a concern and we will take that back. They can't take a bus into Albuquerque however because of their charter and mandate.

CR: I just wanted to let the council know that I worked with Chris on the Cerro Grande rehabilitation project 12 years ago. He was a miracle worker. He handled the mitigation for Santa Clara Pueblo... not the easiest thing in the world. (Speaking different language). I'm glad that we can make contact. It's good to see you again. All the effort and everything you did for the tribes. I want the council to know that you have been sympathetic and have gone out of your way to help all the tribes.

Thank you for coming before us and sharing information. I hope to continue our working relationship.

Chris: I will do my best to continue that. Thank you.

<end of meeting>

Penasco Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 13, 2013

Village of Penasco

Efrain (tape introduction): It is June 13th and we are in the beautiful village of Penasco.

Efrain: (Introduces himself, Mike Kelley, the project, and asks people to sign in)

Community Response (CR): (personal conversations, signing in, etc.)

CR: One community member, Daviano Valdez, was asked by other community members to speak about the RTD. Mr. Valdez indicates that he really appreciates the RTDs services and that he helped campaign for the RTD tax. He then proceeds to explain his idea for a route change. On the route from Taos to Penasco and back there is a 30 minute wait between the time when the bus stops at the Talpa Community Center and the Taos Living Center. Mr. Valdez asked that for the **evening route only** that the bus make a number of additional stops during the period in which there is currently a 30 minute wait. The stops recommended are as follows:

- 1) Human Services Department
- 2) Wal-Mart
- 3) Super Save

Mr. Valdez requested that riders have roughly an hour at each shop to complete their activities. He also gave various reasons for why the community needed the stops: There a lot of people on unemployment/using the HSD in Penasco, and that the elderly have a difficult time shopping. There is an hour from the Talpa Community Center to the Taos Living Center and the new stops wouldn't put any additional pressure on the route besides a slight amount of extra gas. After Mr. Valdez was done speaking other community members indicated their agreement with his proposal.

Efrain: Ok

CR: There needs to be other trips to town besides the early morning trip. Community members have a hard time getting to Taos and the morning trip only really works for the commuters. Wal-Mart doesn't even open until 9:00 so it's a two hour wait for anybody that wants to go shopping. The wait is really hard on the elderly. Other community members not present at the meeting have been saying they want more trips to Taos as well besides the ones in the morning and the evening,.

Efrain: And that coincides with the 9:00 opening of the pharmacy.

CR: Yes, or doctor's offices open at 9:00 as well. The main concern of senior citizens is trips to Taos for the pharmacy and to doctor's office. What everyone in the community wants is more afternoon trips. They want more time to shop at the Super Save and Wal-Mart. The route is okay in the morning for the commuters but people taking the afternoon bus just don't have enough time to get dropped off, walk to the store they are going to, shop, and catch the bus again.

Efrain: I'll go ahead and conduct the meeting from here. I'll go ahead and get started. How many people ride the bus? So almost everybody, we have 2 people who have not.

<multiple people speaking>

Efrain: Okay. So, there are people who are riding it and people who are not as well. The people who are not riding it are obviously familiar with the system because you are here, or just became familiar. How are people using the bus and for what purpose?

CR: The community indicates for work, for school at Taos High School, and as a way of getting to Taos for communion by spending a couple of days in Taos.

Efrain: Okay, so long term trips as well. They get into Taos, stay a couple of days, and come back.

CR: "I heard that there's a bus coming from Questa to Taos once a week to bring the people and to pick up people from Questa to Taos 1 to 2 days a week. Can they do (that) from here too? Even people who are not working going in the morning or the afternoon on those trips do they come and pick up people?"

<unintelligible, multiple people speaking>

Efrain: Oh no go ahead. You're the expert on the routes.

Mike: The Questa route brings folks down and some seniors down Wednesday and the bus will layover for an hour at Wal-Mart, then it does its round in the town. An hour later it picks them up at Wal-Mart and they go back to Questa.

CR: Can they do that here for here?

Mike: It's a possibility to look at.

CR: We have a lot of seniors in Javisan the center and I think they would like to go to Taos.

Efrain: It sounds like the reasons seniors are going to Taos are for medical purposes and to fill pharmacy prescriptions.

CR: They should be able to go for anything. It doesn't matter if they just want to go for a ride over there.

Efrain: For recreation?

CR: Most of the time I don't use the bus it because it's too early in the morning and the offices don't open until later. I am not going to sit around and wait in Taos for 2 hours for the offices to open. The 6:30 departure arrives when nobody is open. There isn't even a Denny's in Taos. It would help to have a mid-day trip. Right now the bus is geared towards commuters going to school and while that's a very honorable service to provide you would get more retired people if you had a mid-day trip.

Efrain: Okay so the current route... those of you that do take the bus right now is it working well for the purpose you mentioned earlier for getting to work? Does it work well for getting to school? Are those hours appropriate?

CR: Yes.

Efrain: So yes the current hours are working for commuters and changing that to later would not work. So what we are talking about is an additional service right?

CR: Right.

Efrain: If you changed the existing route than people who are currently taking it wouldn't take it because they would get to work or school late at that point. Are there any other reasons that people would take the bus that you can think of?

CR: There are people who actually commute from Taos to Penasco. I have a couple farm workers who live in Taos and they are poor, poorer than me, and they have been thinking about coming up on the RTD.

Efrain: So they go the other way, they are commuting to work here from Taos?

CR: Not every day but sometimes I need guys to come out. It hasn't been the richest few years around here and I don't see it getting that much better anytime soon. I think the incidental use of the blue bus for seasonal workers or part-time workers is going to become more important instead of less important with economic conditions and the fact that I don't see the price of gas going down any time soon. And most of us do depend on Taos as our support. Taos is our trading post so to speak. It's where the medical facilities are and all the services are down there. I think it would be great if there was a mid-day run. I know a lot of people would take the mid-day run if there was one. It's working really well for my kids at school because they take it to school all the time. They are enrolled in after school science programs so the early and the late ones are perfect for them, but I know a lot of people if there was a mid-day run they would use it more often. And it will help people with the gas prices too.

Efrain: And how frequently would you propose that the mid-day route run

CR: Well you said from Questa to Taos its 2 days a week.

Efrain: Is it 2 or is it 1? It is 1... okay.

CR: Well whatever can be done, if it can be done I'm sure that people here would appreciate it.

Efrain: So just to recap, what you are saying is that Taos is a hub not just to get to work but it's your pool of labor here.

CR: Yeah some of the time. I was shocked at how many people came up here from Taos in the Acacias this spring. There are a lot of Taos guys and some guys from Velarde that came up. Most of those guys carpool but there is that kind of thing going on.

Efrain: Right, it does exist. People aren't just going to Taos, people are coming here to work from Taos. Okay. What about the connections? You are saying that Taos is your hub, how are the connections to the chili line and to other parts of the state?

CR: I don't know the schedule that well. Once in a while people need to go to Albuquerque. They will take the RTD down and hook up with the Chili Line or the airport. They often have to hang out at some coffee shop for awhile. But compared to the cost of traveling to Albuquerque and denting family budgets it has working for some of us pretty well. There's a little bit of a layover... it's not like you get off the bus and the bus is waiting for you there. But people can do that.

Efrain: So the shuttle connection to Albuquerque is okay, it's functional.

CR: Yeah, it comes late and early so you have to hang around someplace but a lot of us have family both here and in Taos so it's been kind of working. You hang out with your kinfolk in Taos and someone will drive you down to Ranchos to pick up the airport shuttle. Or I guess it's the Chili Line, right?

<unintelligible>

Efrain: And RTD will connect to the Rail Runner right?

CR: Right. I should mention along those lines I had a son that used it extensively. He would pick it up in front of my house, go to Taos, change to Espanola, and get on the park and ride to the Rail Runner. Sometimes he would have to wait an hour but then he would go for 6 to 7 bucks all the way to walking distance from his motor cycle shop in Los Lunas. It was very convenient right from the house. He used that extensively if I remember... 2-5 times a month. There are a lot of people here who can't <unintelligible> Taos to Espanola.

Efrain: And how are those connections?

CR: They are good.

Efrain: Is there anything that can make those connections better?

CR: The community indicates that the connections to Santa Fe or Albuquerque are good, but inquires about a connection from Penasco to Dixon.

Efrain: Alright let's talk about that

CR: The community indicates that that there is already a bus from Taos to Dixon, but if there was one from Penasco to Dixon it would only be 12 miles. Currently, to go to Espanola you have to first go to

Taos. But with a new route you could go from Penasco straight to Espanola. It could form a connection right in front of the post office in Dixon.

Efrain: Okay.

CR: We have a route from here to <unintelligible> to Espanola. <unintelligible> and then catch it back in Trampas to <unintelligible>. Doing the shorter route

Efrain: People can get to Espanola is what you are saying. It's not difficult to. Right.

<unintelligible>

Efrain: Okay, let's talk a little bit about safety at the stops. Are the stops comfortable, are they in safe locations? Should they be moved? Is there anything about the stops that could be improved? Do you feel safe at the bus stops?

CR: The community indicates that there are no sidewalks or lights on the way from the Taos stop to the Human Services Department. People who get there in the morning have to walk in the dark and it's difficult to make the walk in the early morning. People going often have kids with them and it is unsafe.

Efrain: Okay, and what would you propose to change to make that better?

CR: Go straight to the Human Services Department, come back to the hospital, then on your way back find safe places to stop..

Efrain: Places such as?

CR: The youth and family center

Efrain: The youth and family center would be a better stop than the current stop? Okay... better lit.

CR: Is that in the morning?

<multiple speakers, unintelligible>

Efrain: Okay. Alright,

CR: The bus currently passes right by the Human Services Department, but doesn't stop. They either leave them at the hospital or <unintelligible>. It's too far for them to walk. They could stop at the Human Services department and go from there to Wal-Mart, then to the Super Saver and drop people off there without changing the total route time. After the Super Saver the bus would go back to the community center and make the rounds picking people up. It would significantly improve the safety of the route by cutting out the dangerous walks. The community went on to further discuss the route issue but didn't add anything new to the conversation.

Efrain: It did seem urgent so I think that your feedback is valuable and being valued. What about safety on the buses? We talked about safety on the stops. How are the buses themselves, do you feel comfortable? Is there anything that could make the buses better?

CR: The community mostly joked about things like DVD players, massage chairs, etc. They indicated that they were comfortable and some people slept on them.

Efrain: He was zonked out huh? So they are comfortable and you feel safe in them. Is there anything that would make you feel safer in them?

CR: Well there's a mechanic that rides it every day. I don't know about the brakes every day <laughs>. ..But safety is safety.

CR: We all actually trust Guillermo to do what's right.

Efrain: That's actually come up at every meeting I think we have had is that people seem to really value the driver. Right down to his/her music choices. Alright so how hard is it to find route information

CR: That's kind of difficult if you don't have internet access frequently. There should be a schedule posted at the stops.

Efrain: Okay, and actually that is a question. We are supposed to ask how legible is the schedule posted at the stops. You are saying there isn't one?

CR: <unintelligible>... like the Chili Line. It only has a strip of what the paper says of the times it's supposed to come. Other than that it's kind of confusing online to find it. Other than that I haven't been able to find like a brochure of the times.

Efrain: So you aren't familiar with the maps that RTD provides. They do have published maps that fold out... you haven't been able to get one of those. Also, you have been to the website it sounds like. Where else do you get information about routes?

CR: You can get them at the information building in Taos. You should be able to put fliers out at post offices or other similar places because it's hard to get information sometimes. If they put the information out once month at this building or at the post offices people will know about the schedule.

Efrain: So you are saying the information on the website could be clearer you think?

CR: Yeah.

Efrain: Have you ever used the 1-800 number? What do you think about it?

CR: The weekend is hard if you are going to catch a bus on Monday. There's no way to figure out your schedule with the number unless you call on Friday before they close. Other than that they are pretty helpful. The other thing if you don't have a phone to call than you can't figure out the time you would need to call the night before or something, if you don't have a phone you don't have any way of getting a hold of it.

Efrain: How did you find out about that 1-800 number for route planning?

CR: it was in the phone book.

Efrain: Okay good.

CR: For information at the stops we do have some scheduled <unintelligible, discussing methods for posting schedules at bus stops>.

Efrain: Yeah, and it sounds like they have two different models that they are looking at. There's also one that spins some places. One more thing I forgot to ask about the bus stops. So in the winter time is it comfortable to wait at the bus stops? Do they have shelters here?

CR: No.

Efrain: They do not?

CR: Except for at wampo (? hard to hear)

CR: They have shelters but they have a bunch of holes in them <laughing>

Efrain: Okay.

CR: Frankly in the winter time I sit in the truck. <unintelligible, multiple people speaking> Everybody waits in their car. They are pretty happy. (one respondent refers to the RTD maps that were passed out) One more thing for me this paper here I can't even see it with my glasses or without my glasses. This paper has to be bigger for people to read it.

Efrain: Okay. Promotional information about the bus... How do you find out that this bus exists? From friends?

CR: From brochures at the Chili Line, by seeing the bus itself around town, word of mouth, at UNM in Taos at the bus there they hand out pamphlets.

Efrain: So it sounds like a lot of the information comes from other transportation systems piggybacking. Any other ways?

CR: I think one observation is the very distinct color so you can't miss it. There's nothing else like it so I think that's very helpful. By now everyone knows it is here... you just don't know where it's going to stop. Guillermo only stops where you let him stop. On the positive side, he's pretty functional on his stops because he is there where the schedule says he is going to be within a minute or two of the scheduled time.

Efrain: Right, it's very reliable is what you are saying?

CR: Very reliable if you don't mind waiting for a minute. But that's pretty good.

Efrain: Alright, what information would you need that isn't readily available. You mentioned through the 1-800 number, through the website, what other information do you need that isn't being provided to you now?

CR: One suggestion, they mentioned the buses from UNM in Taos. A good number of riders are going to the web for that. It would be helpful if you had a link. You can have links on your route that... say if you

want to go to Albuquerque or Espanola or Santa Fe... you can have a link to see what the other bus's route is.

Efrain: I think that currently that does happen... Mike?

Mike: I think so, but I could be wrong. Maybe we haven't added that yet

CR: Perhaps I just didn't use it. That could be a matter of proficiency on using the website. But if, when the route appears, it automatically gives link to Espanola, Santa Fe, or whatever where the connections are made.

Efrain: Right, what you would like to see are your options for getting to a place.

CR: Well, a URL, that address, but I can go click on it to bring me up the Espanola route, the Santa Fe route, and then I can do the matching based on what my needs would be.

Efrain: Okay good. Alright, I asked this question just because I think it's indicative of how information gets out. How did you hear about this meeting?

CR: The bus driver.

<laughing, multiple speakers>

Efrain: Word of mouth, okay, any other ways?

CR: Chris called me and told me there was a meeting here and I told him I haven't heard about it...

<laughing>

CR: So then somebody put flyers. That's how I found out about it and I told other people too.

Efrain: Okay so word of mouth, flyers, but it sounds like the main way that information gets out is through the drivers.

CR: I made some flyers and I posted them at the dollar store and post office

Efrain: It sounds like post offices are a pretty good way of getting information out, right?

CR: Any place where people gather.

Efrain: Okay. You also have a space in there for rider alerts in the bus. Do people read those?

CR: Oh yeah. The driver has the <unintelligible>

Efrain: Are those legible, is there anything that you would...

CR: <unintelligible>

Efrain: Alright. So now for this part I'll ask mike to help me a little bit. By a show of hands how many of you know how this system is funded? How the RTD is funded? Raise your hands... So we have 4 people out of about 20 people. And some people have an idea. (Efrain explains the GRT tax).

CR: For the whole state of New Mexico?

Efrain: No, north central.

CR: Four counties right

Efrain: Yes

CR: Four counties. Santa Fe, Los Alamos, Taos and Rio Ariba.

Efrain: Yes.

CR: Half of that goes to the rail runner. We have to give half of that money to the rail runner in Santa Fe and Santa Fe County. Up here we don't have to do that. <unintelligible> That's how Santa Fe bought into it. They didn't want to buy into it at all because they said you give us some for the river run <unintelligible>

Efrain: And is there anything else that you would add to that? Is that information accurate?

Mike: (Mike explains the rest of the RTD funding besides the GRT).

Efrain: What happens is because it is GRT it's different every year. The GRT is obviously a direct function of how well the economy is doing so budgets fluctuate. And it doesn't sound like they have been booming lately. So yeah, these are just things to make you aware of how this functions. Now, knowing that, as a show of hands how many people would be in favor of a tax increase to expand service?

CR: <unintelligible>

Efrain: It depends on the service and how much, I understand.

CR: It also depends on our situation here... we are pretty bare bones here already.

Efrain: Right, I understand. It's to get an idea and also to get you guys to think about it.

CR: I also think that we should be willing to pay taxes for the things that are serving us. <unintelligible> it's because we are trying to invest in ourselves.

Efrain: Right. Thank you. Now we will change the question up a little bit. How many people would be willing to pay per ride for premium services? Premium services can mean different things; it can be an express route with no stops from point A to point B. In this case to make it more relevant to you a premium service could be something that doesn't exist right now... so that mid-day route you have been talking about.

CR: Does Questa pay that?

Mike: Currently no, right now the system is completely free

CR: If Questa doesn't pay we don't pay either.

Efrain: So you don't want to pay?

<laughter>

CR: He's talking about expansion and so forth.

Efrain: That was an example. How many people would be willing to pay per ride one way. The question is general first. Alright we have 3 or 4 people.

CR: If it's actually functional for us. If anybody has a donation, you could ask for a donation.

Efrain: So this mid-day route from here to Taos that we were talking about. To get your threshold, and hands will start dropping as the price goes up. \$1? How many would be willing to pay \$1 to get to Taos, mid-day, everything. \$2?

Mike: You have to figure, a round trip is almost 15 or 20 bucks in gas to go Taos and back. And even in a small car what is it like 7-10?

Efrain: Alright. Okay \$3? And that's where hands start dropping. We have about half the people who would pay 3. \$4? One or two. Alright great. Alright so that basically conveys most of the information that they are looking for, is there anything else that you can think of that would be beneficial to making the system work better?

CR: Yeah, don't make it past \$2.00.

<laughter, multiple people speaking>

CR: I just wanted this information though. The economy of the service that you guys are providing. I was talking to the mechanic, a daily rider. He has a little ford truck that I know makes 20 miles to the gallon. And its 25 miles, so 15 each day. So it would cost him round trip 2.5 gallons round trip on the little truck. And of course gasoline here is \$3.50 average, \$3.75. He says that's \$8.75 of economic benefit by using the RTD for him. And I was somewhat serious, I said at 20 trips a month, that's \$165, or at 12 <unintelligible> well you should be taking that money and dropping it in a separate account over at the bank. In another 2 years you will be driving a brand new truck. So it's a good service you are providing. It would appear to me that I recognize the up and down of the GRT and we spend whatever we can afford but... I have a concern that I would much rather hide it the other way of saying he that can afford, go the GRT route and I would say let's go with whatever the, you say 1/8th, I say 1/4th of the GRT. It's going to be hard to sell RTD for the four counties but perhaps you could sell it by county. It seems to me it's more viable selling it than going over passengers and saying it's going to cost \$2.00 a ride. That's what I would suggest from a <unintelligible> people who can afford to pay it are going to, 1/2 or 1/4 of a percent is not going to hurt too much if you are dropping 2, 3, 4 thousand dollars on a sales tax. As opposed to saying alright these students are going to Taos and we are going to charge them 2 dollars round trip or whatever. To me that would be more viable. I know it would cost a lot of money for the bus and you need it but that's my suggestion.

Efrain: Thank you

CR: You <unintelligible> but when you start paying cash people start knowing that there's cash on the bus and I don't know if the bus would be okay. If someone needs 20 dollars for drugs they could ride the bus. Plus its more hassle for the bus driver to make change or whatever. If the bus cost I would still spend my money because its still cheaper than driving but I would prefer a system with a punch card or monthly fee so there's no cash involved.

Efrain: Yeah there's a safety concern, okay.

CR: It should be like a card or a voucher system, a scanner that way there's no cash on the bus. Even if we are paying for these things.

Efrain: I did have one more question actually. The signs on the front of the bus, is there anything you would change about those?

CR: They are fine, just put free on the signs

Efrain: Actually someone suggested that because I guess many people don't know that they are free. So if the bus itself said somewhere that its free...

<multiple people speaking>

Efrain: It does change. Thank you so much for coming, obviously <unintelligible> meeting adjourned. The feedback is recorded... yes sir

CR: We know that <unintelligible>

Efrain: So what they told us...

<end of tape>

Pojoaque Transcription

Meeting Notes – These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

July 11, 2013

La Mesita Ranch

Chris: (introduces the NCRTD, the 5 year plan, etc). I am here to get your feedback on how the bus works, communication, safety, how the stops work... I'm really just here to get feedback.

Community Response (CR): Do you have a number or address that we can leave feedback on?

Chris: I will leave business cards that you can use to send comments to us by phone or email. (Jim Nagel enters the meeting) This is Jim Nagel in the back. He is the public information officer for the NCRTD. You can call him if you have feedback or if there is anything.

CR: A lot of my clients use the Blue Bus. One thing they expressed to me is that, if they get transportation to Santa Fe, they can't get back to Pojoaque for several hours. Is there any way we can reduce that waiting time?

Chris: (Discusses connectivity and explains that learning about those issues are one of the reasons for the meetings. Asks for suggestions for what she wants to see happen with the bus).

CR: For me, it's to get to the hospital or counseling services. They are past the state buildings on St. Francis in Santa Fe. Riders have to walk a ways to get to either one. They also told me that they have to pay when they ride the bus.

Chris: If you connect to the Santa Fe bus lines you have to pay, but not for the Blue Bus. (checks with Jim) Yeah, that's incorrect; you do not have to pay for the Blue Bus.

CR: I have a daughter that lives at white sands. I check on her regularly, but they take the wrong lane that goes up to White Sands Rd. It is dangerous.

There are a lot of people that use your bus service.

I would just like to thank you again on behalf of the pueblo for the services you are providing. Jim Vigil worked on the transit with you guys in terms of where you stop and pick up. Since we are 15 miles from Santa Fe it's a great service for you to perform.

<end of meeting>

Questa Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 12, 2013

Questa

Efrain: It is June 12 today, we are in Questa.

Efrain: (introduces RTD, Stacy McGuire, the purpose of the meeting, etc.)

CR: This bunch really cares about the bus because we wouldn't be here otherwise.

<unintelligible>

Efrain: That's true, so you have to speak for them.

<laughter>

Efrain: Alright. So how many of you use the blue buses? 4 out of 5. And the people who do use the buses... how are you using them? For what purpose?

CR: For work

Efrain: Anything else?

CR: To save on gas

Efrain: Okay.

CR: Maintenance

Efrain: When you are using it to work where are you working?

CR: Taos and Red River

Efrain: Any other ways in which it's used?

CR: I know some people that take it in to go shopping

Efrain: Go shopping where?

CR: In Taos at Wal Mart. After they do their shopping they get their stuff together and then they wait for it to come home

CR: More and more I see people use it to go shopping, run errands, and even go to the unemployment office. I've been riding the bus since it started and I spoke up at the first meeting when it came out. I thought it was important.

Efrain: It is important, absolutely.

CR: I still think it's important. A lot of people don't have the money or the vehicles or they would just rather take the bus. That's the bottom line. Its also less dangerous than driving in the winter.

Efrain: Safety reasons also.

CR: If I was working I would take the bus. I would sleep in on the way and sleep going back and not worry. I think it's good that express lane so it

<multiple people speaking>

CR: Can I ask a question? What is the Blue? What is that? NCRTD the blue? What does that mean?

Efrain: Oh it shows the connecting routes right?

Stacy: Oh yes. Prior to the NCRTD existing there were independent smaller transit agencies but there wasn't the interconnectivity so if you were in Santa Fe and you didn't get beyond routing of Santa fe or if you were in Espanola or Taos or wherever you wouldn't be able to connect to another system and continue your travel if you wanted to.

CR: Oh okay. It's nice that they do it now. There are people that travel all the way from Castilla to Albuquerque.

And they enjoy it

They get to Espanola and then there's <unintelligible> to Santa Fe. Is there a bus there?

Stacy: Yes. There's a bus that runs from there.

CR: The Rail Runner?

Stacy: Yes, and when you get to Santa Fe the blue bus will bring you to a couple different Rail Runner stations and you can connect up there and take the Rail Runner to Albuquerque.

CR: And then they come back the same way?

Stacy: Yeah

CR: <unintelligible, multiple speakers, laughing>

I knew a few of them that do that said its enjoyable

Do you have the schedules for the Chili Line? Because the one thing that I do hear is that the blue bus only goes to certain places and you can't add more stops because then it would take us longer to get to our destination. I was wondering how that connection with the Chili Line is. Then they could <unintelligible> they have the schedules

Efrain: They do work together. Actually we had the Taos meeting 3 days ago and yes, they do work together. They fill holes in the system. There are certain things that the blue buses can't do and the Chili Line can do and vice versa.

CR: And we can get that schedule offline from the Town of Taos or?

Efrain: I don know where the Chili Line is

Stacy: Yeah it is through the Town of Taos. Otherwise if you have issues finding it that way if you want to call the phone number that's listed on our maps than we can direct you where to get it.

Efrain: Alright, can you think of any other uses? We heard shopping, we heard commuting, we heard appointments, and unemployment office...

CR: Appointments to doctors.

Efrain: Okay. For safety concerns in the winter, you don't want to drive in the snow, for convenience.

CR: We also use the bus, the larger bus, to commute the kids back to school.

Efrain: So school is another one. Which school would that be?

CR: It's a charter school. The one up here in...

Efrain: So we are not talking community college we are talking children.\

CR: Right. Ages 12-17

Efrain: So 12 to 17 also use the bus. Okay.

CR: At that meeting you had a couple days ago in Taos did they speak about any of the... trying to reschedule as far as... a lot of people won't ride the bus because they go to Taos and have to spend the whole day there.

Efrain: That is the next question. This is an information gathering session so this is the kind of feedback we want to hear. Sometimes it isn't even about issues... people say don't change anything because it's working and then I won't ride it. If that's the case we also need to know that. You are saying there's a problem with using the bus system in which way?

CR: Let's say there's a bus that leaves red river at 6:20 to hook up with the Taos bus. There another at 8:20 to go to Taos also. You go to Taos and you can't come back until about 5. Then they go back to Red River. That's a long day.

Efrain: And for whom does that not work. It would work for commuter's fine, right?

CR: Yeah, for the commuters it does. But Red River is way different. We service visitors and people that work there that want to go shopping in Taos but they don't want to spend the whole day there. They are wanting to come back by noon and also there are people that work up in Red River that get out early that want to come home early. They usually get off about 1:30, 12:00, between those hours and they want to get home.

Efrain: And home would be where?

CR: Here. They want to come home to Questa. During the winter time we get a lot of nationals. They want to go to Taos and they want to hang out but they don't want to stay there. A lot of them have gotten stranded over there in Taos trying to get from Taos to Red River because they missed the bus or went all the way to Albuquerque on the Rail Runner, didn't quite make it back to catch the bus to come here, and then go to Red River. A lot of them get stranded.

Efrain: And these would be tourists you say?

CR: These would be nationals that work up in Red River during the winter months. Also tourists, like even in the summertime will come down and they want to go to Taos but they are like... some of them will plan the whole day around that. And then some of them will say "We might as well take our car because we don't want to spend the whole day in Taos". That's what I'm seeing... that's what they tell

me. I drive the bus from Red River and I hear lot of feedback from people. This is one of their concerns is trying to get to and from.

Efrain: It sounds like it gets more complicated the longer the route is. If they are going to Albuquerque than there's more potential...

CR: It's really hard to connect from Taos to Espanola, from Espanola to Santa Fe, and get on the Rail Runner. They are finding it really hard to do that because they have to wait a while before you can connect.

CR: This <unintelligible> from out of country. They are from South America.

Efrain: That's what I figured. It took me a little while to figure out what you are talking about. You are talking immigrant labor.

CR: They have a language barrier so if they get stranded they are totally lost. They will get stranded in Taos and end up staying there and catching the bus in the morning to come back.

Efrain: Right. Ok. And that's during the winter months?

CR: Yeah that's during the winter months.

Efrain: They come to work at the resorts.

CR: They come from Chili, Peru, all over. There are probably around 60 of them that come down. They do find it a little difficult.

Efrain: Any other issues regarding timing?

CR: I was just wondering. I heard that there's a second route. The bus leaves at 6:45 and goes to Taos and comes back. And then you have a second chance at least to go to Taos and come back? What's the time frame on that?

Stacy: It's at 9:10 that they catch it here at the Chevron.

CR: What time does it come back in the evening?

It comes back a little after 5 I think

It must come back a little later because it has to make the Red River bus at 6:30.

I couldn't understand the schedule so I wasn't sure.

Outbound is South, inbound in North

Correct. So it would come back, it leaves at 6:40.

And then he'll come back to Questa so people that just want to do a day trip could pick it up an 9:10 but then I'm not sure what time it comes back.

<multiple speakers>

Stacy: Not until that last trip. The Taos County Admin Building at 5:30.

CR: There are 3 buses that go south?

<multiple speakers>

Efrain: That was actually one of the questions.

CR: That's one of the problems I have. I just don't understand the map.

<multiple speakers>

CR: It might be why the ones that Yvonne was talking about. Some people can't find the right path to come back because the glue... it's all connected in some way. But if it's not easy to understand...

Efrain: Ok, we will address it in just a minute. You had mentioned that the bus stops in different locations. How convenient are those bus stops right now? And if they are not convenient where would you move them to? What would be more convenient?

CR: I think where they are at as far as where I get off and on is fine.

Efrain: Which is where?

CR: Chevron in Questa and where I go to work in Taos. I work at the Taos <unintelligible> Peak. Which is way on the other side... it's far. We have been picked up there, me and a couple others, for the last; I don't know was it 8 years?

Efrain: I thought it was less than that

.

CR: Well can I go 7?

Could be 7. But we don't have one of those little stations where you can sit and...

Efrain: The shelters

CR: One of those. We are always out there if it's raining, if it's windy... I don't care what it is we have to live with it.

Efrain: That's also one of the reason that this is being done. They actually have shelters and they are ready to go. They just don't know where to put them.

CR: Ok, that one is a perfect place.

They do drop off kids once in awhile there.

Efrain: Can you say specifically where?

CR: Near the roundabout on the bypass going towards Holy Crest Hospital. You make a right on the roundabout by Gustorf. It's on Gustorf. They have a big sign that says Taos Orthopedic on it. We have to cross the street and then there's nothing there, just dirt, and that's where they pick us up. Its right by where I work but there's nothing there.

Stacy: Is it well lit?

CR: We are there when it's still daylight so it's not really a problem.

Stacy: Even in the winter?

CR: Even in the winter it's not bad. Our biggest thing is we have no shelter and we are stuck out there in the snow and rain.

Efrain: And what about lighting at the other stops? How is lighting and safety at the other stops? Do you feel safe?

CR: They used to have this at the super save before with no lighting. Now that they changed it to the courthouse it's a really good stop.

I don't think they put a light up just for us

<laughter>

Really that is the purpose for us because there are safety concerns.

If we could get a light and shelter there that would be great.

<multiple people speaking>

Efrain: And a massage chair

CR: There you go.

<laughter, multiple people speaking>

the winter it makes a big difference because when you get out of work its already getting dark.

<multiple people speaking>

It's true. When we see car lights we always say "is that the bus coming"?

Efrain: Ok. So lighting at the current shelter here in Questa and a possible shelter where there is none in Taos. Across the street from Taos Orthopedics.

CR: It's just an open field across the street so.

CR: They let us off and we have to cross the road to get on the bus to come home. We have to cross the road to get on the other side to get to work. It's never on the right side of the road where we should be dropped off by the office to just get on. We are always opposite.

Where do they turn around? Or do they come down on ...

Well they go first to where she works what is it called? The human services. They come from there then they come out and they come north. When they are coming north that's when they pick us up. Of course we are on the wrong side of the street but we still...

CR: In order to get to human services they turn off the main street on Roy, is that what they do?

I think its Roy.

It is.

And they drop you off at HSD and the go north at Gustorf. But you should get out on that side though.

Well we used to but they changed it they said no it's going to be on this side.

Why?

It doesn't make sense. Because if they drop her off first <unintelligible> turn on Roy. Drop her off at the corner of Roy, go down and drop you off.

It does make sense that way but they don't do that. They go on Main Street all the way around. They come from back of the courthouse I think. Then they hit the roundabout.

Oh they come out of the courthouse and take Gustorf down.

Yeah

<multiple people speaking>

Then they go to the back streets so by the time they get to Gustorf they are on opposite sides
Isn't there a way to put those crosswalks so that pedestrians could cross? I know in town everybody knows to stop where they have them. I have to cross from <unintelligible> to the courthouse. That's taking your life in your hands. I don't know if <unintelligible>.

If I were you honey I would be talking to the mayor over there

<laughter>

In the morning? You are crossing that road?

<multiple speakers>

Efrain: You mentioned several ways in which there are connections. How are those connections working with the Rail Runner, with the chili line, with any type of local transportation?

CR: Not really. It's not.

Efrain: What could be better?

CR: I know only because I had a couple of people going to Albuquerque. This is about two weeks ago. They had to wait two hours in Espanola to catch a bus to Santa Fe to catch the Rail Runner. I don't know it that well; I don't know too much about it, Taos is as far as I go. From Taos to Espanola to Santa Fe. I don't know how it connects or anything. I was telling Paul <unintelligible> RTD they will tell you how to connect easier. As far as I know it takes awhile.

CR: A former friend of mine had been out of town. She was trying to get back to Questa and she couldn't because the blue bus doesn't run on weekends.

Stacy: Currently no.

CR: The Chili Line does though. The Chili Line will run from Albuquerque to...

Stacy: There is an express, but don't know if it's directly tied to the Chili Line.

CR: It is the Chili Line. It is...

There is one that goes directly to the airport

That's Twin Hearts. That's Twin Hearts that runs from anyplace. They will pick you up in certain areas and take you out to the airport. But the Chili Line does travel on the weekends.

Gotcha

Efrain: Okay. You talked a little bit about the bus shelters. The ones that you are familiar with. What would you change about those if anything? Are the benches working fine?

CR: Well the bus at the Chevron isn't working at all. I think and nobody uses it. We used to be picked up right in the front of Chevron. But now they changed it where they park by where the... the shelter we don't use it at all.

Efrain: The shelter at the Chevron in Questa is not being used at all?

CR: No, because it's over here and we get on the bus out there by...

Efrain: So the reason that you don't use the shelter it's not where the bus stops?

CR: I think that's what it is. I don't know what the problem is, I just think it's in the wrong place. If you trying to get to the shelter in the winter time, you could practically fall down because it's on a slope, and then it slopes down and you could fall, so we decided just not to use it.

It's very close to the road

Efrain: So the location of the shelter is not ideal, because of the slope.

CR: If you try to sit there you're right next to the road so if they drive by, you just get splashed or you could slide

Efrain: Okay, these are good things to know. So where would be a better place for it?

CR: I don't know what do you think?

You know where Diane parks, and the way she parks, I think that would be a good spot

Efrain: So specifically, because the recording can't see us

CR: So this is the Chevron, I couldn't explain it but

Efrain: Let's use North, East, South, West... So we've got a Chevron

CR: This is north to south, so I would say it would be east to west

Efrain: The road runs north to south, and the Chevron is on the west side. And the ideal shelter space would be on the south side of the Chevron... is that what you're saying?

CR: This is north to south, this is going to Taos, this is the Chevron.

Efrain: Okay, but it can't register what we're doing

CR: The Chevron is north, the road is a southbound road but it runs East to West in front of the Chevron.

Efrain: Perfect, thank you

CR: So, if here is the Chevron

Efrain: The Chevron is north

CR: The shelter would be ideal, southeast

Efrain: on the southeastern corner of the Chevron.

CR: Okay, there you go.

CR: So, where the shelter is located now it is sitting right here, and the Chevron is right here

It's sitting parallel to the road and it's sitting too close to the road is what this lady is saying. If you turned it around and had it over here it would be better

Efrain: Move it further away from the road and flip it around

CR: So it's facing into the Chevron parking lot

Efrain: so that way you don't get splashed

CR: There you go

Plus, it never gets swept there, and the weeds are...

Well there is a shelter out by the highway that no one ever uses if you've ever seen it... what is it?

The Llama

Yeah. They used to pick up people there and drop them off. I don't know what happened to that. Now it's nobody uses it.

Is it on the east or west side of the road?

East side I think.

I'll look for it on my way home.

Walins right there, we don't have a shelter at all. There are people that come and will walk to catch the bus. They usually sit in the vehicles with us because of the snow and they don't have a shelter. There is nothing there

Efrain: Okay, so people who ride the bus, how comfortable is the bus? Can you talk a little bit about that? Do you feel comfortable? Do you feel safe?

CR: Yeah

Efrain: Is there anything you would change?

<laughter>

CR: It's too dark

Efrain: the tinting?

CR: Yeah, you can't even go far back because you don't know if somebody is sitting back there, it's dark

CR: Does it light up when you get on?

