



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

**January 10, 2014  
9:00 AM - 1:00 PM  
Jim West Regional Transit Center  
Board Room**

**CALL TO ORDER:**

1. PLEDGE OF ALLEGIANCE
2. MOMENT OF SILENCE
3. ROLL CALL
4. INTRODUCTIONS
5. APPROVAL OF AGENDA
6. APPROVAL OF MINUTES – December 6, 2013
7. PUBLIC COMMENTS

**PRESENTATION ITEMS:**

- A. A Presentation and Discussion of Annual Auditors Report**  
*Sponsor: Anthony J. Mortillaro, Executive Director, Glenda Aragon, Finance Director,  
Attachment will be made available at the Board Meeting.*

**ACTION ITEMS FOR APPROVAL/ DISCUSSION:**

- B. Discussion and Consideration of Resolution 2013-32 Open Meetings Act**  
*Sponsor: Anthony J. Mortillaro, Executive Director. Attachment*
- C. Discussion and Consideration of Resolution 2013-31 Authorizing the Disposal of Assets/Fleet**  
*Sponsor: Anthony J. Mortillaro, Executive Director, Glenda Aragon, Finance Director,  
and Gus Martinez, Fleet/Building Maintenance Manager. Attachment.*
- D. Discussion and Consideration of Resolution 2014-01 Authorizing a Budget Amendment for Fiscal Year (FY) 2014 so as to incorporate funding adjustments for the acquisition of replacement fleet**  
*Sponsor: Anthony J. Mortillaro, Executive Director, Glenda Aragon, Finance Director.  
Attachment.*
- E. Discussion and Consideration of Service Plan Update Recommendation**  
*Sponsor: Anthony J. Mortillaro, Executive Director and Stacey McGuire, Project and  
Grants Specialist. Attachment*
- F. Discussion and Consideration Authorizing the Employee Recognition Program**  
*Sponsor: Anthony J. Mortillaro, Executive Director. Attachment.*

**G. Discussion and Review of Ski Santa Fe Service Update**

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

**DISCUSSION ITEMS:**

**H. Financial Report for December 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. *Agenda & Minutes for November 22, 2013*

**J. Tribal Subcommittee Report:**

*Sponsor:* Chair Mary Lou Valerio and Anthony J. Mortillaro, NCRTD Executive Director. *No report.*

**K. Executive Report for December 2013 and Comments from the Executive Director:**

- 1) Executive Report
- 2) Performance Measures for November 2013
- 3) Ridership Report for November 2013

**MATTERS FROM THE BOARD**

**MISCELLANEOUS**

**ADJOURN**

**NEXT BOARD MEETING: February 7, 2014 at 9:00 a.m.**

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



**North Central Regional Transit District**  
**Board Meeting**  
**Friday, December 6, 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 9:17 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:

<b>Members Present:</b>	<b>Elected Members</b>	<b>Alternate Designees</b>
Los Alamos County		<i>Mr. Philo Shelton III</i>
Rio Arriba County	Absent	
Taos County	<i>Commissioner Daniel Barrone</i>	
Santa Fé County	Absent	
Nambé Pueblo	Absent	
Pojoaque Pueblo	Absent	
Ohkay Owingeh		<i>Ms. Christy Mermejo</i>
San Ildefonso Pueblo	<i>Ms. Lillian Garcia</i>	

Santa Clara Pueblo		<i>Ms. Mary Lou Valério</i>
Tesuque Pueblo		<i>Ms. Sandra Maes</i>
City of Santa Fé		<i>Mr. Jon Bulthuis</i>
City of Española	<i>Councilor D. Tim Salazar</i>	
Town of Edgewood	Absent	
Rio Metro (ex officio)	Absent	

**Staff Members Present**

Mr. Anthony J. Mortillaro, Executive Director  
 Mr. Pat López, Financial Specialist  
 Mr. Jim Nagle, Public Information Officer  
 Ms. Dalene Lucero, Executive Assistant  
 Mr. Mike Kelly, Transit Operations Manager  
 Ms. Stacey McGuire, Projects and Grants Specialist  
 Mr. Gus Martínez, Fleet/Facilities Maintenance Manager

**Others Present**

Mr. Mark Basham, Legal Counsel  
 Mr. Carl Boaz, Stenographer  
 Mr. Antonio Sierra, Rio Grande Sun  
 Mr. Erick Aune, Santa Fé County  
 Mr. Gary Forrest, Sipapu Ski and Summer Resort  
 Mr. Andrew Martínez, Rio Arriba County  
 Ms. Evelyn Naranjo, San Ildefonso Pueblo  
 Ms. Lucy Collier, Chimayó  
 Mr. Robin Young, La Cienega Community Association  
 Ms. Andrea Cotter, Tres Piedras

**4. INTRODUCTIONS**

All present introduced themselves to the Board.

**5. APPROVAL OF AGENDA**

**Mr. Shelton moved to approve the agenda as presented. Councilor Salazar seconded the motion and it passed by unanimous voice vote.**

## **6. APPROVAL OF MINUTES – October 4, 2013 and November 8, 2013**

### **October 4, 2013**

**Mr. Shelton moved to approve the October 4, 2013 minutes as presented. Ms. Maes seconded the motion and it passed by unanimous voice vote.**

### **November 8, 2013**

**Councilor Salazar moved to approve the November 8, 2013 minutes as presented. Mr. Shelton seconded the motion and it passed by unanimous voice vote.**

## **7. PUBLIC COMMENTS**

There were no public comments.

## **PRESENTATION ITEMS:**

### **A. A Presentation and Discussions of Service Plan Update Technical Memorandum 4 & 5**

Mr. Mortillaro said Mr. Ken Hosen was here today to talk about his findings regarding the current service plans and to explain where there was a lack or a need to enhance; to adjust and to provide future modifications as well. He would go over them. He suggested taking comment when Mr. Hosen completed each section.

Mr. Hosen said this was his third presentation and today he would present: 1) quickly review efforts to date; 2) route by route recommendations; and 3) input from Board and Public

#### **1) Efforts to Date**

KFH did a complete demographic review (Technical Memo #1); Review of existing services (Technical Memo #2); Significant outreach process (Technical Memo #3); Compilation of unmet needs (Technical Memo #4); and now the Development of Service and Operational Alternatives (Technical Memo #5).

KFH held 16 meetings throughout the region; met with staff, met with drivers, drove over all the region and rode all RTD routes. The RTD is the glue holding the region's transit system together. They need more bus stops with some where the bus goes by a significant place to stop. For some reason New Mexico has a law against flag stops. Many of the services just need a little tweaking.

Under Alternatives and Service Options, KFH reported that all routes, both fixed and flex routes, required ADA service for people with disabilities. And in their analysis, they realized it was not just a matter of where

but when the bus went. Was the bus there at a time when people needed it?

NCRTD needed to avoid duplication - especially with Park and Ride.

NCRTD needed to have connectivity to the five other systems in the service area. Service levels were determined based on need. The goal was to provide more trips for people and connect the region.

They presented the details for proposed changes in existing routes in Technical Memo #5.

Mr. Hosen made comments on each of the RTD routes. He made the following comments:

Pojoaque to Nambé was a poor performer. The hours didn't allow for commuting. Shopping and medical options were limited. He recommended revising the hours to meet commuter needs; or expand hours to meet a wide variety of needs; or implement a dial-a-ride service. Dial a ride would delineate an area and arrive within an hour of the call. It would enhance ridership and could have subscribers so they wouldn't have to call every day. Riders would have more options and could ride for less time. Their proposed service on this route would cost \$76,000 but dial a ride would not increase costs.

The San Ildefonso route was also a low ridership route not meeting commuter, shopper or medical needs. A lot of people had a long walk to get to the bus. KFH proposed a) to extend service into the pueblo; b) perhaps add a mid-day trip for shopping and medical needs; c) add bus stops on highway 502.

Alternative a) would have no cost impact. B) would add \$28,500 annually. C) KFH heard from lots of people along 502 who wanted to ride the bus. He showed a map of possible bus stops there.

Ms. Linda Naranjo asked for another stop. It was on highway 30 across the river closer to Los Alamos.

Mr. Mortillaro asked her if the alternatives recommended were more preferable.

Ms. Naranjo wasn't sure but yielded to Board member, Lillian Garcia, who said the Black Mesa area was another one where people wanted to come into the village. People wanted to catch a ride or just in that area.

Mr. Hosen said the Riverside route in Española was a good performer but needed schedule refinement. The alternatives he proposed were: a) revise the southern portion to reduce service to the Dreamcatcher which had very limited ridership. That part should only run in peak hours and mid-day; b) customer flexibility was needed with timed meets, faster running time, and more stops (to reduce the wait times for the buses). This modification would have no added costs.

Mr. Hosen shared comments he had received earlier.

Westside Route was a poor performer with a poor route design. He recommended either a) reconfigure the route to provide direct service and time it to meet at the Park and Ride, or b) reconfigure to include two half-hour routes to interline with one route on the Westside and the other serving the east side. He showed an option for an east side route.

Ms. Linda Naranjo had a concern. There were some commuters from Santa Fé and that could make it a hardship for them. The alternative would help somewhat with the route section on El Llano.

Ms. Lucy Collier from Chimayó agreed that there were plenty of people on that back road.

Mr. Hosen said they didn't have a consensus yet on the east side. McCurdy was narrow road and Llano was definitely an option on that route.

Mr. Hosen pointed out that much of the UNM Taos Klauer Campus Route duplicate the Chile Line service. It didn't have to operate every day of the week when the school was closed or no students were around. So he proposed they reduce it to 210 days when campus was fully in use which would save about \$26,000; or turn the service over to the Chile Line to save \$138,000. The RTD should operate the longer route to Santa Fé and let the Chile Line do the local route.

Chair Barrone commented that negotiations had started on this alternative.

Ms. McGuire agreed but clarified that they hadn't made a decision on it yet.

Ms. Andrea Cotter from Tres Piedras said there was a large group from there at a meeting who would really like service to their community. A total of 75 people signed a petition for a route from Tres Piedras to Taos or Española.

Mr. Hosen asked her what kind of service they were requesting.

Ms. Cotter said some wanted commuter service but most people wanted an opportunity to ride to Taos for shopping and medical care.

Chair Barrone suggested they could possibly stop at Colorado Road and at Rim Road.

Ms. Cotter thought that would be incredible. They did talk about having a stop at the highway junction.

Mr. Hosen proposed, unless a whole group would sign up for commuter, that they have an initial trial of one day a week for shoppers. If 7-8 signed up for commuter service the RTD could do it more. They could also consider van pools like Edgewood and Golden.

Mr. Hosen said the 599 Route was recently revised. He had no changes to recommend except service to Golden one day a week.

Mr. Hosen said the Questa to Taos Route was a good performing regional commuter route but not for shopping and medical appointments in Taos. The Walmart stop needed to be included in each run for business needs. The riders could have 2-3 hours in Taos. There would be no increased costs.

The Peñasco to Taos route was primarily a commuter route and it was difficult for other purposes. An alternative would be a mid-day round trip to allow passengers to spend less than a full day and add more stops around Taos.

Ms. Maes asked if that would duplicate Chile Line service.

Mr. Hosen said that depended on the driver. There was some duplication there. And the Chile Line complained a little about that. But it needs to have a few extra stops. The buses meet at the Taos County building.

Mr. Hosen didn't want the RTD service to compete with the Chile Line. The bus would probably stop at Holy Cross and at Walmart.

Ms. Mermejo asked if the route could stop at Picuris Pueblo just 1/4 mile off the present route. There was a need there.

Mr. Hosen said that was a great idea.

Mr. Hosen said the Taos to Española Route had lots of opportunities: revise timing, add bus stops and add midday service. When it gets to Española it could interline all the way to Santa Fé for the Rail runner connection. To add hours daily would cost \$95,000. Velarde to the Ohkay Casino could have many new bus stops. He recommended stops wherever a traffic light existed.

Mr. Hosen said, "Closed door service eliminates competition with the Chile Line."

There were three different routes for Española to Santa Fé and they were heavily used. His recommendation was to rationalize the schedules. His alternatives included: Combine the Santa Clara and Tesuque trips to Santa Fé as part of this route to allow more service to those communities. Connecting with the Park and Ride to Santa Fé would keep Santa Clara service in the local community. There would be no added cost to that option.

Ms. Valério asked if that would affect the ridership for morning and evening to Santa Fé.

Mr. Hosen suggested that it might but advertising could increase the ridership. The other option would be to connect to Park and Ride seamlessly to head down.