CR: It does but once you're on it is dark

Efrain: So lighting on the bus? Ok

CR: But it's comfortable

CR: Yeah the seats are good

Efrain: So you think it is comfortable?

CR: Yes, it's very comfortable

Efrain: It's very comfortable, great. Okay so now we can go back to the questions you had earlier. So, can you talk a little bit about how easy it is to find information about routes? Or about service in general?

CR: I haven't looked. I meant to go online to see about the Chili Line and how it connects. I was hoping you guys would have it or if it was all a part of your brochure and map.

Efrain: you guys had said that it could be confusing to read the information. What specifically?

CR: No, just this one here. I never really looked at it.

Efrain: Okay, yes?

CR: I have looked online and I have looked at the different schedules. They are a little confusing... especially for someone that has never been here before. You have Las Alamos, you've got going into Espanola, and the different stops in Espanola.

Efrain: What would make that information less confusing?

CR: I really. I am not really sure. I've never really thought about what would make it easier for people to understand. And I don't know if a map would make it easier. You know the little Taos maps with the little characters on it?

Efrain: stylized

CR: yeah, like the bus goes over here with all these other little people. I don't know, I really don't know.

A map designed with roads... if you're going down say Gustorf Rd. it'll turn onto Roy. You kind of follow the roads... you know where you're at. Here you don't know, you're just guessing.

CR: So you mean a map with actual routing

That would really help

When I first made a phone call to RTD to start taking the bus I made a phone call and I talked to a person

Efrain: And that would be the 1-800 number you called?

CR: Right... and it was not very good. It was not informational. I asked them for the schedule and stop locations. They said the first in Questa, and the second in Taos, and I asked if it went to Human Services. They said it only went to the Court house so I said, okay, it won't work for me. I didn't take the bus for a whole year, not knowing that I could take the bus from the courthouse and transfer to another bus. It was not good communication. I thought, "I can't walk all the way from over there". Later on I stopped at the Questa Chevron and I spoke the bus driver. I said "I see other people taking the bus" and she told me that I could transfer from the courthouse to another bus that would take me over there. I didn't take the bus for the longest time because I didn't know and they didn't tell me with the phone call I made.

Efrain: So you have tried to use the 1-800 number to try to plan

CR: Yeah, but they didn't tell me about the transfer at the court house.

Efrain: In what other ways do you get information about the system? Where else do you hear about it? Where else do you get information?

CR: From other people

Efrain: From other people... so word of mouth. In this case you heard directly from the driver. Any other ways? How do people find out this exists? What kind of promotions work?

CR: Big blue bus

<laughter>

Efrain: the bus itself promotes itself

CR: You see it and it says the RTD

When it first started the driver was Charlene and we all knew her. So if we wanted to know something we would call her.

Efrain: So because of the small community you could just call directly and find out. Any other ways? Radio?

CR: No

Efrain: How did you find out about this meeting?

CR: From the bus driver

Efrain: Word of mouth, through bus driver

CR: The newspaper had an article

Efrain: So you saw it in the newspaper as well. What newspaper did you see it in?

CR: The Taos newspaper

I didn't see the one for the village but I might have over looked it. The bus driver told me about this

There is a flyer at the post office. I came to the meeting because my sister told me to come.

The bus driver was the one that posted those out there. She posted one at the post office, one at the grocery store, and one at the Chevron

Efrain: So it sounds like to get information out, the bus drivers know where to post information and how to get it out. Bulletin boards at the post office, bulletin boards at the grocery store. Anywhere else?

CR: That is pretty much where people go. Which is of course the grocery store, the post office, the gas station.

Efrain: those three?

CR: Yeah, those three. You have to put it out there in front of their face for people to see it

Efrain: Is there anywhere else that you think where people would see it? Where else is a potential spot that isn't being used?

CR: I think as far as the buses go... they can post it in the bus at the back of the bus

Efrain: Notices?

CR: Yeah

Efrain: Notices are posted on the bus?

CR: On the outside of the bus?

Efrain: Oh, outside the bus.

CR: So everyone can read them

Yeah, everyone that is looking behind the bus

<laughter>

Efrain: Follow me for a free ride

CR: Some people don't even know that it's free

Efrain: I did not know, actually

CR: I think changing up the flyers would help. They all look the same. There is nothing to catch your attention. If you change it up with different colors it will catch your eye to look at something that may be important

The word "alert" on your sign did catch my eye.

Efrain: The word "alert" caught your eye. And maybe a better visual would help.

CR: Yeah. Changing it up when you ride the bus every day and you see the same thing would help. Sometimes you don't see anything, it all blends in.

Efrain: The signs on the front of the bus... what do you think about those? The signs are specifically the ones that show you where you're going.

CR: The only one I go in is my sister's bus

Efrain: It doesn't have a sign?

CR: It doesn't have a sign. <unintelligible> bus just kind of stays in the neighborhood.

CR: I haven't seen any signs that says where they connect, the only signs I see are "no food, no beverage"

Efrain: Not those signs, the signs on the outside

CR: Oh, those ones

I see the signs and I think those are good

Efrain: You said that it helps you know what time they are going because you see them going in a certain direction at a certain time. That helps promote the route.

CR: Are they numbered?

Efrain: I don't think so.

Stacy: The buses have a vehicle ID number on them

CR: But this lady, if she's going to transfer, and she gets on at the courthouse, what bus does she catch then? How is she going to know what bus to get on?

Stacy: The routes aren't named by number, they're named by where their destination is. So the Questa Bus is the Questa Route. The Taos bus, the one that runs from Espanola to Taos, is the Taos bus. The route doesn't have a number designation.

CR: What bus does she catch to get from the courthouse to human services?
It's a smaller bus

That's what they do in the city. They have Federal Blvd. and Colorado Blvd.

That's what they do in the school district. You tell your kid you get on bus 3 but not 4 or they'll be spending the night someplace else. We're just grown up kids.

Stacy: Do you think that would be easier to distinguish what route you're looking for?

CR: yeah, I think that would make a difference. Especially if like you do the route on the map with the street. If you do the street one color and have the bus number. Then you can transfer, get off at your street, and get on bus 5 to go to downtown. That's the way they do it in Denver.

I never know about the transfers. I think it's just better communication with the routes

Efrain: Are there bus schedules posted at the bus stops?

CR: That's what I was going to say... maybe they should be at the stops, the shelters.

Stacy: We have two different kinds of schedule holders: one that fits on a post so if there is not a shelter if there is just a bus stop sign designating the stop, then they fit on the post and they spin around. You could put maps in there, you could put schedules in there... whatever information. Then we have another that is flat plexiglass that will go inside shelters.

Efrain: The rider alerts... we talked a little bit about that. You felt there should be something to differentiate them from the previous ones. So if the alert changes there should be some visual cue that tells you it's different. We're going to hear a little bit from Ms. McGuire... and I'll help you a little bit. How many of you know how the bus is funded? Okay, we have 2 out of 5. I know in very generic terms how it's funded, so this is funded through a GRT, gross receipt tax. Basically the counties that are being served through this system volunteer to tax themselves. They voted and agreed to tax themselves. It isn't a fraction of the existing GRT, it didn't come out of that fund, it was added to the fund. So there was an additional 1/8 of 1% GRT added specifically for the purpose of funding this program. Out of \$100, 12.5 cents goes towards funding this program. That was put to vote and passed. And that is how this is funded. Did I leave anything out?

Stacy: That and federal grants.

Efrain: Federal grants. But a huge majority is through GRT. You have a working budget of about 9 million dollars, is that correct?

Stacy: Yes

Efrain: What happens with a program that is funded by GRT is that it is different every year. It is tied to the success of the economy. The better the economy, the more funding there is. Unfortunately we are in a recession so that has affected how big their budget is. What I've heard the most is that Los Alamos is not doing very well. It used to be the biggest generator, and I think it still is, for this fund. Santa Fe has a different system, right? I seem to remember at the meeting they said that Santa Fe has a different structure for funding the system, but I could be wrong.

Stacy: They do have a little bit different structure, both Los Alamos and Santa Fe. The counties provide a contribution. It's essentially how much the lab is spending, so when the lab cuts back then they have to cut back on the GRT... or their contribution. So they've had... it's been pretty tough there the past few years so they've had to scale back their contribution. We're still receiving a significant amount of money from them to augment the service. In general, it doesn't go specifically go to Los Alamos service. It goes to the region. Santa Fe does... there is an agreement between the NCRTD board and the county of Santa Fe, where they have a similar structure set up. I don't know the exact details, I can provide them for you, but I don't know the exact numbers.

Efrain: That's okay for the purpose of this. The generic list is good. So now knowing that, how many of you ladies present would you be willing to support a tax increase for additional services?

CR: Would it have to be a tax increase?

Efrain: Let's talk about tax increases. That's the second question. Okay, so we have 1 out of 5.

CR: If it's GRT then everyone pays?

Efrain: Everyone pays, correct. Okay so 5 out of 5. Now, we're going to find out what your threshold is. Not talking about GRT, not talking about tax, specifically for a ride, for premium services. Say an express route or a route that doesn't exist right now that would be considered a premium route... would you be willing to pay per ride for that? A service that doesn't exist right now. These are just examples, what I have on my list right now are premium services. Something that isn't offered right now. Would you be willing to pay to have that offer? Per route? An express route for example, directly to Santa Fe.

CR: Yeah

Oh yeah, definitely

Weekend service

Efrain: Weekend service, thank you.

CR: Yes

Efrain: Now if those existed, let's see your threshold, would you be willing to pay? We'll pick a route just to get a general idea. From here to where would you want to go?

CR: Santa Fe

Efrain: Okay, from here to Santa Fe. We'll call that an express route... a premium service. Would you be willing to pay \$1 ?

CR: For sure

Efrain: Everyone. We have 5 people. Would you be willing to pay \$2?

CR: Yes

Efrain: Everyone still. Would you be willing to pay \$3?

CR: I mean look at the price of fuel

Yeah! I would say \$10 to catch the bus and go into Santa Fe, because I can't take my car there and back for \$10.

Is this round trip or one way?

Efrain: One way

CR: You can't go to Santa fe for \$20 worth of gas, and my car doesn't use that much gas

Efrain: How many people here would be willing to pay \$10? We have one.

CR: Roundtrip

Efrain: So we went too high, let's go back. We were at \$5, that's everyone still. \$6, we have one person with \$6.

CR: Will we have transportation in Santa Fe or would we be stuck walking?

Efrain: These are just hypothetical, just to get an idea

CR: I mean, \$6 is still reasonable

Yeah

Efrain: It sounds like that's where you start dropping off, after that.

CR: I know a lot of people that go to Santa Fe for appointments, and that would be ideal for them. An express to go out there and come back.

We need to know about the connection. That is why a map would be good. You hook up with this here, you hook up with the Chili Line here, you hook up with Santa Fe Trails, and you hook up with the Rail Runner here.

Efrain: Is this one not good enough?

CR: A lot of people don't even have that

Can you hand me a map?

I guess you have to know your highway numbers.

These come in handy, I'm taking a map

Efrain: Those were the main questions they asked us to ask. Is there anything that you would like know that hasn't come up yet?

CR: I know they're talking about the route to Consia, so I'm very interested in that

Efrain: interested in what way?

CR: Because I live in Male and just not having to travel from Male to Questa to catch the bus so we could go to Consia would help. I'm hoping it will be approved and I don't if has been

Stacy: It has been approved, it was approved on Friday.

CR: Great! Alright!

<applause>

Stacy: We're shooting for the end of this month for implementation

CR: Great!

CR: That's my side too... if I brought up the Chili Line, because I have a friend that works at the town... she wonders how she gets from the court house to the town, and eventually from town. I didn't have answers for her. That was my biggest concern...how to get people to ride the bus knowing that they have a way of getting to their work. Consider better advertising so the word can get out so that more people can utilize the service

With more emphasis on connections so people understand what they have to do. We're covering a huge area. People are going from the border to Albuquerque. That is a huge area to be covering. I can understand why there is some hesitancy to get on the bus not knowing if I'm going to make it back the other way. That's a valid concern. It sounds like making it easier to understand how to get from point A to point B if we have to transfer along the way is important. And how you get yourself back. It will increase the opportunity for people to use the bus

I think so

Efrain: Well, thank you so much for coming. I do hope you get some of those cookies. And that is that.

San Ildefonso Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 12, 2013

San Ildefonso Pueblo

Pueblo Representative: (pueblo representative introduces the NCRTD and Chris)

Chris: (introduces himself, Southwest Planning, and the project, asks for a show of hands:

- 1) Number of people who have ridden the bus;
- 2) Number of people who knew it was a free bus;
- 3) Number of people who ride buses in general; and
- 4) Number of people who knew anything about the blue bus.)

(There was a majority of awareness among the group)

Chris: What do you think about the current level of service that the blue bus provides?

Community response (CR): The driver that used to be assigned to the route was very reliable. The new driver is always late. The riders weren't sure if it was because of an actual schedule change or that the new driver is running late. Some riders were not sure when the bus is supposed to come now because maybe it could be either reason.

Bus Driver (BD): The old bus driver referenced-above introduced himself. He stated that he used to come earlier so they could connect with the park and ride, but now that the bus runs later people miss connections. The reason the buses run later is because the bus drivers unionized and they switched the times around. Now they no longer have a regular driver because the unions split the workload. Originally the "big boss" had said it was to save money by changing the route times around, but now they replaced the old bus driver who was a San Ildefonso resident with different CDL drivers. The CDL drivers get paid more, however, so it was really just a political thing that wasn't in the best interest of the tribe or saving money. They replaced a bilingual Indian driver from the tribe with non-Indians that get paid more, who are late, who messed up the times that worked for the tribe and replaced them with ones that didn't.

Chris: Do you think it would be useful to have bilingual driving?

CR: Some people have to walk a mile or more to get here. It would be nice if the RTD could go up to Black Mesa by the bridge because there are people that live up there. They could stop in Espanola because some tribal members that live/work in Espanola need a ride get there. The ones that need to get there are usually leaving at 6:00 am for work.

Chris: So you are saying we should look into 3 stops? Something by Black Mesa?

Response: Yes, somewhere across the river because we have 2 communities there.

Chris: So right now your route goes to Pojoaque. But if they want to go to Espanola they have to go to Pojoaque first and get different bus to Espanola. You think they need a direct route to Espanola?

BD: The RTD authorized the old driver to drop people off in Espanola before. He didn't know if they are still doing it though after he left. There are also people who need rides to the college in Espanola.

Chris: How many people here know someone that goes to school at NNMCC? Education has been a big deal. Another thing is how many people have issues with medical lines?

CR: The community indicated they knew some people who did but weren't specific.

Chris: We had other New Mexico communities bring up the medical issue.

Response: I know RTD does help provide transportation for students that go to school in Pojoaque. And even some in Espanola. You might look into seeing if you could help us expand that for students.

Chris: Does anybody else want to address the issues that Roger (BD) talked about?

CR: Respondent indicated that he did not actually ride the blue bus, but that he wanted to discuss the new driver. He mentioned that he no longer sees the bus early in the mornings. He discussed his need for support for someone who is a local as the bus driver, someone who understands the culture and the language. He also indicated that he sees local community members walking a great distance to get to the stop. If they miss the bus because of lateness it is hard for them to make it to work. Additional stops would benefit the local communities. He also heard that to get to Las Alamos by bus you have to go to Pojoaque and wait until 9:00. It takes too long and the connection isn't good.

Chris: The way its set up is there are park and rides that service up there, so we are just doing a bus at mid-day. We will share your concerns in case there is a need for it.

CR: Asked if the blue bus went to Las Alamos.

Chris (responsive): Yeah they did a couple of runs during the day but their concept is that there is already park in ride it is not needed. But they aren't realizing there may be some need for that anyway because those other buses don't service San Ildefonso.

Chris: Are there other times that people might want to ride a bus?

Response: Respondent mentioned a need to go to stores such as Longhorns or Lowes during the day.

Chris: So rides to longhorn or Lowes during the day?

CR: Respondent one said the drive was "kind of expensive". Respondent two said his dad is in the hospital and didn't realize the bus from Pojoaque to Santa Fe went to the hospital. <unintelligible>

Chris: So you called the dispatchers and they never followed through? So they need better communication. The dispatchers should have called you back.

CR: Respondent talks about how she got discouraged with dispatchers.

Chris: Roger how many people would you say ride the bus every day?

BD: 17, sometimes up to 20, maybe 23. They are currently almost filling up the bus..

Chris: There is a lot of usage. (Discusses Edgewood growth).

Roger: Talks about people going to work on the bus but they can't count on it any more due to the lateness of the bus times.

Chris: People can't count on it to get them to work on time so they are just driving?

BD: Right. I've let Mike know to that the buses aren't getting there on time.

Chris: How are the bus stops here? (specifies things like benches, shelters, etc.)

CR: <multiple speakers, some information lost> There's nothing there at the stops.

Chris: Is there just the sign?

CR: There's no sign. We park right here and that's just the stop right there.

Chris: So there's no signage at all?

CR: No.

Chris: Well they do have shelters (at some stops). Is that something you would like to have?

CR: Yeah, but you wouldn't be able to put one right out here because we have things that go on. But locate it somewhere else... and get the governor to decide where to put the shelters.

Chris: So if people are going to the bus and it's raining so they are sitting out in the rain?

CR: Standing

Chris: I don't know what the plans are but we would have to negotiate with the tribal counsel first and coordinate with them.

Chris: How about safety? Anybody know?

CR: Safety seems to be satisfactory.

Chris: Communication? How do you find out about routes/schedules?

CR: Indicates online and from the bus driver. (hand vote for website).

Chris: (calls a hand vote for how many people had visited the website). How readable are the route materials?

CR: <unintelligible>

Chris: What information do you need that you can't find out?

CR: Public knowledge and understanding needs to be coordinated. It should be done regularly, not just one meeting like this one but on a quarterly basis or something so you have a running information stream about what is working and what isn't.

Perhaps the shelter is not good for the current stop. The current stop is a throughway for ceremonies. NCRTD needs to assess the good locations for a shelter such as by the gym. It would be centralized so that the stops are more fair.

Chris: What would be a better location for the stop?

CR: There is a mailbox out front of the governor's office which would be a good stop. Also, there is a mailbox by the senior center which would also be a good location. I see some people from Pojoaque coming to get the bus here.

Chris: Shelters would be nice here because people are walking long distances. (calls hand vote asking how many had seen promotional material, tv ads, radio ads) So you do get some information that way. Is there another way?

Lillian Garcia (LG): We have a news bulletin that goes out to the pueblo so send your information to the governor's office to be included. Currently we are designing the pueblo website and on the transportation page we will have the link for NCRTD so that will help somewhat.

Chris: I will recommend to NCRTD that they send <unintelligible>. So you don't have any bus schedules posted at any sites here?

CR: <unintelligible>

Chris: I'd like to share that with the NCRTD because if it seems like if there are people that can't walk there should be an outlet to make accommodations to get those people to the bus.

CR: <unintelligible, seem to be discussing the difficulties of the elderly in catching the bus>

Chris: So now that you have another driver she's not <unintelligible>

CR: <unintelligible> she just doesn't come because she can't walk this hill right now

Chris: Well you won't get in trouble and I'll just share the need for that because I understand how that works. Anybody seen any rider alerts? How effective are they?

CR: <unintelligible>

Chris: We talked about the funding sources for this. (Chris explains NCRTD funding. Conducts a hand vote asking about awareness of the GRT). Comments?

CR: No response.

Chris: If we wanted to have additional services... do you folks think you would be willing to vote for an increase in the GRT?

Response: No response.

Chris: (talks about the GRT more)

CR: Are you hearing that other communities are questioning whether they should be providing services to the tribes with their taxes?

Chris: No

CR: <unintelligible>

Chris: Well we did the survey 7-8 years ago to see if the tax would pass. We aren't doing that right now. The only thing we have heard is that people don't like the Rail Runner.

CR: I would add to that. Whether it passes is contingent on how satisfied people are with the service. The example we have here, you are losing support from us and our riders because of the new driver. If they are always late or always this and having problems you lose support. You need to have the better driver and the better service.

Chris: That is a good point. I can't believe you had a bilingual driver who understood the community and they switched it. We will bring that up. We talked about some times, some of the rides take a long time to get to Espanola from here. It makes it inconvenient to go when its 15 minutes by car. Would you consider paying for a premium service for that? Or anything else? Santa fe?

CR: <unintelligible>

Chris: Let me reiterate for the recording, when other things start costing more <unintelligible>

CR: <unintelligible> If a customer is riding that blue bus are they insured or do they sign a paper or are we covered?

Chris: I don't know the answer to that, I'm sure they have insurance coverage... etc. I can look that up for you. I'll send something to put in the newsletter about that. Any transportation system will have insurance though. You don't need to sign anything. Anything else anybody would like to share?

CR: I think there is a concern about alcohol and drugs for people that get on the bus.

Chris: That's a safety concern...

CR: I know it is not allowable, but the community needs to be aware of it. Is the driver <unintelligible>.

BD: If people are found to be drinking on the bus, or if they are intoxicated they are suspended for 30 days the first time and the second its 6 months, the third time you are out. The bus driver has that authorization. <unintelligible>

Chris: We'll address that as a safety concern. <unintelligible>

CR: unintelligible>

Chris: <unintelligible>

BR: We do have cameras now and <unintelligible>

Chris: <unintelligible>

CR: They can hear it if someone is raising cane now. <unintelligible> It was a big change for the pueblos. We found out that the agreement expired and couldn't do anything. I think the thing that impacted the process was the unionization of the employees. It impacted us because our drivers can be filtered out and can lose their jobs. We had no input into that process, if we would have been informed/better transparency we could have gotten involved and had a choice. It puts us or anyone that wants to be a driver in a difficult position. The NCRTD needs to think about how they do their hiring and involve the community.

Chris: (Discusses a little about communication issues)

CR: A key point of contact would be Lillian Garcia, <unintelligible>.

LG: I just started May 6 in the transportation department, so actually my first board meeting was last Friday. Everything is fairly new to me but I will keep the community and pueblo updated on any issues that are going to affect you. I will post all these schedules and like I stated I am putting their website on our tribal website once that starts coming up.

CR: If someone gets on the bus drunk if it's a non-Indian driver and he feels threatened who does he call? I have no idea, because if they are non-Indian they will call state police. It's a difficult situation of perspective; there should be a policy in place where the proper people are contacted (expressed additional support for a bilingual driver to overcome communication issues and also for the NCRTD in general). We are just thankful the service is here. <unintelligible> I can get from here to Albuquerque and come back and I'm thankful for that. Prices are going up and <unintelligible>

<end of tape>

Santa Clara Meeting Notes

June 11, 2013

There was no participation from the community. However, Tony, Chris, Jim and the senior director discussed transportation needs. The assisted living center will be opening soon and as it is a regional center, there will be a need to transport people from around the region each day. This is a growth area that will be needed to be filled. She also talked about medical transports to Santa Fe. The NCRTD assisted in getting Santa Clara vans through a 503 Program..

Chris to discuss with the Housing director

Taos Transcription

These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 10, 2013

Taos

Transcription- NCRTD Taos

Efrain: We are recording. It is June 10, 2013 6:40.

Efrain: (introduces the meeting, asks people to sign in, common courtesies, introduces Glenda Aragon, etc.) So, just to get started, how many people ride the bus here? Alright, 1... 2.

Community Response (CR): What bus?

Efrain: The RTD bus

CR: Well, none of us... are you saying like have, like at any point?

Efrain: Yes, have at any point

CR: Like, ever?

Efrain: Ever. Alright, we have about half. How many people ride it monthly? At least once a month. Alright, we have one. Once a week? Alright... ok. And daily?

CR: No

Efrain: Okay, so we don't anyone that rides it daily. We have one person that rides it weekly. And for the most part we have people who have ridden it, but not consistently. As far as your feedback goes, what are your thoughts on how the RTD transit system is being used? Is it being used for school? What is the main purpose? Who uses it and for what?

CR: You mean if we had it out there?

Efrain: If you had it out there, yes. If you had it out where?

CR: Tres Piedras.

Efrain: So, you're from...

CR: Yes, we're all from Tres Piedras.

Efrain: How many people are here from Tres Piedras?

Efrain: 10 people are here from Tres Piedras and you would ride it if...

CR: And our petition has 75 people on it. Do you want the petition?

Efrain: Sure.

CR: Our consensus, we have 951 residents and we have a map where we would like our bus stops.

Efrain: Okay, alright, you've covered all bases, nice. Yes sir?

CR: I'm sorry to interrupt.

Efrain: No, you're not interrupting.

CR: You asked that question about how many people have ridden the bus or how often we ride it. We don't have a bus.

Efrain: If you did, how would you use it? For what purpose?

CR: Shopping

Efrain: Okay, shopping...

CR: Shopping, running errands

Efrain: Shopping, running errands. Running errands where?

CR: In Taos

Efrain: The route that you're concerned about would be from Tres Piedras to Taos?

CR: Right

Efrain: You would come into Taos and you would do your shopping. Yes?

CR: Go to work

Efrain: Go to work, okay so you would be using it for commuting as well.

CR: Go to school, medical appointments

CR: The average age in Tres Piedras is 52.9. We have a lot of seniors and a lot of them can't drive anymore. I've heard from a lot of older people that they can't drive anymore but they are fully capable of taking care of their business. They are constantly asking for rides from other people. They would like to have a bus so they could go to the hospital, senior center, or wherever they need

Efrain: For independence

CR: Right

Efrain: Alright, fantastic. Any other reasons, thoughts... how else would it be used? Yes?

CR: Recreation

Efrain: For recreation as well, so coming into Taos and what would recreation entail?

CR: Concerts, movies, dinner, libraries

Efrain: Libraries, okay, so using public infrastructure as well.

CR: Also, there are many of our relatives who live in Taos who would like to come see us but can't get there. We haven't thought about the opposite way.

Efrain: Okay, let's talk a little bit about that. What other reasons would people have to go the opposite way, from Taos to Tres Piedras.

CR: There isn't much there except us. My daughter would come to do a one day a week job.

Efrain: Okay, so work would also be a potential reason, to visit relatives, to visit you nice people

CR: You guys have a forest service out there, don't you? What about workers?

Efrain: So workers, okay

CR: Yeah. There are people who live in Taos who work that work for the forest service.

Efrain: Okay

CR: And at the department of transportation too

Efrain: Fantastic, okay. But mainly what we're talking about... is there also a group lobbying for the other way around? Or is it mostly the community from Tres Piedras?

CR: You mean people from Taos?

Efrain: Yes

CR: No, it's mostly us that want it

Efrain: Okay, fantastic

CR: There is nothing in Tres Piedras

Efrain: What do you mean? You're there

CR: It could be beneficial for them as well. I know a lot of people who work at the Tres Piedras Fire station and forest service out there that could possibly commute from here to there

Efrain: Okay, so that's another reason

CR: So are there any, and I'm just throwing this out there, times in particular. Or days? I'm wondering how often the RTD goes to Questa. Do they go to Questa in the morning, then to...

Efrain: Taos, then bring people back to Questa in the evening? Is it a daytime thing or just in the morning?"

Glenda: I'm not sure; I'd have to look at the schedule. We service all through New Mexico, if you look at the map, we could tell you.

CR: Would it be usable as a commute to work? I work in town

Efrain: Yes. Sir?

CR: If you go down to TP from Taos, the last time for the route to TP would be 5 p.m. I would think, or 6pm at the latest. Mostly, the sun goes down at 5. You're going to be out there, coming back home and needing to get back to the house after dark. During the summer, the times may need to be modified. I don't know if they can make it at one time all year or if it needs to fluctuate for different seasons

Glenda: Most hours of operation for RTD run... some at 6 am, maybe even earlier, depending on where the route is. For instance, when I ride the bus, I would ride from Edgewood to Santa Fe. It leaves at 5:55 in the morning. Also, I think the Taos route to Santa Fe leaves at 5:15. It is all dependent on someone. I'm looking to check on Questa's... it leaves Questa at 6:35 in the morning"

CR: It leaves from Questa at 6:35?

Glenda: It leaves Questa at the Cero vsw post. Then it goes to Questa First Baptist Church at 6:40. Chevron station at 6:45, La Llama mile marker at 6:50, Arroyo condo at 7:05, Opelation light at 7:15, and reaches here, at the Taos County Administration Building, at 7:30.

CR: Wow that's a great bus. What time does it come back?

Glenda: It goes back 7:45.

CR: In the evening?

Glenda: In the morning. It actually takes 2 routes.

CR: When I come to town, I leave my house at 10 o'clock and I do grocery shopping, go to a hardware store, get gas... I won't be home until 2:30 in the afternoon. You have to continue to <unintelligible> amount of commute time in to know weird things to commute out. The fact that you can come into town and step off this bus and you're on foot... you'll have to tell a lot of people periods of times to do these things, and get back to the spot before the sun goes down.

Another good point is that it is so economically depressed in Tres Piedras. People can't work in town because they can't afford to be driving every day. People would work in town if they had transportation. There are a lot of people without cars.

Efrain: Who hitchhike to Taos?

CR: Uh-huh, yeah. We see them even in the winter. Sometimes the husband will stand in the cold for 3 hours because they have no other means of getting here.

Efrain: Okay, so it sounds like you've done your research. Can you talk a little bit about this process here? You have a community of how many? And how many have signed the petition?

CR: Well we have 951. We can go door to door collecting signatures. I just left this in the post office. People just walked by and were like "whoa" and signed it. We didn't pursue it.

Efrain: So it was more of a passive signing?

CR: Yeah, and 75 people signed it in 2 weeks.

Efrain: 75 people signed it in 2 weeks and that 2-week period started when? And ended when?

CR: A while back, in April. We have a lot of people who come in the summer so that was still winter people. I could fairly easily come up with 3 or 4 times that number if I went door to door.

Efrain: Right

CR: But I was too lazy

Efrain: Yes, sir

CR: If they were to run a route that way, if Tres Arrehas were also included on that route, there would probably be a great deal more people to use that service.

Efrain: Okay, and the name of the town is Tres Arrehas?

CR: "Well, it's not really a town. You know where gorge is?"

Efrain: Yes.

CR: Well like on the far side of the bridge from here, you turn left.

Efrain: The west side of the bridge.

CR: The only thing is that adds a lot of travel time and people. They would have to be out at the post. One of the bus stops is right at the cattle guard that turns to rim road and three peaks. I figure they could make it to the cattle guard and their bus stop could be right there on the 64. That would be crazy to drive all the way through there.

Efrain: Okay, can you talk a little bit more about the process of how this got started? So, you obviously were familiar with RTD already?

CR: Uh-huh

Efrain: Why were you familiar with it? Does family ride it?

CR: People ride it in Taos.

Efrain: You knew about it because of Taos... who rides it in Taos?

CR: Well, we see it in Taos.

Efrain: You see it, okay. You're familiar with it because of your proximity to Taos. You know people who ride it in Taos, okay.

CR: There is also advertisement for it on the radio.

Efrain: Because of advertising on the radio. Fantastic. It sounds like about 50% of the people present have used the system before. Would you talk a little bit about your satisfaction when you did use it? If it was one time, a year ago, last month, how satisfied were you? You, sir?

CR: I'd say completely satisfied. I took it to the airport.

Efrain: To the airport where?

CR: To the airport in Albuquerque. I got up early and it was really cold. I walked to the Council Chamber and picked it up. I was really impressed. Everything worked like clockwork... the drop off at the casino, the switch off, taking the train in, the Rail Runner, and taking the shuttle at the Albuquerque train station. It was perfect. I give you guys all the credit for that. Twice I used it and no problems at all. The second time, I used the Rail Runner in Santa Fe. The way they do their time you had to wait for 2 hours for the train. Once you get to the airport you have 20 minutes to go through security and check in. But that doesn't have anything to do with you guys, you were right on it."

Efrain: Anyone else? People who have used it? What about people who you know who have used it? What feedback do they give you? Are they generally satisfied?

CR: Yeah. I remember my daughter said one time that we have enough signatures, this was in 2007/2008, that we could have gotten the bus to come from here to Tres Piedras. Here we are more than a year from that with no service. I'm a little prejudice, but I've talked to riders coming from Edgewood to Santa Fe. They started out with a smaller bus, an 8 passenger bus, and then moved to a 14 passenger bus. What's the biggest bus they have?

Glenda: 40 passenger bus... but they've been very appreciative of it. Some of them are looking for other areas dependent on funding and such. It is beneficial because of lot of them are using it to ride to and from work. The only difference about the Edgewood route is that it doesn't go back and forth because they need to have enough ridership in the day time so there might just be a route going in and a route going back for the Tres Piedras, depending on ridership and funding. It might be in a morning one for communities going to work, and an evening one around 5 going back. So it's all depending on riders and funding.

CR: Where does the funding come from?

Glenda: 70% of our funding comes from the upper counties that we serve: Taos County, Rio Arriba County, Los Alamos County, and Santa Fe County. Tres piedras is encompassed in Taos County. 70%

comes from GRT. Another 25% comes from federal government, the FTA. Another 5% is miscellaneous funds such as if we were to sell a bus.”

CR: How many buses do you have?

Glenda: 30... I think we have 38 I believe, something like that. And we have about 9 million in the budget.

Efrain: Is that more or less than the previous year?

Glenda: It’s a little bit less. We had maybe about \$500,000 left in the budget. We are so dependent on GRT and it is dependent on the economy. Some counties support other counties back and forth depending on their needs and we split half of our GRT money from Santa Fe with the Rail Runner. So we don’t get 100% of the GRT funds”

Efrain: One second, this person has been waiting patiently

CR: I’m the communications officer for UNM Taos. I’m here partly here to thank you and make decisions for Taos County for agreeing to tax themselves to support this. We have 6 round trips during the day. Most of our classes are covered pretty thoroughly. It really has been a major success out there and it is partially the recognition. It is important to have a community college. I just want to let you know that it is deeply appreciated and we have classes at 9:00, 12:00, 3:00, and 6:00. My thought is that the late classes will get out at 8:30... its dark. Even in the summertime it’s starting to get dark by 8:30. I thought that would be a good draw. We didn’t get the ridership at the late hour but I think it’s because visibility was being built and the stop didn’t have a light over it. The one at the church didn’t have a light over and it was really dicey but if you ever have the opportunity you might look into late at night when students are coming back. They get back to Taos at a quarter’ till 9 I think. The other issue out there is I that I think if we were running 12 months a year we would have much stronger ridership. We closed for a couple of weeks for Christmas time. We close at the end of the spring semester and we only have about 1/3 of the students on campus for the summer semester. Then we close again for a couple of weeks. So it’s high and low but the fact is that students really depend on it. They ride the bus because we’re 100% solar powered on our campus and it makes sense to a lot of students. We had 1705 students last year. It’ll be little less this year because financial aid is a little less this year. I guess my message is that we really appreciate it. A lot of people connect.

Efrain: Did I hear you correctly in saying that the environment would also be a reason?

CR: That’s one of the reasons... probably the main reason is that students have to watch their budgets. They’re doing something extra in their lives and every little bit counts. So if they could jump on the bus and not spend \$5 going out there and coming back home, that’s important. But, we’re 100% solar powered. I think we’re the only community college in the nation that is completely solar powered so the environmental concern is very strong.

Efrain: Okay and we have another comment over here.

CR: My name is Delilah Garcia, and I work with the Chile Line. We are working on better connections with the RTD. I wanted to let everyone know that even though the RTD has what seems like a large sum of money, it's very expensive to operate these services. 9 million dollars for 14 routes can go pretty quickly. When you're making these requests it is in your best interest to be realistic. Don't ask for everything under the sun because it's probably not going to happen. If you mention... like this gentleman said it would probably be better to do a morning one and an evening one... that's more realistic. It really takes a toll on your vehicles when you're traveling long distances. There is a lot of wear and tear and it is expensive to replace. So, I just want you to really think about what you want and work it around necessity.

Efrain: Thank you, yes?

CR: I'm going to ask to address an issue with tri-county community services. They have a lot of patient clients in the Tres Piedras area and many of them have no transportations. They have problems with missed appointments and many of these people are struggling with mental health issues, issues of addiction, and they need consistent assistance. When they can't make their appointments it is problematic for them and for the service providers, especially for a county who services so many that it is a hardship on both ends when appointments are missed because of lack of transportation.

Efrain: Okay, thank you.

Glenda: I just wanted to make a comment, there are two resources in the city, RTD and the Chile line, and RTD isn't the only transit system in Taos. Obviously coming in you need the Wampa trip... then the RTD could come into service. Then you have the Chile Line that has no service in-town to get to appointments throughout Taos. They interconnect... you can see even in your route maps the Chile line and where the connections are. We're trying to work together in cooperation, and that's the purpose of these meetings so that we're working in collaborations with partnerships like the Chile line, Santa Fe Trails, or wherever you're at. So there are interconnections that the RTD and the Chile Line feed.

CR: Do the buses have bike racks? It says they are equipped with bike racks.

Efrain: That is actually the next topic that we discuss at these meetings. We heard about one resource, the Chile line, what other transportation resources should be taken into account when making transit decisions? We also talked about the Rail Runner connections. Are there any other that you can think of that have not come up so far?

CR: We have a lot of hitchhikers. What about safe ride?

Efrain: What about safe ride? Would that be a good consideration?

CR: I think Medicaid patients have to have a doctor's appointment and a Medicaid number and they'll come up to get them.

Efrain: Another option would be the Santa Fe local line as well, right?

Glenda: Yes, they can go from here to Taos to Espanola. You said there is an interconnection from Española to Santa Fe and then from Santa Fe there are the Santa Fe trails that will also take you to the Rail Runner. The Rail Runner will get you to Albuquerque. We go as far as Santa Fe... of course we go to Edgewood but its only morning and night”

Efrain: People who have used it, and again it doesn't have to be a direct experience, it could be friends or students because of family. Aesthetic wise, can you speak a little bit about the stops? Are they well-lit? Are they in safe areas? Do people feel safe waiting for the bus?

CR: It's hard to say at the moment because we don't have a bus. We don't really have any spots to stop at. But we do have suggestions for stops. There are outdoor lights at the post office.

I just wanted to mention that when you take the shuttle to the casino and change over the shuttle to Santa Fe, and I've don't that, it gets pretty cold in the winter. I have a friend who hasn't taken it yet but she thinks it's a great idea. She says they don't want to just be standing in the cold and they don't want to go into the casino to be there either. Their question is, “We would love to go to Santa Fe to do our business, but is there a direct way to go to Santa Fe without having to stand outside and get cold or stand in the casino and hang out there?”

Efrain: Thank you, and you sir, you mentioned something about a specific stop earlier. Was it hard to find? Is that what it was?

CR: No, I think the late night coming back at 8:30 from campus. When it first started up we didn't really have bus stops then and I think people were a little nervous to be coming back into town and not having a site. I think the stops that you've put up are modest... they are attractive and very simply designed and I've never heard any complaints about them.

A quick question about going for a day trip to Santa Fe or Albuquerque and coming back the same day. Is that something that could be done? If you have a doctor's appointment, if there is some event you want to attend, I'm just posing the question. I just don't know if that's been thought of or if that's possible to do.

Glenda: There are some interconnections so you could probably do it all in one day. If people are going to Santa Fe to work, a lot of people ride the bus from Taos to Española or even Questa to Taos, or penasco to Taos to Española to Santa Fe, and then they get on another RTD bus. From there it would be the Rail Runner. It would all be interconnections.

CR: I keep hearing Santa Fe being the connection. A lot of people want to go there, especially my friends. It's about driving and I think that's why RTD was set up and that's why I think it's so great. Rather than having to get in our cars and driving an hour and a half because I know their <unintelligible>. When people say let's meet at 9 or 10 in the morning... if you're here in Taos, what does that mean? You have to get up at 5 to make their appointments. So, there is a different mindset from the rural area to the urban, so that's just my question, if that transition could be made.

Glenda: We do have a 1-800 number also if you ever want to call or get online so you can see the different interconnections or call our dispatcher and tell them 'this is what I'm trying to do, I'm trying to get from Taos to ABQ, can you tell me the stop busing I need to take'. They will give you all the information you need to be able to get to your destination.

Efrain: Okay, thank you. Yes?

Chili Line Representative: I just want to comment on the trip planning from Taos to Santa fe or Albuquerque or Questa to Albuquerque. Logistically, you're looking at a whole day of traveling just because it is public transportation and you are trying to maximize your pick-ups. There are a lot of transfers, there are a lot of connections, and you're really trading off your time for no fare. It's a free trip. So it really depends on what you're trying to work with. If you have the day to travel and connect and do what you need to, then it is in your best interest to travel in that manner. If you're time is more valuable, and you need to get back in a faster turn-around then you would utilize your own vehicle. We have a Taos express that operates on the weekends. It's a direct service from Taos to Santa Fe, but if there are no stops in between and we charge a fare for that, unlike RTD we don't have GRT generated revenue, we have to rely on ridership there.

CR: So how much does that cost?

Chili Line Representative: \$5

CR: From Taos to Santa Fe? That's great.

Glenda: For RTD you can get weekday travel from Questa to Albuquerque, you can do that.

CR: Key word... weekday.

Glenda: But what's she's explaining is that, that is available from Taos to Santa Fe on the weekends, RTD does not operate on the weekends. Again, you're looking at ridership, the more routes we run, the more expensive it is, and so it is dependent on our funding. I want to introduce Shelby, our Taos driver.

Efrain: Hi, Shelby

CR: She's from RTD and can answer some more questions, especially about routes, more so than I can

Efrain: Great, thank you

CR: What I hear you saying is that if a person wants to ride to Albuquerque and do anything, like an appointment, you're going to have to ride the bus from Taos to Albuquerque, make that appointment, and come back. You're going to spend the entire day traveling up to that appointment, making it if you make it, and driving all the way back. I lived in Albuquerque and if I had to be somewhere and I was taking bus I had to leave an hour to an hour and ten minutes just to get there, and leave another hour just to get back. It's a trade-off. What are people willing to pay, time or money?

There is another pay-off and that's the pay-off to the environment. Many of us save lead out there and we do so by choice to try to minimize our carbon footprint. Being able to reduce the gas... just because I

need to be in town doesn't mean I need to jump in the Jeep and spend 18 miles per gallon to get here, to get something, and then come back. If I could get on the bus and use it I would use it. There are some of us that have transportation that would use it in addition to community that doesn't have transportation.

Efrain: Right, thank you. We have heard a little bit about how you can get information... through the internet, through the 1-800 number... how aware were you of being able to get that information? Where does your information about the system come from?

CR: I have read every word of your website. The last thing I read was the portfolio of this year's budget. We basically know that they don't have money for any new routes but we still want it. We want you to know that we do need a bus.

Efrain: Okay, so you have a community and you do your research online, and the website is where you get your information.

CR: It's a very good website.

Efrain: So you love the website, alright.

CR: Yes, thank you.

Efrain: Is there any other ways that you get information, what about the 1-800 number?

CR: No, not really

CR: I use it because I don't have access to the internet. I've also used it.

Efrain: How readable is the existing route material? You've seen the maps. Those of you who have seen the maps... are easy to follow? Will they always guide you to where you need to go and tell you how to get there?

CR: If I can see without glasses that's good

Efrain: Earlier today you mentioned that radio was one of the promotional ways in which you've heard about the transit system.

CR: That's how I heard about this meeting

Efrain: That's how you heard about this meeting as well. So radio is a big way. What other ways are there?

CR: There are announcements in the post office and that's about it

Efrain: Okay, so your main port of communication is through the post office and the radio.

CR: Yes. Sometimes I read the paper.

Efrain: And sometimes the paper. Okay. So the signs on the front of the bus... are those legible? Do those help? Everyone knows where they're going?

CR: Oh yeah... you can read those.

Efrain: Is there anything you would change about where the signs are, how they're located, how bright they are, etc. Those are fine, alright

CR: The bus is blue

Efrain: Haha, yes the bus is blue. Okay, another question is that branding is that color scheme all of these things that go with the bus being blue, does that register with you? You know what it is.

CR: We know what we're looking at. We don't say RTD, we say the blue bus.

Efrain: Those of you that have been at the stops, what do you think about the bus schedules that are posted at the stops?

CR: (no response)

Efrain: Okay, alright. Another way in which this meeting was advertised was there were postings inside the bus. When you're riding and there is a specific pertinent issue to the rider that's one way in which the word gets out. Were you familiar with these, have you seen them before. Nope? Okay.

CR: What kind of word? Is this pertaining to the RTD?

Efrain: We talked a little bit about funding. Now you're all educated about how the funding works, thank you for that. How would you feel about increasing the transportation tax to fund better or more expensive service?

CR: Can you tell us now how much of a dollar goes to RTD?

Efrain: It's tacked on to GRT and all of the counties agreed. It's not that it's coming out an already existing amount... it was tacked on to GRT specifically for this purpose

CR: So what's the percentage?

Glenda: I believe it's something like .08% of 1%

CR: Yeah, I'd pay more taxes.

Efrain: You would pay more taxes.

CR: If we could get a route out to our area. Rather than pay more taxes to the county, we could pay a couple bucks when you ride. We would pay.

Efrain: That's the next question. Yes, sir?

CR: From my point of view it's a good investment. When we were getting started, Susan Trujillo said that for whatever reason New Mexico is slow in the mindset of public transportation. We're used to it, and we were kind of disappointed the first year. It's not like when you live in a major city and public transportation is a part of your life. But I think long term I would like to see it, and I've seen it be successful. But I've heard people complaining 'that blue bus only has a couple of riders on it' and I think

that's a legitimate complaint. Another thing I just realized what people were talking about, we actually serve Mesa Vista school district in Taos. That area is in our area.

Efrain: You mean a school bus to Mesa Vista?

CR: No they drive their buses to our campus on Fridays. When you think about that, it's not in the middle of nowhere

Efrain: On the excise tax, how many of you would support an increase in GRT for an expansion of services? It looks like everyone in the room.

CR: We're not talking 8%, like you already pay; we're talking about .08% of a cent from that 8%."

Efrain: Would you be willing to pay for premium services? Such as express services between different routes... you had mentioned a need from Santa Fe to Albuquerque. Would you be willing to pay an extra fee for premium services like express services?

CR: Like a fee at the bus?

Efrain: Yes, so right now a lot of things are free

CR: It's crazy.

Efrain: So, we have 100% there. What kind of fee would you be willing to pay, for express service?

CR: From where to where

Efrain: Premium services, this is a general question

CR: \$2, \$3. I'd be willing to pay a gallon and ½ of gas. Yeah, that's what I'm thinking, \$3

Efrain: \$3 one way.

CR: Whatever the cost of gas is, a gallon and ½ to go one way and a gallon and ½ to go the other way, that's 3 gallons. I mean, that's less than what it's going to cost you in your own vehicle. Yeah, it would cost at least \$10.

Efrain: Let's start low and see what the threshold is. \$3, how many people are willing to pay \$3? We'll talk specifically the routes you want to take.

CR: You're talking \$3 in and \$3 out?

Efrain: Correct \$3 one way, 11 total. How many of you would be willing to pay \$4? 6 total. How many of you would be willing to pay \$5? 3 total.

CR: I just want to comment. When individuals pay a fare they have some ownership in the service. I pay into the GRT that is collected for the RTD and I've never used the bus. I don't get any benefit out of it, so I'm paying for everyone else that would get on it. I think you pay some kind of fare, kick into if for your own personal use, then it's a 50/50. If you pay .50, then GRT is paying the rest of your trip which could be about \$10 a person.

Efrain: Thank you

CR: I would also say when you're taking RTD and you're taking the Rail Runner, which has gone up, so it's not like you're not paying anything at all, you are paying something. To me, our taxes are already paying for it, which is one of the beauties of this... and it connects all of the communities together. The carbon footprint that has been mentioned already... to me that should just be one of our priorities. We need to fix our public works across the country, including here in New Mexico. Why is this any different? We do have Twin Hearts that take you from your doorstep to Albuquerque and Santa Fe."

(the community discusses the fact that Twin Hearts is still in operation, and the difficulties in contacting the service)

Efrain: Thank you. Those were the standardized questions. It's standardized process because this exact reading takes place in different areas throughout the area that is serviced. Do you have any additional comments? Now, it's free form. Yes?

CR: I think I have a different perspective for this route from Tres Piedras. In 2004 our school closed. 2 or 3 years ago our one and only gas station closed and our grocery store and diner closed. We've got the forest service and the department of transportation. Our kids travel from Tres Piedras to Mesa Vista, to Ojo. They get on the bus at 6 in the morning... what I'm saying is there is nothing in town for the community. What I'm worried about is that we have a lot of kids in the area and we have nothing for them here. There is no community that is supporting them and if we don't have some sort of infrastructure for them. If we don't get a community center for them, and if we don't get some transportation back and forth, than these kids are going to grow up and not just move away but they are going to be delinquents. There was a kid who wasn't supported and he was lighting fires all over the place. He burned down several buildings down and he didn't have community support. I see RTD as a way to support this community."

Efrain: Okay, thank you

CR: That's true, we have a lot of homeschooled teenagers. They can't drive and they need to get to their hobbies. They need to get to the library or whatever and they have no way of getting anywhere. That is one way that wasn't mentioned regarding ways we would use the bus.

Efrain: Thank you, anything else?

CR: You said that you don't think people would ride the bus if they had to pay \$5 both ways. It would be \$50 for me. How much does it cost to rent a car every day? I think I would be more willing to pay the \$50 to ride the bus Monday through Friday... it seems like a small amount to pay. I just wanted to say that the cost of living is going up and that none of us should have to be afraid to pay a little more. In the long run, if you do the math, it's going to help you out. If its \$3, that's great, if its \$5, I still think people will pay.

Most of us come from big cities to Tres Piedras. We have all had to use public transportation at one time or another. That is why we are here, we know what we're talking about, and we're willing to pay for it because we know that it is great.

Just to say again... if you're in Albuquerque, you'll pay \$2. The last time I rode it was a couple years ago, and every time you get off to transfer it's another \$1.

Efrain: It's \$2 for the day

CR: It's \$2 for the whole day now? There used to be a transfer fee.

Efrain: Great. Once again, thank you so much for coming

CR: Thank you. So how will we find out? Like, what's the next step after this?

Efrain: I am working for a company that is an independent consulting firm. RTD hired that firm. The feedback goes back to them and it's out of my hands from there. Obviously, they hired someone to gather the feedback, so they're interested in it.

CR: I just have one question, so if Tres Piedras is willing to pay, and another community isn't, can it be individualized? Or does it have to be the same across the board?

Glenda: No. But what they're going to do... they are going to take this feedback and they're going to take this information from the communities and take it back to RTD. They will report back where there is a need. If you want, when the service plan is going to the board, I can see if there is a possibility where we could get a flyer up or with your email address or something when they are going to have the service plan presented to the board. If you wanted to come to Espanola during one of our board meetings it is usually the first Friday. You have probably seen on the website the board packets. You can also check on the agenda. If you see that the service plan is coming up, you are more than welcome to come join us. It is an open public meeting. You can also share your concerns and be put on the agenda for the board meetings.

Efrain: Once again, this is a reminder, if you were shy, don't like to speak in public, or you have something you didn't want to say in public, we have forms here. Feel free to jot down whatever you'd like to jot down. Do sign in, if you haven't signed in. Thank you.

Tierra Amarilla Transcription

Meeting Notes – These notes are not a word-for-word transcription. Responses were summarized or modified to improve readability

June 11, 2013

Tierra Amarilla

Efrain: (introduces the meeting, RTD, Gus Martinez, etc.) Alright, so how many of you are familiar with the RTD system? We have 5 out of 7 people. Out of those people, could you tell us a little bit about what you know of the system, how are people using the RTD buses right now? For what purposes?

CR: Mostly using it back and forth for school

Efrain: Okay, so commuting back and forth for classes. And other reasons?

CR: To get out of here

<laughter>

Efrain: Okay, for recreation. We have school, we have recreation. This doesn't have to just pertain to you. It could be any of your friends that have used it. How you've heard it being used as well.

CR: I think people are using it to go to the doctors, to get around town, to save on gas.

Efrain: To save on gas, a cost concern, and for medical reasons. And where would medical appointments be?

CR: Espanola

CR: Santa Fe, if you have to transfer a bus

Efrain: Espanola and sometimes Santa Fe, okay

CR: shopping

Efrain: Okay, shopping is another one. Shopping where? Also in Espanola?

CR: Espanola probably. Most likely Santa Fe

Efrain: Santa Fe as well

CR: Casinos

Efrain: Casinos, alright

CR: People who live in Espanola go to visit the jail

Efrain: So visiting family in jail. Alright, anything else?

CR: Probably to visit people in the hospital.

Efrain: Visiting friends and family in the hospital. What about visiting friends who aren't in the hospital, do people use it for that?

CR: I think so

It's used for a number of things. They come up to Chama for music things or just to see Chama, or to go to the train

Kathy is the driver

Efrain: Kathy is the driver, okay, got it. Thank you, Kathy. Thank you for coming so you would have a lot of feedback then on how people use the system. For the people who have been using it, can you tell us a little bit about what has been working? Generally, would you consider yourself satisfied with the service?

CR: Yeah

Efrain: Yeah? Generally all around. What could be better?

CR: Availability during the summer

Efrain: Okay, during the summer. Why specifically during the summer? Because the day is long or...

CR: That and because you could get more done

Efrain: Okay, so to take advantage of the day... so extended hours could be helpful. Anything else?

CR: Well actually because of classes, they last longer during the summer and sometimes he (referring to son) can miss the cut off point to get home.

Efrain: Class schedule changes in the summer

CR: I have to pick him up a lot and that can be really hard sometimes

Efrain: Alright. What about the buses themselves? Are they pretty comfortable? Is there anything you would change about the buses themselves?

CR: They are pretty good

Very roomy

Efrain: Very roomy, okay. Your driver is the best part right?

<laughter>

CR: I think she is

Better not say anything bad

<laughter>

Efrain: What about safety? Do you feel safe on the bus?

CR: Yes

Efrain: What about waiting for the buses? What about the shelters, do you feel safe waiting for the bus?

CR: I don't think there is an actual shelter in Chama

There is one across from the railroad

<multiple speakers>

Efrain: Okay, so because of the hours there is daylight and everyone feels safe.

CR: On Main Street there are lights where I park

Efrain: Okay, so it's a well-lit area. Great. Let's talk a little bit about scheduling. You talked a little bit about needing to go to Espanola. You talked about needing to go to Santa Fe. The departures that are scheduled right now... are they scheduled at appropriate times? Would you like them earlier? Would you like them later?

CR: I don't go to Santa Fe, but I heard the bus to Santa Fe comes 15 minutes after Kathy leaves Espanola.

CR: I hear that doesn't work a lot of times, he has to be at the park around 3:30

Efrain: And what time does it arrive?

CR: Right around 3:30

Efrain: Okay, so the connection is a little tight

CR: It's a little tight, and we have a 4:00 bus

Efrain: A 4:00 bus that goes to Santa Fe, okay.

CR: I always have to rush to get to the bus stop

Maybe just a little bit extended minutes

Efrain: a little more leeway in connections in Espanola.

CR: It is very crucial to get it just right

Efrain: That's another reason to take the bus, people who don't drive. People who don't have a driver's license etc.

CR: For the one in Tierra, 2 buses, do they run all day?

Gus Martinez (GM): Yeah, they are running all day. They start at 7 in the morning. Pretty much from 7 to 7.

Efrain: For what? I'm sorry.

GM: The two riverside buses

Efrain: Where the bus stops are right now... that is working fine for you? Are there any other places for additional bus stops, or maybe do the bus stops need to be shifted?

CR: I was thinking maybe at the low income houses, people that want to go.

Efrain: Low income houses where?

CR: At the corner of...

Efrain: in Tierra Amarilla?

CR: During the winters it's bad. They could stop at the...

Efrain: I'm sorry, could you repeat that. So the problem is, in the winter it is difficult to get to the bus stops. Is that what you're saying? Because of the snow...

CR: Well it's probably difficult for the drivers.

Efrain: So it's difficult for the drivers as well.

CR: Aragon is 3 miles off of the road

Efrain: What would be a better option?

CR: They're saying right at the junction... they'll put a stop there.

Efrain: Right at the junction with the other turn off.

CR: Right at 84 and 513.

Efrain: Would that cause problems with people getting to the bus stop, though?

CR: Well I don't know. There are only a couple.

Efrain: Okay... so you think that would make things a little more efficient for you.

CR: For the safety issue too.

Kind of like an emergency stop if she can't go all the way up. Maybe they could come down.

Efrain: Alright, thank you. So you mentioned the connections with the Rail Runner in Santa Fe, how is that connection specifically being used? Are people taking the Rail Runner to Albuquerque?

CR: The bus from Espanola to Santa Fe, to South Capitol... you have to wait a couple of hours. That is what my daughter told me

GM: There are two connections. There is one at 10:00, and another at 2:30.

CR: From here we get to a Santa Fe bus and then wait 15-30 minutes and then go up there. Where are the stops?

Sheridan is the first stop, then it goes to South Capitol, and then to Santa Fe Hospital.

Do they have a long wait?

GM: No, like a half hour wait

CR: Well, that's not too bad.

Efrain: Yes?

CR: You asked how it's being used?

Efrain: Yes

CR: I have a few friends that are using it is to have to go to the VA hospital. They go to the hospital and then return the following day.

Efrain: Okay, the VA hospital where?

CR: In Albuquerque

Efrain: That's another way in which it is being used.

CR: They go to Santa Fe, take the Rail Runner, and go to Albuquerque.

Efrain: Go to Albuquerque, go to the hospital, spend the night there, and come back the following day. Okay thank you. Are there any ways in which you couldn't use this transportation? Is there something specifically that you would have to do in Espanola, or Albuquerque, or Santa Fe, that you couldn't do by taking this system?

CR: The purpose of my coming to this meeting was because I work for Ghost Ranch. We're right there before you get to Albuquerque. We have a lot of employees that live in Chama and a lot of times they might be the people that don't make as much money. When gas is \$3.90 a gallon it becomes problematic. We were trying to figure out if there is a way for us to utilize this transportation system to get our people to work. Even if it's just to the gate – not go off into Ghost Ranch – just to get people to work and back. For most people start time is 8:00 and they work until 5:00. I would guess there are about 15 people who work there that could possibly use it

Efrain: And those 15 people are coming from locations that are currently being served?

CR: They are coming from Chama....you know, along the way. We carpool, commute by ourselves, or whatever. We have maybe about another 10-15 people that come from Deaconess, Coyote, Caina area. I don't even know if there is a route going there?

GM: No, we don't have any routes going that way

CR: We have a lot of people that come from that area

The Ghost ranch is from here to Espanola so there a lot of people who live in the surrounding areas who would commute to Ghost Ranch.

Efrain: to work?

CR: Yes, also some friends wanted me to ask on behalf of them... not as an RTD employee but... there is an interest for a commuter route from here to Las Alamos.

I heard that too

Because there are a lot of people who live here but work in Los Alamos that would utilize it

Efrain: Who live in what area?

CR: This area here

Efrain: People who live in the Tierra Amarilla area, there are lots of them, there are enough of them, that travel to Los Alamos every day?

CR: I bet you there are probably 30 I know

If they have an earlier route... We have kitchen staff that have to be there at 6, or around that time. If there were people going to Los Alamos they could take that route. Then in the afternoon we have other people that start at 7. 6:00 to 2:00 and 11:00 to 7:00. I don't know if that is 8 hours or not.

These people are using most of their basics for gas

Oh yes

So that's a wonderful idea

Efrain: Are there other businesses, like Ghost Ranch, that you could think of who are kind of in the same position as you?

CR: There probably people who work regularly at the hospital.

Efrain: Which hospital?

CR: Espanola

Efrain: The hospital in Espanola.

CR: I think there are quite a few people because there are limited job opportunities here. We have a limited employee pool because it's out of the way to go to Ghost Ranch. It's not close to town. Our employee pool is very limited. It would be great to have ridership.

CR: Guaranteed... between the Ghost Ranch employees and the Los Alamos employees you would have a full bus. About 40 passengers.

Easy

Efrain: Yes sir?

CR: Regarding what she was just discussing... hasn't mentioned the main point. There needs to be a different route at different hours. The bus probably leaves here at 8:00... these people have to be there before then. So you're looking for different timing.

<unintelligible>

Efrain: I'm sorry so...

CR: I think what he's trying to say is... you know how we have a demand response in Espanola?

Efrain: Right.

CR: We would like to have that type of service here in town, in Chama. \$1 a ride type thing.

We'd be willing to pay a small fee for stuff like that, if it's not too expensive.

Efrain: That is actually one of the questions

CR: We need a bus that will take you to the doctor, and back so you don't have to rely on a ride.

There is a clinic in town here too. A lot of people don't have the means of getting to it so they would just call and say "hey, I need to go to the clinic". That type of thing.

I don't know if this is safety issue or not, but we have a detention center here and a lot of our inmates get let out and need a ride home to Espanola. (To Kathy) have you had a couple of these citizens?

CR: Not a whole lot... they scare me a little. You know they are coming from there and you don't know what they have done.

Efrain: The detention center is located here? In Tierra Amarilla?

CR: Right

Efrain: That detention center houses people from different towns?

CR: From the whole county

Efrain: Sometimes they need a ride back to Espanola?

CR: If they get let out of jail and nobody comes from them. They are going to need a ride back.

Efrain: They are users of the system as well?

<multiple speakers>

How hard is it to find out information about routes and schedules? People who are using the system... how do you use it? How do you find out times?

CR: They have schedules

Website

Efrain: You use the website. What do you think about the website?

CR: I love it

Efrain: You love the website.

CR: Sometimes I use the phone system

Efrain: When you say phone system you mean the 1-800 number?

CR: Yes

Do they have a website or phone system alert if the bus is not going to run that day?

GM: We have rider alerts for snow days and emergencies, or holidays when we're not going to run.

CR: It's on the radio

It's free?

Efrain: Yes

CR: Then how is it funded?

Efrain: We'll get to that in a second, actually. We will cover that.

GM: The only one they pay is the demand response

CR: Is it very much?

GM: It depends. It is either \$1 or \$2 depending on your situation... if you're ADA or elderly.

Efrain: You guys all knew this meeting exists because you're here. How do you people find out about the system? There are a few ways... there's a website. But if you're just a citizen/resident how will people find out about the existence of this transportation system? Is there a specific place in town, or word of mouth?

CR: Bulletin board

Visitor Center

Efrain: Visitor Center bulletin board, okay.

CR: I think the blue bus itself. It has advertising on it.

Efrain: It is recognizable

<laughter>

CR: You can tell it from a mile away.

Efrain: What about different types of promotion? How did you find out about this meeting?

CR: Through Kathy

I heard it through a radio station a couple weeks ago

Efrain: what radio station?

CR: <unintelligible>

My husband works for an oil service and he gets letters from the Chamber of Commerce. There was a post it in there

Efrain: Chamber of commerce, district letters, radio, bulletin boards, flyers that riders get coming on to the bus. There is also a flyer posted on the bus right? Great, thanks. There are maps here too, and cookies, and water, and goodies as well. So you have seen the maps... how readable are these maps? Are they pretty easy to understand?

CR: They are pretty good

Efrain: What other kind of information do you need to better use the transportation system? We have already one inquiry about funding. You want to know how it's funded. Is there anything else that you would like to know about the system, how you use it?

<multiple speakers>

Efrain: It sounds like the word gets out pretty quickly and pretty efficiently. Are there any other places where RTD should have an information source?

CR: I would say if you have a bus stop or whatever... what did you call it a while ago?

Efrain: Shelters?

CR: Shelters. I would say post the announcements there.

Efrain: They do, post there

GM: We're waiting to see what is going to happen after these meetings and then all the recommendations and changes will be considered. We have funding and shelters already in place that we have ready to install. We already have kiosks and schedule holders and all that stuff. That's coming after all this is said and done

CR: Do you have any input from people from Dulce wanting to use the service?

GM: We hardly ever hear from people from Dulce. Of course I don't know... they may not know about it as well as you guys do.

CR: There are a lot of people from this area that work in Dulce who may in interested.

That's true

Efrain: There are many people in Tierra Amarilla that work in Dulce. In what profession do they work?

CR: Teachers and other positions with the schools. The other thing I was going to mention is we have our businesses for conference and programs. We get a lot of people from all over the country that fly into Albuquerque. It would be nice to get something from the Rail Runner to this way. There would be a lot... we get 300 people a week... especially in the summer. A lot of people rent a car in Albuquerque at the airport and come up or they'll ride the Sandia shuttle up to Sage Inn at Santa Fe. One of our people goes in and pick them up there. That would be a big help for us too.

Efrain: Okay, convention visitors would be able to use it as well. You said you like the website... what about the bus itself? You said it's its own marketing piece. Is it easy to know where the bus is going? Is there confusion? So that sign on the front... you wouldn't change anything about that sign? Okay. The bus schedules that are posted at the bus stops, are those clear as well?

CR: I think they are non-existent at this point

She gets us our paper schedules (referring to the bus driver)

Efrain: Some of them do have that right?

CM: In Riverside there are some.

Efrain: Gus, would you tell us a little bit... and I'll help you out with what I know... a little bit about the funding structure. The counties in this region, the North Central Region of New Mexico, they agreed to tax themselves. It is funded through GRT, gross receipt tax, but it wasn't a part that came out of the existing GRT. It was in addition to it specifically for funding this transportation system. That's where the funding comes from. Is there anything you can add about that?

GM: RTD started in October, 2009. It started with a transit service that was in Espanola, Los Valles, and they had the county. They decided they wanted to incorporate. That's what created the RTD. It is funded through GRT... it is 1/8 of 1% that was voted on and passed by people in four counties. Those counties are Los Alamos, Taos, Santa Fe, and Rio Arriba. This tax expires 2024 so we're still good for another 11 years. At that point they will put it out to vote again.

Efrain: It sounds like the operating budget is at 9 million right?

GM: Yes. We get 70% of the funding through GRT and the other 30% is through federal funding through the federal transit administration.

Efrain: Because it is funded through GRT it depends on how well the economy is doing. Yesterday I heard there was a hit to the budget because of the recession and because Los Alamos has been taking back some of their contributions.

GM: We took a big hit from Los Alamos because of all their lay-offs and budget cuts.

CR: So it is possible that, potentially, there could be a small fee.

GM: Right now we are self-sustained/ self-sufficient but, depending on the economy, I think we will be able to maintain for a while. However, you never know when we will take a dip and start supplementing for fares.

CR: Well with the price of gas I know I would be willing to pay a small fee

GM: You have the wear and tear of the vehicle

CR: You're saving on gas you're saving on your vehicle. You don't have to get stressed behind the wheel.

So when they conceived the idea was it to provide people in the North Central Region a method to travel without having to...

GM: Yeah. It was for commuters and of course the demand response for helping people get to doctors... let them have transportation support.

CR: Does that route stay very busy in Espanola?

GM: Oh yeah. We have 4 drivers full time doing that all day long and they are busy.

Efrain: Alright so... now that you know a little bit about how it's funded. Could you guys tell me a little bit about how you would feel about increasing that tax to help support the system?

CM: What did you say the tax...

<multiple people speaking>

Efrain: We will discuss the per trip fees more later. What about tax... how would you feel about increasing tax?

CM: It would be good if we could have service in this area.

Efrain: You would be for increasing the tax if you could get service.

CM: Right now we understand that its very <unintelligible> for this area here. The blue bus route here is the first... it could be more. There are a lot of people that need rides to Las Alamos and Ghost Ranch. The thing is the expense because you need more buses and you need more people for the different times. Right now it's not right there. But it would be nice to have that. We realize to have that we might need more taxes to pay for it.

If it would improve the system it would be all right.

What is the tax now?

Efrain: Its 1/8th of 1%. That's .00125.

GM: That's 8 cents to every hundred.

Efrain: 8 cents for every 10 dollars?

GM: Yeah

CM: 8 Cents for what now?

Efrain: Every 10 dollars.

CM: I'm afraid of that word tax because it's long term

<laughter>

GM: This one is through 2024.

CM: I am willing to pay a fee. That seems plausible.

Efrain: Actually it's less than that. Its .00125.

GM: I think it's 8 cents to every hundred dollars.

Efrain: Yeah. I think your right.

<multiple speakers>

CM: I used to ride the bus in Santa Fe a lot.

I did my <unintelligible> it would take me where I want to go.

Efrain: All right. The easiest way is to tell you a little... sorry. How many of you would be in favor or raising the tax? We'll do tax first. If it helped improve service: 6 out of 7. Now let's talk about the fees. How many of you would be in favor of paying a fee per use each way if it would help improve service?

CM: I think this would have to be reasonable.

Efrain: We'll start with fee first, How many people would be willing to pay a fee? Let's start with \$1.00. Raise your hands. 1 dollar per... we'll do Espanola as a sample. How many of you would be willing to support that? Alright we have 6 out of 7. \$2.00: 3 out of 7. \$3.00...

CM: And this is per way right?

So it would be like \$4.00 round trip?

Or \$6.00 a day.

So it would be \$20.00 bucks a week.

Efrain: The threshold is \$3.00.

<multiple speakers>

...we stop for gas, we get snacks. We stop for lunch than we come back. So it's still cheaper to pay the \$3.00

Efrain: And more convenient it sounds like.

CM: I'm sure there are a lot of people that would be willing to pay more. The only complaints that I've heard is that it only leaves here a couple times during the day. You don't have every half hour or every hour like they do in...

<multiple speakers>

Efrain: Okay so that's the next question. What about paying for premium services? An example would be an express bus that doesn't stop anywhere and is direct. That's one example. How would people feel about paying more for a little bit extra?

CM: I don't know that's a good question. There are different towns so you can't just go from Chama to...

<multiple speakers>

<unintelligible>

Express from here to Espanola or from here to Las Alamos. It would be <unintelligible>

Efrain: How much would you pay for that? For an express bus from here to Espanola?

CM: At least 15 dollars.

Efrain: You would be willing to pay \$15.00 for an express bus from here to Espanola.

CM: In the morning those guys have to go work in Las Alamos you have all these... have them stop at Henry's or in Chama. They go <unintelligible> to Espanola.

From what my buddies were saying they would be willing to pay \$5.00.

Efrain: \$5.00 for premium service express to Las Alamos, no stops. Ok.
Do you have any other feedback, comments, or questions?

CM: <unintelligible> ranch, they provide some of that. What would be the option that maybe <unintelligible> would be willing to pick up the tab and say "we'll pay \$5.00 for each employee that uses that and they can be here by 8:00." That's something that could be looked at.

How does something like that go into play?

Efrain: I don't think there's any structure like that in play right now right. No one helps subsidize this.

GM: No. That would be something that...

CM: I guess what I'm asking, there would be a route that

<multiple speakers>

That means that everybody would have to meet at one place. Let's say that the place was in Chama... we would have to travel there to get...

<multiple speakers>

Not stopping at every town.

GM: Any time a route is developed it goes through a process of... you would have public involvement and you would have to come up with an agreement of the place and the time.

CM: Who would make that type of decision?

GM: It's based on... we would call a meeting like in Espanola and because we have board meetings every month. Usually these route changes and additions happen at our board meetings. They happen every Friday of every month. If there was a change to this route it would go through the board and you guys would have public input.

CM: The more people that are interested...

GM: Oh yeah most definitely. So at that point you would say, you know, we want this location at this time. A majority, of course

CM: I think that, maybe a dentist or <unintelligible> parking are at the park. <unintelligible> and then they would have to. They will close the gates at night no?

<multiple speakers>

There's a bigger parking area here. <unintelligible> parking are than anywhere else.

<multiple speakers>

Yeah it was somewhere. A lot of the RVs and stuff.

<multiple speakers>

GM: The people that will have a lot of say so in all of this is your county commissioner so talk to them. They have a major influence in all of this because they are on our boards.

Efrain: Okay, anything else?

CM: I have a lot of <unintelligible>. I was thinking maybe like Monday or Fridays <unintelligible>

Efrain: I'm sorry I can't understand you. Monday through Friday what?

CM: Another day.

I only have Tuesday Wednesday and Thursdays right now. They are asking for another day of the week. A Monday or a Friday.

Efrain: To increase the frequency per day

GM: That's what we are talking about doing. A demand response service in the area for Mondays and Fridays sometimes.

CM: <unintelligible>

Efrain: Okay. Anything else? Like I said there are forms there that you can fill out if you have any feedback, whatever the case may be.

CM: I went to your website and filled out a survey.

Efrain: What's that?

CM: I used the website to fill out a survey.

Efrain: You did? Okay good.

GM: You might want to take some and have them make copies. That way you can take it to your people and...

Efrain: We have plenty as well so we don't have to make copies. We have copies.

CM: How soon will you have feedback from this meeting? You are conducting more meetings?

Efrain: Yes. These meetings are taking place all over the area that is served. We are trying to conclude the meetings this week. That gets compiled into a report. It's being handled through the consulting firm. So they are the ultimate contact with RTD.

CM: We are talking feedback probably not before the fall or...

Efrain: I don't know how soon...

GM: They want to do this fast.

Efrain: It sounded like there was urgency to this.

GM: Yeah. They want to put it on the fast track

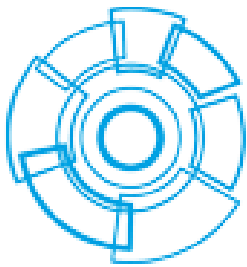
CM: There are other college students that use this. <unintelligible>

There are people that use it to go to college every day and come home. They could <unintelligible>

Efrain: College students need <unintelligible>. Well thank you very much.