The Española to Los Alamos to Pojoaque Route was designed for midday service to Los Alamos and it performed poorly now due to confused routing. Revising and simplifying for mid-day travel would improve service and ridership. DOT Park and Ride would benefit also. And that would have no increased costs.

This was also where they could serve stops along 502 for San Ildefonso and Santa Clara Pueblos.

Ms. Garcia said if it included San Ildefonso stops, more people would ride this one also. Just to the Visitor Center and then a stop at Battleship View would help.

Mr. Hosen said KFH heard that the former driver did drop off people in the pueblo where requested and



the new one only followed the schedule. He asked if the people went to the Los Alamos Medical Center. He thought if RTD could connect with Atomic City local transit it would improve the route.

Mr. Shelton agreed. Atomic City went to the Medical Center.

Española - Chimayó Route needed a destination in Española. Alternatives were to connect to the Park and Ride and combine the midday run with the Las Trampas route with no added costs.

Ms. Collier said people would be very happy to make a connection with Park and Ride. She hoped it would allow her to go into Santa Fé when the Park and Ride went to Santa Fé. Coming back was a problem.

Mr. Hosen said he wanted Park and Ride used for all times.

Ms. Collier complimented the Board on this system. It was amazing and more people needed to know about it.

Mr. Hosen agreed they would have to do marketing as well.

Ms. Collier said the schedules were complicated and hard to figure out.

Mr. Hosen was glad she mentioned that because the RTD needed to uncomplicate the schedules.

Ms. Maes asked if combining to Las Trampas meant Truchas and Cordova would be included.

Mr. Kelly agreed.

Mr. Hosen said the Española - El Rito Route was a long ineffective loop with significant dead space and not enough bus stops. The schedule inhibited ridership. The route should be out and back so people in Ojo Caliente would have only 30 minutes up and back. It also needed more stops on 295 south of Ojo Caliente. It could have reduced hours yet be more usable for commuters. That could save \$19,000 to \$47,000 by rearranging the way it runs.

Las Trampas Route had ineffective timing for commuters and the trip to Española would require 6 hours. He recommended they revise the schedule.

Chama to Española was currently a 3 times a week route but the timing allowed little time to shop in Española. Either they could stay only one hour or would have to stay five hours. Alternatives included a revised schedule; expanding service to five times per week and addressing commuters' needs along 84.

There were lots of communities up along that road. So the RTD could do commuter run along 84 to Española if it was 5 days per week.

Mr. Collier asked if they could have a route from Española to Abiquiu. If they had it, people could come down to the intersection going to El Rito.

Mr. Hosen said the cost to increase it to five days a week would be \$63,000.

Ms. Valério recalled they had talks with Ghost Ranch for service up to Ghost Ranch.

Mr. Hosen thought that was a possibility and they could even promote tourism there.

Ms. McGuire noted one concern was the condition of the road into Ghost Ranch and Ghost Ranch was considering providing a shuttle on that road to the highway.

Mr. Hosen said the Questa to Red River Route provided two way service all year in a seasonal environment. The alternative would be to reduce service levels in off peak seasons and add stops in Red River. That could save \$28,000.

Chair Barrone noted that Mayor Calhoun of Red River couldn't attend today and had concerns about possible reductions and had asked that RTD staff communicate with him regarding any possible service changes. Staff agreed to keep in touch with him.

Mr. Hosen suggested they could just have one run in the morning and one in the afternoon.

Chair Barrone added that they had one bus up there and maybe they could take over that route. He offered to help with that.

El Dorado Route had 6 round trips for commuters but none at midday. An alternative would reduce service hours and include a midday round trip. That would provide better productivity with a lower service level and save about \$38,000 in costs.

Edgewood Route was a very busy commuter route with good ridership. They would like the mid-day security blanket. That would allow for shopping, medical and government needs rather than just for commuters. Ridership was growing and a bigger bus would soon be needed. This route was only cost effective with a driver based in Edgewood. The driver would have to have a backup.

The Tesuque Route duplicates other RTD runs and Park and Ride service. The local circulator also has low ridership. The alternative would be to combine the Santa Fé run with other corridor runs to form a local bus from Española to Santa Fé and allow for more local and feeder service by having a vehicle located in Tesuque. There would be no added costs with this change.

Ms. Maes said some of their staff who lived in Albuquerque wanted to be able to catch the Rail runner and connect with the Tesuque route. That would enhance ridership.

Ms. Collier asked if it would be possible to add a stop in Santa Fé so people could catch the Rail Runner.

Mr. Hosen said they could catch it now at South Capitol.

Ms. Maes asked if the bus stopped in Pojoaque. That would help also.

Mr. Mortillaro asked if she was talking about the Peh Center. Ms. Maes agreed.

The Santa Clara Route was similar to the Tesuque Route. It was part commuter and part local circulator. It duplicated the run to Santa Fé and could be realigned to provide more options to Santa Clara.

If they revived the Española loop so Santa Clara could access the whole system it would be improved. They should have timed meets for the Española route. It would go out and come back the same way.

Mr. Hosen summarized the recommendations. There were potential costs in implementing these changes. But he showed the table of savings and added costs in which potential net savings could amount to \$64,900.

He recommended that the Para-transit Service (ADA) in the Española area should continue. He also explained that the fares being charged equalized the issue with the federal government.

There were several questions about the flex route service including how eligibility was verified. Mr. Hosen said verification of eligibility was done through the dispatcher. Mr. Kelly added that there was an application process and some didn't get approved.

Ms. Naranjo asked about veterans' access to the VA and Mr. Hosen replied that all vehicles were ADA approved vehicles.

Mr. Shelton asked if the policy for those living within a quarter mile of fixed routes took dirt roads into consideration.

Mr. Hosen agreed. But if it was not safe or there was no place to turn around, then alternatives had to be made to allow safe operation of the bus. ADA did allow for that.

Ms. Maes asked if the RTD eligibility application process was the one the state followed or if the RTD had its own internal process.

Mr. Kelly said the process was approved through ADA and FHWA for transit applications.

Mr. Hosen said it was a good process.

Mr. Bulthuis said regarding veterans' access that the VA was going to build a new VA center in the Santa Fé area so it would be closer than Albuquerque and at South Capitol, the Santa Fé Trails equipment was fully accessible.

Mr. Bulthuis asked if riders would be provided on-demand service by calling the same day or had to call 24 hours ahead of time.

Mr. Kelly said they had to call 1-4 days ahead of the day of service.

Mr. Hosen said ADA transit was the only service on which you would want fewer riders. You want to get them on fixed routes where the service would be free. But for rural routes, flex route service might be the only option.

Mr. Hosen summarized the new services proposed which include the Eastside Española route on El Llano Road and the McCurdy Road loop and another from Park and Ride through Santa Cruz which now was projected to use McCurdy Road instead of El Llano Road.

Mr. Mortillaro asked Councilor Salazar if there were any future plans to widen McCurdy Road.

Councilor Salazar agreed that they were planning on it in the future. He offered to report back on further details.

Mr. Mortillaro suggested maybe together they could get federal support for it.

Councilor Salazar welcomed that.

Mr. Hosen said the La Cienega Route was a popular possibility. He thought it would be a viable route and could go to the big Walmart Center and up to Las Golandrinas. It could also stop at 599 to meet the Rail Runner southbound. It would serve both commuters and midday with four one way trips per hour at a cost of \$114,000 annually.

Mr. Robin Young, La Cienega resident and webmaster for the Community Association strongly endorsed this route. With 33% growth and a population of 4,000, he commuted daily to Albuquerque and would appreciate being able to use it. His suggestion was to find a way to extend the route into Cieneguilla and hook up with public roads 507 and 52 or 508 and 514.

Mr. Hosen said for the Golden Route they had a few requests but the RTD could not sustain daily service to Golden at this time. He proposed a one day per week tagged from the Madrid route. The cost of the extension would be about \$4,000 annually. That could be a test to see if service was needed to Golden.

Ski Service: Mr. Hosen said Sipapu and Ski Santa Fé were most viable new routes. As an alternative, the RTD could consider providing weekend service through the ski season at a cost of \$38,000 or 7 day per week service at a cost of \$114,000. It could probably be put on a fare or ask the ski resorts to contribute to costs. He thought it would generate ridership as well. He saw a lot of this in systems in Colorado and was very successful.

Chair Barrone would like to see Angel Fire on there also at a payment from them for service.

Ms. Mermejo asked if Mr. Hosen was saying it was the same cost for Sipapu as for Ski Santa Fé.

Mr. Hosen explained that a Sipapu route would have more miles to travel.

Ms. Mermejo mentioned that there was a route close by.

Ms. McGuire explained that it was based on extending the Peñasco route and brand new service in Santa Fé. Purchasing a new vehicle would increase cost.

Mr. Hosen said they could revisit it. It might cause operational issues with the extension of the Peñasco route and that would serve mostly just Taos people.

Ms. Mermejo said lots of Peñasco people needed to ride to Sipapu.

Mr. Hosen said from Española or Santa Fé would require a different route.

Ms. Maes asked if the cost estimates included personnel.

Mr. Hosen agreed. He calculated it on hours of service at \$76/hour.

Ms. McGuire said the calculation did not include the cost of acquiring larger vehicle which would be separate from this cost estimate.

Ms. Maes asked how many runs per day the estimate had.

Mr. Hosen said it was estimated to be 12 hours per day and not for year round. It would be Premium Express Service on the weekends. They were proposing a full service in both directions and swapping out routes with the Chile Line. He also suggested consideration of a Bandelier weekend connection to bus in Los Alamos in season. The RTD might be able to get sponsors by hotels, casinos, retailers, etc. Shopper shuttles with sponsors could also be realized. And they could be run in the middle of the day to fill in service and driver hours. Lubbock has had a great success with it and routes could be named for the sponsor.

#### Weekend Service.

Mr. Hosen said they had lots of requests for weekend service for Española - about two buses. The cost would be about \$87,000 for Saturday and \$71,000 for Sunday.

Potential costs for all new services would be at the low end \$374,000 and \$652,000 at the high end. That estimate didn't include capital but would not be needed on weekend routes.

#### Facility Issues.

Mr. Hosen said the major facility issue was at the Española Park and Ride facility. It was crowded with more than two buses on site at the same time. An alternatives would be a potential park and ride facility at the Jim West location in the vacant lot. This area was a major destination but park and ride people were not likely to do that. So one lot could be for park and ride and the other for local service. There were days when that lot was completely full.

#### Sponsorship Programs –

Mr. Hosen noted there was a long history of advertising on buses. He recommended the RTD should not just sell advertising but should sell sponsorship packages and have various packages for different sized businesses. He believed it could generate significant income.

#### Regional Planning Process –

The goal was to have one Network of Services. The 6 transit systems would meet quarterly to work through the issues and could coordinate future changes in schedules, etc.

#### New Route Maps and Schedules –

Mr. Hosen recommended having a three-fold route map and schedule for each route. In it, the terminology was important. Instead of inbound and outbound it should be northbound, southbound, etc.

He recommended using route numbers with 1-0 for Santa Fé, 10-19 for Española, 20-29 for Pueblo based routes, 30-39 for Taos Routes and 40-49 for corridor routes.

For the Next Steps, Mr. Hosen proposed the Board reach consensus on future direction of service. Then a draft report would be developed detailing all the needed changes.

Mr. Mortillaro said the Board would consider that at the January meeting with staff recommendations based on comments made today. The Board has to approve everything. They would have to put the GEO detail for every step no later than February. That would go into the computerized data. The staff would do their best to read the crystal ball and hope the recommendations would be acceptable to the Board.

Councilor Salazar said on Monday, the Española City Council meets and would consider these options and he would report that to the RTD. He thought maybe he could get more information for Española and maybe encourage them to consider support for these recommendations.

Ms. Naranjo said San Ildefonso wanted to talk about the bus shelter at the visitor's center. For people who had to wait there as well as at the battleship area. She said sometimes the village center was closed but people still needed to travel. She asked about how to get sponsorships without running into each other.

She thanked the Board for this discussion on the service plan. She related her need with a child in the hospital and would like dial a ride service. She recommended using a sign in sheet to help know how many rode the bus. She also asked if they were insured if they had losses.

Ms. Mermejo asked when budget for this would be considered.

Mr. Mortillaro explained the process. The reserves could fund about \$100,000 in new services.

Chair Barrone asked if the RTD would reach out to Red River.

Mr. Mortillaro agreed. Staff would address Mayor Calhoun's concerns.

Ms. McGuire noted the support letter on page 140 and the three email handouts she received.

Mr. Aune said regarding the weekend service mentioned on page 42 that he had been part of the process from the beginning. He suggested perhaps a new opportunity beginning on Tech Memo #4. He thought they should look at it as a regional perspective.