<end of meeting>

Appendixes



**SOUTHWEST
PLANNING**

Market Research

Strategy & Planning

Tribal Consulting

Appendix I - Blank Comment Sheet Form

SURVEY AND COMMENTS

Please list the locations that are most important for you to reach using the bus. For locations such as "Wal-Mart" please identify which specific store you mean:

What time(s) of day do you need to use the bus service (please check no more than two):

- Early Morning Late Morning Early Afternoon
- Late Afternoon Early Evening Late Evening

Please let us know where you would like to see new bus stops (e.g., "the corner of 4th and main"):

Comments (please use back if you need extra space):






- Meeting Location: (circle one)
- Taos
 - Penasco
 - Escondido
 - San Jofonso
 - Tierra Amarilla
 - El Dorado
 - Las Alamos
 - La Cienega
 - Questa
 - Madrid
 - Santa Clara

Appendix III – Web Survey Data

Total number of responses collected: 19






How many days a week do you ride the NCRTD buses?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Less than once a week		21.1%	4
1 day a week		15.8%	3
2 times a week		10.5%	2
3 times every other week		0.0%	0
4 times a week		5.3%	1
5 or more times a week		0.0%	0
Not Answered		5.3%	1
		Mean	2.100
		Standard Deviation	1.287
		Valid Responses	10
		Total Responses	11











What times of the day do you generally ride the bus? (check all that apply)

(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Early Morning		36.8%	7
Late Morning		21.1%	4
Early Afternoon		10.5%	2
Late Afternoon		21.1%	4
Evening		10.5%	2
		Valid Responses	9
		Total Responses	11


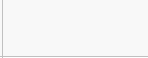

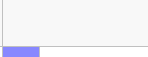

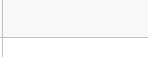
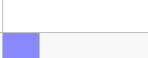

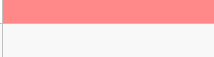
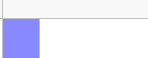

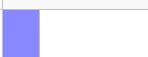






What is your primary reason for riding the bus? (check all that apply)

(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Commuting		44.4%	4
Shopping		0.0%	0
To get to school		22.2%	2
Medical		11.1%	1
Recreational/Social Activities		44.4%	4
To get to work		11.1%	1
Don't have a vehicle or drivers license		33.3%	3
Save money/cost of gas		44.4%	4
Good for the environment		33.3%	3
Other		11.1%	1
		Valid Responses	9
		Total Responses	11

What communities do you take the bus from? (check all that apply)

(Respondents were allowed to choose **multiple** responses)









Response	Chart	Valid %	Sample %	Count
Española		40.0%	21.1%	4
Santa Clara Pueblo		0.0%	0.0%	0
Ohkay Owingeh		0.0%	0.0%	0
Pojoaque Pueblo		0.0%	0.0%	0
Los Alamos		10.0%	5.3%	1
San Ildelfonso Pueblo		0.0%	0.0%	0
Tesuque Pueblo		0.0%	0.0%	0
Eldorado		10.0%	5.3%	1
Santa Fe		60.0%	31.6%	6
Tierra Amarilla		0.0%	0.0%	0
Taos		10.0%	5.3%	1
Questa		0.0%	0.0%	0
Penasco		10.0%	5.3%	1
Edgewood		0.0%	0.0%	0
La Cienega		10.0%	5.3%	1
Nambé Pueblo		0.0%	0.0%	0
Madrid		10.0%	5.3%	1
Other		40.0%	21.1%	4
		Valid Responses		10
		Total Responses		11

What communities do you take the bus from? (check all that apply)

Response		
Chama		
Cerrillos and Lone Butte area		
El Rito		
dixon ojo sarco truchas		
	Valid Responses	4
	Total Responses	11

What communities do you take the bus to? (check all that apply)

(Respondents were allowed to choose **multiple** responses)

Response	Chart	Valid %	Sample %	Count
Albuquerque		10.0%	5.3%	1
Española		40.0%	21.1%	4
Santa Clara Pueblo		0.0%	0.0%	0
Ohkay Owingeh		0.0%	0.0%	0
Pojoaque Pueblo		0.0%	0.0%	0
Los Alamos		10.0%	5.3%	1
San Ildelfonso Pueblo		0.0%	0.0%	0
Tesuque Pueblo		0.0%	0.0%	0
Eldorado		0.0%	0.0%	0
Santa Fe		40.0%	21.1%	4
Tierra Amarilla		0.0%	0.0%	0
Taos		20.0%	10.5%	2
Questa		0.0%	0.0%	0
Penasco		10.0%	5.3%	1
Edgewood		0.0%	0.0%	0
La Cienega		20.0%	10.5%	2
Nambé Pueblo		0.0%	0.0%	0
Madrid		0.0%	0.0%	0
Other		30.0%	15.8%	3
			Valid Responses	10
			Total Responses	11

What communities do you take the bus to? (check all that apply)

Response		
Chama		
El Rito		
dixon ojo sarco truchas		
	Valid Responses	3
	Total Responses	11

For places you cannot get to, is it due to...

(Respondents could only choose a **single** response)



Response	Chart	Valid %	Sample %	Count
The bus does not go there		85.7%	31.6%	6
The bus does not go at the time needed		14.3%	5.3%	1
The bus stop is too far away		0.0%	0.0%	0
Not Answered			21.1%	4
			Mean	1.143
			Standard Deviation	0.378
			Valid Responses	7
			Total Responses	11

Where in Northern New Mexico would you like to go that you cannot get to now? Please explain.

Response		
The bus service works for me: for the most part.I would like the hours exteneded only because I would not have to rush to my bus stop at the college to make the park and ride in time to get to chama. Sometimes I make it just in time.if the hours were exteneded my parents wouldn't have to take me or co.s for me so often.the RTD is very important to me. It helps me stay independent because I don't drive.thank you		
Thank you for allowing us older ones to get around in Santa Fe. I wish I could take the bus to and around La Cieniga. If I could take the Rail Runner to 599 station and take the bus from there to La Cienega, that would be great!		
I would like to see bus service to La Cienega and especially Las Golondrinas. It is a wonderful family venue and I suspect more families would take advantage of the museum if they did not have to drive. Thank you		
I support service to La Cienaga. It would help get people to Las Golondrinas, too.		
El Rancho de las Golondrinas because I volunteer there twice a week and it would save me money if I could take RTD.		
Would like to be able to go to La Cienaga to Las Golondrinas		
Cuba. I have friends up there who run a ranch and need help for certain seasons. would love to see a bus go out there if possible		
It would be good to have a bus that runs from Penasco to Dixon. That seems to me to be an important missing link.		
	Valid Responses	8
	Total Responses	11






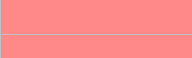


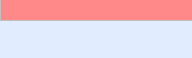
Generally, does the bus run during the time you need it?

(Respondents could only choose a **single** response)

Response	Chart	Valid %	Sample %	Count
Yes		87.5%	36.8%	7
No		12.5%	5.3%	1
Not Answered			15.8%	3
		Mean		1.125
		Standard Deviation		0.354
		Valid Responses		8
		Total Responses		11

If no, what times would be most beneficial to have the bus run? (check all that apply)

(Respondents were allowed to choose **multiple** responses)

Response	Chart	Frequency	Count
Early Morning		50.0%	1
Mid Morning		50.0%	1
Late Morning		50.0%	1
Early Afternoon		50.0%	1
Mid Afternoon		50.0%	1
Late Afternoon		50.0%	1
Early Evening		50.0%	1
Mid Evening		50.0%	1
Late Evening		50.0%	1
		Valid Responses	2
		Total Responses	11

What are some things that we do well and you would not like to see changed?

Response		
Friendly Drivers		
The service and staff are great.		
The Rail Runner is great and you have good transportation around Santa Fe.		
I love that you send buses far out to places like El Rito and Ojo Caliente, because when you need it, you need it. It brings the communities together. :) Also, I enjoy the drivers' courtesy.		
Friendly cheerful drivers!		
	Valid Responses	5
	Total Responses	10

Please provide any additional feedback you may have.

Response		
When we become the age that is heard to drive, public transportation is all we have. Many of us can still function in society, as volunteers and offer much experience and wisdom. Please let us get there to do it.		
My schedule coming down riverside was going to be five minutes late to catch the southbound bus to santa fe, but the driver called ahead and requested they wait the 5 minutes, and they did. very, very nice. :)		
	Valid Responses	2
	Total Responses	9

Please leave an e-mail address if you would like to be alerted to the community meetings nearest you. (e-mail)

Response		
arturo@valornet.com		
caresilva@mac.com		
kandk@cybermesa.com		
	Valid Responses	3
	Total Responses	9

Appendix IV – Moderator’s Guide

North Central Regional Transit District Community Meeting Discussion Guide

Community Meeting Objective:

Identify the general public’s perception, awareness and opinions:

- NCRTD -what services it provides opinions about the organization.
- The need for additional services in the NCRTD area. Specifically, where do you want to go in the region, that you can’t go now.
- Opportunities for improvement of the current services Specifically times of the routes and additional routes,
- The transportation tax- probe audience receptivity for an increased tax for additional services.
- Understand the response for charging additional fees for premium services
- The best way to communicate with the community
- On the safety, security and infrastructure of the NCRTD bus lines

Moderator: Poster/Cordova/Villa

Introductory Comments and questions (10 minutes)

Moderator introductions

Introductions

Introduce any public officials, NCRTD staff, board members.

Why we are here

Moderator provides overview of session.

We are here to get your opinion on the NCRTD bus service so that we can better serve your area and the community at large.

Common Courtesies

Review common courtesies (attached)

Intro Question To gauge your current involvement with the bus system, how many people ride the bus almost daily? Weekly? Monthly? Not at all? (Show of hands)

(Probe about usage)

How many people use the bus for commuting?(probe)
How many people use the bus for school?(probe)
What are some other uses for the bus?

1. Let’s first discuss transit service.

Please come forward to address any or all of the following:

a. What is your satisfaction with the current level of service? (e.g. frequency, on-time performance, times the bus arrives, accessibility of bus stops, do they go where you need them?)

a.1 Specifically, Where do they want to go?

a.2 When do you need bus service?

b. What is the need for additional services, improvements, route efficiencies, regional connectivity, other destinations, and timely transfers?

b.1 Specifically, where would you like to see bus stops (probe for convenient stops)

c. What is the need for better connections between NCRTD service and local bus service or RailRunner service? Does the blue bus meet connecting bus services?

2. Next, let’s discuss safety and comfort. Please come forward to address any or all of the following:

a. What needs do you perceive for additional bus shelters and bus benches and for lighting of shelters?

b. What needs do you perceive for greater safety and comfort on the buses?

3. Next, let’s discuss communications and information. Please come forward to address any or all of the following:

a. How hard is it to find out about routes and schedules?

b. How readable is the existing route material?

c. What information do you need that does not seem to be readily available?

d. Where have you seen or heard promotional information? Where else should there be such information?

f. Ask about the signs on the front of the bus?

g. Promotional information. Where have you seen it?

h. What do you think about the website?

i. What do you think about the bus schedules posted at the stops?

j. What do you think about the rider alerts on the buses?

4. Funding.

a. How many of you know that this transit system is supported by a gross receipts sales tax?

b. How do you feel about increasing the transportation tax to fund better service?

c. How do you feel about charging riders for premium services such as for express bus services with fewer stops (such as between Santa Fe and Taos)

4. Other. Do you have any other comments or questions?



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - B

Title: Discussion and direction regarding Sipapu service expansion request

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: At the August Board meeting, Taos County Commission Chair Dan Barrone presented the Board with a written request to consider new transit service in Taos County to Sipapu Ski and Summer Resort, by extension of the existing Peñasco/Taos route. The Board directed Staff to perform a needs assessment in response to the request for service expansion to Sipapu. Staff has evaluated the request, performed a needs assessment, and met with Sipapu management and staff to discuss options.

This modification is designed to improve overall transit service and regional interconnectivity to residents and visitors to Taos County and to the Sipapu area. It acknowledges the service area needs for greater access to local transit, improved regional transit connectivity, and augmented access to essential and recreational services. The proposed recommendations also address the potential economic and operational impact to the NCRTD.

Background: In late July, the General Manager of Sipapu Ski and summer Resort, Gary Forrest, contacted the NCRTD to discuss possible transit service to Sipapu Ski and Summer Resort. At the request of NCRTD Board Chair and Taos County Commission Chair Dan Barrone, the Board asked Staff to consider resident input and area need, evaluate any possible changes and any corresponding economic impact, and make recommendations at the September Board meeting.

Staff met with Sipapu management and staff to discuss needs, potential routing options, and how transit expansion could impact the area. Potential route modifications were evaluated based upon community need, economic feasibility, and the effectiveness of the proposed service in relation to overall transit system interconnectivity. In discussing the needs, Sipapu is requesting service that would be a viable employment transportation option for residents in the Town of Taos and surrounding areas, as well as provide a public transit option to locals and visitors looking to enjoy the Sipapu area. Sipapu Ski and Summer Resort is currently interested in daily year-round service, with emphasis on weekend and winter service. (Sipapu Ski and Summer Resort has winter operating hours of 8 a.m.-5 p.m., with approximately 35 employees.)

Staff believes that the service modifications that are proposed best utilize existing NCRTD resources while factoring in cost concerns and resident and community needs. Lastly, the analysis complies with Board adopted resolution No. 2009-13, since this report contains a needs assessment.

Assessment: Staff evaluated the Sipapu service expansion request, and assessed the economic and operational impact to the District. The cost allocation model was used to assess the cost for the proposed modification. Please refer to the attached modified route schedule versions for specific details.

- **Peñasco Route**

The Peñasco Route serves the areas of Las Trampas, Chamisal, Peñasco, Vadito, Talpa, and the Town of Taos with one AM roundtrip and one PM roundtrip originating in Las Trampas. Currently, the closest transit service to Sipapu is the Peñasco Route, with a bus stop located on NM-518/NM-75. Sipapu is located approximately 4.8 miles east of this stop, with a one-way travel time of approximately 8 minutes.

In speaking with Sipapu management, incorporating an AM and a PM stop at Sipapu would best serve employees and tourists by providing a transit option originating in Taos. In this instance, routing originating in Taos in the AM (versus Las Trampas) would be more advantageous as there is a larger resident and tourist population. Currently, though, the Peñasco Route originates in Las Trampas. To directionally reverse the routing would be a significant undertaking and would require additional needs assessments and input from stakeholders and current riders. Also, the Sipapu area would be best served by transit arriving in Sipapu prior to 8 a.m. and departing after 5 p.m. so as to accommodate employees (and skiers).

By incorporating feedback from Sipapu management, staff and area residents, it is apparent that the current Peñasco Route could be improved to better serve the area and improve both employment and tourism opportunities. The proposed route expansion will provide increased access to employment for area residents and will also provide a transit option for tourist and locals alike that would like to visit the Sipapu area.

Recommended Action: Given the current Peñasco route structure and schedule, the Board could consider approving Version 2 listed within this Board Action Item. This modification would most-readily incorporate into the current Peñasco routing while addressing some of Sipapu's service expansion request, but it does not address the travel needs for employees or the seven days of service that is being requested. Therefore, unless the SipapUtopic option is selected, it is staff's recommendation that no changes be made at this time to the Peñasco/Taos route. It is also recommended that this option and any cost implications (unless offset by other route modifications) be further reviewed in the context of the Service Plan Update. Funding options should be jointly explored with the Sipapu Ski and Summer Resort.

Upon Board direction relating to the proposed service modification, Staff would begin planning the incorporation of the changes and will provide the Board with a formal resolution at the October 2013 Board meeting.

Options/Alternatives:

- Take no action, (not recommended); or
- Approve the recommendation and direct staff to return with a resolution embodying the Board's direction, (recommended); or
- Amend the recommended route modification and ask that staff evaluate the modification for fiscal and service level impacts and return to a future Board meeting with an assessment for further Board deliberation.

Fiscal Impact: The Board approved Cost Allocation Methodology was used to evaluate estimated costs. For FY12 these costs are as follows: cost/mile- \$.75; cost/hour- \$30.21; cost/vehicle- \$38,680.95.

Anticipated approximate additional or new annual costs of proposed modifications:

- Version 1- \$9431
- Version 2- \$7980
- Version 3*- \$3993 This option eliminates the Taos loop from the current routing. *The Taos loop (and the associated annual cost) would need to be reallocated to another route. However, those costs implications and funding needs to be further explored.
- Version SipapUtopic*- <\$5705> ***cost savings*** This option eliminates the Taos loop from the current routing and reverses the current direction of service on the PM routing. *The Taos loop (and the associated annual cost) would need to be reallocated to another route. However, those costs and funding needs to be further explored.

**Anticipated approximate annual cost of the Staff recommended service modification:
Version 2- \$7980**

The expansion cost was not factored in to the FY14 budget; Staff at the NCRTD is not recommending absorbing the additional costs at this time. Staff has discussed with the General Manager of the Sipapu Ski and Summer Resort the possibility of their contribution to offset these costs if the Board approves moving forward.

Attachments:

- Cost Allocation Matrix- Sipapu expansion
- Existing Peñasco schedule
- Modified Peñasco schedule, Version 1
- Modified Peñasco schedule, Version 2
- Modified Peñasco schedule, Version 3
- Modified Peñasco schedule, Version SipapUtopic

COST ALLOCATION MATRIX- SIPAPU EXPANSION

EXISTING ROUTING					
(1 AM and 1 PM roundtrip)	Cost/Mile	43848	0.75	\$32,886	
	Cost/Hour	2016	30.21	\$60,903	
	Cost/Vehicle	1.5	38680.95	\$58,021	
			TOTAL COST	\$151,810	annually

FY12 cost allocation	
cost/mile	\$0.75
cost/hour	\$30.21
cost/vehicle	\$38,680.95

Average 250 service days a year

VERSION 1	Cost/Mile	4800	0.75	\$3,600	19.2 mi/day
(1 AM and 1 PM roundtrip)	Cost/Hour	193	30.21	\$5,831	46 min(.77 hr)/day
	Cost/Vehicle	0	38680.95	\$0	existing cost
		Approximate Cost Increase		\$9,431	annually

VERSION 2	Cost/Mile	4800	0.75	\$3,600	19.2 mi/day
(1 AM and 1 PM roundtrip)	Cost/Hour	145	30.21	\$4,380	35 min(.58 hr)/day
(eliminate Taos loop)	Cost/Vehicle	0	38680.95	\$0	existing cost
		Approximate Cost Increase		\$7,980	annually

VERSION 3 *	Cost/Mile	4800	0.75	\$3,600	19.2 mi/day
(1 AM and 1 PM roundtrip)	Cost/Hour	13	30.21	\$393	3 min(.05 hr)/day
	Cost/Vehicle	0	38680.95	\$0	existing cost
		Approximate Cost Increase		\$3,993	annually

SipapUtopic *	Cost/Mile	4800	0.75	\$3,600	19.2 mi/day
(1 AM and 1PM roundtrip)	Cost/Hour	-308	30.21	(\$9,305)	-73 min(1.23 hr)/day
(reverse of current PM routing)	Cost/Vehicle	0	38680.95	\$0	existing cost
		Approximate Cost Decrease*		(\$5,705)	annually

* Version 3 and Version SipapUtopic both eliminate the Taos loop from the AM and PM routing. The Taos loop (and the associated annual cost) would need to be reallocated to another route.

Penasco Route		EXISTING		
M-F only	NORTHBOUND	SOUTHBOUND	NORTHBOUND	SOUTHBOUND
LOCATION	TIME	TIME	TIME	TIME
Las Trampas San Jose Church	605a	900a	300p	633p
Chamisal Sr Ctr	610a		305p	628p
Chamisal PO	613a		308p	631p
Rio Lucio R&R Café	615a		310p	639p
San Antonio Church	620a	845a	319p	620p
Peñasco Housing	625a		325p	615p
Vadito CC	635a		333p	604p
75/518	640a		338p	554p
Sipapu Ski	approx 8 min/4.8 mi one way from 75/518			
Talpa CC	700a	820a	356p	528p
Taos CYFD	707a			520p
Taos Living Ctr	715a		425p	
Holy Cross Hospital	718a		430p	
Walmart	725a			515p
Supersave	734a			
Taos Cty Admin	735a			
Kit Carson Co- op/ACT	739a		445p	
Unemploye nt Office	742a			
Chamber of Commerce	743a			
Human Services	745a			
Women's Health	746a			
Orthopedic	750a			
Holy Cross Hospital	754a			
Taos Cty Admin	805a	805a	505p	505p

Penasco Route		VERSION 1		
M-F only	NORTHBOUND	SOUTHBOUND	NORTHBOUND	SOUTHBOUND
LOCATION	TIME	TIME	TIME	TIME
Las Trampas San Jose Church	605a	941a	300p	637p
Chamisal Sr Ctr	610a		305p	632p
Chamisal PO	613a		308p	635p
Rio Lucio R&R Café	615a		310p	644p
San Antonio Church	620a	913a	319p	624p
Peñasco Housing	625a		325p	619p
Vadito CC	635a		333p	609p
75/518	640a		338p	604p
Sipapu Ski	648a			556p
Talpa CC	716a	848a	356p	528p
Taos CYFD	744a			520p
Taos Living Ctr	743a		425p	
Holy Cross Hospital	746a		430p	
Walmart	753a			515p
Supersave	802a			
Taos Cty Admin	735a			
Kit Carson Co- op/ACT	808a		445p	
Unemploye nt Office	810a			
Chamber of Commerce	811a			
Human Services	813a			
Women's Health	814a			
Orthopedic	818a			
Holy Cross Hospital	822a			
Taos Cty Admin	833a	833a	505p	505p

*Adjusted times are highlighted in yellow

Penasco Route		VERSION 2		
M-F only	NORTHBOUND	SOUTHBOUND	NORTHBOUND	SOUTHBOUND
LOCATION	TIME	TIME	TIME	TIME
Las Trampas San Jose Church	605a	925a	300p	643p
Chamisal Sr Ctr	610a		305p	638p
Chamisal PO	613a		308p	641p
Rio Lucio R&R Café	615a		310p	649p
San Antonio Church	620a	910a	319p	630p
Peñasco Housing	625a		325p	625p
Vadito CC	635a		333p	614p
75/518	640a	856a	338p	604p
Sipapu Ski		848a	346p	
Talpa CC	700a	820a	424p	538p
Taos CYFD	707a			530p
Taos Living Ctr	715a		450p	
Holy Cross Hospital	718a		455p	
Walmart	725a			525p
Supersave	734a			
Taos Cty Admin	735a			
Kit Carson Co-op/ACT	739a		500p	
Unemployment Office	742a			
Chamber of Commerce	743a			
Human Services	745a			
Women's Health	746a			
Orthopedic	750a			
Holy Cross Hospital	754a			
Taos Cty Admin	805a	805a	515p	515p

*Adjusted times are highlighted in yellow

Penasco Route		VERSION 3		
M-F only	NORTHBOUND	SOUTHBOUND	NORTHBOUND	SOUTHBOUND
LOCATION	TIME	TIME	TIME	TIME
Las Trampas San Jose Church	605a	903a	300p	633p
Chamisal Sr Ctr	610a		305p	628p
Chamisal PO	613a		308p	631p
Rio Lucio R&R Café	615a		310p	639p
San Antonio Church	620a	848a	319p	620p
Peñasco Housing	625a		325p	615p
Vadito CC	635a		333p	604p
75/518	640a		338p	554p
Sipapu Ski		810a	346p	
Talpa CC	700a	750a	412p	532p
Taos CYFD	707a			525p
Taos Living Ctr	715a		441p	
Holy Cross Hospital	718a		446p	
Walmart	725a			520p
Supersave	734a			
Taos Cty Admin	735a	735a	510p	510p
Kit Carson Co-op/ACT				
Unemployment Office				
Chamber of Commerce				
Human Services				
Women's Health				
Orthopedic				
Holy Cross Hospital				
Taos Cty Admin				

*Adjusted times are highlighted in yellow

Penasco Route		SipapUtopic		
M-F only	NORTHBOUND	SOUTHBOUND	SOUTHBOUND	NORTHBOUND
LOCATION	TIME	TIME	TIME	TIME
Las Trampas San Jose Church	550a	824a	435p	436p
Chamisal Sr Ctr	555a	819a	430p	441p
Chamisal PO	557a	817a	432p	443p
Rio Lucio R&R Café	559a	815a	434p	445p
San Antonio Church	604a	810a	439p	450p
Peñasco Housing	607a	807a	436p	453p
Vadito CC	617a	757a	426p	503p
75/518	621a	753a	422p	507p
Sipapu Ski		745a		515p
Talpa CC	639a	720a	404p	535p
Taos CYFD	650a		356p	
Taos Living Ctr	655a		351p	
Holy Cross Hospital	658a		348p	
Walmart	705a		342p	
Taos Cty Admin	710a	710a	335p	545p

*Entirely new routing, all times adjusted



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - C

Title: Discussion and consideration of Resolution No. 2013-18 providing for the District to pay 75% of the 1.5% Increase in PERA contribution for all District Employees, Union and Non Union who earn more than \$20,000 per year.

Prepared By: Anthony J. Mortillaro, NCRTD Executive Director

Summary: The attached resolution provides for the pickup of 75% of the 1.5% employee PERA contribution that was mandated by recent state legislative action. This matter was discussed with the Board as part of the Compensation Study survey at their July 12, 2013 meeting and discussed with the Finance Subcommittee at their July 26, 2013 meeting. Furthermore, the Board also discussed Senate Bill 27 amending the Public Employers Retirement Act (PERA) in relation to collective bargaining. Discussions with the Teamster Representatives regarding this issue and the wage opener as a package was positive and had their full support.

Background: The completed Compensation and Classification Study was presented to the Finance Subcommittee and the Board on July 12, 2013. The Study contained a survey and analysis of existing PERA contributions by various public entities. The survey data concluded that the Districts contribution towards the employee's portion of PERA is 4.68% below that of the survey participant's average. A further analysis shows (excluding the School District's whom are in a separate Pension System) that of the 13 City and County survey participants, 10 contribute in excess of what their obligations are according to the PERA plan they participate in, which implies that they are absorbing a portion of the employees obligation. The pick-up amounts range from 4% to 9.86% with an average being 4.86%.

In addition, the Study contained information regarding what if any actions public entities are taking in respect to the PERA increase of 1.5% for employees. As of the date of the survey, two entities had acted to pick up the increase and since then one other has acted to pick up 1% of the increase and one other is still deliberating what action it might take.

Recommended Action: It is recommended that the Board discuss and consider approval of Resolution No. 2013-18 providing for a pick-up of 75% of the employees additional 1.5% PERA contribution.

Fiscal Impact: The FY 14 Budget contains sufficient funds for adoption of the PERA pickup.

Attachments:

- Resolution No. 2013-18

Board Action Form-Resolution and Discussion of PERA Increase pick up 9-6-2013



North Central Regional Transit District (NCRTD)

Resolution 2013 - 18

A RESOLUTION AUTHORIZING THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT TO PAY 75% OF THE 1.5% INCREASE IN PERA CONTRIBUTIONS FOR ALL DISTRICT EMPLOYEES, UNION AND NON-UNION, WHO EARN MORE THAN \$20,000 PER YEAR

WHEREAS, the 2013 New Mexico Legislature enacted SB 27 that amended the Public Employees Retirement Act (“PERA” or the “Act”) to alleviate PERA’s increasing unfunded liability and deteriorating funded status; and

WHEREAS, SB 27 affects all current PERA members and retirees and amended many sections of the Act, most notably, adding a new benefit structure for new members on or after July 1, 2013; changing the cost of living adjustments for current and future retirees; changing the employer and employee contribution rates; and allowing municipal affiliated public employers by resolution or by collective bargaining agreement to be responsible for 75% of their employees’ retirement contributions under certain conditions; and

WHEREAS, the Act increased employee contribution rates by 1.5% beginning in FY14 for employees that earn more than \$20,000 per year; and

WHEREAS, the Act increased employer contribution rates by 0.4% beginning in FY15; and

WHEREAS, by FY15 the total increase in contribution rate is 1.9%; and

WHEREAS, the Act states that “[a] municipal affiliated public employer may elect by resolution of its governing body *or by execution of a collective bargaining agreement (new language in italics)*... to be responsible for making contributions of up to seventy-five percent of its employees’ member contributions”; and

WHEREAS, the NCRTD Executive Board desires to adopt a resolution and execute an amendment to its collective bargaining agreement to establish that the District will pay 75% of the employees’ June 30, 2013 contribution increase of 1.5% beginning with the first pay period following the adoption of this resolution or the execution of the amendment to the Collective Bargaining Agreement..

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE NCRTD THAT THE GOVERNING BODY AUTHORIZES THE FOLLOWING:

1. Effective as of the first pay period beginning after September 6, 2013, or the execution of any amendment to the Collective Bargaining Agreement (whichever is later) the District elects to pay 75% of the 1.5% increase in PERA contributions for all District employees, union and non-union, who earn more than \$20,000, per year.
2. All District employees, union and non-union, shall be responsible for all other contribution amounts required by the Act or any amendment thereto.
3. As soon as practicable, the District shall negotiate amendment to the District's collective bargaining agreement to state that the District elects to pay 75% of the 1.5% increase in PERA contributions for union employees that earn more than \$20,000 per year.

**PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF
THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 6TH DAY
OF SEPTEMBER, 2013.**

Daniel Barrone, Chairman

Approved as to form:

Peter Dwyer, Counsel



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - D

Title: Discussion and Possible Ratification of Collective Bargaining Agreement Wage Reopener between the NCRTD and Teamsters Local No. 492

Prepared By: Anthony J. Mortillaro, Executive Director

Summary: The current Collective Bargaining Agreement when ratified by the District and Teamsters had provided for negotiations to establish the fiscal year 2014 wages. The reopener language was inadvertently left out of the agreement that was signed and the parties entered into a Letter of Understanding to memorialize their intent. The parties met on two separate occasions to negotiate the FY 2014 wages utilizing the Compensation and Classification study information that was recently accepted by the Board. As a result the Teamsters Negotiating Team recommended that the Union membership ratify the negotiated wage rate. The wage rates agreed to will only provide an increase for those employees that are below the new wage rate and as a result 20 out of 32 employees will be eligible for an increase up to the new hourly wage rate for their classification. The average increase is 2.3%. In addition a new classification of Transit Driver III/Lead will be added. The number of such positions available will be at the sole discretion of the District and employees will only be eligible for movement to the available positions through competitive examination and not seniority. An equal number of Driver II positions will be reduced by the number of Driver III/Lead positions created. This change was requested by the District in order to provide for a career ladder progression and to place employees in this category that will serve as trainers, role models and substitute route supervisors when needed.

FY 2013-Wages				
Position	Minimum Hourly	Minimum Annually	Maximum Hourly	Maximum Annually
Driver	\$12.44	\$25,882	\$17.74	\$36,905
Driver CDL	\$12.89	\$26,811	\$18.06	\$37,565
Dispatcher	\$13.41	\$27,887	\$19.11	\$39,740
Dispatcher CDL	\$13.83	\$28,766	\$19.39	\$40,331

FY 2014 – Wages

Union						
Annual Salary				Hourly Rates		
MINIMUM	MIDPOINT	MAXIMUM	JOB TITLE	MINIMUM	MIDPOINT	MAXIMUM
\$30,169	\$36,203	\$42,237	*TRANSIT DRIVER III/LEAD	\$14.50	\$17.41	\$20.31
\$29,732	\$35,678	\$41,624	*CUSTOMER SERVICE REPRESENTATIVE II	\$14.29	\$17.15	\$20.01
\$28,175	\$33,810	\$39,445	*TRANSIT DRIVER II	\$13.55	\$16.25	\$18.96
\$27,540	\$33,048	\$38,556	*CUSTOMER SERVICE REPRESENTATIVE I	\$13.24	\$15.89	\$18.54
\$26,964	\$32,357	\$37,749	*TRANSIT DRIVER I	\$12.96	\$15.56	\$18.15

Background: The District and Teamsters entered into a CBA effective April 5, 2013. The CBA runs through June 30, 2014 and is in effect from year to year thereafter, unless the District receives notice that the Teamsters intended to re-open the Agreement for negotiations.

Recommended Action: It is recommended that the Board consider ratification of the wage rates for Fiscal Year 2014 as presented and authorize the Executive Director to sign a Memorandum of Understanding with Teamsters setting the wage rates as listed.

Options/Alternatives: The Board may consider the following options/alternatives:

1. Take no action and provide further instruction; or
2. Adoption of the recommendation; or
3. Deny approval and give further instruction.

Fiscal Impact: Salary increases are budgeted and approved by the Board at the time of adoption of the annual budget. The annualized impact of the negotiated raise for FY 14 is 2.3% (\$20,836).

Attachment(s): NA



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - E

Title: Resolution No. 2013-23 Adopting an Infrastructure Capital Improvement Plan (ICIP)

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: This Resolution is required to be considered for State Capital funding. The projects and suggested order of priority for funding in FY 2015 are as follows:

1. Fleet replacement
2. Paving Bus parking area
3. Fueling Facility
4. Emergency Electrical Generator
5. Satellite Facility
6. Shelters
7. PV Panels and electrical conversion to power NCRTD facilities
8. Skid loader

Background: This is for the annual submission of the ICIP and is representative of 5 years of the Capital Investment Plan presented to the Board and adopted with the Budget for FY 2014 by Resolution 2013-09.

Recommended Action: Adoption by the Board.

Options/Alternatives: Alternatives would be to not participate in the State of New Mexico's ICIP process.

Fiscal Impact: The fiscal impact would be the potential loss of State funding over a five year period for the top five projects.

Attachments:

- Resolution No. 2013-23
- Five Year Capital Investment Plan



North Central Regional Transit District (NCRTD)

Resolution 2013 - 23

A RESOLUTION ADOPTING AN INFRASTRUCTURE CAPITAL IMPROVEMENT PLAN (ICIP)

WHEREAS, the North Central Regional Transit District recognizes that the financing of public capital projects has become a major concern in New Mexico and nationally; and

WHEREAS, in times of scarce resources, it is necessary to find new financing mechanisms and maximize the use of existing resources; and

WHEREAS, systematic capital improvements planning is an effective tool for communities to define their development needs, establish priorities and pursue concrete actions and strategies to achieve necessary project development; and

WHEREAS, this process contributes to local and regional efforts in project identification and selection in short and long range capital planning efforts.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE NCRTD THAT THE GOVERNING BODY AUTHORIZES THE FOLLOWING:

1. The North Central Regional Transit District Board has adopted the attached Infrastructure Capital Improvement Plan, which was adopted with the FY 2014 Budget by Resolution 2013-20 on June 7, 2013 and,
2. It is intended that the ICIP be a working document and is the first of many steps toward improving rational, long-range capital planning and budgeting for New Mexico's infrastructure.

PASSED, APPROVED, AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 6TH DAY OF SEPTEMBER, 2013.

Daniel Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel



NCRTD 5 Year Capital Investment Plan (CIP)

	<i>FY15</i>	<i>FY16</i>	<i>FY17</i>	<i>FY18</i>	<i>FY19</i>
Fleet Replacement	\$538,000	\$323,000	\$524,000	\$736,000	\$637,000
Lift (new mtce building)				\$100,000	
Oil Recovery System(new mtce building)				\$8,000	
Waste Oil Heater(new mtce building)				\$12,000	
Brake Lathe(new mtce building)				\$10,000	
HVAC enclosure/garage door- Ext. bldg	\$30,000				
Maintenance Facility		\$100,000	\$1,500,000		
Paving bus parking area	\$90,000				
Bus Protective awnings		\$422,500			
PV panels and electrical conversion to power NCRTD facilities	\$150,000				
Transit Orientated Development Site Planning			\$70,000		
75 Shelters (15/yr @ \$4,000 ea. X 5 years)	\$60,000		\$60,000		\$60,000
Fueling Facility	\$112,326				
Satellite Facilities (SF, Taos)	\$75,000		\$75,000		
Signage, trash receptacles and schedule holders at bus stops (100@\$500 ea.)		\$15,000		\$10,000	
Wifi on buses (\$1500/bus)	\$3,000				
Emergency Electrical Generator- Building	\$50,000				
Records Software and Archival System		\$75,000			
Skid Loader	\$54,000				
Total	\$1,162,326	\$935,500	\$2,229,000	\$876,000	\$697,000



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - F

Title: Resolution 2013-22 providing for the continuation of Resolution 2011-15 to Eliminate fares for all fixed routes and paratransit up to three fourths of a mile from fixed routes.

Prepared By: Stacey McGuire, Projects and Grants Specialist

Summary: This resolution will continue a fare free policy for the NCRTD on fixed routes and Para transit up to three fourths of a mile from fixed routes operated by the NCRTD.

Background: The first resolution for free fares (2008-04) was adopted by the NCRTD board on May 9, 2008, and continued by resolutions 2008-16, 2009-06, 2010-09, and 2011-15. This resolution will continue free fares until December 31, 2015. Retaining free fares on fixed routes will eliminate the necessity for capital investment in fare box collection equipment of approximately \$50,000 (at minimum) with estimated annual administrative and collection costs of \$52,300. It will allow for continued high ridership, driver focus on safety, and routes running in a timely manner.