Chair Barrone thanked Mr. Hosen for this presentation.

**Ms. Valério moved to take a brief recess. Councilor Salazar seconded the motion and it passed by unanimous voice vote.**

The Board meeting recessed at 11:50 a.m. and reconvened at 12:09 p.m.

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

All Board members present before the break were present upon reconvening.

Ms. Naranjo commented regarding the dial a ride that the driver was a pueblo native and it would help to use locals as drivers. He was very instrumental to keep the RTD in the riders' minds. They respected that driver and they requested him back again. She asked what process they would need to bring individuals like him back again.

Mr. Mortillaro explained that was possible prior to the union agreement but now all routes were bid every six months on seniority so employees could bid on the routes they wanted to drive. It changes every six months if they didn't have as much seniority they might not get the route they wanted. It was a union rule. In this case, we were told that the driver on that route chose not to bid on it because there was more overtime on another route.

Ms. Naranjo thanked the Board for the opportunity to address them.

## **ACTION ITEMS FOR APPROVAL/DISCUSSION**

### **B. Discussion and Consideration of Sipapu Service Expansion Request**

Mr. Mortillaro noted that at the last meeting after discussion about Sipapu's expansion request and based on input on the board, staff were asked to bring back a final recommendation.

Ms. McGuire referred to page 145 for cost and page 148 for version 2 being recommended. That would implement weekday service on a trial basis and if feasible, a potential for weekend service where Sipapu

would provide a substantial contribution for it. She proposed an assessment after six months and requested direction from the Board to see if weekend service could be provided.

Mr. Forrest (Sipapu) thanked the Board Chair, Mr. Mortillaro and Ms. McGuire for allowing him to come here again. He said Sipapu would very much like to see this implemented. The Texas Capital Partners, who owned the resort would provide financial backing for weekend service. And the Marketing Manager, Stacy Garcia would provide marketing for the service. He urged support for it.

Mr. Mortillaro said page 148 showed the schedule and stop times (8:40 a.m. and 3:46 p.m.) for version 2. The cost for version 2 for six months would be \$4,300.

**Mr. Bulhuis moved to approve the Sipapu Service Expansion Request, Version 2. Ms. Mermejo seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Taos County, Ohkay Owingeh, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fé voting in favor and none voting against.**

Mr. Shelton asked Mr. Forrest how much of their marketing costs would include blue buses coming to Sipapu.

Mr. Forrest said that was very difficult to explain because it would be blended. Their goal was to be the lowest cost for skiing in New Mexico. They would use their website and printed material to get the word out. They also wanted to make this work for employees as well. Their average price was about \$30 less than Taos. When they opened on November 6<sup>th</sup>, they had the 4<sup>th</sup> busiest day ever in their history. So things were working that way and they wanted to maintain a good relationship with Blue Buses.

Ms. Maes asked when their employees started to work.

Mr. Forrest said most came in at 8:00 but a lot of their clientele came later at 11:00 so schedules could be changed for a later start date for them. And they could filter it so that the lifts would open when crowds arrived. It was the same with food service and instruction classes that started at 10:00 a.m. And then they would get the hotel shuttles to help in Taos.

### **C. Discussion and Consideration of Resolution 2013-30 Adopting the 2014 NCRTD Legislative Agenda**

Mr. Mortillaro noted this would be the second year the RTD had adopted a legislative agenda. This was a 30-day session that focuses mainly on budget. He always liked to put in requests for capital outlay. A couple of meetings ago the Board approved the ICIP list. He had completed the form that goes to legislators and now staff was working to find sponsors. Page 154 had the list of priorities such as the paving project. They requested \$150,000 last year for fleet replacement and emergency generator.

He said the District took a passive role - not active in promoting legislation but making sure no actions were taken to endanger the GRT or burden the District with unfunded mandates. They also listed the federal priorities like MAP 21 that had a two-year authorization and now was expiring. They were working with the



federal and local associations and New Mexico's federal delegation on those.

Chair Barrone pointed out that in New Mexico, people were only allowed to take the CDL test three times and then had to wait a year. But surrounding states allowed unlimited testing - every day if they wanted. He was trying to get a legislator to carry the bill to provide a bigger pool of applicants. Representative Gonzales might do that.

Mr. Bulhuis said he could certainly bring that issue to the state organization and support it if that was the will of the Board.

Mr. Mortillaro proposed adding as the last bullet to support: "Any legislation that would enhance the NCRTD in its ability to serve constituents."

**Mr. Shelton moved to approve the list as amended. Mr. Bulhuis seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Taos County, Ohkay Owingeh, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fé voting in favor and none voting against.**

#### **D. Discussion and Consideration of Resolution 2013-31 Authorizing the disposal of Assets/Fleet**

Mr. Mortillaro explained that the committee was unable to meet ahead of time so he asked that this be put on the January agenda. It would be great to have another alternate on that committee so they would have a pool of four.

Chair Barrone said he talked with Councilor Salazar and appointed him to serve as the fourth member.

#### **E. Discussion and Consideration Authorizing the Purchase of Fleet**

Mr. Gus Martínez reviewed what the RTD was purchasing for the fleet. He said on Feb 1, the RTD approved 2012-001 allowing for purchase of buses in FY 13 of 14, 18, 28 and 40 passenger buses. On June 27, 2013, the FY 2014 5311 Capital Funding request for \$120,000 (80/20) was approved by NMDOT. That provided for only one 40 passenger bus at \$75,245 and leaving \$44,755 for allocation toward a second bus. The staff recommended to purchase two 14 passenger buses for a total of \$150,490 in order to use the remainder of the 5311 grant with an additional amount of \$3,040 from the District sources.

Mr. Pat López said the funding of \$120,000 had required matching funds including state appropriations that totaled \$3,492. Insurance proceeds received were \$7,500 and fares of \$10,000 not in the budget, interest proceeds of \$3,000 and vacancy savings of \$6,498 would result in a total of \$150,490.

Mr. Mortillaro explained that when an employee left and while the position was vacant they were not spending that salary and benefit money.

Ms. Maes asked what the state appropriation was for.

Mr. López said it was for vehicle replacement.

Mr. Martínez said they spent all but \$3,492 in previous replacements.

Mr. Mortillaro added that it was either for purchase or for match so it had flexibility.

Mr. Martínez read the resolution to purchase as stated on page 161 of the packet and to authorize Mr. Mortillaro to purchase them and to approve reallocation of budget amounts.

Mr. Mortillaro clarified that two separate motions were needed.

Mr. Bulthuis noted that the bid solicitation went out a year ago. He asked if anyone had checked to make sure they could honor the bid.

Mr. Martínez agreed.

**Ms. Maes moved to authorize Mr. Mortillaro to purchase the buses. Ms. Valério seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Taos County, Ohkay Owingeh, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fé voting in favor and none voting against.**

**Mr. Bulthuis moved to approve the reallocations in the budget to accommodate the bus purchases. Ms. Valério seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Taos County, Ohkay Owingeh, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fé voting in favor and none voting against.**

#### **F. Discussion and Consideration of Resolution 2013-33 Authorizing Federal Lands Access Program (FLAP) Application Submittal Relating to New Regional Service to Santa Fé National Forest and Ski Santa Fé**

Ms. McGuire presented the Resolution which was for access, vehicle purchase and costs for transporting passengers to and from Ski Santa Fé. The program was funded on a state level. Page 164 gave the overview, amounts available and match required. Their intent was for a robust 5-7 year funding. This Resolution was to authorize pursuing that fund.

Chair Barrone asked if a match was required.

Ms. McGuire agreed. It was a 15% cash match.

Chair Barrone asked if there was money in the budget.

Mr. Mortillaro said the fund was not available until FY 17 so the District would submit a request and there

were other local processes to follow. This would give the Board an opportunity to decide if they wanted to pursue that. So authorizing didn't mean the Board had to take the fund money if it was awarded to the District.

Ms. Mermejo asked if that would take the place of what was earlier presented.

Mr. Mortillaro agreed.

Ms. Mermejo asked if the capital purchase was part of it.

Ms. McGuire said she spoke with the federal representative in charge of the program who said vehicle purchase was not mentioned in FLAP so she was not dealing with clarification from the state panel. She was also working on lease option so they could try it on a trial basis.

Mr. Mortillaro explained that there was a change in nomenclature on it because it was primarily access to forest lands. Ski Santa Fé was a use on federal forest lands.

Ms. Maes asked if it would include the bus stops in it for costs.

Ms. McGuire agreed.

Mr. Bulthuis commended the staff for turning this around quickly. It has great possibilities for the District in multiple locations.

**Mr. Bulthuis moved to approve Resolution 2013-33 Authorizing Federal Lands Access Program (FLAP) Application Submittal Relating to New Regional Service to Santa Fé National Forest and Ski Santa Fé. Ms. Mermejo seconded the motion and it passed by unanimous roll call vote with Los Alamos County, Taos County, Ohkay Owingeh, San Ildefonso Pueblo, Santa Clara Pueblo, Tesuque Pueblo, City of Española and City of Santa Fé voting in favor and none voting against.**

## **G. Discussion and Review of Ski Santa Fé Service Update**

Ms. McGuire reported that she had begun conversations with stakeholders and set up a meeting with everyone in January to meet with all the stakeholders. She conversed with Mr. Bulthuis and went over the draft service schedule as well as fare structure. She was introduced to Mr. David Griscom at Santa Fé County to see how it would fit in with their planning. She would also be meeting with Ski Santa Fé, Ski New Mexico, Ten Thousand Waves and BLM. She also confirmed meeting with CVB next Monday and was in contact with National Bus Sales for possible purchase or lease.

The handout she gave to Board members was an addendum to page 169. She wanted to know of any Board objections. She acknowledged they had passed the deadline for FY 14 but FY 15 would be on the table.

Ms. Maes cautioned that there were adjoining Nambé and Tesuque ceremonial lands and asked that

these pueblos be included in stakeholder discussions.

Mr. Mortillaro asked if there was any objection to submitting that request to NMDOT for funding. He said the Board would still have a chance to disapprove it later. He clarified that this was just for direction; not action. Directing staff to do this didn't commit the District to provide service there.

Mr. Shelton had a concern that the Board should consider this before reviewing the service plan.

Mr. Mortillaro said the Board still had the option of approving this for Santa Fé or another area. The final funding decision was NMDOT's and in the past it had been somewhat flexible. So it didn't commit the Board to it now. Next month when they came back to the Board for approval on the service plan, they would want to secure as much federal funding as possible.

Mr. Shelton clarified that his concern was that this was advancing a proposal for this plan before the Board had approved the rest of the service plan.

Mr. Mortillaro understood but said NMDOT urged the District to submit the application now.

Mr. Shelton asked if he had met with DOT on the others.

Mr. Mortillaro said he had not. But Greg White had received every memo during the draft phase of the service plan update and was given an opportunity to make comments on any part of it. So he was aware of what the future service requests were likely to be. They would prioritize all the requests they got.

Chair Barrone asked if it was flexible enough.

Ms. McGuire agreed. She said she would craft the wording to allow for shifting to another location.

Mr. Shelton said he was concerned that this would not preclude any other new service.

Mr. Mortillaro agreed that prioritization was still needed.

## **DISCUSSION ITEMS:**

### **H. Financial Report for November 2013**

Mr. López reported and said that because they were on a modified accrual basis, expenses were accounted when spent and revenue as it becomes available. So the GRT lagged about a month and a half behind.

He explained that expenditures were a little understated because it was missing the November 30 payroll. He made several comments about the financial report including that they were a little ahead with GRT and it matched up favorably with last year's actuals. Taos County and Santa Fé County were above budget and Rio Arriba was about 93% of budget.

Regarding the audit, he reported that the RTD audit was finalized and submitted to the State Auditors. It was positive audit - much better than the previous year. He couldn't detail it until it was released and next month the Board would have a report on it.

#### **I. Finance Subcommittee Report**

Mr. Vigil was not present to give the report.

Mr. Mortillaro said they had only matters to discuss and nothing to recommend to the Board for approval.

#### **J. Tribal Subcommittee Report**

Ms. Valério said she had nothing to report.

Ms. Mermejo asked that the Tribal Subcommittee start meeting because MAP 21 would affect them.

Ms. Valério agreed and said there was a meeting set for January.

#### **K. Executive Report for November 2013 and Comments from the Executive Director:**

##### **1. Executive Report**

##### **2. Performance Measures for October 2013**

Mr. Mortillaro asked Mr. Nagle to report first.

Mr. Nagle handed out copies of the Annual Report for 2015.

He said people could now sign up for email rider alerts directly to computer or cell phones. He handed out cards for rider alerts that the drivers would give out to all riders as they boarded.

Mr. Mortillaro said it was a step toward smart phone alerts. The District was able to sign up this interim until the new system was up and running (in about 9 months) to communicate with constituents so they were not waiting at a bus stop without relevant information.

Ms. Mermejo asked what the system was.

Mr. Nagle said it was Constant contact.com. They created a template so it was used from any and all alerts. It was a good program.

Mr. Mortillaro wished everyone a safe and happy holiday.

### **3. Ridership Report for October 2013**

Mr. Kelly presented the Ridership Report and reviewed the highlights with the Board.

He referred the Board members to the packet starting on page 198.

Among the details, he said they had three minor accidents in October and one major one. It was not the District driver's fault. A bus got T-boned and both vehicles had to be towed away. He explained the training that was provided to their drivers to keep them safe and to avoid accidents. The training included testing of drivers.

Mr. Kelly also reported that they had a new employee driving the Las Trampas route who observed a vehicle almost hit the bus and then actually hit a bicycle. She gave testimony on what she could see of the driver and they caught the driver of that vehicle based on her report.

### **MATTERS FROM THE BOARD**

There were no matters from the Board.

### **MISCELLANEOUS**

Ms. McGuire thanked the Board members on behalf of employee recognition for their support of the frito pie fundraiser.

Ms. Maes thanked staff for accommodating the tribes on their ceremonial days.

Chair Barrone wished staff and Board a Happy New Year. The next meeting would be held on January 10, 2014.

### **ADJOURN**

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

The meeting was adjourned at 1:20 p.m.

**NEXT BOARD MEETING:      January 10, 2014**

Approved by:

\_\_\_\_\_  
Daniel R. Barrone, Chair

Attest:

\_\_\_\_\_  
Geoffrey Rodgers, Secretary

Submitted by:

\_\_\_\_\_  
Carl Boaz, Stenographer



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - A**

**Title:** Presentation and Acceptance of the FY2013 Audit

**Prepared By:** Anthony J. Mortillaro, Executive Director

**Summary:** The Comprehensive Annual Financial Report (CAFR) documents the District's financial position at the end of the fiscal year, and the results of its operations for that full twelve-month period.

The audit was performed by the independent accounting firm of Hinkle and Landers. The exit conference, with the Finance Sub Committee was held on November 22, 2013. The Auditor's Opinion and the schedule of findings were discussed at that exit conference. The audit opinion is an unqualified "clean" opinion. There were no current year findings for Fiscal Year 2013 and one carryover finding from 2008. As a means of assessing how much progress the District has made in its financial management efforts, the Fiscal Year 2010 Audit (prior to current administration) had 7 current year findings and 8 repeat findings from prior years. The current finance staff has made significant changes and efforts in the Districts accounting practices. The following individuals are recognized for the results of this fiscal year's audit; Glenda Aragon, Finance Manager, Pat Lopez, Financial Analyst and Shannon Sandoval, Financial Specialist.

The Board is required to accept the final audit in an open meeting.

**Background:** The NCRTD has been working on the FY2013 audit which was submitted on time and as required by the Office of the State Auditor on December 2, 2013. The CAFR was then reviewed and approved by the Office of the State Auditor.

**Recommended Action:** It is recommended that the Board accept this Final FY2013 audit.



**Options/Alternatives:** Motion that the Board of Directors accepts the Comprehensive Annual Financial Report for the fiscal year ended June 30, 2013.

**Fiscal Impact:** None

**Attachments:** The Audit will be sent to Board Members under a separate e-mail or provided at the meeting when authorized for release by the State Auditor.



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - B**

**Title:** Resolution 2013-32 Open Meeting Act for 2014

**Prepared By:** Anthony J. Mortillaro, Executive Director

**Summary:** This is a resolution to adopt the annual policy for regular board meetings for 2014. Included in the resolution are stipulations for time, location, dates, subject matter, and requirements for notices for all regular Board meetings as well as for “special” or “emergency” Board meetings. These requirements are according to the provisions of New Mexico’s “Open Meetings Act.” Although not required by the Open Meetings Act, this Resolution also complies with requirements of the Americans with Disabilities Act. Specifically, this Resolution requires that information helpful to individuals with disabilities be included in the notice of public meetings.

Resolution 2013-32 specifically states the provisions for public notices in order to accommodate the public’s attendance at NCRTD Board meetings or at any meeting of a quorum by the Board.

Please note that all regular scheduled meetings of the Board are on the first Friday of each month, unless noted otherwise.

**Background:** New Mexico state statute requires adoption.

**Recommended Action:** It is recommended that the Board adopt Resolution 2013-32.

**Options/Alternatives:** N/A

**Fiscal Impact:** None

**Attachment:** Resolution 2013-32



**North Central Regional Transit District (NCRTD)**

**Resolution 2013-32**

**OPEN MEETINGS ACT**

**WHEREAS:** Section 10-15-1 (B), NMSA 1978 Provides that "All meetings of a quorum of members of any board, commission, administrative adjudicatory body or other policy-making body of any state agency, or any agency or authority of any county, municipality, district or any political subdivision held for the purpose of formulating public policy, including the development of personnel policies, rules regulations or ordinances, discussing public business or for the purpose of taking any action within the authority of or the delegated authority of any board, commission or other policy-making body, are declared to be public meetings open to the public at all times, except as otherwise provided in the constitution of New Mexico or the Open Meetings Act"; and,

**WHEREAS:** Section 10-15-3 (A), NMSA 1978 Provides that "No resolution, rule, regulation, ordinance or action of any board, commission, committee or other policy-making body shall be valid unless taken or made at a meeting held in accordance with the requirements of NMSA 1978, Section 10-15-1"; and,

**WHEREAS:** Section 10-15-4, NMSA 1978 Provides that "Any person violating any of the provisions of NMSA 1978, Section 10-15-1 or 10-15-2 is guilty of a misdemeanor and upon conviction shall be punished by a fine of not more than five hundred dollars (\$500) for each offense."

**NOW, THEREFORE, BE IT RESOLVED** by the governing body of the NCRTD, that:

1. Notice shall be given at least 72 hours in advance of any regular or special meeting of a quorum of the members of the governing body at which the Board will formulate public policy, discuss public business or take action.

2. The regularly scheduled meetings of the governing body will be normally held on the first Friday of each month. Meetings will begin at 9:00 am. Location of Board meetings will be at the Jim West Transit Center, 1327 North Riverside Drive, Espanola, New Mexico. In the event that the regular meeting date falls on a legal holiday, the governing body shall designate an alternate meeting date and/or time at the regular meeting prior to the holiday and shall cause advance notice of the changed meeting date and/or time to be published as provided in this Resolution. In the event that a regular meeting of the governing body is changed to a different location, advance notice of the meeting location shall be posted as provided in this Resolution. The following are the projected dates of the regular meetings for the Calendar 2014:

January 10, 2014	February 7, 2014	March 7, 2014
April 4, 2014	May 2, 2014	June 6, 2014
July 11, 2014	August 1, 2014	September 5, 2014
October 3, 2014	November 7, 2014	December 5, 2014

3. Notice shall be given at least seventy two (72) hours in advance of any special meeting of a quorum of the members of the governing body, Board, committee, or other policy-making body held for the purpose of formulating public policy, discussing public business, or taking formal action within the authority of such body.
4. All meetings of the NCRTD Board and Committees of the NCRTD Board shall be conducted pursuant to the procedural rules as adopted and from time to time amended by the NCRTD Board.
5. The notice requirements of Sections 1, 2 and 4 of this Resolution are complied with if the notice provides the date, time, place and subject matter of any regular or special meeting along with a copy of the agenda or information on how the public may obtain a copy of the agenda. The agenda may serve as notice of the meeting if it contains all required information. The agenda shall be posted or made publicly available at least 24 hours prior to the meeting.

"Giving of notice" shall mean posting of the resolution on the "notice board" located at the NCRTD Administration Offices or by posting the notice online on the District's website. This Resolution shall also be made available in the office of the NCRTD which shall maintain the posting for public inspection within the time limits specified.

In addition to the information specified above, all notices shall include the following language:

"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."

6. Notwithstanding any other provisions of Sections 1 through 5 of this Resolution, the governing authority may establish such additional notice requirements as may be deemed proper and advisable to comply with the provisions of the Open Meetings Act.
7. A meeting or portion thereof may be closed in accordance with provisions contained in NMSA 1978, Section 10-15-1 (H) of the Open Meetings Act.
8. Notwithstanding any other provision of sections 1 through 6 of this Resolution, the governing body of the NCRTD may call, with whatever notice is possible under the circumstances, a meeting of the governing body, any board, commission, committee or other policy-making body of the District to consider or act on any emergency matter which appears to pose clear and immediate danger to the health, welfare or safety of the inhabitants of the District or which is likely to result in substantial financial loss to the District.
9. As the District encompasses a large geographical area with board and committee membership spread over this large region, its membership may participate in a meeting by means of a conference telephone or other similar communications equipment when it is otherwise difficult or impossible for the member to attend the meeting in person, provided that each member participating by conference telephone can be identified when speaking, all participants are able to hear each other at the same time and members of the public attending the meeting are able to hear any member of the public body who speaks during the meeting.

**PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT ON THIS 10<sup>TH</sup> DAY OF JANUARY 2014.**

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Daniel Barrone, Chairman

Approved as to form:

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Peter Dwyer, Counsel



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - C**

**Title:** Resolution No. 2013-31 Authorizing Disposal and Auction of Obsolete Fleet and Miscellaneous District Property

**Prepared By:** Gus Martinez, Fleet Manager-Glenda Aragon, Finance Director

**Summary:** The proposed resolution authorizes the disposal and web auction via Publicsurplus.com of certain NCRTD obsolete fleet and miscellaneous property.

**Background:** The NCRTD Property Disposal Committee (Los Alamos County Vice-Chair Geoff Rodgers, Santa Fe City Official Designee Jon Bulthuis and Rio Arriba County Official Designee Thomas Campos) met on the morning of January 10, 2014, prior to today's Board Meeting to inspect and review the recommended disposal of certain obsolete fleet and miscellaneous District Property determined to be obsolete and that has met its useful life. The attached lists "Fleet Disposal Priority List", "Miscellaneous Inventory/Non Inventory Items for Disposal" describes all items approved by the committee and categorized by lot number to sell on Publicsurplus.com.

**Recommended Action:** It is recommended that the Board adopt Resolution No. 2013-31. The lists of items were reviewed and recommended by the NCRTD Property Disposal Committee.

**Options/Alternatives:**

- Take no action and property will deteriorate and continue to depreciate and lose value; or
- Adopt the resolution, (recommended).

**Fiscal Impact:** The auction will result in revenues for the District.

**Attachments:**

- Resolution 2013-31
- Fleet Disposal Priority List
- Miscellaneous Inventory/Non Inventory Items for Disposal



**North Central Regional Transit District (NCRTD)  
Resolution 2013 - 31**

**APPROVAL TO DISPOSE AND AUCTION CERTAIN NCRTD OBSOLETE FLEET  
AND MISCELLANEOUS ITEMS**

**WHEREAS**, the NCRTD was created through legislative enactment (NMSA 1978, Section 73-25-1 et seq.); and

**WHEREAS**, the NCRTD is a sub-division of the State of New Mexico; and

**WHEREAS**, the NCRTD was approved and certified by the New Mexico Department of Transportation on the 14<sup>th</sup> day of September 2004; and

**WHEREAS**, the NCRTD is entering its 7<sup>th</sup> year of providing public transit services in North Central New Mexico and, from time to time, has property that is worn-out, unusable or obsolete to the extent that the item or items are no longer economical or safe for continued use by the NCRTD; and

**WHEREAS**, the NCRTD Property Disposal Committee met on January 10, 2014 to inspect the recommended disposal of obsolete fleet and certain miscellaneous District Property in which it was determined to be obsolete and has met its useful life. The attached lists “2013 Fleet Disposal Priority List” and “Miscellaneous Inventory/Non Inventory Items for Disposal” describes all items approved by the committee and categorized by lot number to sell on Publicsurplus.com

**NOW, THEREFORE BE IT RESOLVED THAT** the North Central Regional Transit District Board adopts the disposal and auction of all reviewed and recommended obsolete fleet and miscellaneous items (attachment Fleet Disposal Priority List and Miscellaneous Inventory/Non Inventory Items for Disposal), by the NCRTD Property Disposal Committee on January 10, 2014.