Fare-free transit brings many benefits, some of which include:

1. A barrier-free transportation option to *every* member of the community (no more concerns about exact change, expiring transfers, or embarrassment over how to pay);
2. Eliminating a "toll" from a mode of transportation that we as a society want to be better utilized (transit is often the only way of getting around that charges a toll);
3. Reducing the inequity between the subsidies given to private motorized vehicle users and public transport users;
4. Reducing, and in some cases eliminating, the need for private motorized vehicle parking;
5. Reducing greenhouse gas emissions, other air pollutants, noise pollution, and run-off from toxic chemicals into fresh water supplies and ocean environments;

6. Reducing overall consumption of oil and gasoline;
7. Mitigating the perceived need to spend billions on roads and highways;
8. Contributing significantly to the local economy by keeping our money in our communities;
9. Allowing all bus doors to be used to load passengers, making service faster and more efficient;
10. Allowing operators (drivers) to focus on driving safely;
11. Giving operators more time to answer questions;
12. Providing operators a safer work environment since fare disputes are eliminated;
13. Eliminating fare evasion and the criminalization of transit-using citizens;
14. Fostering more public pride in shared, community resources.

The NCRTD is currently undergoing a Service Plan Update, and is working with the KFH Group. Dependent upon the consultants' findings and analysis, KFH Group may recommend implementation of a "premium" fare structure that would require a fare from passengers utilizing premium, enhanced, and/or weekend transit service. If this scenario comes to fruition, Staff will return to the Board and request direction. It is anticipated that KFH Group will recommend the current weekday transit service provided by the NCRTD remain fare free.

Recommended Action: It is recommended that the Board move for passage of Resolution 2013-22.

Options/Alternatives: As an option the Board may consider establishing a fare policy, and direct staff to return with various options regarding fares and the timeline for public hearings to solicit public comment and the implementation of acquisition of capital investment and staffing.

Fiscal Impact: It is estimated that the cost of farebox equipment and installation would be in the range of \$49,300-\$636,900, with an ongoing cost of approximately \$52,300 for Staff to pull boxes daily, count money, and make daily deposits.

Attachments:

- Resolution 2013-22
- Fare Box Equipment and Administrative Cost Breakdown Matrix



North Central Regional Transit District

Resolution 2013 - 22

A RESOLUTION PROVIDING FOR THE CONTINUATION OF RESOLUTION 2011-15 TO ELIMINATE FARES FOR ALL FIXED ROUTES AND PARATRANSIT UP TO THREE FOURTHS OF A MILE FROM FIXED ROUTES OPERATED BY THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT.

WHEREAS, the North Central Regional Transit District (“District”) provides public transportation or coordinates with public transportation providers in a four county area; and,

WHEREAS, continuing a free fare will extend promotion of increased fixed route and paratransit ridership; and,

WHEREAS, increased ridership will continue to reduce the number of cars on the District’s roadways decreasing traffic congestion; and,

WHEREAS, fewer vehicles on the District’s roadways will continue to reduce harmful environmental effects of automobile use; and,

WHEREAS, free fares will continue to offer an attractive alternative to driving individual and single occupancy vehicles; and,

WHEREAS, bus drivers would be able to focus on driving rather than the collection of correct fares, and would provide greater customer service.

NOW, THEREFORE, BE IT RESOLVED that the North Central Regional Transit District Board of Directors hereby eliminates fares on all fixed routes and paratransit up to three fourths of a mile from fixed routes operated by the North Central Regional Transit District from January 1, 2014 to December 31, 2015.

PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 6TH DAY OF SEPTEMBER, 2013.

Dan Barrone, Chair

Approved as to form:

Peter Dwyer, Counsel

Fare Box Equipment Purchase and Installation

EQUIPMENT AND INSTALLATION

OPTION 1-Main Fare Box

	EACH	41 VEHICLES
M4 - Farebox		
Unit Price	\$700.00	\$28,700.00
Second Vault	\$250.00	\$10,250.00
Mounting Stand	\$145.00	\$5,945.00
shipping	\$40.00	\$1,640.00
Total	\$1,135.00	\$46,535.00

Presently 41 vehicles need fareboxes

Approximate Total (41 vehicles equipped) \$46,535.00
\$2,800.00 estimated installation charge

Approximate Total 41 vehicles **\$49,335.00**

ADDITIONAL EQUIPMENT

Coin Counter **\$1,200.00**

ADMINISTRATIVE COST

Staff Cost \$291.20 per week Supervisor to pull boxes (2.0 hours per day @ 29.12 per hour)
\$591.78 per week for Supervisor and Admin Assistant to verify/count/prepare deposit
\$123.62 per week for Admin Assistant to take to bank
Estimated total cost per week \$1,006.60

Estimated total annual administrative cost **\$52,343.20**

This is a basic, non-validating farebox; it does not process smart/magnetic cards, decipher denominations, make change, or report ridership data.

Fare Box Equipment Purchase and Installation

EQUIPMENT AND INSTALLATION

OPTION 3- GFI GenFare Odyssey

	EACH	41 VEHICLES
Odyssey Smart Farebox		
Unit Price	\$13,848.00	\$567,768.00
Second Vault	\$612.00	\$25,092.00
Mounting Stand	\$145.00	\$5,945.00
shipping	\$710.00	\$29,110.00
Total	\$15,315.00	\$627,915.00

Presently 41 vehicles need fareboxes

Approximate Total (41 vehicles equipped)	\$627,915.00	
	\$5,500.00	estimated installation charge
	\$ 3,500.00	training charge
Approximate Total 41 vehicles	\$636,915.00	

ADDITIONAL EQUIPMENT

Coin Counter	\$1,200.00
--------------	-------------------

ADMINISTRATIVE COST

Staff Cost	\$291.20	per week Supervisor to pull boxes (2.0 hours per day @ 29.12 per hour)
	\$591.78	per week for Supervisor and Admin Assistant to verify/count/prepare deposit
	\$123.62	per week for Admin Assistant to take to bank
Estimated total cost per week	\$1,006.60	
Estimated total annual administrative cost	\$52,343.20	

This is a smart farebox; it is able to process smart/magnetic cards, decipher denominations, make change, and report ridership data.



Agenda Report
NCRTD Board of Directors Meeting
Meeting Date: September 6, 2013
Agenda Item - G

Title: Bus Shelter Design Selection

Prepared By: Gus Martinez Fleet/Facilities Manager

Summary: Selection of Future Bus Shelter Design

Background: The District was awarded an \$80,000.00 grant through NMDOT (5311 Capital) for FY 2013 to purchase Bus Shelters, Benches and Signage by September 30, 2013. The District has currently spent \$48,506.00 on Bus Stop Benches and schedule holders for our buses and shelters, leaving a balance of \$31,494.00 to purchase Bus Shelters. Staff is requesting Board input in the selection of a new Bus Shelter design for current and future procurements.

Recommended Action: Select a Bus Shelter Design from three designs that were preferred and voted on by staff.

Options/Alternatives:

- Take no action and thereby risk forfeiture of federal funds (not recommended); or
- Approve the recommendation and direct staff as to which design is preferred by the Board (recommended); or
- Request staff to review additional designs or a custom design with Board input and request that NMDOT extend the grant period for expenditure (not recommended since no funds were budgeted for custom design).

Fiscal Impact: The remaining balance of \$31,494.00 would be utilized to purchase two Bus Shelters and set forth design standards for future procurements.

Attachments: Preferred bus shelter pictures.



HRT



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North Central Regional Transit District

Financial Summary

As of August 28, 2013

Summary

The North Central Regional Transit District (NCRTD) is currently reporting 2 months of financial activity. The standard for expenses that should be spent for the 2 month period is 16% of the budget.

The month of August does not reflect all expenses because the Finance Department will continue to process invoices for the remainder of the month. The District is continuing to also process revenue and expense for closeout of FY13.

All budget figures in the revenue and expense charts and tables have been divided using a straight-line method to allocate monthly budget figures. A comparative analysis in revenue and expenses is presented to compare the previous year operating results.

Financial Highlights

Revenue:

As of August 28, 2013, total revenue of \$82,557 was received by NCRTD. The District normally anticipates GRT from gathering information reported on the New Mexico Taxation and Revenue Department in which it has only reported activity for June 2013 in which we will be receiving now in August, 2013. This revenue is recorded for FY 13.

We will not know the revenue activity of July and should receive the anticipated revenue in September 2013 to report on our Financials for FY 14.

The amounts in Federal Funding we are anticipating to expense through July 31st, 2013, have been posted in August 2013. Revenue for fares posted as of 8/28/13 totals to \$1,168.

Expenditures:

For the month ending August 28, 2013, NCRTD recognized expenditures totaling \$585,365 which is 6.3% of total budgeted expenditures. This percentage is below the standard 16% 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.

Of the \$585,365 spent by NCRTD, \$165,694 was in Administration, \$419,671 in Operations and \$0 in Capital Outlay.

Administration has spent 14.6% of their budget, Operations has spent 5.7% and 0% in Capital Outlay.

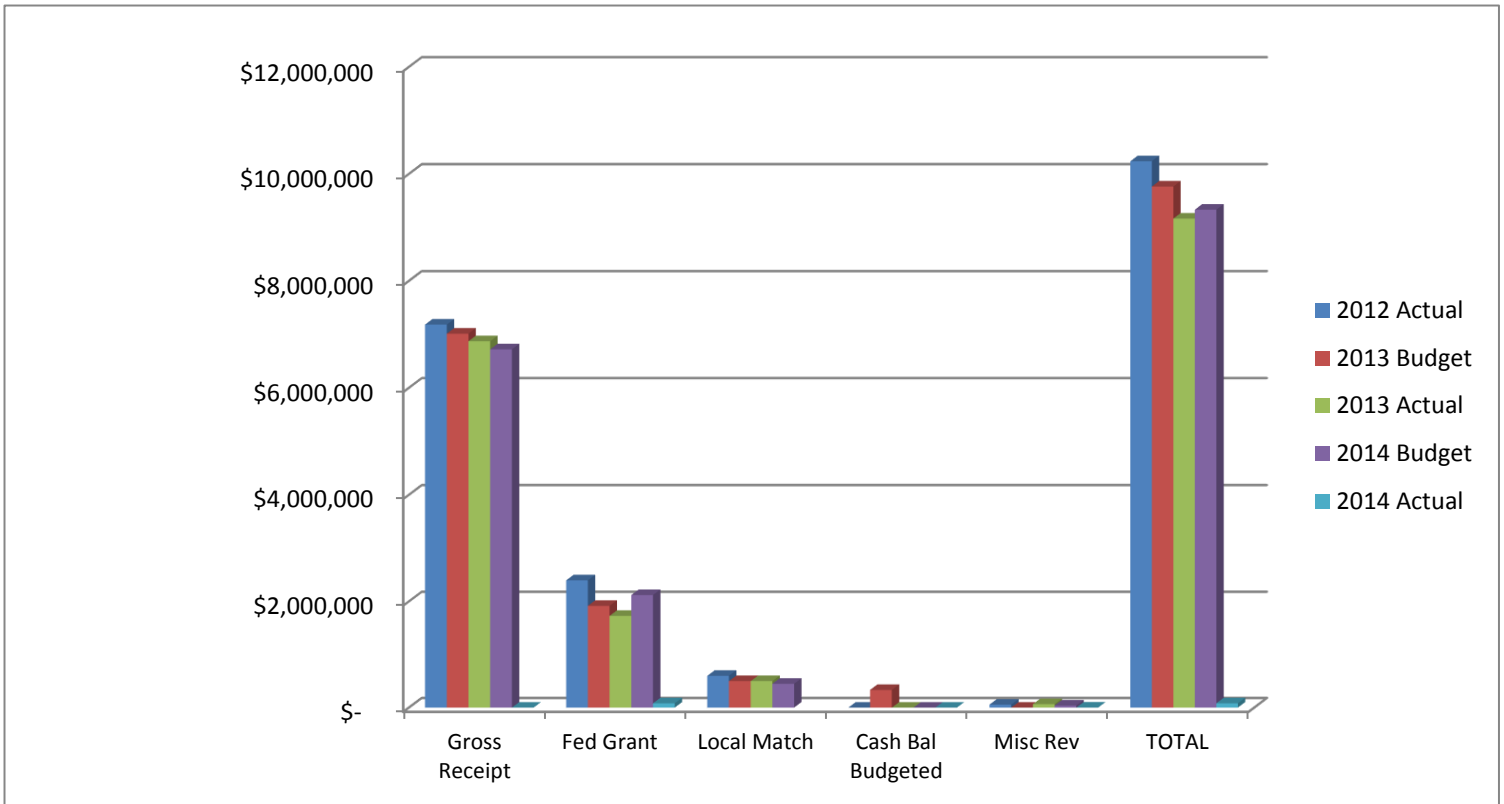
Other Items

NCRTD External Audit for FY2013

The NCRTD Finance Department is gearing up in preparation of the external audit review for its financials for FY2013. Field work will be conducted September 16-18, 2013. In anticipation of receiving a draft report from the auditors, Hinkle and Landers, LLC in October of 2013 for the audit exit interview which will be attended by the NCRTD staff and sub-finance committee.

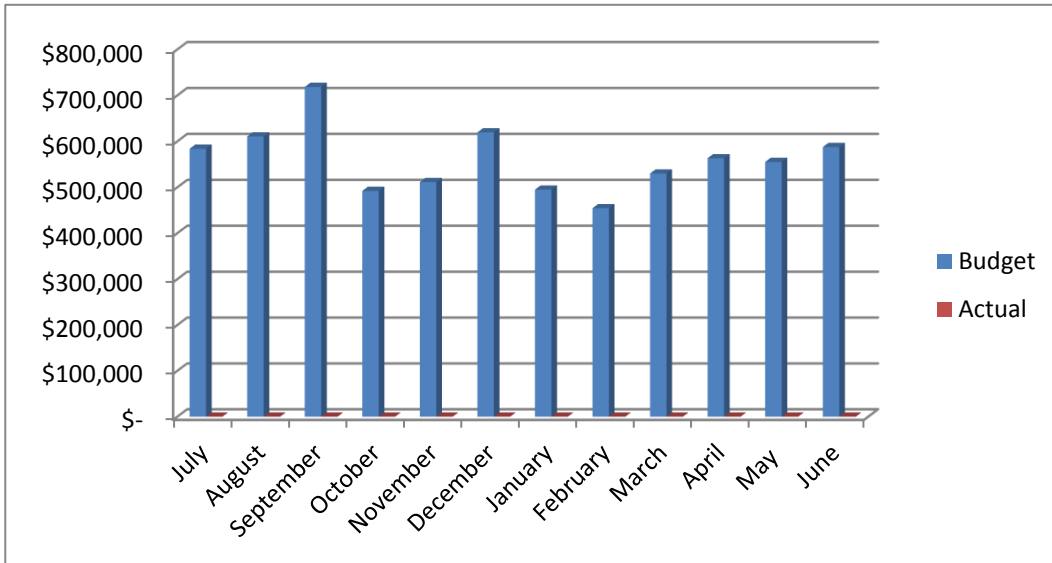
This Financial Summary should be reviewed in conjunction with the Monthly Board Financial Report

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD Revenue by Sources
As of August 28, 2013



	2012 Actual	2013 Budget	2013 Actual	2014 Budget	2014 Actual	Actual vs budget
Gross Receipt	\$ 7,183,334	\$ 7,013,800	\$ 6,872,026	\$ 6,720,765	\$ -	0.0%
Fed Grant	\$ 2,397,970	\$ 1,917,879	\$ 1,727,932	\$ 2,121,199	\$ 81,389	3.8%
Local Match	\$ 600,000	\$ 500,000	\$ 500,000	\$ 450,000	\$ -	0.0%
Cash Bal Budgeted	\$ -	\$ 333,000	\$ -	\$ -	\$ -	0.0%
Misc Rev	\$ 56,140	\$ -	\$ 65,710	\$ 40,000	\$ 1,168	2.9%
TOTAL	\$ 10,237,444	\$ 9,764,679	\$ 9,165,669	\$ 9,331,964	\$ 82,557	0.9%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue Thru August 28, 2013



Budget to Actual FY2013

(\$ thousands)

	Budget	Actual	Actual Revenue % of Monthly Budget
July	\$ 583,796	\$ -	0%
August	\$ 610,664	\$ -	0%
September	\$ 718,470	\$ -	0%
October	\$ 492,080	\$ -	0%
November	\$ 511,261	\$ -	0%
December	\$ 619,551	\$ -	0%
January	\$ 494,792	\$ -	0%
February	\$ 454,335	\$ -	0%
March	\$ 529,932	\$ -	0%
April	\$ 563,055	\$ -	0%
May	\$ 555,133	\$ -	0%
June	\$ 587,696	\$ -	0%
Total	\$ 6,720,765	\$ -	0%

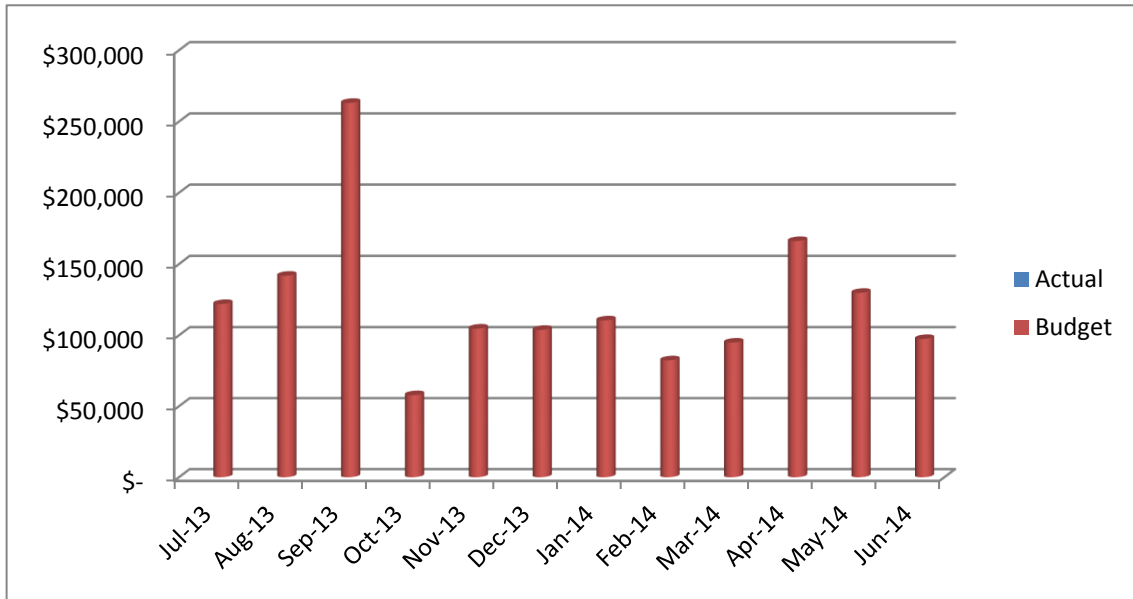
Prior Year vs. Current Year

(\$ thousands)

	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	\$ 590,848	\$ -	\$ (590,848)
August	\$ 645,616	\$ -	\$ (645,616)
September	\$ 717,978	\$ -	\$ (717,978)
October	\$ 390,333	\$ -	\$ (390,333)
November	\$ 520,527	\$ -	\$ (520,527)
December	\$ 614,240	\$ -	\$ (614,240)
January	\$ 537,863	\$ -	\$ (537,863)
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	\$ -	\$ (6,872,026)

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

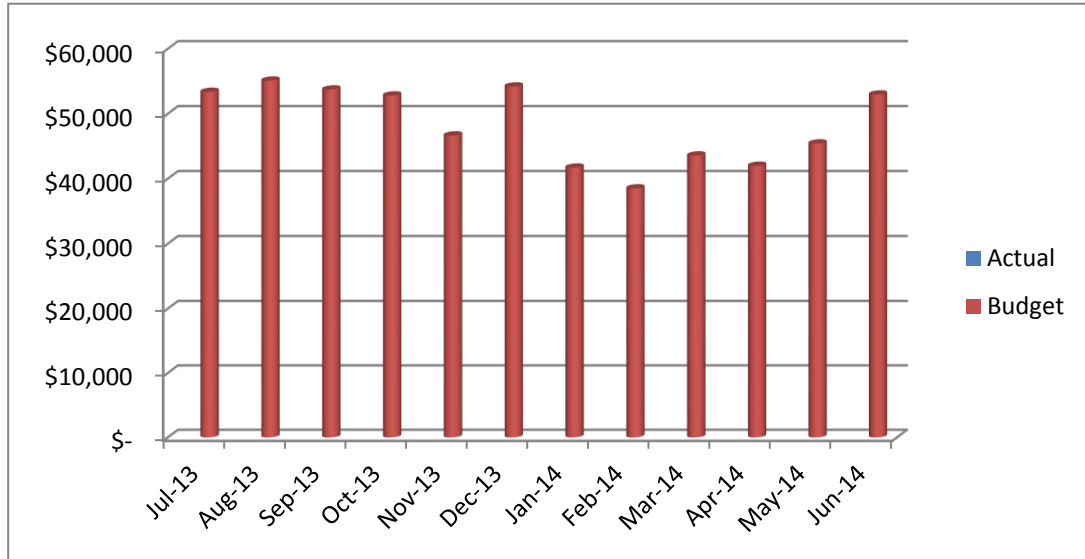
LOS ALAMOS COUNTY



Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-13	\$ -	121,957	0%
Aug-13	\$ -	141,783	0%
Sep-13	\$ -	263,082	0%
Oct-13	\$ -	57,814	0%
Nov-13	\$ -	104,716	0%
Dec-13	\$ -	103,819	0%
Jan-14	\$ -	110,459	0%
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	\$ -	\$ 1,474,265	0%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

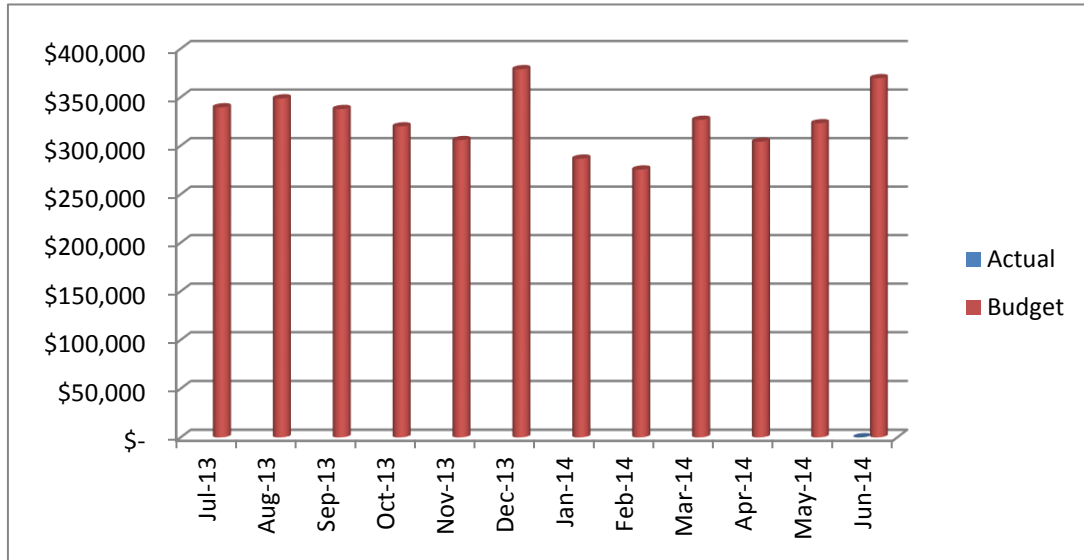
RIO ARRIBA COUNTY



Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-13	\$ 53,368		0%
Aug-13	\$ 55,096		0%
Sep-13	\$ 53,733		0%
Oct-13	\$ 52,811		0%
Nov-13	\$ 46,655		0%
Dec-13	\$ 54,188		0%
Jan-14	\$ 41,700		0%
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	\$ -	\$ 580,000	0%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

SANTA FE COUNTY

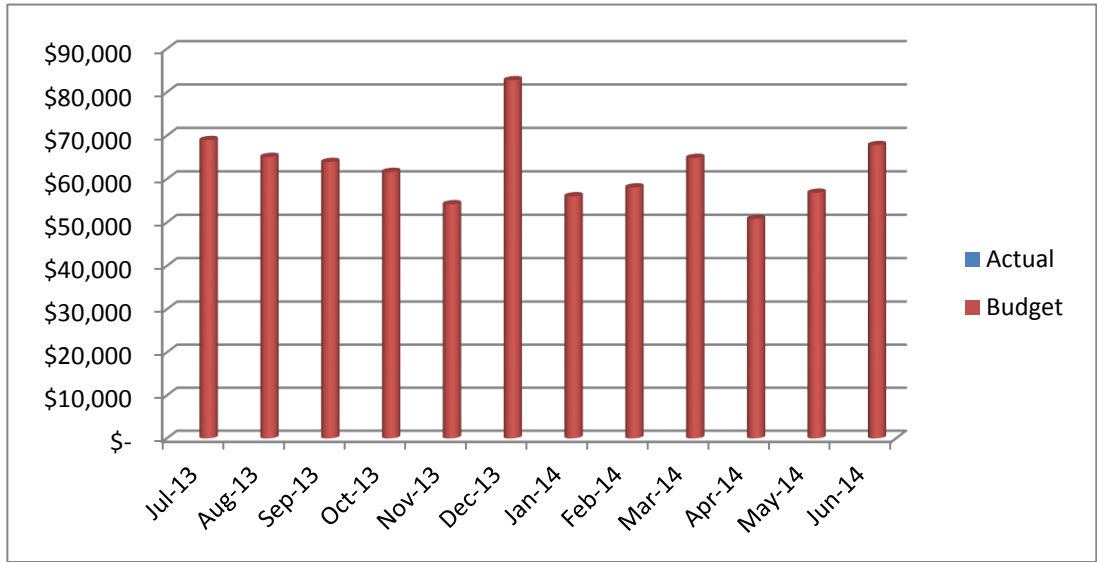


Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-13	\$ -	\$ 339,502	0%
Aug-13	\$ -	\$ 348,693	0%
Sep-13	\$ -	\$ 337,730	0%
Oct-13	\$ -	\$ 319,815	0%
Nov-13	\$ -	\$ 305,700	0%
Dec-13	\$ -	\$ 378,796	0%
Jan-14	\$ -	\$ 286,609	0%
Feb-14	\$ -	\$ 275,381	0%
Mar-14	\$ -	\$ 326,600	0%
Apr-14	\$ -	\$ 304,095	0%
May-14	\$ -	\$ 323,070	0%
Jun-14	\$ -	\$ 369,509	0%
YTD Total	\$ -	\$ 3,915,500	0%

** Note one-half of the SF County GRT is allocated to Rio Metro

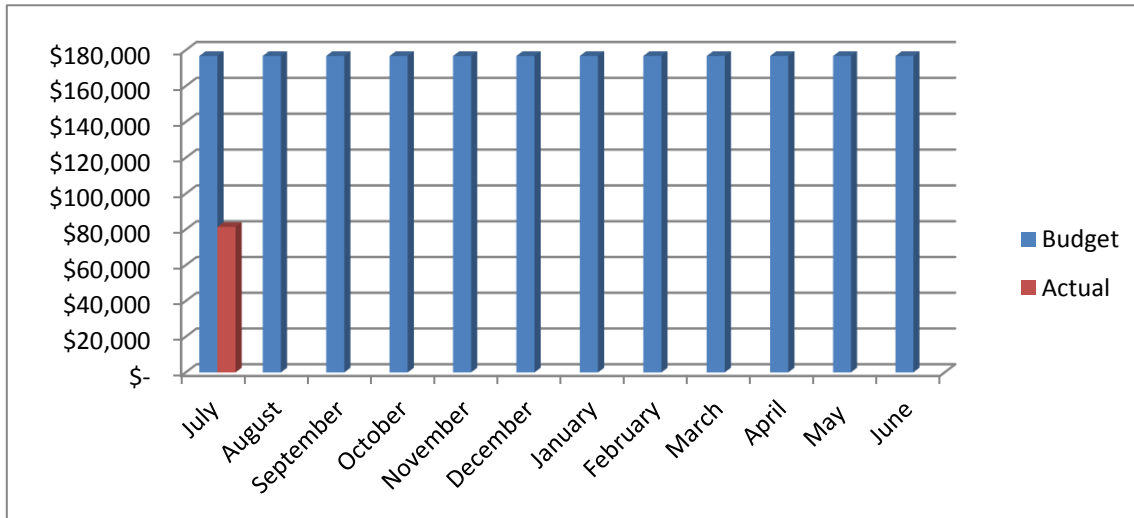
MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Gross Receipts Revenue By County

TAOS COUNTY



Date Received	Actual	Budget	Actual Revenue % of Monthly Budget
Jul-13	\$ 68,969	\$ 68,969	0%
Aug-13	\$ 65,092	\$ 65,092	0%
Sep-13	\$ 63,925	\$ 63,925	0%
Oct-13	\$ 61,640	\$ 61,640	0%
Nov-13	\$ 54,190	\$ 54,190	0%
Dec-13	\$ 82,748	\$ 82,748	0%
Jan-14	\$ 56,024	\$ 56,024	0%
Feb-14	\$ 58,064	\$ 58,064	0%
Mar-14	\$ 64,866	\$ 64,866	0%
Apr-14	\$ 50,823	\$ 50,823	0%
May-14	\$ 56,836	\$ 56,836	0%
Jun-14	\$ 67,823	\$ 67,823	0%
YTD Total	\$ -	\$ 751,000	0%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Grant Revenue



Budget to Actual FY2014
(\$ thousands)

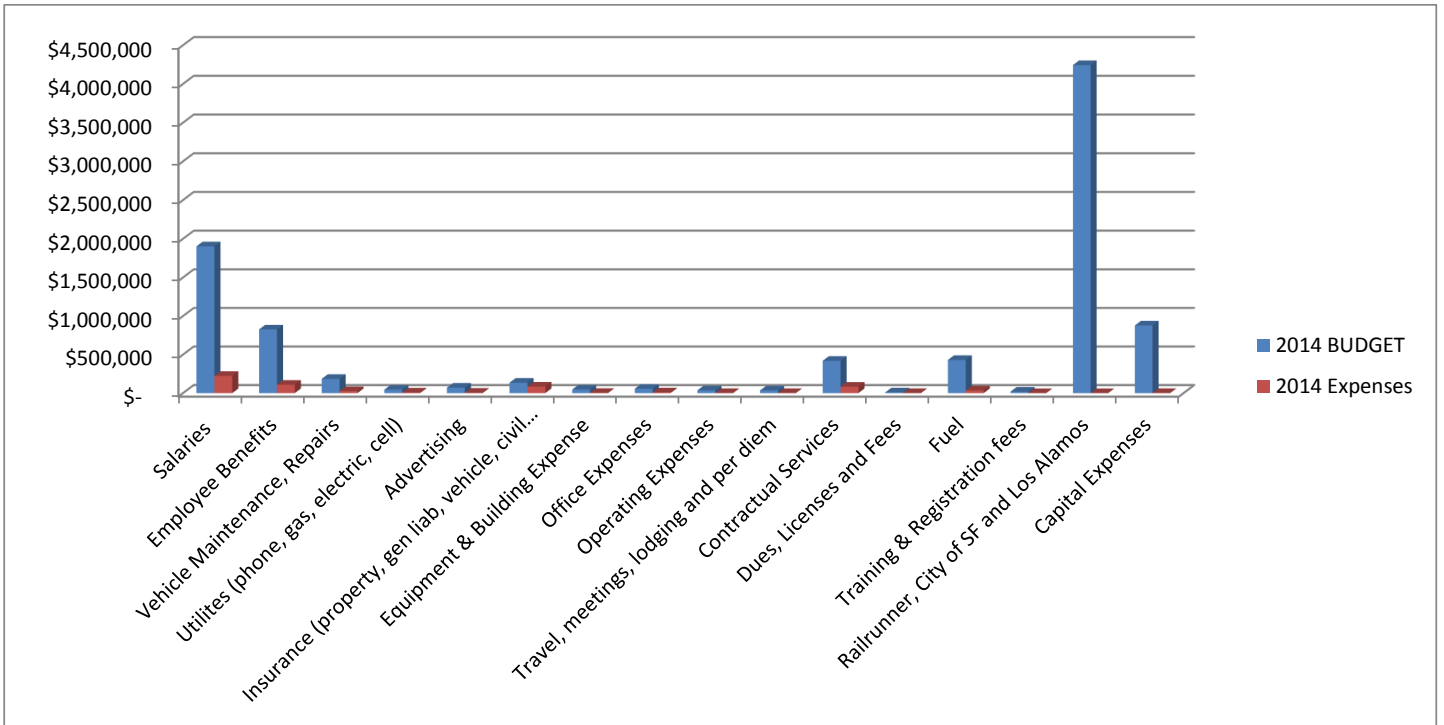
	Budget	Actual	Actual Revenue % of Monthly Budget
July	\$ 176,767	\$ 81,389	46%
August	\$ 176,767		0%
September	\$ 176,767		0%
October	\$ 176,767		0%
November	\$ 176,767		0%
December	\$ 176,767		0%
January	\$ 176,767		0%
February	\$ 176,767		0%
March	\$ 176,767		0%
April	\$ 176,767		0%
May	\$ 176,767		0%
June	\$ 176,767		0%
Total	\$ 2,121,199	\$ 81,389	4%

Prior Year vs. Current Year
(\$ thousands)

	Prior Year FY2013	Current Year FY2014	Inc/Dec from Prior Year to Current Year
July	\$ 12,892	\$ 81,389	\$ 68,497
August	\$ 156,324		\$ (156,324)
September	\$ 20,023		\$ (20,023)
October	\$ 98,589		\$ (98,589)
November	\$ 84,275		\$ (84,275)
December	\$ 130,478		\$ (130,478)
January	\$ 126,499		\$ (126,499)
February	\$ 214,632		\$ (214,632)
March	\$ 275,465		\$ (275,465)
April	\$ 248,497		\$ (248,497)
May	\$ 237,820		\$ (237,820)
June	\$ 254,362		\$ (254,362)
Total	\$ 1,859,857	\$ 81,389	

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD Expenses by Type

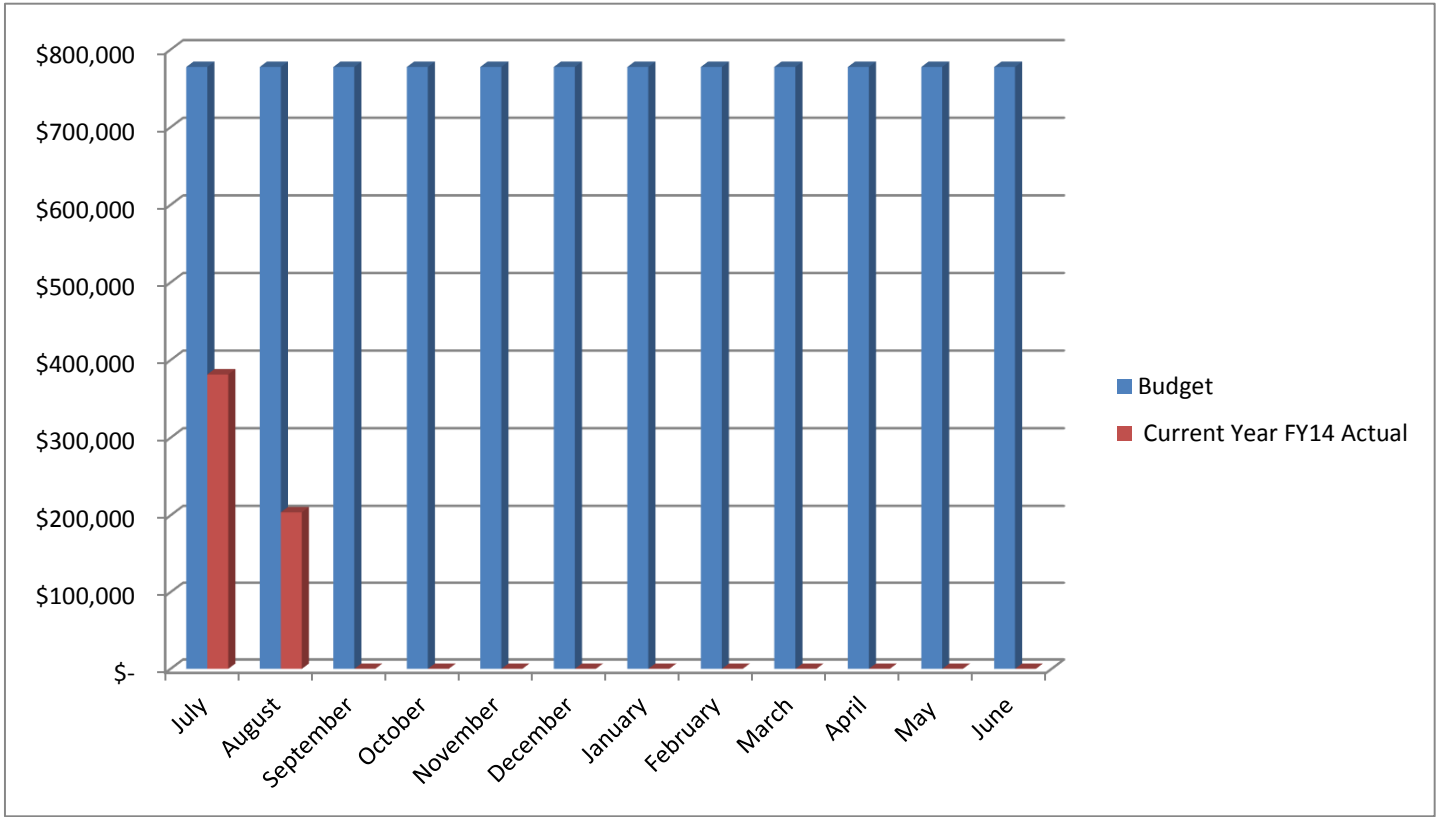
As of August 28, 2013



Comparative Expenses by Type

	2014 BUDGET	2014 Expenses	YTD Budget Variance 16%
	\$	\$	
Salaries	\$ 1,902,117	\$ 223,043	11.7%
Employee Benefits	\$ 825,665	\$ 108,471	13.1%
Vehicle Maintenance, Repairs	\$ 184,920	\$ 24,695	13.4%
Utilities (phone, gas, electric, cell)	\$ 44,298	\$ 7,970	18.0%
Advertising	\$ 70,440	\$ 4,623	6.6%
Insurance (property, gen liab, vehicle, civil rights)	\$ 135,000	\$ 84,221	62.4%
Equipment & Building Expense	\$ 46,036	\$ 2,155	4.7%
Office Expenses	\$ 56,470	\$ 9,219	16.3%
Operating Expenses	\$ 35,700	\$ 1,278	3.6%
Travel, meetings, lodging and per diem	\$ 34,712	\$ 832	2.4%
Contractual Services	\$ 418,733	\$ 82,604	19.7%
Dues, Licenses and Fees	\$ 9,486	\$ 750	7.9%
Fuel	\$ 430,000	\$ 34,256	8.0%
Training & Registration fees	\$ 18,513	\$ -	0.0%
Railrunner, City of SF and Los Alamos	\$ 4,242,874	\$ -	0.0%
Capital Expenses	\$ 877,000	\$ 1,249	0.1%
TOTAL	\$ 9,331,964	\$ 585,365	6.3%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
NCRTD BUDGET EXPENDITURES OVERALL