**PASSED, APPROVED AND ADOPTED BY THE GOVERNING BODY OF THE NORTH CENTRAL REGIONAL TRANSIT DISTRICT ON THIS 10<sup>TH</sup> DAY OF JANUARY, 2014.**

\_\_\_\_\_  
Daniel Barrone, Chairman

Approved as to form:

\_\_\_\_\_  
Peter Dwyer, Counsel



### 2013 FLEET DISPOSAL PRIORITY LIST

QTY.	UNIT #	PLATE #	YEAR	VIN NUMBER	MAKE	MODEL	PASS #	CONFIG	MILEAGE	JUSTIF CODE
1	T-502	G-75212	2008	1FD3E35L28DA70733	FORD/STARTRANS	E-350	12	CUTAWAY	146,688	A, B, C
2	T-508	G-78682	2001	2B4JB25Y71K538832	DODGE/BRAUN	B-250	6	VAN	196,175	A, B, C
3	T-512	G-72652	2001	2B5WB35Z01K555164	DODGE/BRAUN	B-350	10	VAN	166,380	A, B, C
4	T-526	G-74639	2008	1FT2S34L48DB41635	FORD/BRAUN	E-350	8	EXTD VAN	174,303	A, B, C

### JUSTIFICATION CODES

**A=MEETS OR EXCEEDS NMDOT REPLACEMENT AGE CRITERIA**

**B=MEETS OR EXCEEDS NMDOT REPLACEMENT MILEAGE CRITERIA**

**C=EXCESSIVE REPAIR COSTS EXCEEDING 75% OF PURCHASE PRICE TO DATE AND/OR IN NEED OF MAJOR REPAIRS**

### NMDOT REPLACEMENT CRITERIA

**VANS/CUTAWAYS 4 YEARS OR 100,000 MILES**

**SMALL BUSES (18-24) PASSENGERS 5-7 YEARS OR 150,000 MILES**

**LARGE BUSES (40+) PASSENGERS 9 YEARS OR 200,000 MILES**



## Miscellaneous Inventory/Non Inventory Items for Disposal

QTY.	Description	Brand	Model	Serial No.	NCRTD Bar Code (if available)	D=Disposal	Lot Number (Used for Auction)
						A=Auction	
1	Two-Way Analog Radio	Icom	F1215	5169124	00413	A	1
1	Two-Way Analog Radio	Icom	F1215	5176154		A	1
1	Two-Way Analog Radio	Icom	F1215	5194801		A	1
1	Two-Way Analog Radio	Icom	F1215	5148153		A	1
1	Two-Way Analog Radio	Icom	F1215	5147744		A	1
1	Two-Way Analog Radio	Icom	F1215	5147315		A	1
1	Two-Way Analog Radio	Icom	F1215	5147742		A	1
1	Two-Way Analog Radio	Icom	F1215	5104878		A	1
1	Two-Way Analog Radio	Icom	F1215	5179577		A	1
1	Two-Way Analog Radio	Icom	F1215	5176156		A	1
1	Two-Way Analog Radio	Icom	F1215	5148154		A	1
1	Two-Way Analog Radio	Icom	F1215	5154816		A	1
1	Two-Way Analog Radio	Icom	F1215	5147316		A	1
1	Two-Way Analog Radio	Icom	F1215	5192447		A	1
1	Two-Way Analog Radio	Icom	F1215	5170600		A	1
1	Two-Way Analog Radio	Icom	F1215	5147741		A	1
1	Two-Way Analog Radio	Icom	F1215	5186012		A	1
1	Two-Way Analog Radio	Icom	F1215	5147469		A	1
1	Two-Way Analog Radio	Icom	F1215	5186011		A	1
1	Two-Way Analog Radio	Icom	F1215	5181103		A	1
1	Two-Way Analog Radio	Icom	F1215	5176208		A	1
1	Two-Way Analog Radio	Icom	F1215	5147743		A	1
1	Two-Way Analog Radio	Icom	F1215	5147314		A	1
1	Two-Way Analog Radio	Icom	F1215	5148156		A	1
1	Two-Way Analog Radio	Icom	F1215	5186010		A	1
1	Two-Way Analog Radio	Icom	F1215	5147470		A	1
1	Two-Way Analog Radio	Icom	F1215	5170599		A	1
1	Two-Way Analog Radio	Icom	F1215	5147313		A	1
1	Two-Way Analog Radio	Icom	F1215	5147471	00407	A	1
1	Two-Way Analog Radio	Icom	F320s-6	73012		A	1
1	Two-Way Analog Radio	Icom	F320s-6	71157		A	1
1	Two-Way Analog Radio	Icom	F320-6	51232		A	1
1	Two-Way Analog Radio	Icom	F320-6	75119		A	1
1	Two-Way Analog Radio	Icom	F320-6	59663		A	1
1	Two-Way Analog Radio	Vertex Standard	Vx-3200	5F540835		A	1
1	Two-Way Hand Radio	Icom	F145	1554026		A	1
1	Two-Way Hand Radio	Icom	F145	1554027		A	1
<b>37</b>	<b>Total</b>						

## Miscellaneous Inventory/Non Inventory Items for Disposal

QTY.	Description	Brand	Model	Serial No.	NCRTD Bar Code (if available)	Lot Number (Used for Auction)	
						D=Disposal A=Auction	
1	Fare Box	Diamond		0027		A	2
1	Fare Box	Diamond		3614		A	2
1	Fare Box	Diamond		4619		A	2
1	Fare Box	Diamond				A	2
1	Fare Box	Diamond				A	2
1	Fare Box	Diamond		3978		A	2
1	Fare Box	Diamond				A	2
1	Fare Box	Diamond				A	2
<b>8</b>	<b>Total</b>						
QTY.	Description	Brand	Model	Serial No.	NCRTD Bar Code (if available)	Lot Number (Used for Auction)	
						D=Disposal A=Auction	
1	Document Shredder	Staples	SPL-TXC12MA	095207916	00242	A	3
1	Document Shredder	ID Armor	ID-10JOLBXX	0707060352		A	3
1	Document Shredder	Ativa	CX10B	070742561		A	3
1	Printer	HP	Laser Jet P1006	VND3B96927	00153	A	3
1	Flat Screen Monitor	Samsung	2043BWX	MY20HYJQ1002K	00304	A	3
1	Several Key Boards	Various				A	3
1	Cell Phone	Motorola	Blackberry 8330	A000000DBE8728169		A	3
1	Cell Phone	Motorola	Blackberry 8330	A000000DBCf03BP59		A	3
1	Cell Phone	Motorola	Blackberry 8330	A000000D9D08EB149		A	3
1	Cell Phone	Motorola	Blackberry 8330	A000001C430B8D		A	3
1	Cell Phone	Motorola	Blackberry 8530	A00000254C6302		A	3
1	Cell Phone	Motorola	Blackberry 7250	7603105869		A	3
1	LAP TOP	HP PAVILION	DV9500	CNF7324HKQ	NO HARD DRIVE	A	3
1	LAP TOP	DELL	PP36X	PNYX075A00		A	3
<b>14</b>	<b>Total</b>						



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - D**

**Title:** Resolution No. 2014-01 Authorizing a Budget Amendment for Fiscal Year (FY) 2014 so as to incorporate funding adjustments for the acquisition of replacement fleet.

**Prepared By:** Glenda Aragon, Finance Director

**Summary:** This Resolution is required in order to amend the FY 14 budget and incorporate the additional revenues to provide funding for the procurement of two, fourteen passenger buses and to adjust capital expenditures related thereto.

**Background:** On December 6, 2013 the board approved the purchase of two (2), fourteen (14) passenger ADA equipped buses at \$75,245.00 each for a total of \$150,490. The proposed Resolution will amend the FY 2014 Budget revenue line items and an increase of capital expenditures for the additional amounts as follows:

**REVENUE**

- |                                     |          |
|-------------------------------------|----------|
| • Insurance proceeds (vehicle loss) | \$7,500  |
| • Fares                             | \$10,000 |
| • Interest proceeds                 | \$3,000  |

---

Increase in Misc. Revenue	\$20,500
---------------------------	----------

**CAPITAL EXPENSES**

- |                         |          |
|-------------------------|----------|
| • Passenger Bus Expense | \$20,500 |
|-------------------------|----------|

---

Increase in Capital Expense	\$20,500
-----------------------------	----------

**Recommended Action:** Approval of Resolution No. 2014-01 Authorizing a Budget Amendment to the FY 14 budget.

**Options/Alternatives:**

- Take no action thereby jeopardizing the loss of future funding for not expensing the full grant amount with 5311 FTA (NMDOT) funding; or
- Adopt the resolution.

**Fiscal Impact:** Budget amendment of \$20, 500 in projected revenues.

**Attachments:**

Resolution No. 2014-01



**North Central Regional Transit District (NCRTD)  
Resolution 2014 - 01**

**ADOPTION OF A RESOLUTION FOR REALLOCATION OF FISCAL YEAR 2014 REVENUE  
AND CAPITAL LINE ITEMS FOR PURCHASE OF BUS FLEET**

**WHEREAS**, the Governing body in and for the NCRTD has developed a budget for Fiscal Year (FY) 2014; and

**WHEREAS**, the NCRTD was awarded a total of \$120,000 in 5311 FTA Capital funding for expenditure in FY 2014 for the purchase and replacement of buses for the District; and

**WHEREAS**, the NCRTD received bid proposals and the subsequent purchase amount of \$150,490 will exceed the total amount of available 5311 funds, by \$30,490.

**WHEREAS**, the NCRTD staff is requesting that the FY 2014 Budget revenue line items be increased by the following amounts and therefore increasing the total revenues anticipated in FY 2014 to \$20,500, and adjusting the total expenditures to \$20,500:

**REVENUES**

- Insurance proceeds - \$7,500
- Fares- \$10,000
- Interest proceeds - \$ 3,000

**CAPITAL EXPENSES**

- Passenger Bus Expense \$20,500

**WHEREAS**, the Board of Directors of the NCRTD hereby approves the budget reallocation of \$9,990 and increase of \$20,500 in revenue and capital expenditures for a total of \$30,490, in compliance with the NCRTD Financial Policies.

**WHEREAS**, the Board of Directors of the NCRTD, State of New Mexico, hereby adopts the budget amendment described herein and amended FY 2014 budget and respectfully requests approval from the State of New Mexico's Local Government Division of the Department of Finance and Administration.

**NOW, THEREFORE BE IT RESOLVED** by the NCRTD Board of Directors that the request to reallocate funds within the Capital Budgetary line item and increase revenues in the amount of \$30,490 as attached hereto amending the FY 2014 budget is approved and adopted this 10th day of January, 2014.

\_\_\_\_\_  
Daniel Barrone, Chairman

Approved as to form:

\_\_\_\_\_  
Peter Dwyer, Counsel



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - E**

**Title:** Follow up discussion of service plan recommendations

**Prepared By:** Anthony J. Mortillaro, Executive Director

**Summary:** At the December 6, 2013 Board Meeting, Ken Hosen from KFH presented the results of the service plan update regarding unmet service needs (Tech Memo 4) and development of service and operational alternatives (Tech Memo 5). Contained within Tech Memo 5 were numerous approaches for a variety of existing route adjustments and suggestions for new routes. In order to complete the next phases of the service plan update which will include a recommended service plan and implementation strategies and funding strategies, it will be necessary that the Board provide direction on the various route adjustments and new service/route recommendations.

Attached is matrix that summarizes the existing services alternatives and costs and the staff recommendation as well as new services costs and staff recommendations. In addition, the anticipated funding sources for each of these is also identified. Staff is seeking Board input and direction on the recommendations.

**Background:** KFH was contracted with to update the existing service plan. Tasks five and six in the contract required the review and analysis of unmet transit services and development of a collaborative approach to selecting the alternatives that will guide the development of NCRTD services over the next 5-10 years. The approaches being recommended provide for services that are possible, various options in meeting those service needs and estimated costs. These recommendations build upon the constituency input that was received during the 15 public outreach meetings held throughout the District and the in-depth review of the existing transit services being provided. Furthermore, the Executive Director requested input on the various recommendations contained herein from the Route Supervisors and the employees whom actually drive the routes and those comments were also forwarded to and discussed with KFH for their consideration in developing the operational alternatives. The next phase of the service plan requires that a specific service plan be selected and that implementation and funding strategies be developed.