Budget to Actual FY2014
(\$ thousands)

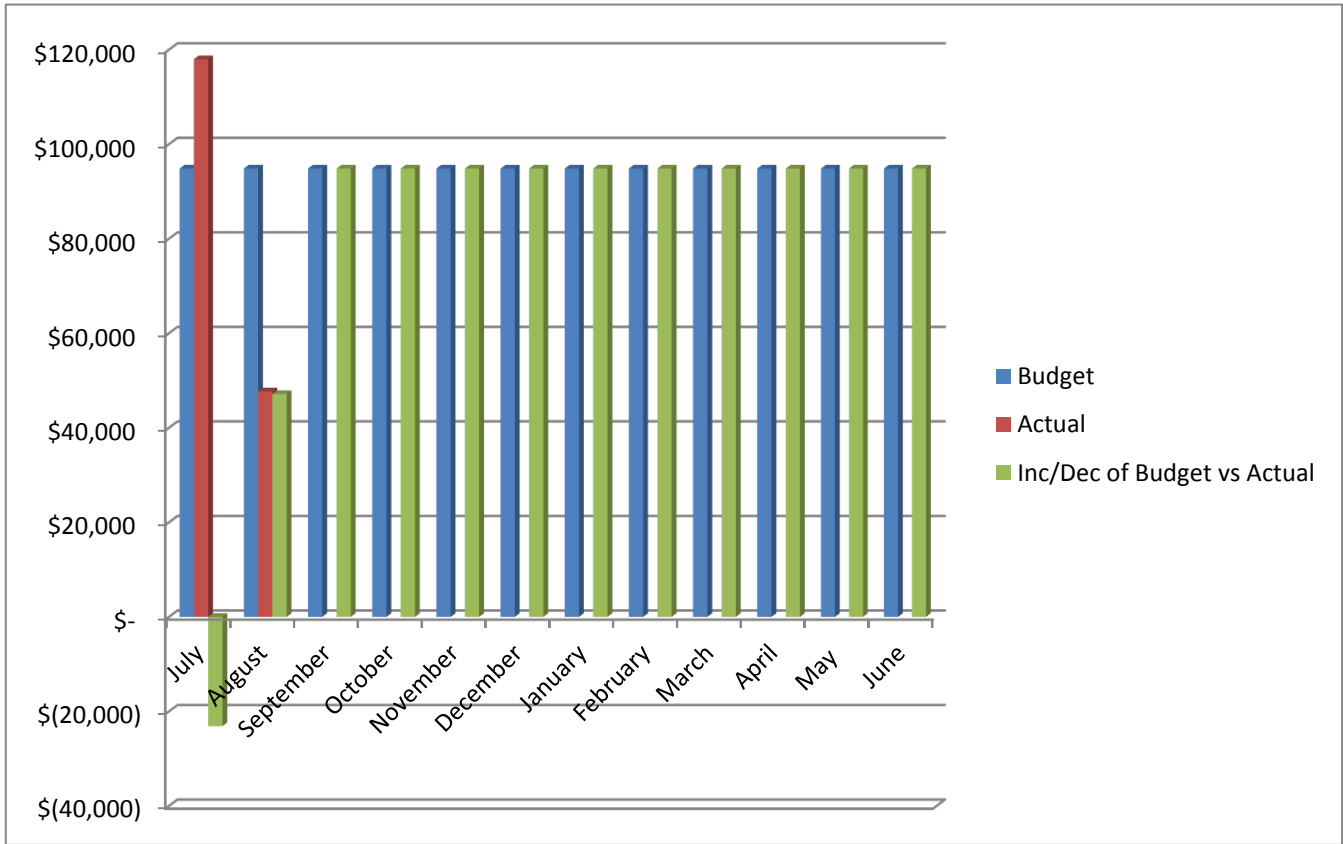
	Prior Year FY13 Actual	Budget	Current Year FY14 Actual	Inc/Dec of Budget vs Actual
July	\$ 311,578	\$ 777,664	\$ 381,519	\$ 396,145
August	\$ 250,791	\$ 777,664	\$ 203,846	\$ 573,818
September	\$ 683,194	\$ 777,664	\$ -	\$ 777,664
October	\$ 326,905	\$ 777,664	\$ -	\$ 777,664
November	\$ 936,614	\$ 777,664	\$ -	\$ 777,664
December	\$ 414,507	\$ 777,664	\$ -	\$ 777,664
January	\$ 381,446	\$ 777,664	\$ -	\$ 777,664
February	\$ 446,430	\$ 777,664	\$ -	\$ 777,664
March	\$ 528,488	\$ 777,664	\$ -	\$ 777,664
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	\$ 9,331,964	\$ 585,365	\$ 8,746,599

6%

TOTAL NCRTD Budget

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Administration Expense Summary

Year to Date Budget Variance -16%

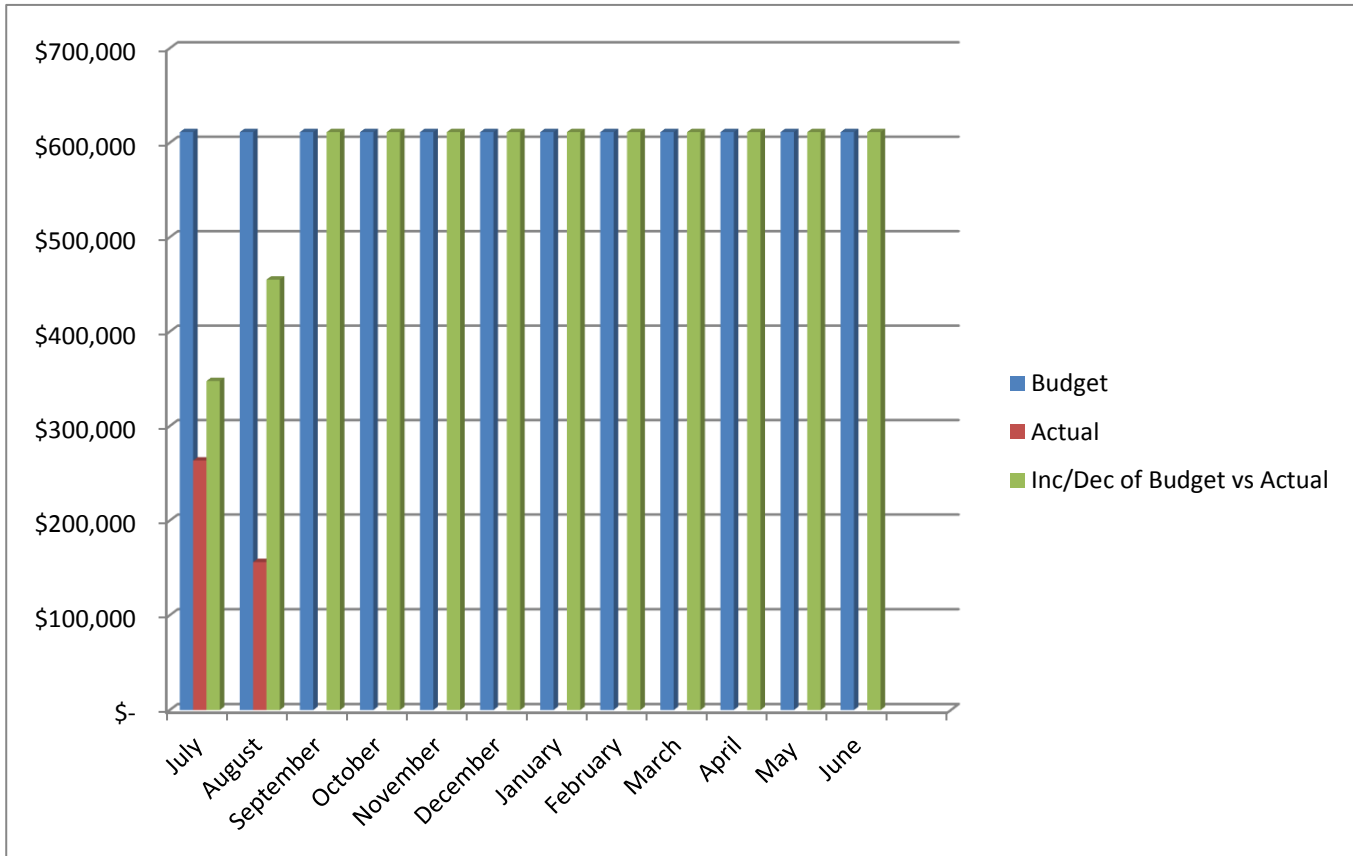


Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 16%
July	\$ 94,856	\$ 117,982	\$ (23,126)	124.4%
August	\$ 94,856	\$ 47,712	\$ 47,145	50.3%
September	\$ 94,856		\$ 94,856	0.0%
October	\$ 94,856		\$ 94,856	0.0%
November	\$ 94,856		\$ 94,856	0.0%
December	\$ 94,856		\$ 94,856	0.0%
January	\$ 94,856		\$ 94,856	0.0%
February	\$ 94,856		\$ 94,856	0.0%
March	\$ 94,856		\$ 94,856	0.0%
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	\$ 165,694		14.6%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Operating Expense Summary

Year to Date Budget Variance -16%

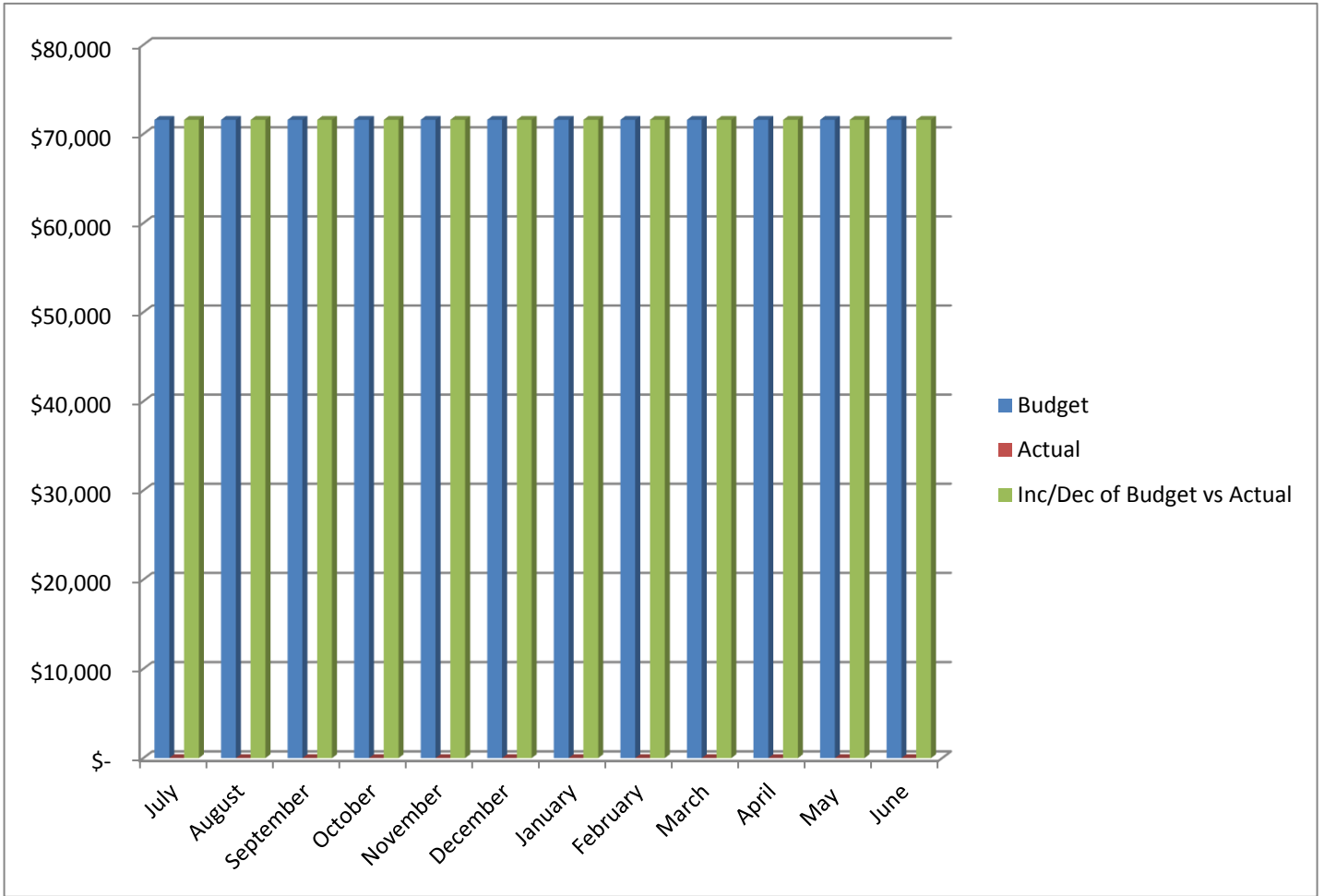


Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance
July	\$ 611,224	\$ 263,537	\$ 347,687	43.1%
August	\$ 611,224	\$ 156,134	\$ 455,090	25.5%
September	\$ 611,224		\$ 611,224	0.0%
October	\$ 611,224		\$ 611,224	0.0%
November	\$ 611,224		\$ 611,224	0.0%
December	\$ 611,224		\$ 611,224	0.0%
January	\$ 611,224		\$ 611,224	0.0%
February	\$ 611,224		\$ 611,224	0.0%
March	\$ 611,224		\$ 611,224	0.0%
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	\$ 419,671		5.7%

MONTHLY BOARD REPORT
FY2014 (July 1, 2013 to June 30, 2014)
Capital Expense Summary

Year to Date Budget Variance -16%



Budget to Actual FY2014
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 16%
			Actual	
July	\$ 71,583	\$ -	\$ 71,583	0%
August	\$ 71,583	\$ -	\$ 71,583	0%
September	\$ 71,583	\$ -	\$ 71,583	0%
October	\$ 71,583	\$ -	\$ 71,583	0%
November	\$ 71,583	\$ -	\$ 71,583	0%
December	\$ 71,583	\$ -	\$ 71,583	0%
January	\$ 71,583	\$ -	\$ 71,583	0%
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	\$ 859,000	\$ -		0.0%



**NORTH CENTRAL REGIONAL TRANSIT DISTRICT (NCRTD)
FINANCE SUBCOMMITTEE**

**July 26, 2013
9:00 a.m. - 11:00 a.m.**

**Executive Conference Room
1327 N. Riverside Drive
Española, NM 87532**

AGENDA

CALL TO ORDER: Tim Vigil, Chair

Roll Call:

ITEMS FOR DISCUSSION/RECOMMENDATION

- A. Discussion of Social Security Coverage and Elections**
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.
Attachment.*
- B. Revision to Rule 3: Compensation and Classification Section of the Personnel Policies and Procedures**
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.
Attachment.*
- C. Discussion Regarding Public Employees Retirement Association (PERA) Changes and Employer/Employee Contributions**
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.
Attachment.*
- D. Discussion of Budget Amendment for Federal Funds Carry-Over**
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.
Attachment.*
- E. NMDOT Inspector General Compliance Audit**
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.
Attachment.*

MATTERS FROM THE SUBCOMMITTEE

ADJOURN

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Finance Subcommittee

Meeting July 26, 2013

9:00 a.m.

Board Members Present (Telephonically): *Leandro Cordova - Taos County, Miguel Chavez – Santa Fe County, Tim Vigil – Pojoaque Pueblo*

Staff Present: *Anthony Mortillaro – Executive Director, Glenda Aragon – Finance Manager, Dalene Lucero – Executive Assistant*

Guest(s) Present: *Peter Dwyer – Legal Counsel, Basham and Basham*

Absent: *Barney Trujillo - Rio Arriba County, Robert Anaya - Santa Fe County, Philo Shelton – Los Alamos County*

Transcribed By: Dalene E. Lucero – Executive Assistant

ROLL CALL

APPROVAL OF AGENDA

A. Discussion of Social Security Coverage and Elections

Mr. Mortillaro begin the discussion stating the NCRTD had been participating and taking deductions erroneously for Social Security. This being so, because according to PERA and the Social Security Administration, a public employer who participates in a qualified retirement plan may only provide Social Security Coverage through a modification to the State's Section 218 agreement with the federal government. He continued further stating that unless the District enters into a Section 218 agreement the District should not withhold Social Security from employees. Mr. Mortillaro continued further stating that PERA Legal Counsel, District Legal Counsel, staff and a Social Security Expert consultant have been discussing and reviewing this matter and are recommending that the board take remedial action to correct this matter. He proceeded with the discussion stating that if the board must first decide if it wishes to provide Social Security Coverage. If they do not, they must determine if they want to create a supplemental pension plan. If "yes" the board must pass a resolution authorizing a referendum of current employees.

Mr. Mortillaro continued noting the two types of elections that were available if the Board wishes to provide Social Security Coverage, one being an individual choice election and the other a majority choice election. He went on stating that in an individual choice election each current employee determines whether they want social security coverage or not on an

individual basis. Those who opt out of Social Security will receive a refund for up to three (3) years, three (3) months and fifteen (15) days as will the employer for their portion of contributions for those employees. Mr. Mortillaro continued stating that those who vote “no” will also lose prior year’s credit for contribution to Social Security during their time employed with the District. He went on to note that with an individual choice election, former employees will not be impacted.

Mr. Mortillaro continued to explain the effects of the majority choice election option, stating that the majority of voters determine whether or not all employees will have Social Security coverage. This decision will impact former and current employees, meaning if the majority vote is to discontinue Social Security, then previous employees will lose prior years of credit with social security while they were employed with the District, but had no vote in the matter.

It was recommended that the Board continue to participate in Social Security as well as authorize an individual choice election on the basis that: a) it allows each employee to make an informed decision based upon their best interest; b) it prevents the majority from imposing its decision on the minority; c) avoids hard feelings amongst employees; d) the incentive to make a decision based on the refund of three (3) years, three (3) months and fifteen (15) days is very appealing for those interested in only short term gains, but may not be in the long term interest of the employee; e) it mitigates impacts on prior employees whom would not have a vote and secures past employees contributions and credits towards Social Security.

Mr. Mortillaro went on to state that a Social Security expert would be available to inform employees of their options on a group and individual basis. He also asked that the Board consider keeping all benefit levels equal for all employees, thus developing a supplemental pension plan in lieu of Social Security for those employees who choose to opt out of Social Security. Mr. Mortillaro added that the additional plan would have no added costs to the District (other than initial set-up fees).

Mr. Mortillaro asked whether or not Mr. Dwyer or Ms. Aragon had any comments regarding this matter.

Mr. Dwyer stated that he did not and that Mr. Mortillaro covered everything that was necessary.

Ms. Aragon also agreed.

Mr. Chavez made a motion to approve staff’s recommendation to proceed with the individual election to provide social security coverage, as well as to provide a supplemental pension plan to employees who elect to opt out of social security. Mr. Cordova seconded the motion and it passed by unanimous voice vote.

Mr. Mortillaro stated that the individual choice election will be held on November 5, 2013 and that the election committee members are needed to be present at election sites. He also asked if Board members were interested in participating in this committee to let him know fairly soon. Mr. Mortillaro noted that referendum committee members would be presented in the September Board meeting.

B. Revision to Rule 3: Compensation and Classification Section of the Personnel Policies and Procedures

Mr. Mortillaro referenced the completed Compensation and Classification study that was initially presented to the Finance Subcommittee and the Board on July 12, 2013. He noted the items that were presented in regards to the study also contained a model compensation policy which have also been incorporated into the District's existing Rule 3 "Compensation and Classification" which will also address and clarify matters related to compensation practices. Mr. Mortillaro briefly went over the policies in terms of the District's compensation philosophy, how the general wage and salary adjustments will be made, what will be taken into consideration for any adjustments, etc. Mr. Mortillaro also noted that the amendments also clarify that certain compensation practices do not apply to those covered under the Collective Bargaining Agreement. He went on to mention the new addition of "red circling" in the policies, stating that an employee is red circled when their current salary is above the maximum of the pay range, meaning they are frozen and do not receive salary increases on their base pay, it is distributed as a lump sum. Mr. Mortillaro continued stating that there was further clarification on the time line in regards to payment of a terminated employee and so forth.

It was recommended that the Finance Subcommittee review the proposed changes and provide an endorsement for the Board's consideration.

Mr. Chavez made a motion to approve the policy amendments to Rule 3 Compensation and Classification. Mr. Cordova seconded the motion and it passed by unanimous voice vote.

Mr. Vigil noted that the changes are to clean up the policies set in place, as well as to reflect a majority of items that were passed and voted on by the Board.

C. Discussion Regarding Public Employees Retirement Association (PERA) Changes and Employer/Employee Contributions

Mr. Mortillaro moved on to the review and discussion of the PERA survey data. He stated that the Compensation and Classification study that was presented to the Finance Subcommittee members and the Board on July 12, 2013 contained a survey and analysis of existing PERA

contributions by various public entities. Mr. Mortillaro stated that a further analysis shows that of the thirteen (13) City and County survey participants, excluding school districts, ten (10) contribute in excess of what their obligations are according to the PERA plan they participate in, which means they are absorbing a portion of the employees obligation. He continued further stating that the pick-up amounts range from 4% to 9.86% averaging about 4.86%. Mr. Mortillaro proceeded stating that in addition to the PERA contributions, the study also contained information regarding what if any actions other public entities are taking in respect to the new PERA increase of 1.5% for employees. He then noted that as of the date the survey was conducted, two entities had acted to pick up the increase and two were still deliberating what action it is they would take.

Mr. Mortillaro also went on to inform the Subcommittee that the Union has taken a position that because of the Collective Bargaining Agreement, you cannot increase employee's contribution amount because it's a mandatory subject of bargaining, and is very specific in the District's CBA. He noted that Mr. Dwyer would provide more information in regards to the District's legal position in this matter. Mr. Mortillaro continued stating that legally the District is only able to pick up no more than 75% of the employees contributions.

Mr. Mortillaro noted that there were a couple of decisions to be made, stating that the Board must determine whether or not they continue the PERA contributions as it is now or if the District picks up 75% or if the employee picks up 100% of the 1.5% increase.

Mr. Cordova noted that the employer will have to pick up 0.5% more next year.

Further discussion went on in regards to the 75% contribution for all employees.

Mr. Dwyer noted the before July 1, 2013 all employees were paying 9.15% into PERA as was the District. Effective July 1, 2013, the District continues to pay 9.15%, however employees making more than \$20,000 annually are now to contribute 10.65%. Mr. Dwyer also mentioned that currently the District does not pay any portion of the employee's share, so with the new increase we can pick up, up to 75% of the employee's share. Mr. Dwyer continued stating that the District could either do nothing or deduct the new amount or the District can pick up a portion of the employee share. He went on to state that because the amount of 9.15% is outlined in the CBA, this could be the District's first prohibitive practices complaint of which he has discussed with Mr. Mortillaro previously. Because it is outlined in the Collective Bargaining Agreement, the Union is saying that the District cannot deduct the increased amount from Union represented employees.

Mr. Vigil noted that because there is a lot of discussion points in regards to the PERA changes it may be best to move this to the Board for discussion without a recommendation.

Mr. Dwyer mentioned that because of this discussion, some of these things may lead to some conflict in regards to this matter, in which he suggested an executive closed session be added to the Board meeting agenda. He also noted that the District may receive a prohibitive practices complaint in which some of these issues will need to be litigated due to the issues with the Union in regards to the 1.5% PERA increase. Mr. Dwyer then asked Ms. Aragon if she has already begin deductions of the 1.5% increase from employees.

Ms. Aragon stated that she started deductions this pay period.

Mr. Dwyer went on to suggest a closed session be added to discuss this issue further due to the legal implications and complicated nature of this matter.

Mr. Chavez made a motion to move this item on to the Board of Directors for full discussion with no recommendation from the Finance Subcommittee. Mr. Vigil seconded the motion and it passed by unanimous voice vote.

[Mr. Vigil left the meeting (telephonically)]

[Mr. Dwyer left the meeting (telephonically)]

D. Discussion of Budget Amendment for Federal Funds Carry-Over

Ms. Aragon moved on to the discussion the FY14 Capital budget amendment, which would be the first amendment for the Fiscal Year. Ms. Aragon gave a brief background stating that the NCRTD was awarded Capital funds for shelters, signage, trash receptacles and schedule holders in the amount of \$80,000 for FY13. She noted that because it was a federal grant award, it provides for allowable expenditure through September 30, 2013. Ms. Aragon continued further stating that NCRTD has expensed \$48,506 of the \$80,000. She noted that the amount of \$31,494 to purchase shelters and shelter related items.

Ms. Aragon continued to explain the reallocation of hours for the Maintenance position. She noted that currently the Fleet and Facilities Maintenance Worker position is budgeted at 20 hours per week. She noted that the request is to increase the hours for this position to 21 hours per week so that the employee may be eligible for benefits; this would total 52 additional hours per year, resulting in a budget line item adjustment of \$691.60. Ms. Aragon mentioned that although the additional hour per week was not budgeted, the medical benefits were budgeted and allocated in the FY14 budget. She also stated that the position was also budgeted for PERA benefits, but because the position does not meet the threshold for PERA, there is a savings of \$1,538.00.

It was recommended that the Finance Subcommittee review and discuss the proposed request for a budget amendment to the Capital line item of \$31,494 into FY14 to facilitate the acquisition and purchase of remaining shelters and related items.

It was also recommended that the Finance Subcommittee review and discuss the proposed request to increase the 1 hour per week for the Fleet and Facilities Maintenance Worker position.

Mr. Chavez made a motion to amend FY14 Capital funds to facilitate the acquisition and purchase of remaining shelters and items as well as to support the increase of 1-hour per week for the Fleet and Facilities Maintenance Worker position. Mr. Cordova seconded the motion and it passed by unanimous voice vote.

E. NMDOT Inspector General Compliance Audit

Mr. Mortillaro stated that in in October 2011, the NMDOT Inspector General had informed the District that due to a citizen complaint alleging that the District did not expend its federal pass through funds appropriately. During that time the District was undertaking an audit of federal expenditures for FY 08-11 as well as undergoing a Fiscal Management Oversight review by the Federal Transit Administration. He also noted that the District staff had communicated to the NMDOT Inspector General their concern with duplicity of their audit and the FTA FMO review; the audit took approximately 20 months be completed and issued.

Mr. Mortillaro proceeded further with the discussion stating that the NMDOT IG did not provide a draft audit report to the District. He noted that Dave Harris of the NMDOT Transit and Rail Division had notified the District of the draft report and indicated that he was unable to convey a copy to the District due to restrictions placed on the report by the IG. Mr. Mortillaro continued stating that the NMDOT Transit and Rail Division Manager received a concurrence to allow the District to draft a response to the audit findings. He noted that the District did in fact submit their response to the NMDOT IG, in which it was never included in the final report. Mr. Mortillaro stated that the NMDOT IG never provided a final copy of the report to the District. However, the District was able to request a copy after it was submitted to other parties.

Mr. Mortillaro asked the Subcommittee members to keep in mind that a lot of the findings at the time were past practices and deficiencies that were being corrected or already noted by the FTA FMO review and by the District's new administration.

Mr. Chavez asked what the District could do to communicate fully with the Transit and Rail Division.

Mr. Mortillaro responded stating that the District communicated very frequently with Transit and Rail, and that they had a good working relationship with one another.

Mr. Chavez asked if the audit needed to be presented to the Board.

Mr. Mortillaro noted that it did not and that it was more so for informational purposes. He also noted that he would make the copy of the audit available to those who would like to see the document.

Mr. Chavez asked for Ms. Aragon's opinion was in regards to this matter.

Ms. Aragon noted that there was no sense of validity in their audit findings, and as noted earlier a lot of the findings were already being corrected.

Mr. Cordova asked if there was any follow up requested.

Mr. Mortillaro said that there was not and that the audit was really an internal document within the Transit and Rail Division.

It was determined that no more time be spent on this item.

MATTERS FROM THE SUBCOMMITTEE

There were none.

Mr. Chavez made a motion to adjourn the meeting at 10:37 a.m. Mr. Cordova seconded the motion and it passed by unanimous voice vote.

ADJOURN – Next Finance Subcommittee meeting will be held on August 23, 2013 at 9:00 AM.

EXECUTIVE REPORT



August 2013

EXECUTIVE

-
- Attended Santa Fe MPO Technical Coordination Meeting.
- Completed negotiations on CBA Wage opener.
- Completed Facilities Conceptual and Schematic Design Contract.
- Participated in Health Care Reform Webinar.
- Completed various documents related to PERA and Social Security election.
- Discussed with various contractors development of Supplemental Pension Plan.
- Met with attorneys, PERA and Social Security consultant regarding issues related to social security participation.
- Met with staff to discuss project management for Intelligent Transportation System project.
- Prepared and submitted letter to LAC requesting distribution of funding contribution.
- Completed drafting of annual report letter.

- Met with Staff and Attorney regarding right of way issues with NMDOT.
- Met with Staff and Sipapu Ski Area representative regarding service request.
- Met with Staff and LGIP representatives regarding investment of District funds.
- Met with Espanola resident regarding operational and service complaints.
- Attended NMPTA Board of Directors meeting.
- 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

- Wrote and disseminated press release regarding record ridership for FY2013. The story received positive press by CTAA's blog, Santa Fe Hometown News, Edgewood Independent, Mass Transit Magazine,

Santa Fe County website and Facebook page.

- Wrote and disseminated press release and Rider Alerts regarding Labor Day Closure and posted on the website.
- Wrote stories that appeared in the NMPTA Summer Newsletter regarding Route Enhancements and Service Plan Update Community Meetings.
- Received first revenue statement from Templeton Marketing for Advertising Sales in the amount of \$3031.
- Espanola Tire Factory wrap rear wrap to be installed on Riverside II bus the week of September 2.
- Worked with Dalene Lucero on seven route schedule brochures to promote the seven route enhancements initiated last month.
- Worked with Santa Fe Trails for signage to appear on buses to promote NCRD cooperation and funding it receives through Regional Transit Gross Receipts Tax.
- Provided various updates to ncrtd.org throughout the month.
- Wrote and disseminated rider alerts on Sheridan Street closures for Indian Market and temporary Cities of Gold stop relocation.
- Attended the REDI Net launch event at the Rio Arriba County building.
- Worked with Rio Grande Sun on story regarding a customer complaint and customer service.
- Participated in interviews for Human Resources Administrator.

- Participated in the Española Job Fair hosted by the Chamber of Commerce with Dalene Lucero.
- Began work on the FY2014 Annual Report.
- Santa Fe New Mexican ad program included two RTD ads that ran in the editions tied into Indian Market on Friday, August 16 and Sunday, August 18.
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in August excluding Saturdays and Sundays .
- KSWV 810-AM in Santa Fe, :30 sec spot ran 20 times in August 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 August.
- Two ads ran in August in the Rio Grande Sun, Los Alamos Monitor and the Taos News.
- Green Fire Times ¼ page ad ran in August issue.
- Chama Valley Times ¼ page ad ran in August issue.
- ½ page ad ran in the Rio Arriba County Fair program.

SERVICE DEVELOPMENT

- July 5311 Ridership Report
 - Continued contact with Santa Clara Pueblo and provided technical
-

assistance for the Federal §5310 funding application for FY15 vehicle purchases; assisted Santa Clara Pueblo in applying to NMDOT for federal §5310 funding

- Participated in the Employee Recognition Committee
- Met with Gary Forrest, General Manager of Sipapu Ski and Summer Resort to explore route expansion request to serve the Sipapu area
- Peñasco route assessment in concurrence with the Sipapu needs assessment
- Working with NMDOT District 5 on bus stop locations in Lone Butte, Ojo Sarco, Santa Claran Casino, San Cristobal
- Worked with Santa Fe County to determine potentially viable bus stop location options along Highway 14
- Attended ADA facilities webinar and ADA facilities training in Santa Fe
- Applied for FY15 Federal §5311 funding through NMDOT
- Researched transit fare structure; proposed continuing the Free Fare structure currently in place
- Worked with the Executive Director to prioritize NCRTD 5 year Capital Improvement Plan (CIP)
- Ride-along on Taos route

- Worked on route/schedule adjustments for driver bid.