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

**Fiscal Impact:** See attached matrix.

**Attachments:**

- Technical Memo No. 5 - Development of service and operational alternatives
- Service Options, costs, funding and implementation matrix

<i>Route Name</i>	<i>Future Costs - Low</i>	<i>Future Costs - High</i>	<i>Future Costs High/Low</i>	<i>Staff Recommendation Cost</i>	<i>Staff Recommendation</i>	<i>Implementation Time Frame</i>
<b>Existing Services</b>						
Pojoaque to Nambé						
(A) Service Hours Increase	\$76,000.00	\$76,000.00			No	
(B) Dial a ride	\$0.00	\$0.00		\$0.00	Yes, same level of service hours	At time of CAD system implementation
(C) Modified Status Quo with Expanded Hours	same as (A)	same as (A)			No	
San Ildefonso						
(A) Ext. Service In Pueblo	\$0.00	\$0.00		\$0.00	Yes	
(B) Add Mid-day Run	\$28,500.00	\$28,500.00		\$28,500.00	Yes	
Riverside	\$0.00	\$0.00		\$0.00	Yes	
Westside	\$0.00	\$0.00		\$0.00	Yes -- westside/cross town version with some possible stop changes	
UNM Taos	(\$138,200.00)	-\$24,500.00	-\$138,200.00	-\$138,200.00	Yes-eliminate or exchange with Chile Line	
NM 599	\$0.00	\$0.00		\$0.00	Yes - no changes recommended	
Questa-Taos	\$0.00	\$0.00		\$0.00	Yes	
Penasco-Taos	\$0.00	\$0.00		\$0.00	Yes, add Pecuris Pueblo Stop	
Taos-Espanola	\$95,000.00	\$95,000.00		\$0.00	Yes to changes(A&C) and No to increased hours (B)	
Espanola- Santa Fe	\$0.00	\$0.00		\$0.00	Yes to Santa Clara and Tesuque Combo (A&B)	
Espanola-Los Alamos	(\$19,000.00)	\$37,500.00	-\$28,000.00	-\$28,000.00	Yes, with add stops/No second set of round trips at this time	
Espanola-Chimayo	\$0.00	\$0.00		\$0.00	Yes (A&B) , connect routes and combine mid-day with Las Trampas	
Espanola-El Rito	(\$47,000.00)	-\$19,000.00	-\$47,000.00	-\$47,000.00	Yes	
Chimayo-Las Trampas	\$0.00	\$0.00		\$0.00	Yes	
Chama-Espanola	\$63,200.00	\$63,200.00		\$63,200.00	Yes, six month trial basis (A&B)	
Questa-Red River	(\$28,400.00)		-\$28,400.00	-\$28,400.00	Yes	
Eldorado	(\$38,000.00)		-\$38,000.00	-\$38,000.00	Yes	
Edgewood	\$47,500.00	\$47,500.00		\$47,500.00	Yes, six month trial basis	
Tesuque	\$0.00	\$0.00		\$0.00	Yes	
Santa Clara	\$0.00	\$0.00		\$0.00	Yes	
<b>Total</b>	<b>(\$270,600.00)</b>	<b>\$304,200.00</b>	<b>\$30,600.00</b>	<b>(\$140,400.00)</b>	Cost/savings based upon Staff Recommendations	

<i>New Services</i>	<i>Future Costs Low</i>	<i>Future Costs High</i>	<i>Future Costs Low/High</i>	<i>Capital Costs</i>	<i>Staff Recommendation</i>
Espanola_Changes	\$0.00	\$228,000.00	\$228,000.00	\$76,000.00	Yes to no cost to combine with Westside/No as stand alone route/Need road
La Cienega	\$114,000.00		\$114,000.00	\$76,000.00	Yes as six month trial basis, dependent on 5311 match funds
Golden	\$4,000.00		\$4,000.00		Yes as six month trial basis
Tres Piedras	\$16,000.00		\$16,000.00		Yes as six month trial basis
Regional	\$115,000.00	\$151,000.00	\$151,000.00		Yes if alternative funding sources can be acquired
Ski Service*	\$38,000.00	\$115,000.00	\$115,000.00	\$76,000.00	Yes, if alternative funding sources can be acquired
Shopper Shuttle	Full share of costs paid by sponsors				Requires adding staff (\$52,000 includes benefits) to market service and gene
Weekend Espanola	\$87,000.00	\$158,000.00	\$158,000.00		Yes, when alternative funding is available and ridership grows
<b>Total</b>	<b>\$374,000.00</b>	<b>\$652,000.00</b>	<b>\$786,000.00</b>	<b>\$228,000.00</b>	
Capital costs					
<b>Existing services cost increase</b>			\$30,600.00		\$0.00
<b>Existing services savings</b>			\$0.00		-\$140,400.00
<b>New Services Funded</b>					
Golden six month trial basis			\$4,000.00		\$4,000.00
Tres Piedras six month trial basis			\$16,000.00		\$16,000.00
Marketing Staff Shopper Shuttle, etc..			\$52,000.00		\$52,000.00
<b>Total Additional Costs</b>			<b>\$102,600.00</b>		<b>-\$68,400.00</b> Unallocated Savings

A portion of additional costs could be derived from GRT reserved for service expansion and matching 5311 funds request.



# KFH GROUP, INC.

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## *Technical Memorandum #5:*

### *Development of Service and Operational Alternatives*

October 2013

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

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## Technical Memorandum No. 5: Development of Service and Operational Alternatives

### INTRODUCTION

This technical memorandum is a working document designed to initiate a collaborative approach to selecting the alternatives that will guide the development of the North Central Regional Transit District (NCRTD) over the next 5 - 10 years. This memorandum defines the services possible. In some cases there are multiple options. In others, there is only one basic solution to an issue. After receipt of this memorandum, the consultant will meet with NCRTD management to determine the best approach for service related changes to meet the needs of the community.

As previously stated, the coverage area of NCRTD needs very little improvement as most areas that can benefit from transit are served. The focus is not as much where, but when. When a vehicle is traveling to a particular destination determines to a great extent, its usage. When the bus is scheduled is a very significant driving force behind ridership - going when the customer wants to go. For example, if the bus to the big town does not operate during commute hours, this large segment of the riding public will be excluded. If the time available in the big town is limited to an hour (as is the case in some situations), that severely limits the usability of the service. In this example, commuters and most other riders would not be able to use the service - not because it did not go where needed, but that it did not go when needed.

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

- I. *Route by Route Changes and Recommendations* - Most routes need some changes. All routes will be reviewed, with alternatives for each that are in need of change.
- II. *New Services* - Based on the review of needs, a number of significant unserved communities and destinations were identified. Services were designed to meet those needs.
- III. *ADA Issues* - There are a number of ADA issues related to facilities and service that must be addressed.
- IV. *Facility Options* - In particular, the major issue is in Española. Bus stops will also be addressed.

V. **Funding Opportunities** – NCRTD has an excellent, diverse based of local and Federal funds. In this section we will look at the private sector.

VI. **Other Issues** – This includes revising the approach toward schedules, maps, terminology, route names, and numbers.

Note, at this point in the project we are introducing ideas and concepts for consideration. In some cases there will be issues of timing, connecting and deadheading of vehicles and vehicle operators. These issues will be discussed and analyzed upon selection of the alternatives.

## I. ROUTE BY ROUTE CHANGES AND RECOMMENDATIONS

### Operating Assumptions

The service changes make a number of assumptions that will be weaved throughout each potential change. These assumptions are as follows:

1. **ADA Service** - All routes will require ADA type service. In the Española area, ADA paratransit will be continued, but all other routes will require a flex route (route deviation) service. This will be discussed in detail in Section III - ADA Issues. Flex route service will be free for qualifying persons with disabilities, but a \$5 - \$10 fare for each “flex” should be charged for the premium service of having a vehicle come to your door.
2. **Service Times** – This is critical to successful service. Unfortunately, what is best for riders and ridership as a whole may be difficult to schedule for vehicle operators. For example 2 hour pieces of work may work well for rural communities, but may not be acceptable to vehicle operators. Therefore, we will work closely with staff to ensure that the best and most consistent schedules are in place that balances the needs of management and vehicle operators with those of customers.

Most rural/commuter routes have the recommendation to provide one peak trip a.m. and p.m. as well as a mid-day option. This gives part day riders the option of traveling in the morning or afternoon and gives riders a minimum of three hours at their destination. Commuters have a mid-day return. A second option allows for multiple morning and afternoon trips, but no mid-day return. This however gives riders an option of 1 hour or 3-4 hour stays in the destination location (typically Española, Taos, and Santa Fe). Commuters do not get the mid-day option in this scenario.

3. **Service Constraints** - NCRTD is somewhat constrained in that it should not compete with New Mexico Department of Transportation Park and Ride Service (NMDOT Park and Ride) between Española, Los Alamos and Santa Fe. Competition means that times and destination stops are duplicated. For example, in Santa Fe while NMDOT Park and Ride focuses on destinations such as the Capitol, Sheridan and South Capitol Station, NCRTD focuses on the Indian School and the Indian Hospital. NCRTD also serves the Rail Runner and downtown, albeit at different times. The emphasis will be on NCRTD services that complement NMDOT Park and Ride.
4. **Timed Meets** - Where feasible appropriately timed meets will occur with NCRTD and all other transit systems that interface. When building schedules, the transfer time will be the basis for the schedule – where feasible.
5. **Additional Bus Stops** - Bus stops will be added to most rural and regional routes. These are depicted in each of the route maps. There are safety issues related to bus stops as inevitably passengers will need to cross busy highways such as U.S. 84 with 65 mph speed limits. While there are no official or unofficial standards, NCRTD can develop its own standards for safety. This can be accomplished through proper procedures for both the vehicle operators and the riders. Where feasible stops will be placed at protected intersections. Other options include turning the vehicle into neighborhoods, but this will limit the number of stops due to the time involved in going off the main road.
6. **Cost Per Hour** - For preliminary cost purposes we are using a figure of \$76 per hour, based on the information reported by NCRTD.
7. **Status Quo Alternatives** - The status quo is also an alternative for each route.
8. **Change** - Disadvantages always include the following: Change will be difficult for some. We do everything we can to ensure that nobody loses service due to the changes.
9. **Service Levels** - These are based on estimates of needs. Smaller communities receive less service out of necessity. The attempt here is to balance service levels based on need and utilization. These levels can be modified and increased or decreased.

## 1. POJOAQUE TO NAMBÉ

The service area travelled by this route is not conducive to fixed route as it:

- Requires considerable number of U-turns, backtracking and has a lot of dead space. The route is confusing to use.
- Does not meet commuter needs and does not meet mid-day needs.
- The transfers to other routes are not timed.

This route will require a flex route service if the dial a ride option is not used. Customers will be able to call in to request that the vehicle flex pick them up at their door. This service would be free to persons with disabilities that are certified by NCRTD, but a \$5 - \$10 fare for premium service should be charged to non ADA eligible.

### Alternatives

- A. *Service Hours* - This alternative should be accepted under any scenario. By itself it will significantly increase ridership. Currently there are about 8 hours of service per day. Service starts in time for commuters, but does not provide an evening commute time. This renders use by commuters impossible. Furthermore, due to the lack of mid-day service, riders have few options for personal business, medical appointments, or shopping as customers must return in one hour or must wait 4 hours or more before they can return. For example, going from Summer Rd. to the Pojoaque Supermarket requires one to either go at 7:18 a.m. with an 8:40 a.m. return (1:10 hrs. at the market) or at 2:18 p.m. with a 3:25 p.m. return (53 minutes at the market). The only other round trip requires a 5 hour wait. This scheduling is similar for travel to government offices, medical clinics and other businesses served by the route.

There are two options: The first is to expand service hours from 8 a.m. to 12 p.m., increasing costs by 50 percent. The second is to choose what service will be focused on and retain about 8 hours, with an emphasis on commuters or local riders. Timed meets will be developed.

### *Ridership Potential*

By targeting user groups (commuters, shoppers, etc.) and providing service during the hours needed, this route can increase ridership simply by providing service when it is needed. This can easily double ridership on this route without adding service hours.

### ***Potential Operating Costs***

For the option of modifying the service hours, there would be no cost. Adding four hours of service daily would increase cost by about 50 percent or an increase of \$76,000 for 4 hours a day of service.

### ***Capital Costs***

There is no additional capital costs associated with this route.

### ***Advantages and Disadvantages***

This alternative can be attached to either a dial a ride or route scenario. Advantages include operating a service that can be used throughout the day, with no difficult timeframes. This will increase ridership and allow all types of trips to be accommodated.

The disadvantage is to include additional service hours, increasing costs in the 12-hour option.

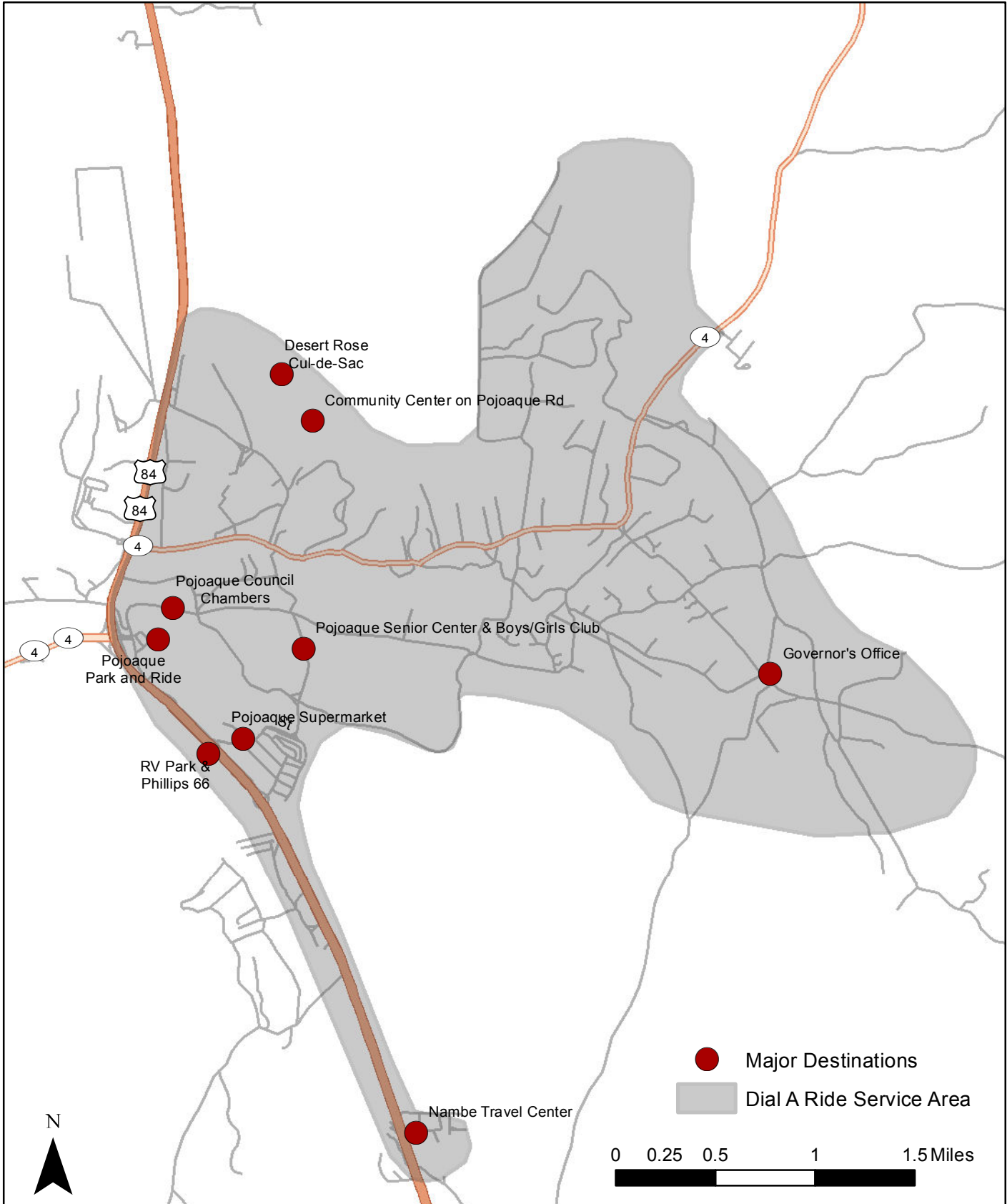
- B. ***Dial a Ride with Expanded or Modified Hours*** - This alternative calls for a change to a dial a ride configuration where riders can either call within two hours of the trip, schedule a standing order or go to one of a handful of stops that can be scheduled (such as the Pojoaque Park and Ride facility for a timed meet to Española and Santa Fe, government offices, Pojoaque Supermarket, etc.). This is illustrated in Figure 5-1. In addition, this change has the potential to increase ridership as this approach can reduce travel time and make the service less confusing. The customers, in many dial a ride services, calls the driver directly, or can call a dispatcher.

### ***Ridership Potential***

By targeting user groups (commuters, shoppers, etc.) and providing service during the hours needed, this route can increase ridership simply by providing service when it is needed. This can easily double ridership on this route without adding service hours. By improving the service design, it may be able to generate 6 - 7 one way trips per hour. It is anticipated that many riders will have standing orders (particularly commuters), allowing the driver to improve productivity during those commuter hours.



# Figure 5-1 Route Map: Nambé Dial A Ride Service





### ***Potential Operating Costs***

For the option of modifying the service hours, there would be no cost. Adding four hours of service daily would increase cost by about 50 percent or \$76,000.

### ***Capital Costs***

There is no additional capital costs associated with this route.

### ***Advantages and Disadvantages***

Advantages include eliminating confusing routing and difficult to use service. This can also increase ridership. This type of service area is better suited to dial a ride rather than fixed route. It should also reduce mileage related costs.

The disadvantages are that for some it would require access to a telephone. It would also require customers and vehicle operators to adapt to change.

- C. ***Modified Status Quo with Expanded or Modified Hours*** - A second approach would be to expand service hours (or re-allocate existing hours) using the current route. The schedule should eliminate many of the bus stop timing points to speed up service. In this option, there could be 12 continuous hours of service covering commuter, medical appointments, shopping and other needs. This change will have a significant impact on ridership by improving travel times and offering a variety of practical round trips. This route will need to be a flex route where riders can have the bus travel up to  $\frac{3}{4}$  of a mile from the route to pick them up. Persons with disabilities that are certified to ride by NCRTD will ride for free. Persons without this eligibility would pay a premium fare of \$5 - \$10 (for example) for each leg of the trip.

### ***Ridership Potential***

This route can increase ridership and a potential to double without adding service hours, by targeting user groups (commuters, shoppers, etc.) and providing service during the hours needed.

### *Potential Operating Costs*

For the option of modifying the existing service hours, there would be no cost. Adding four hours of service daily would increase cost by about 50 percent. At \$76 per hour this would increase costs by \$304 per day or \$76,000 annually.

### *Capital Costs*

There is no additional capital costs associated with this route.

### *Advantages and Disadvantages*

Advantages include speeding up the service by eliminating many timing points. Re-allocating or expanding hours will give riders far more choices than 1 hour or five hours at their destination.

The disadvantage would include the cost of additional service hours in an expanded scenario.

## **2. SAN ILDEFONSO**

The purpose of this route is to provide connections for commuter needs to Santa Fe, Española, or Los Alamos as well as some shopping and other needs that can be met in the Pojoaque area. The connection to other cities is made at the Pojoaque park and ride lot. The service hours are limited to two round trips in the morning and two in the evening. There is one opportunity to go to the market for 1 hour in the early morning and one hour in the late afternoon. Trips to Santa Fe or Española require a minimum 8 hours in those communities.

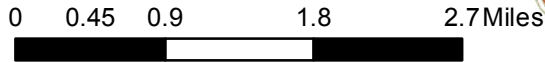
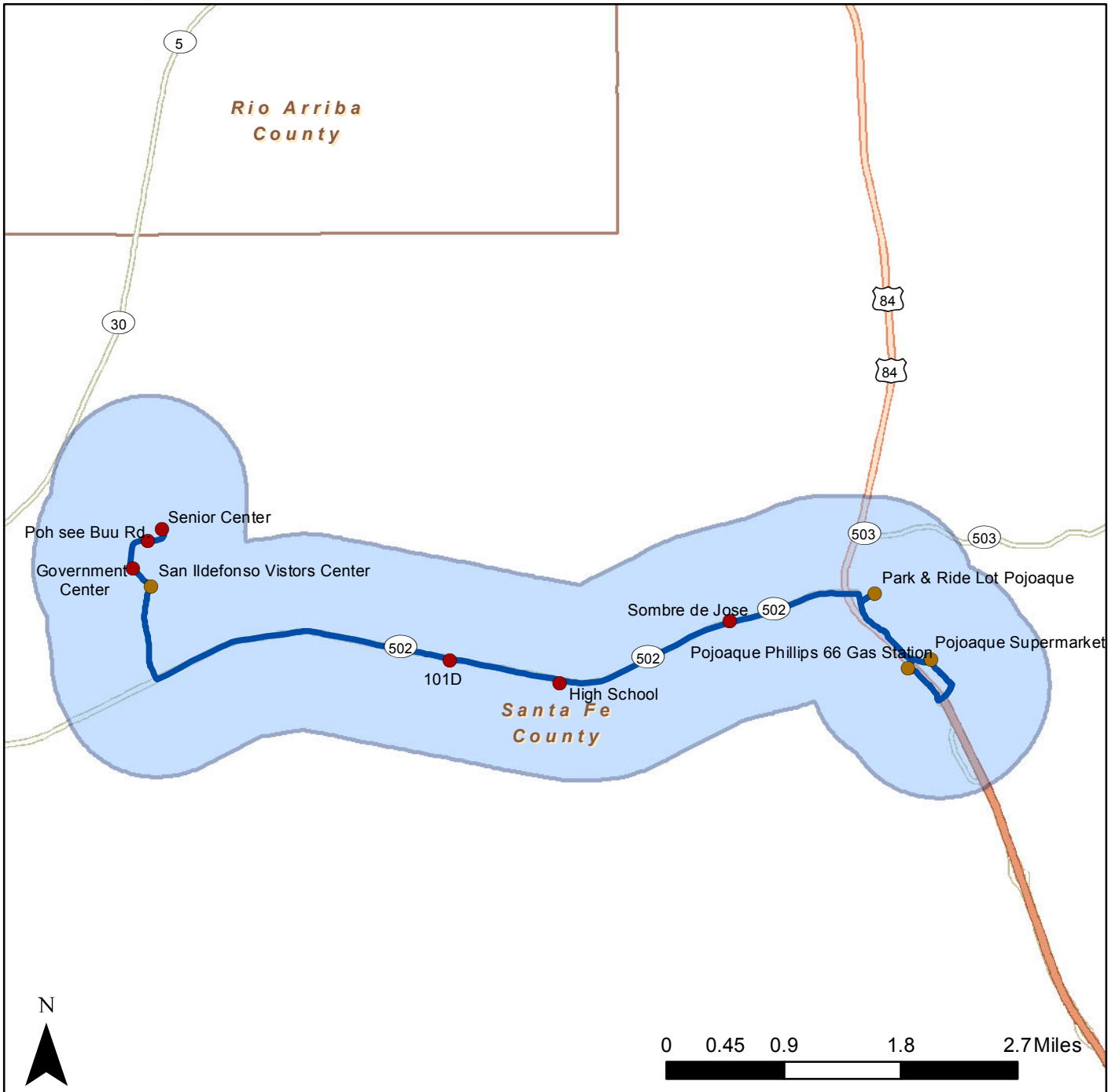
### **Alternatives**

Under any scenario, it is recommended that additional stops be placed along Rt. 502 at the entrance to San Ildefonso and all along Rt. 502 east to Pojoaque. These are depicted in Figure 5-2. Perhaps the stop at the entrance to the Pueblo can also be a NMDOT Park and Ride stop.

- A. *Extend Service into the Pueblo* – A number of comments and observation indicated that the service is difficult to access as the only stop in the pueblo is at the visitor's center, a long walk for some. It would only take a few minutes to extend the route, but it would allow many people access that did not have it before. Figure 5-2 is an example of a route.



# Figure 5-2 Route Map: San Ildefonso



**Round Trip Length:**  
 17 Miles  
 60 Minutes

**Service Hours:**  
 Round Trips Leaving San Ildefonso  
 7:00am, 8:00am, 4:00pm, 5:00pm  
 (Potential for an additional mid-day run)

- Existing Stops
- Recommended Stops
- San Ildefonso Route
- ADA Service Area



### ***Ridership Potential***

By having the bus come to the riders, rather than having riders come to the bus, service would be an improvement and that would attract new riders.

### ***Potential Operating Costs***

There would be no additional cost associated with this option.

### ***Capital Costs***

There is no additional capital cost associated with this route.

### ***Advantages and Disadvantages***

Advantages include improving access to the bus services for many residents of the pueblo that cannot easily access the service at this time. Ridership, which is low, will improve with greater access.

The disadvantage is there may be political issues in the Pueblo.

- B. ***Add a Mid-Day Run*** - As discussed in the needs memorandum, many commuter oriented services and their passengers benefit from a mid-day trip to meet needs of people who only need to be at their destination for a few hours as well as those that may need a ride home due to an emergency or other change of plans. This service would add about 25 percent additional service or about 1.5 hours per day (\$28,500).