OPERATIONS

- Participated in collective bargaining negotiations;
 - Recruiting and interviewing training new drivers;
-



Performance Measures

for

Fiscal Year 2014

July 2013



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 2012. The data is for 2010 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

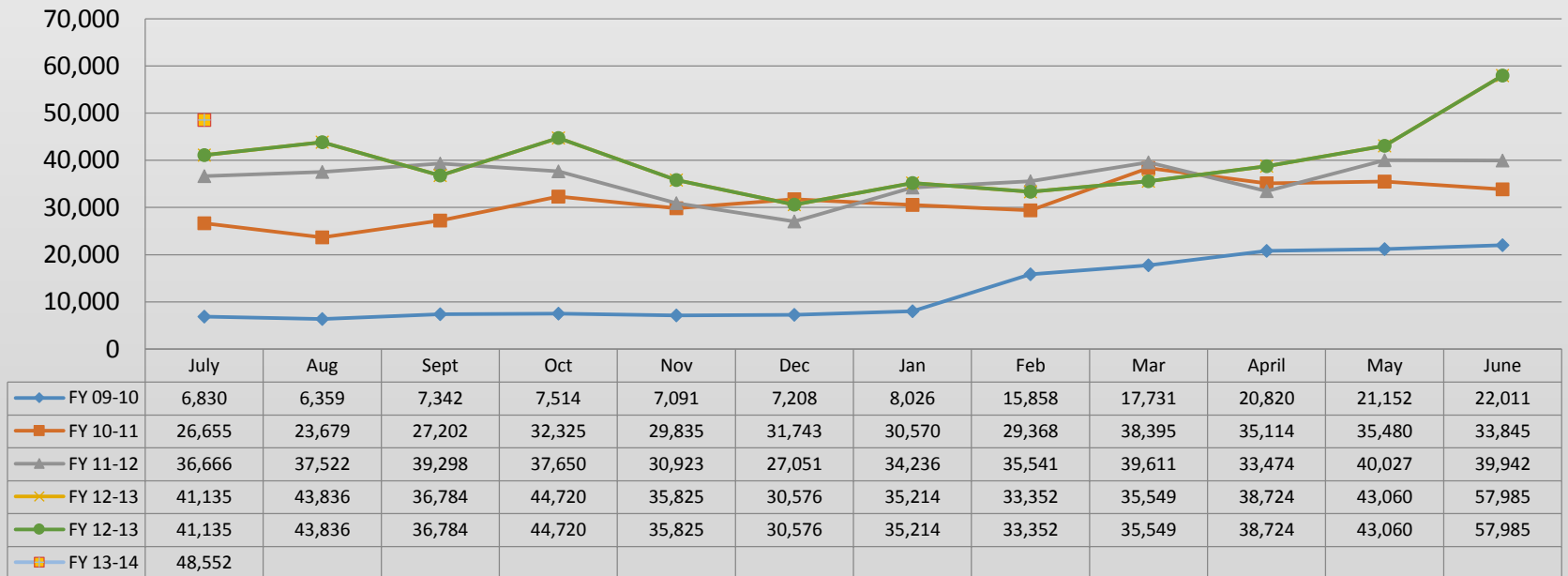


Performance Measure - Administrative:

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



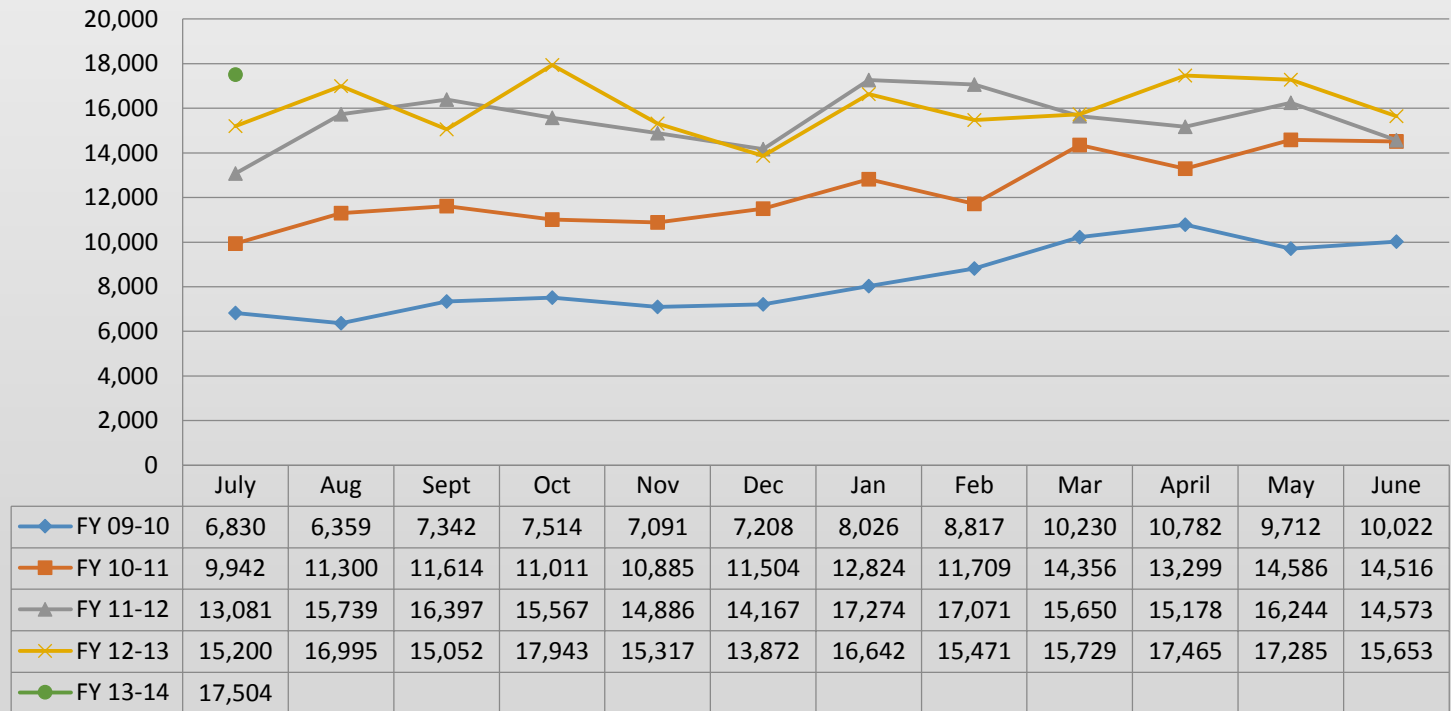


Performance Measure - Administrative:

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



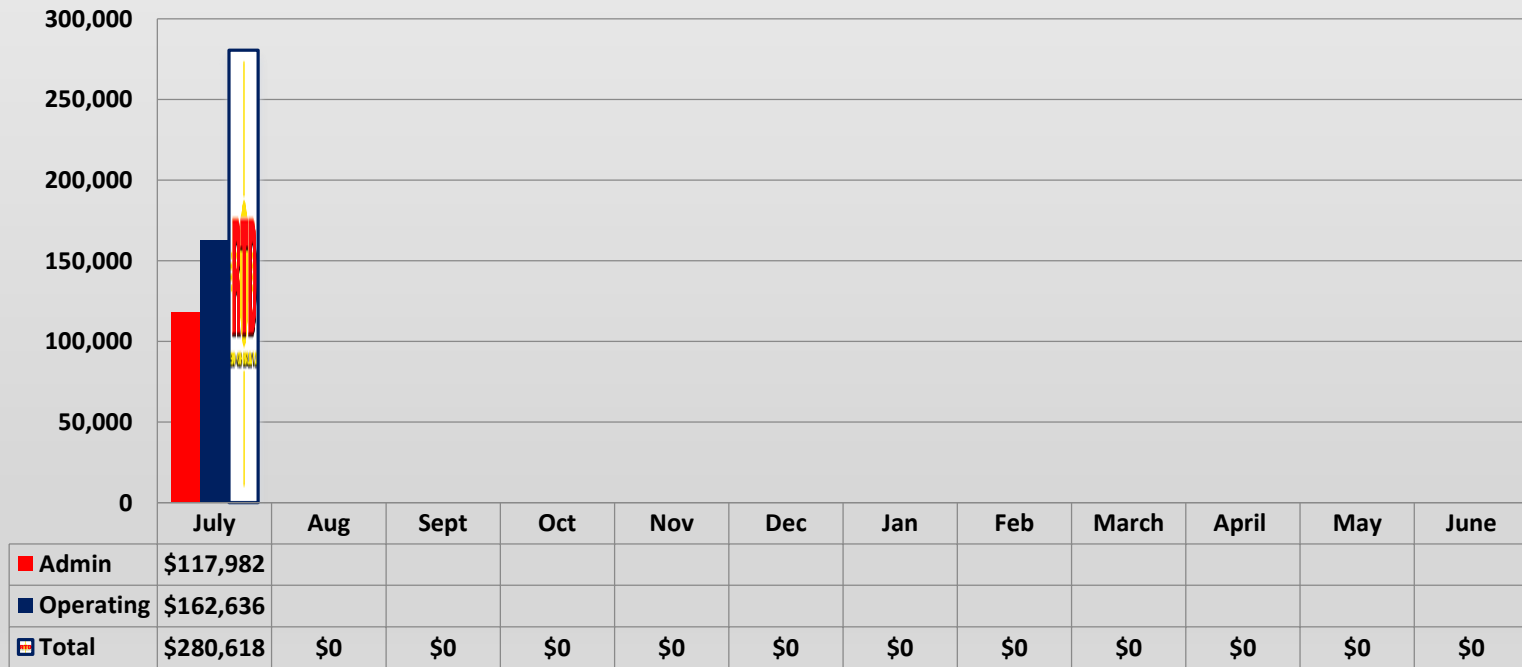


Performance Measure - Administrative:

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 2012 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



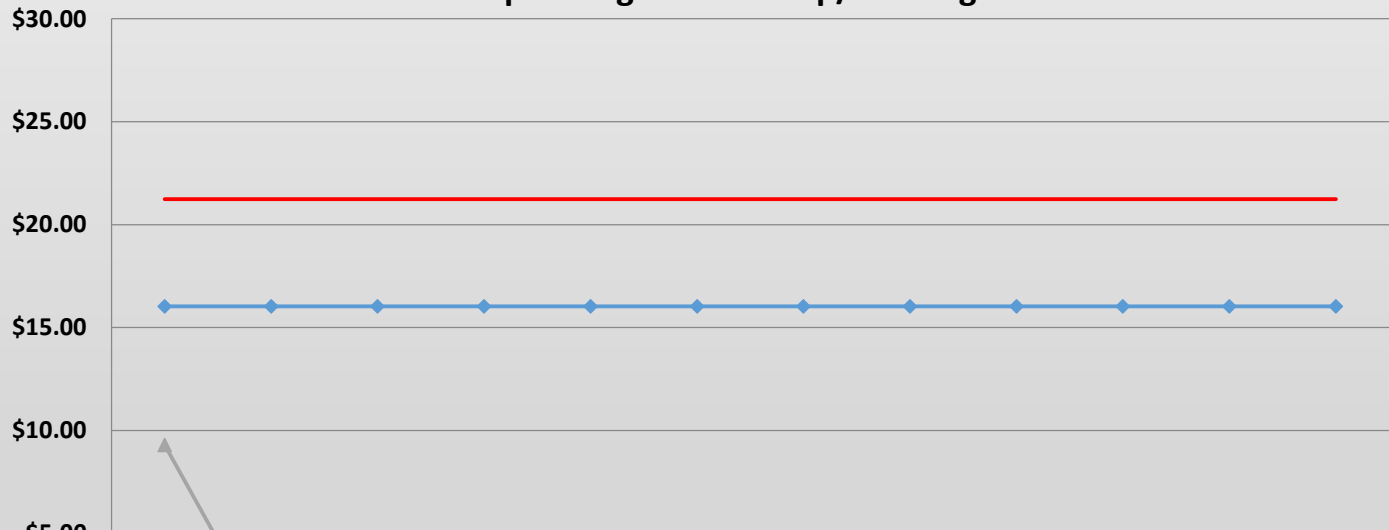


Performance Measure - Administrative:

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 2012 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



	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Trip	\$9.29	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Sandoval/Valencia	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24	\$21.24
Region 6 Total Cost Per Trip	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03

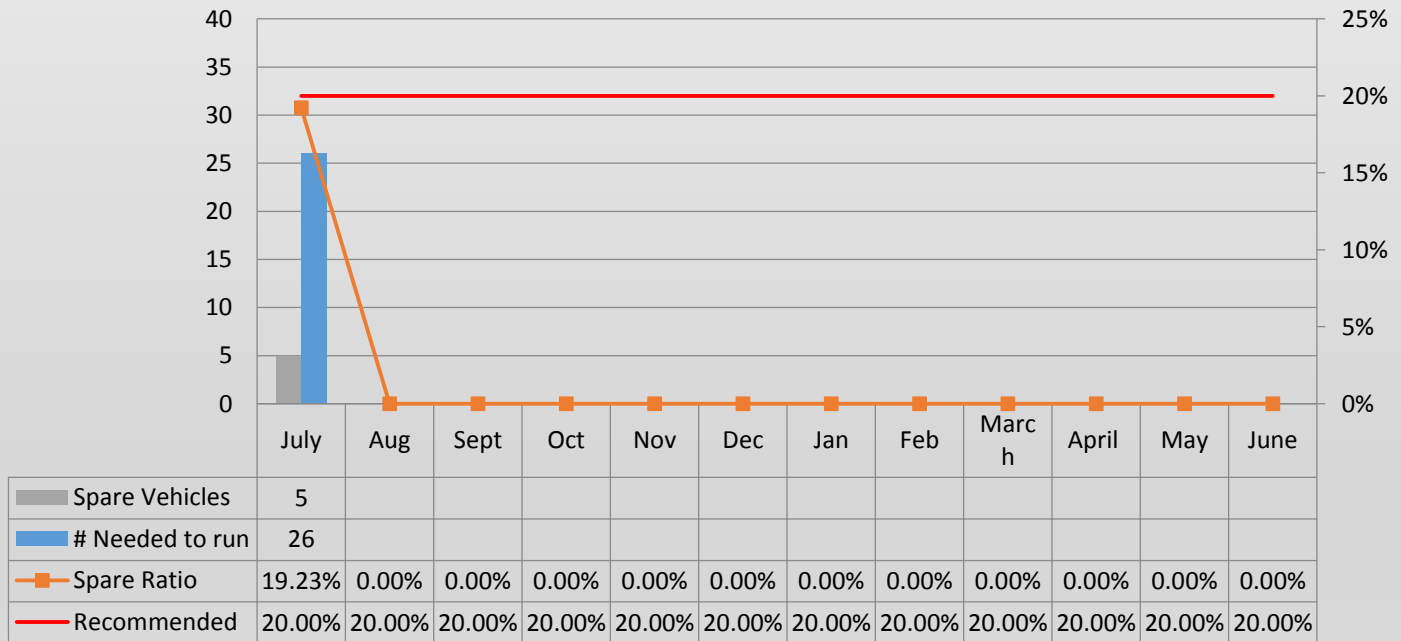


Performance Measure - Fleet:

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



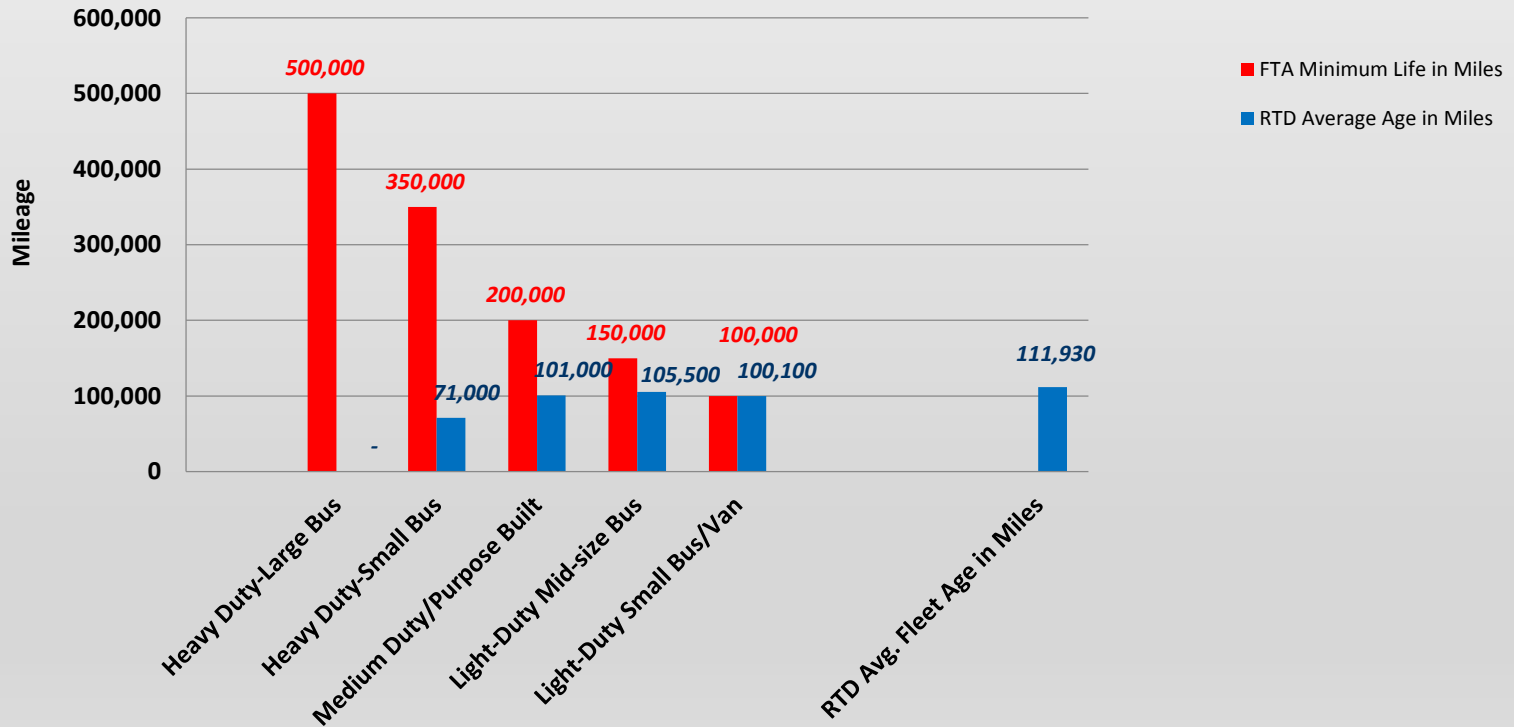


Performance Measure - Fleet:

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



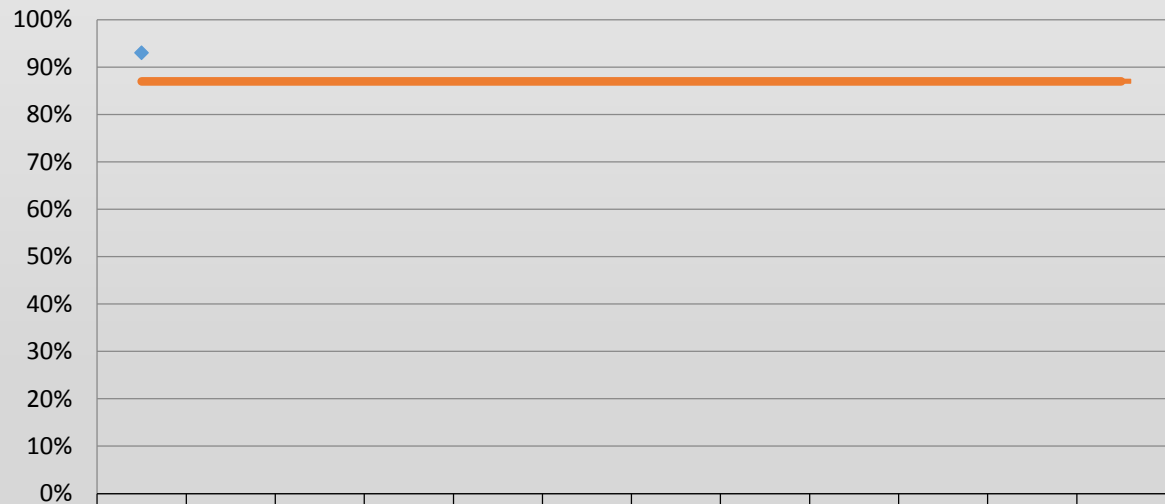


Performance Measure - Fleet:

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



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
—◆— FY 13-14 RTD Maintenance	93											
— FTA Recommendation	87	87	87	87	87	87	87	87	87	87	87	87

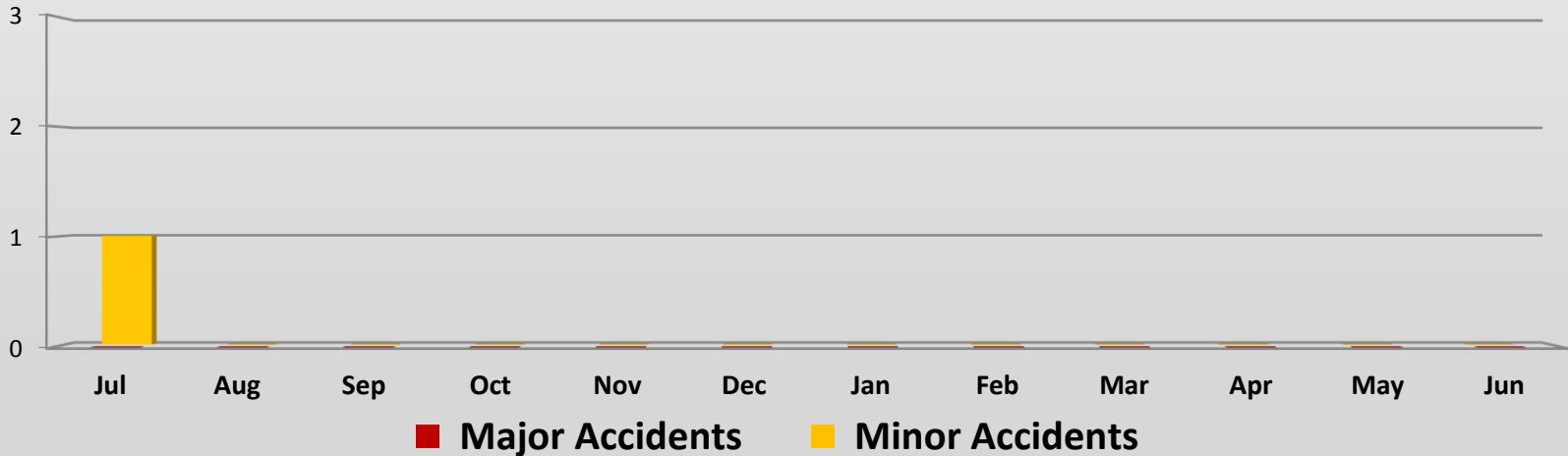


Performance Measure - Fleet:

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 - July 13, 2013

Miles Driven since last Minor Accident - 52,520

Last Major Accident - January 23, 2013

Miles Driven since last Major Accident - 587,823



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. Bus driver turned left in front of my vehicle, caused him to brake hard / follow up with driver and appropriate actions were taken.
2. Driver parked bus beside another bus at the Park and Ride lot and was blocking though lane / met with driver and appropriate actions were taken.
3. Driver would not let passenger off at stop sign because he forgot to get off Cities of Gold stop. He took him on to Espanola / met with driver who followed policy too rigidly, coached him to call in for a courtesy stop in the future.
4. The new driver has been late for Chimayo stops, not like the regular driver / new driver coached to be safe and make best efforts to stay on time.
5. Driver of the Santa FE route swerved on Highway and the hit the brakes / driver reported that a vehicle pulled in front of bus and suddenly stopped. Had to use sudden evasive action to avoid an accident.
6. Passenger claimed riverside bus would not stop at the stop for him / driver saw no one at the stop at the time. Driver coached to check area around the stop for approaching passengers.
7. Driver parked bus beside another bus at the Park and Ride lot and was blocking though lane / met with drivers and appropriate actions were taken.
8. Southbound bus tailgated car with bright lights and made unsafe pass / investigation with driver and video review showed no unsafe driving in and around the timeframe.

FY 13-14 Number of Complaints

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous*	Percent VS Ridership
July		1	7			0.05%
August						
Sept						
Oct						
Nov						
Dec						
January						
Feb						
March						
April						
May						
June						
Total	8	1	7	0		



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 told driver the radio was too loud. After driver turned it down, passenger said they would call in to request a new driver.
2. Passenger who needed lift assistance, was hurrying towards bus as the lift was being lowered. Passenger tripped over the lip of the lift before it was completely deployed. Passenger sustained minor injuries but refused medical attention and said they were ok.
3. A passenger on the Santa Fe bus stood up then began verbally abusing the driver as they approached the Indian Hospital. He deboarded there. 2 Passengers claimed they saw him shooting up on the bus. Reported it to supervisor and he was banned for the day.
4. Later on the same day another bus driver refused service to the individual described above. When he was told that he could not ride, he ran off away from the bus stop.
5. A driver at the Park and Ride tried to leave with 2 other buses parked in front. When passing them on the through lane, driver found there was not enough space to continue without hitting a vehicle. A lady in car began honking the got out and approached the bus. She was angry complaining about her blocking the traffic lane. Driver tried to explain the situation but the lady remained upset.
6. El Rito route ran late due to an male passenger who had passed out when arriving at the El Rito clinic. Driver ran inside to call 911 and a nurse came out to revive the man. She was unable to do so but kept trying until paramedics arrived. Paramedics transported the man away for medical attention.
7. A female individual was seen by driver drinking at a bus stop. Later in the day she attempted to board the bus and was refused service but would not leave the doorway of the bus. When driver called for supervisor, she finally left just before his arrival.
8. A passenger on the Santa Fe route asked about the rail runner connection. When arriving at the So. Capital Station, that passenger wanted transport back to downtown so he could get something to eat. He got upset when the driver would not take him back as it was not part of the schedule route.
9. A passenger on the Tesuque route was upset with driver because she would not let him off near his house due to it being an undesignated stop.

Performance Measure – Customer Relations:

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	0					
Sept	0					
Oct	0					
Nov	0					
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
Total	9	1	0	8	0	

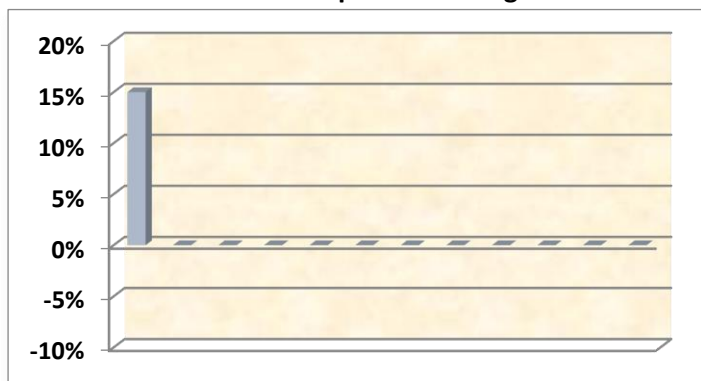
NCRTD Monthly Ridership Summary

July 1, 2013 through July 31, 2013

Calendar Operating Days

	This Year
Jul-13	21
Aug-13	
Sep-13	
Oct-13	
Nov-13	
Dec-13	
Jan-14	
Feb-14	
Mar-14	
Apr-14	
May-14	
Jun-14	

Total Ridership YTD % Change



	Monthly System Totals				Year to Date Totals			
	This Year	Last Year	Difference	%Change	This Year	Last Year	Difference	%Change
<u>NCRTD Operated</u>	17,504	15,200	2,304	13%	17,504	15,200	2,304	13%
<u>NCRTD Funded</u>	31,048	25,935	5,113	16%	31,048	25,935	5,113	16%
<u>All Systems Funded Total</u>	48,552	41,135	7,417	15%	48,552	41,135	7,417	15%

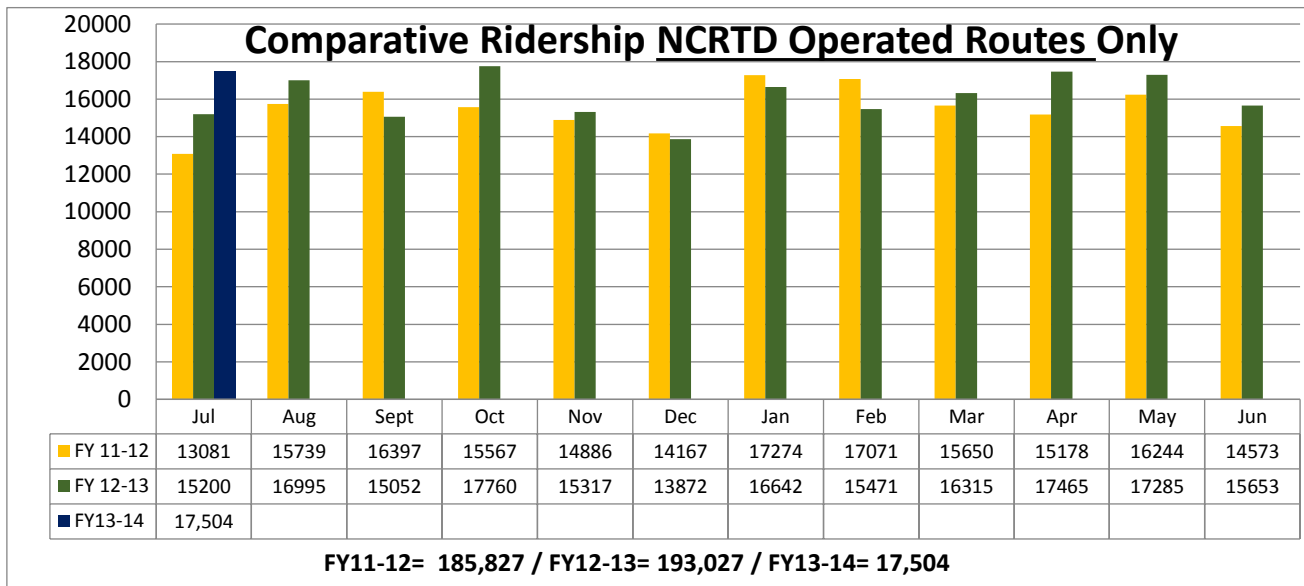
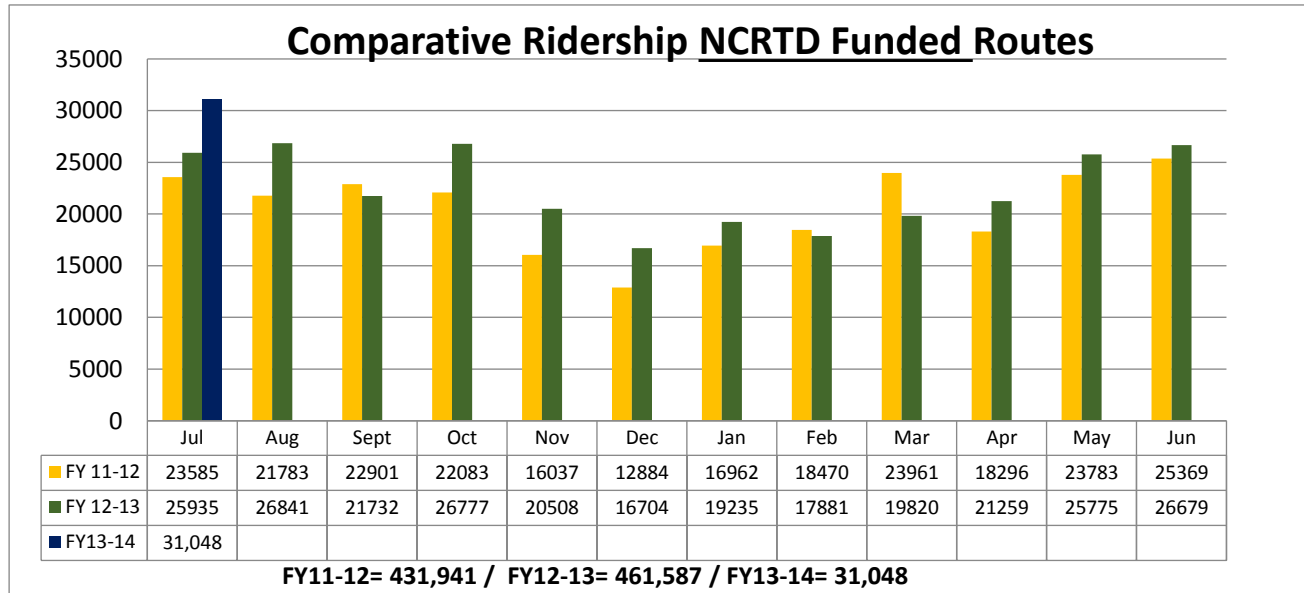
System Daily Averages

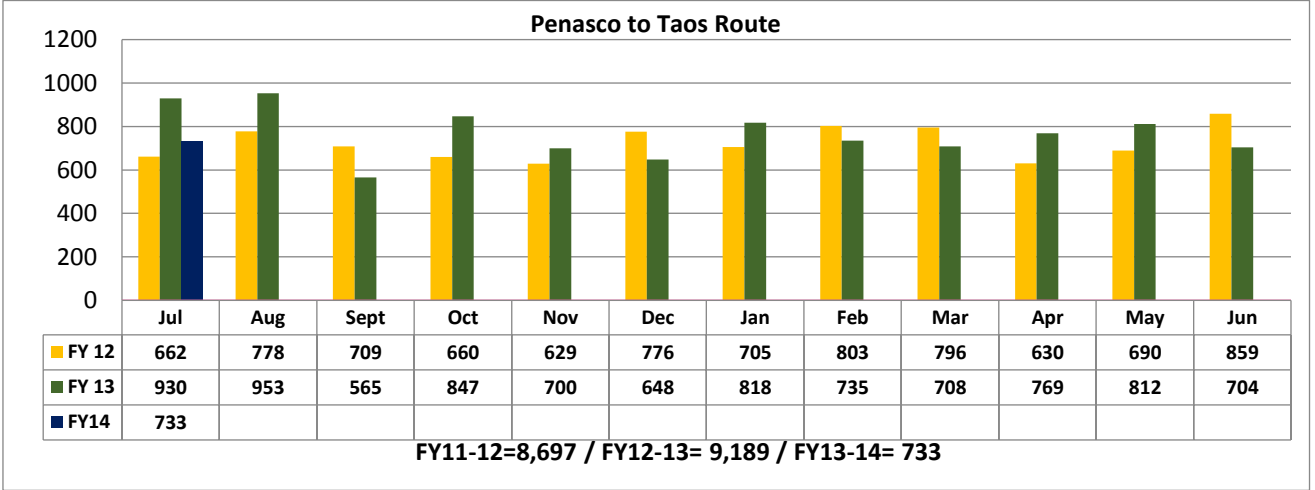
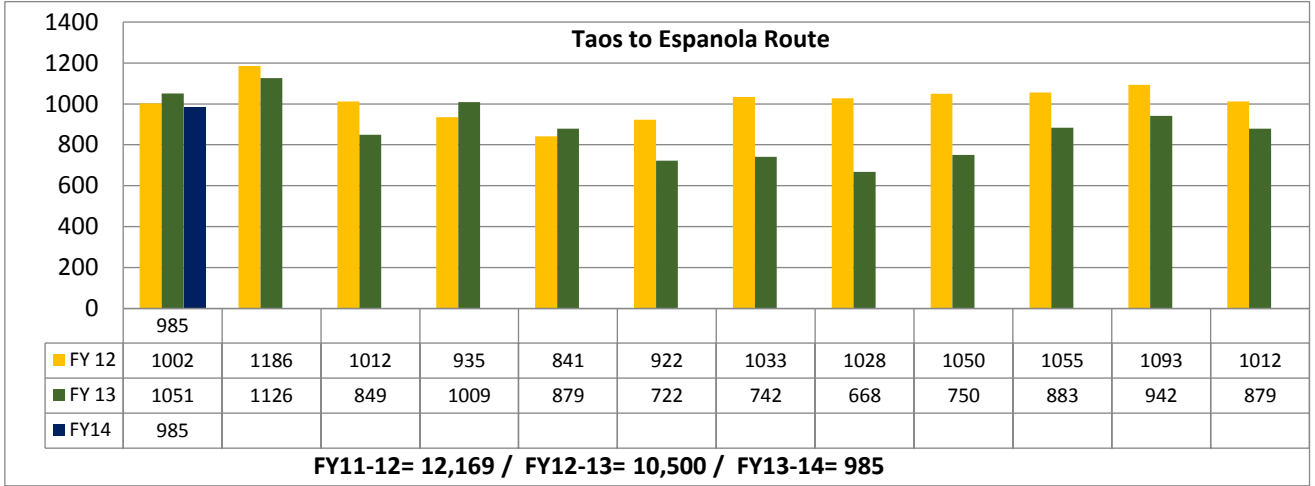
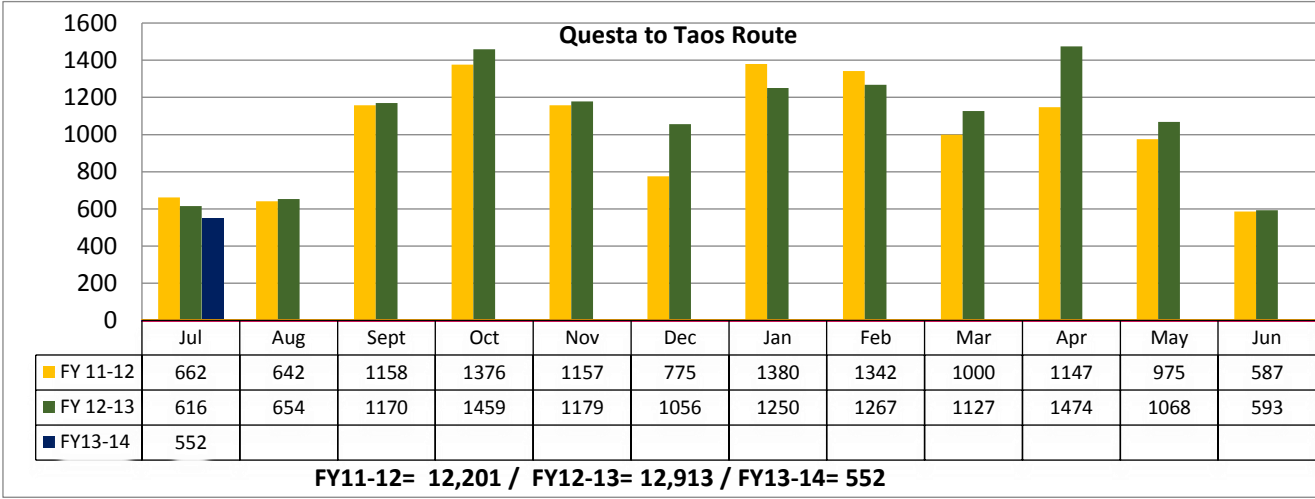
	This Year	Last Year	Difference	% Change
<u>NCRTD Operated</u>	834	724	110	13%
<u>NCRTD Funded</u>	1,478	1235	243	16%
<u>Systems Total</u>	2312	1959	353	15%

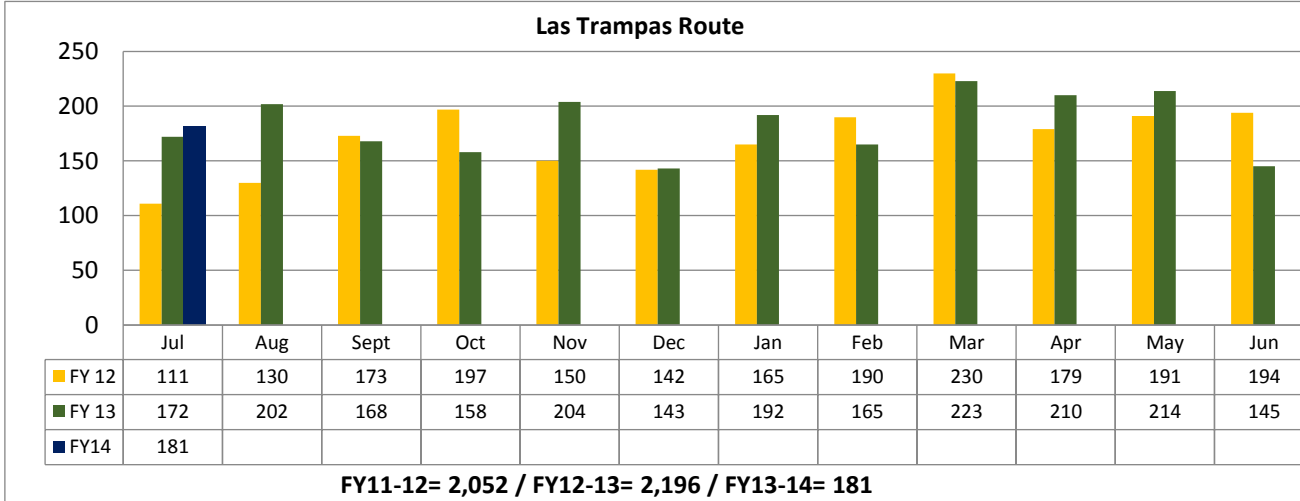
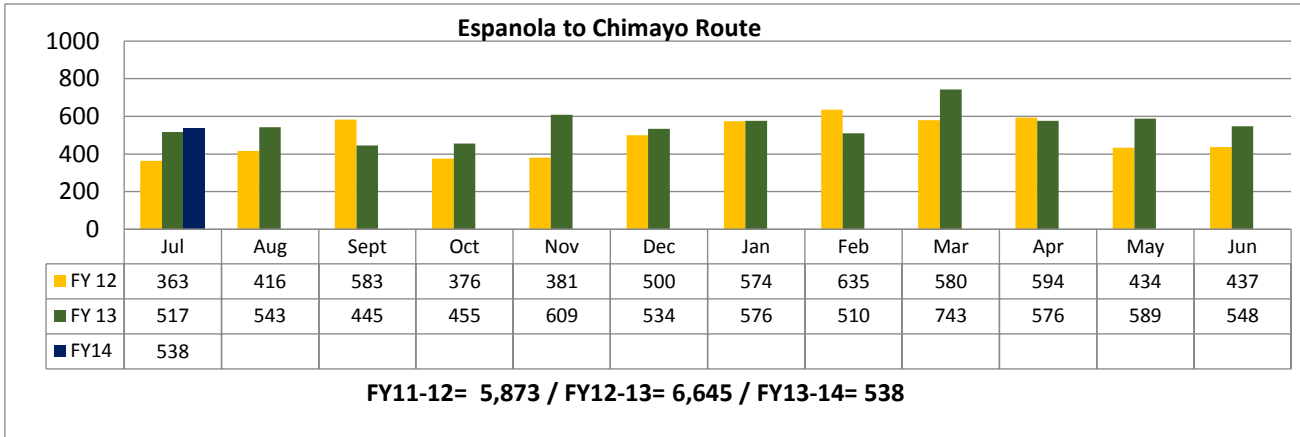
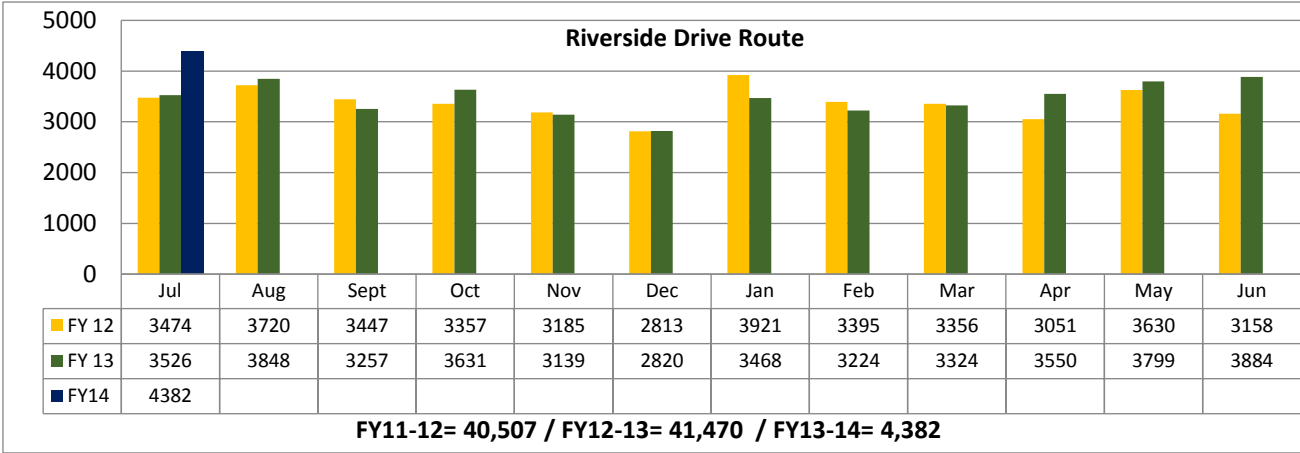
Total Ridership YTD % Change

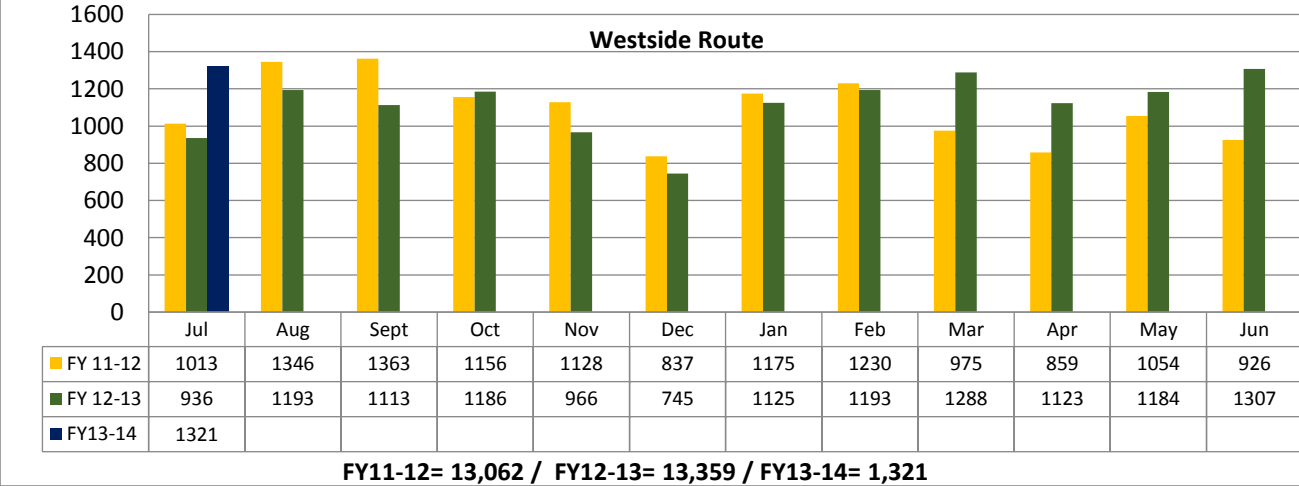
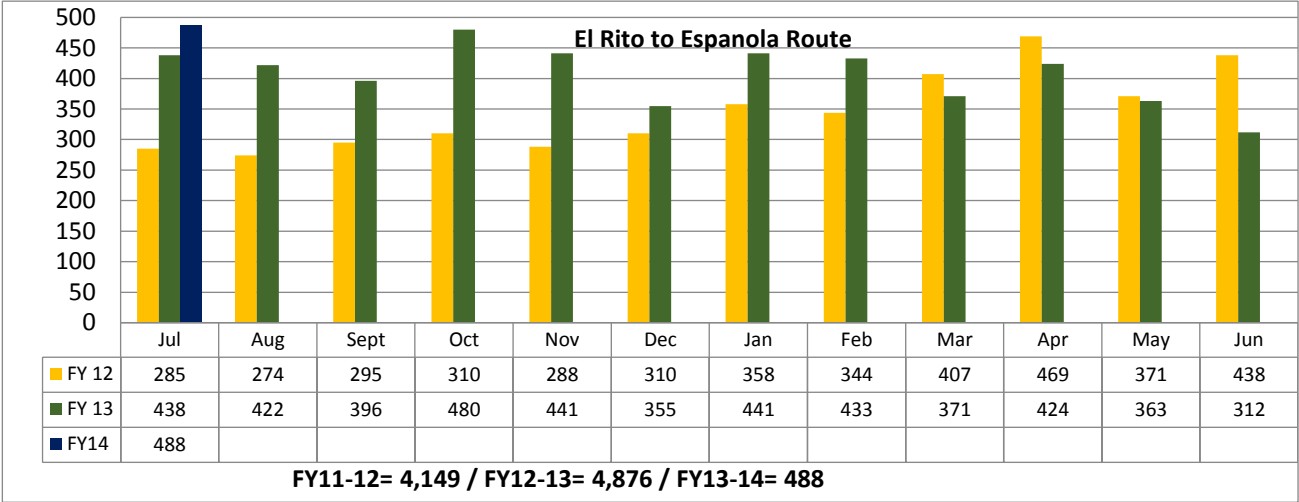
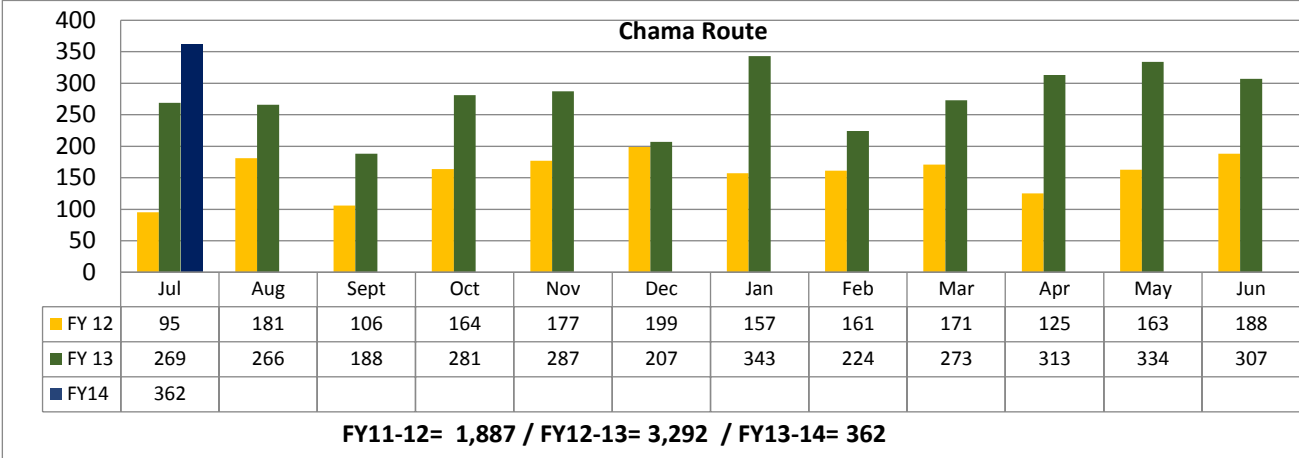
July-13 15%

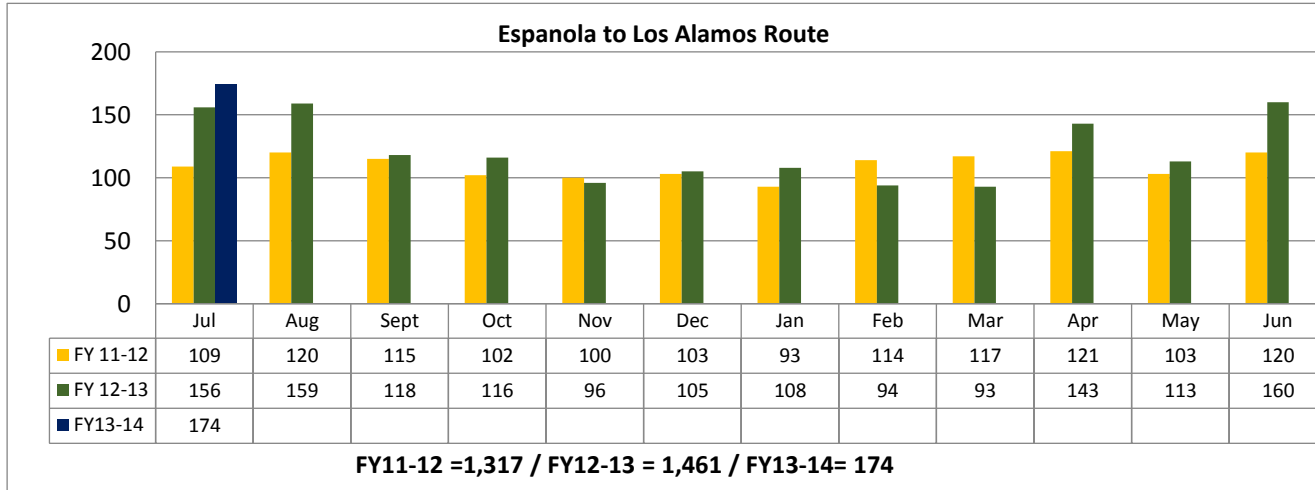
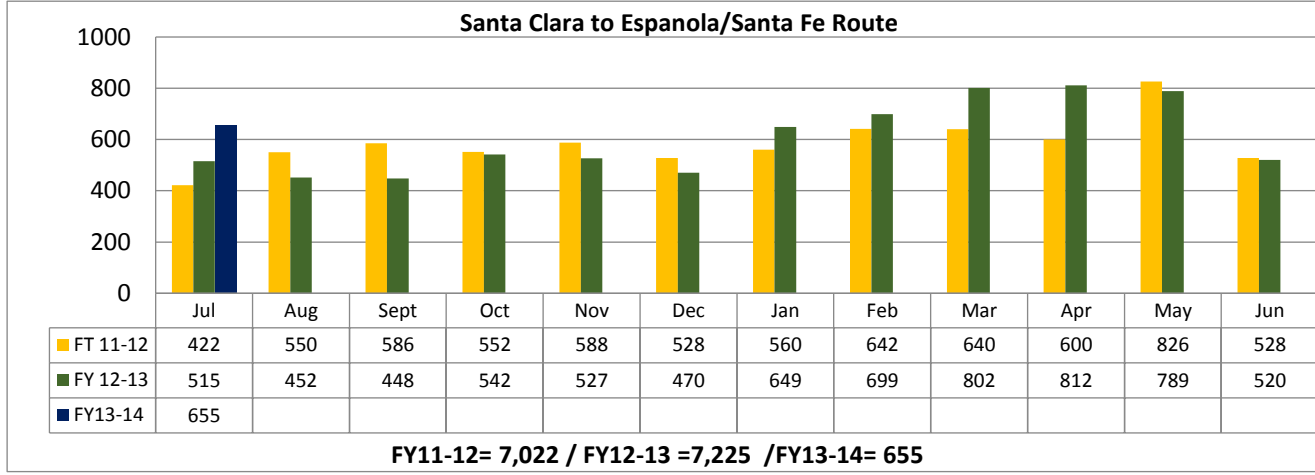
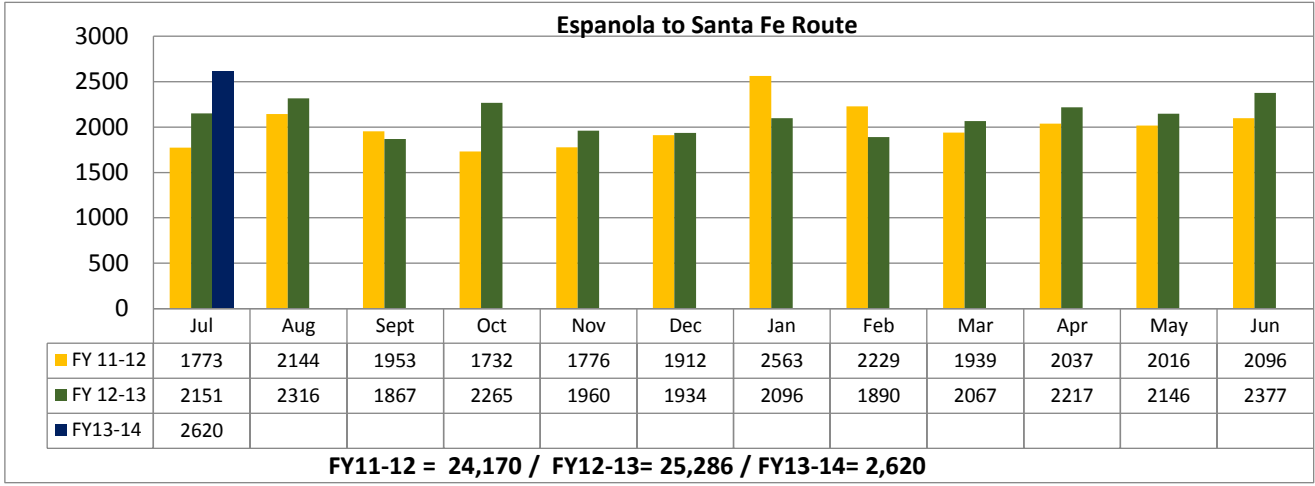
Jul-2013 Ridership Report

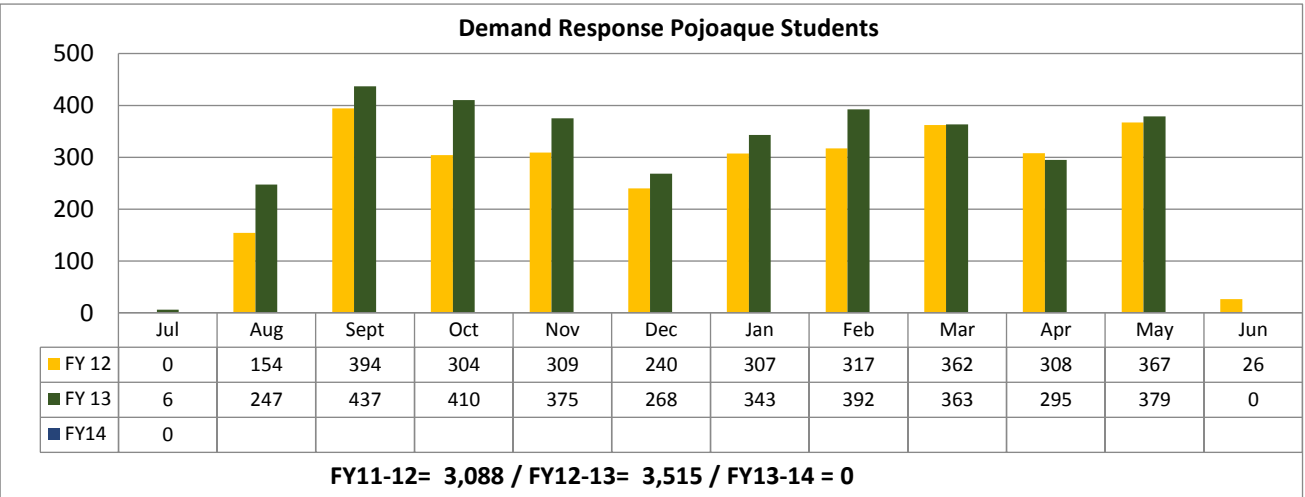
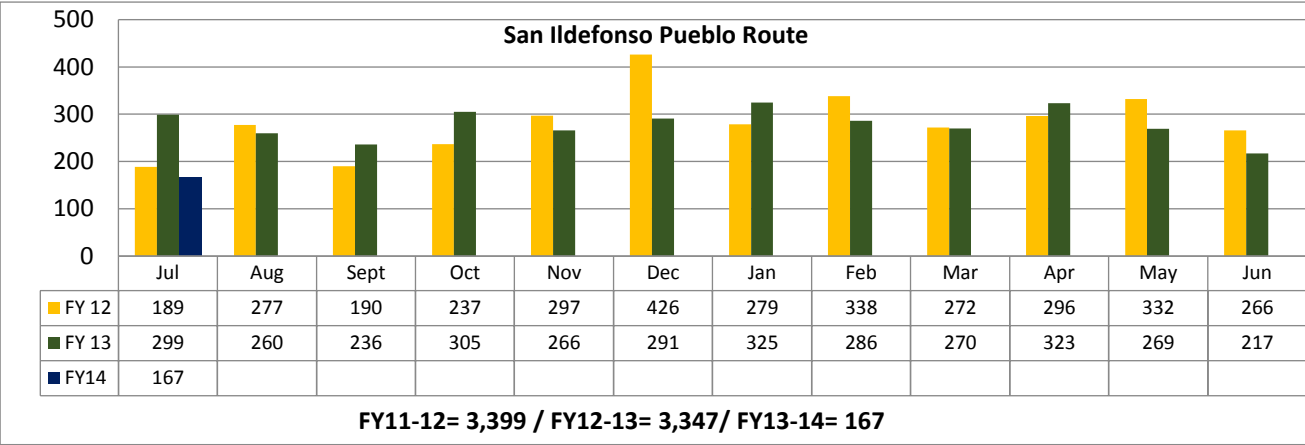
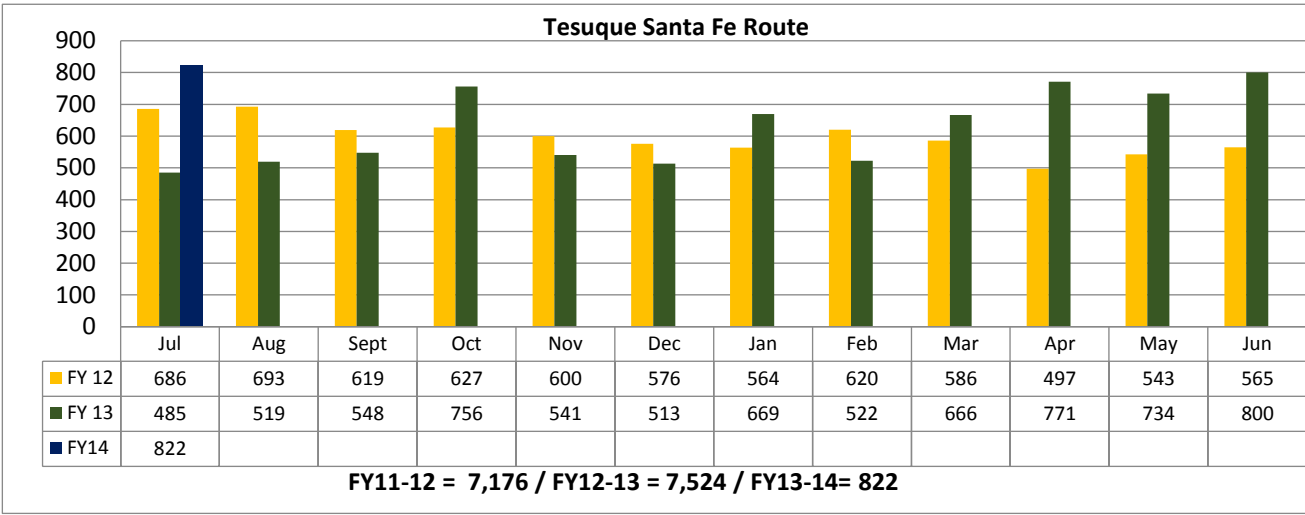


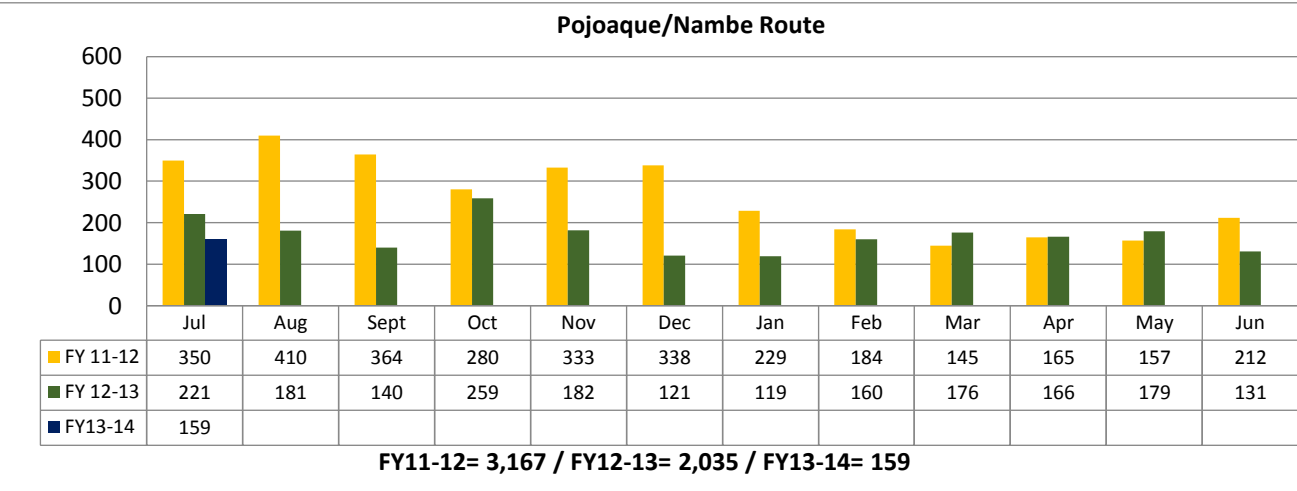
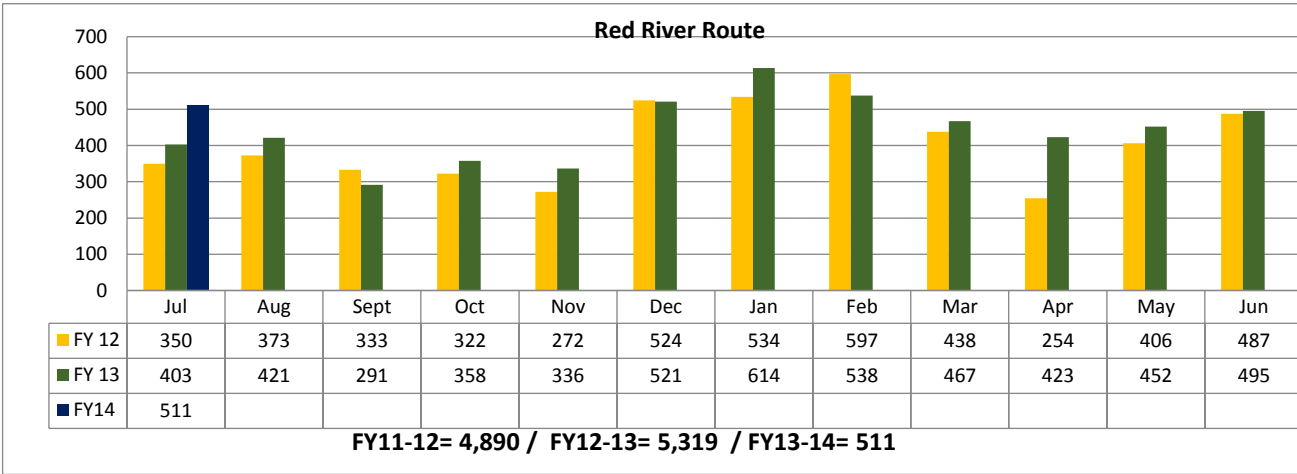
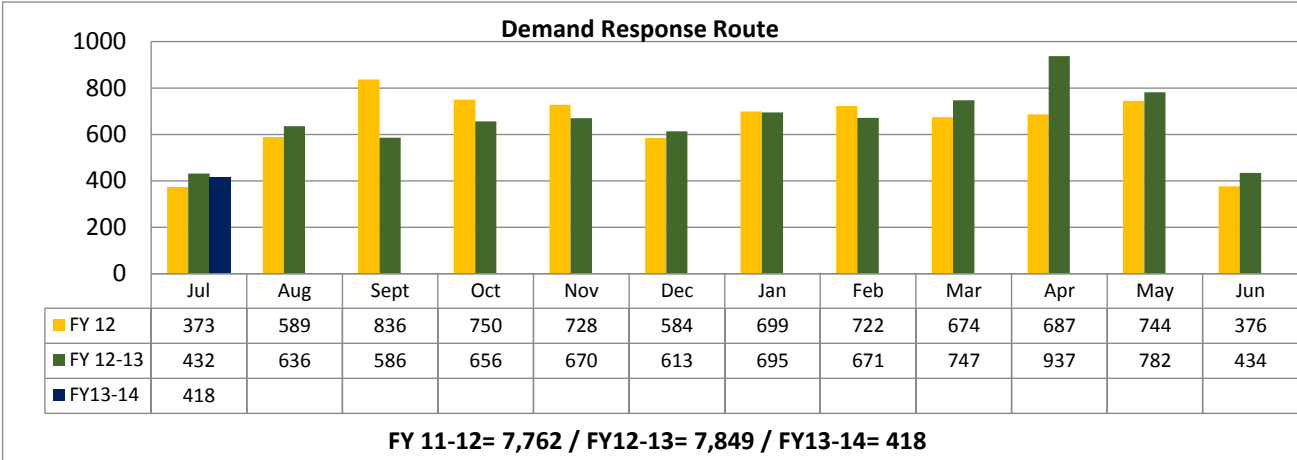


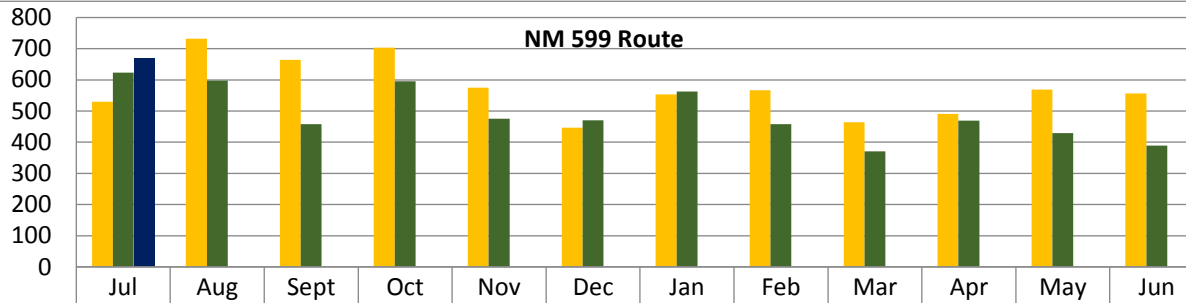






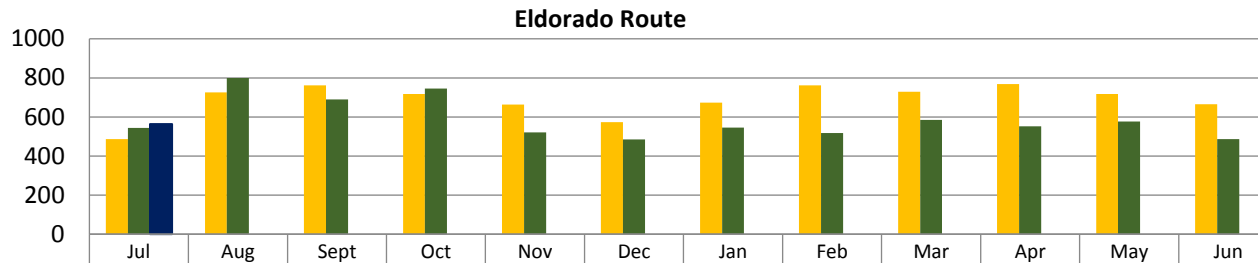






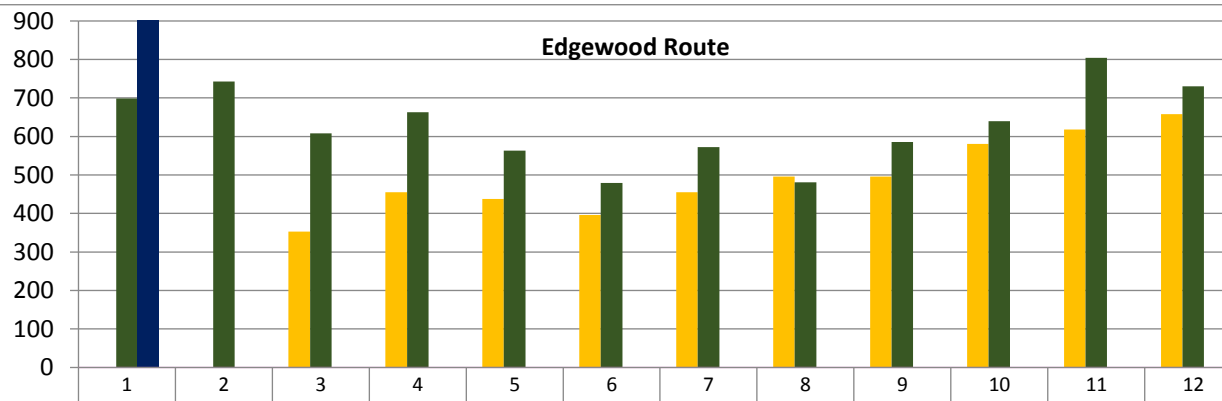
FY 11-12	530	732	664	703	575	447	553	567	464	491	569	557
FY 12-13	623	598	458	596	475	470	563	458	371	469	429	389
FY 13-14	669											

FY11-12= 6,852 / FY12-13= 5,899 / FY13-14= 669



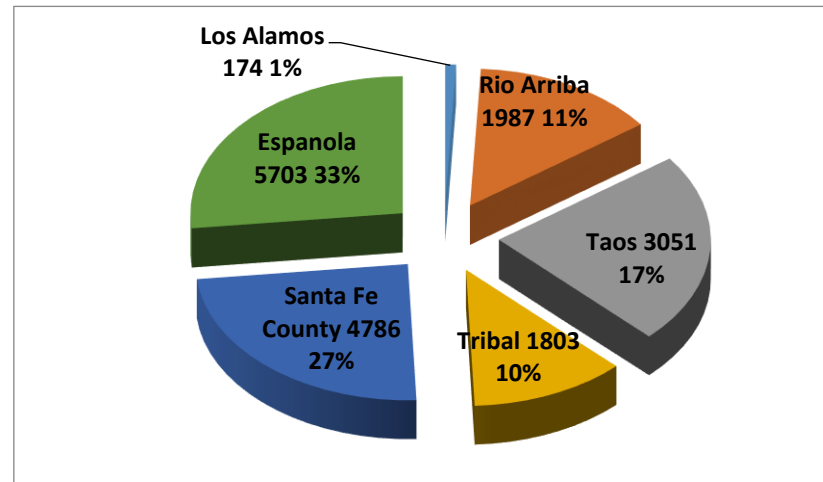
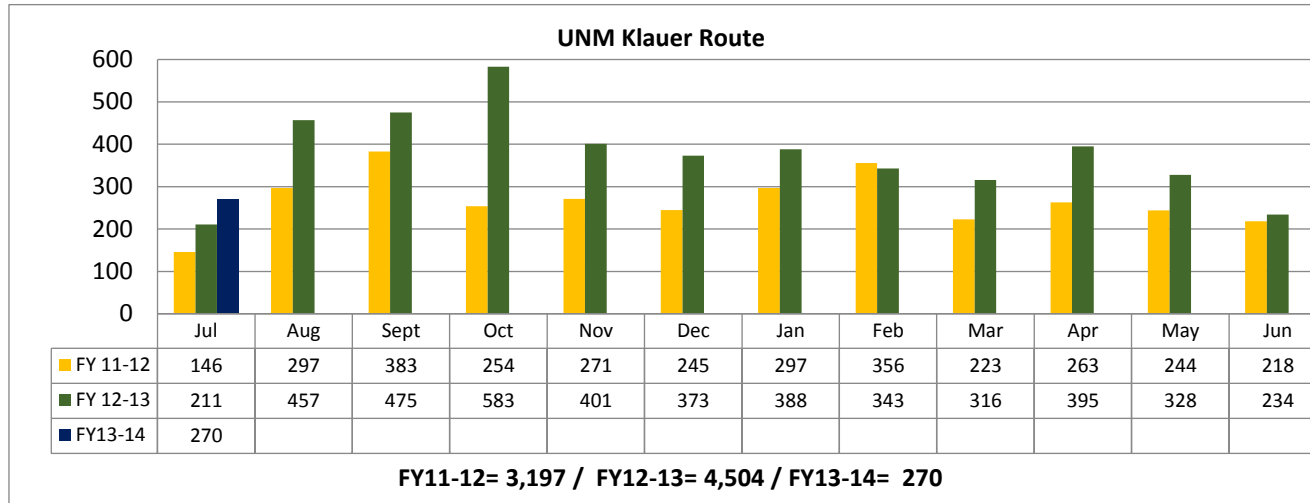
FY 12	486	726	761	718	663	574	673	761	729	769	718	665
FY 13	544	799	689	745	521	484	546	518	584	552	576	487
FY 14	564											

FY11-12= 8,243 / FY12-13= 7,045 / FY13-14= 564



FY 11-12			353	455	438	396	455	496	496	581	618	658
FY 12-13	699	743	608	663	563	479	572	481	586	640	804	730
FY 13-14	933											

FY11-12= 4,946 / FY12-13= 7,568 / FY13-14= 933



NCRTD Funded Routes - Member Operated