### ***Ridership Potential***

By targeting user groups (commuters, shoppers, etc.) and providing service during the hours needed, this route can increase ridership simply by providing service when it is needed. This can easily double ridership on this route by adding a mid-day trip.

### ***Potential Operating Costs***

This route will be expanded by approximately 1.5 hours daily at a cost of about \$114 a day and \$28,500 annually.

### ***Capital Costs***

There is no additional capital costs associated with this route.

### ***Advantages and Disadvantages***

The advantages to this route include additional access to services without a long wait time. This service could generate additional early morning and evening services even if the mid-day service does not generate ridership itself.

The disadvantage include an increase in service costs by 25 percent.

## **3. RIVERSIDE**

The Riverside route is a good performer that does need a number of changes. These include:

- Timed meets with buses at Española Park and Ride Lot,
- Elimination of most timing points and reduction of travel time,
- Reduction in service levels in the southern part of route to Dream Catcher.

This route has ADA paratransit and does not need additional ADA service.

### **Alternatives**

- A. ***Revise Southern Portion of Route*** - The southernmost 1.5 miles of this route gets very low ridership and should be reduced. Service to Dream Catcher will include one a.m. peak, a p.m. peak bus and a mid-day run. This alternative proposes to revise the southern portion of the route by having it loop around the Santa Clara Bridge Rd. to the park and ride lot. The bus will arrive at the transfer point on the hour and half hour. If there is a need for occasional service, for example in the summer for youths to get to the movie, an arrangement can be worked out with Dream Catcher to support additional service. Figure 5-3 illustrates that change.

This change and the needed tightening of the schedule can reduce travel time and headway to 40 minutes. It may be possible then to eliminate the part time second bus that currently provides a 30 minute headway.

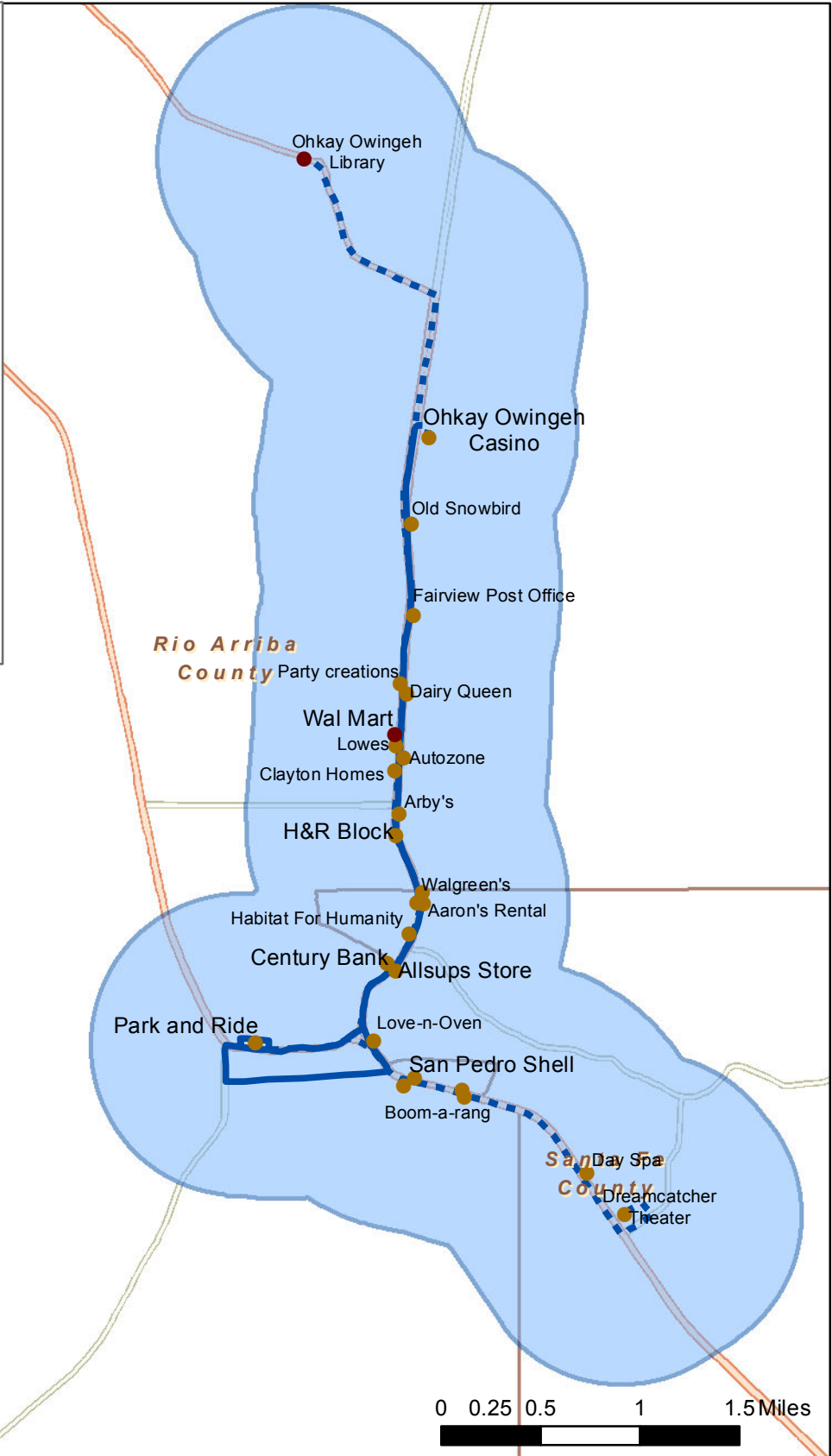


# Figure 5-3 Route Map: Riverside

**Round Trip Length:**  
11 Miles  
40 Minutes

**Service Hours:**  
6:00am to 7:00pm

- Recommended Stops
- Existing Stops
- Riverside Route
- - - Peak Service
- ADA Service Area



***Ridership Potential***

This will have little effect on ridership, but it will reduce costs associated with this route by driving fewer miles.

***Potential Operating Costs***

There is no additional cost associated with this route change.

***Capital Costs***

There is no additional capital costs associated with this route.

***Advantages and Disadvantages***

This modification will eliminate an unused portion of this route.

- B. ***Customer Flexibility*** – This includes; ensuring timed meets every ½ hour at the park and ride lot, and the elimination of timing points at each stop. This will include a stop at the Wal-Mart.

***Ridership Potential***

This will have a positive impact on ridership as customers will be able to make seamless connections throughout the system.

***Potential Operating Costs***

There is no additional cost associated with this route change.

***Capital Costs***

There is no additional capital costs associated with this route.

***Advantages and Disadvantages***

This modification will eliminate an unused portion of this route. A handful of riders may be inconvenienced.

## 4. WESTSIDE

The Westside route is in need of significant changes. Ridership is very low and the route is very difficult to understand. This route meanders with no purpose and should be reconfigured to better serve Española.

### **Alternatives**

- A. *Westside Reconfiguration* – In essence, this route is changed to two interlined routes of ½ hour each (Figure 5-4). These two routes cover the same areas as previously, but they are both straightforward and do not meander. Major destinations are targeted. The bus will meet the Riverside route every ½ hour.

#### *Ridership Potential*

This change will have a positive impact on ridership as the service will be more convenient and it will offer transfers to other routes. This route could see ridership numbers similar to the Riverside route (double current ridership). It will also serve currently unserved areas such as North Prince Street.

#### *Potential Operating Costs*

There is no additional cost associated with this route change.

#### *Capital Costs*

There is no additional capital cost associated with this route change.

#### *Advantages and Disadvantages*

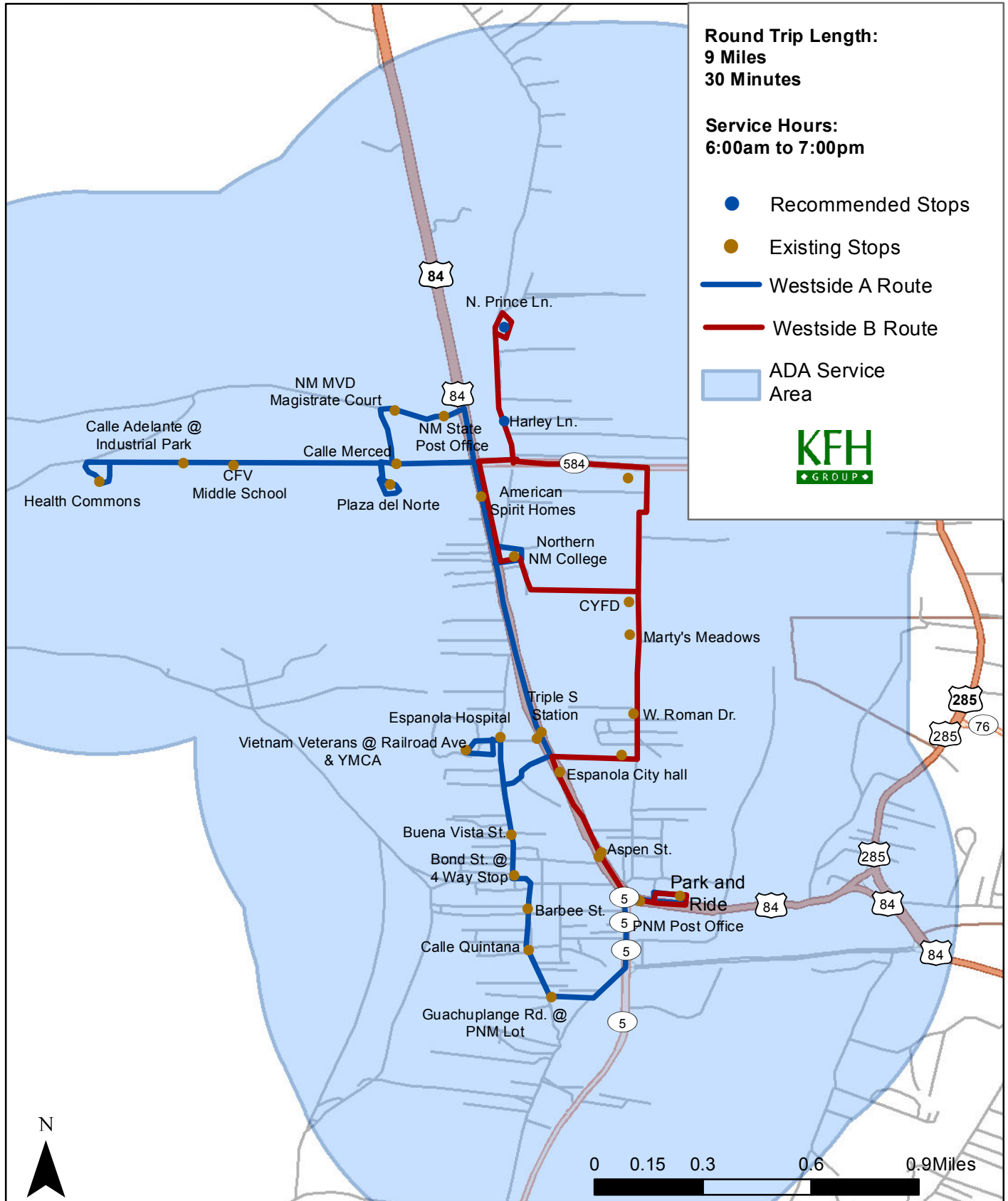
The route will now provide direct service to and from all destinations on the current Westside route, without meandering around. The service will employ the basic linear route design (if there is a bus stop on one side of the street there should usually be a stop on the other side of the street). There will be two ½ hour routes on a 1 hour headway. There will be a northwest and a southwest route.

There are no disadvantages to this route change.





# Figure 5-4 Route Map: Westside



- B. ***Westside and Cross Town Service*** - This alternative changes the structure to include one ½ hour route (hour headways) to serve the Westside and a ½ hour interlined route to the eastside (McCurdy and Fairview) - a cross town route (Figure 5-5). The Westside route covers most of the destinations of the current Westside route, while the cross town route serves a current unserved area on the eastside of the city. If this alternative is not selected, there will be a second eastside option discussed in the section on new service.

***Ridership Potential***

This change will have a positive impact on ridership as the service will be more convenient and it will offer transfers to other routes. This route could see ridership numbers similar to the Riverside route (double current ridership).

***Potential Operating Costs***

There is no additional cost associated with this route change.

***Capital Costs***

There is no additional capital cost associated with this route change.

***Advantages and Disadvantages***

This alternative will also divide the route into an eastside/cross-town route and a Westside route each ½ hour in length. This route will meet much of the east side needs.

There are no disadvantages to this change as all current destinations on the Westside are served albeit with less travel time.

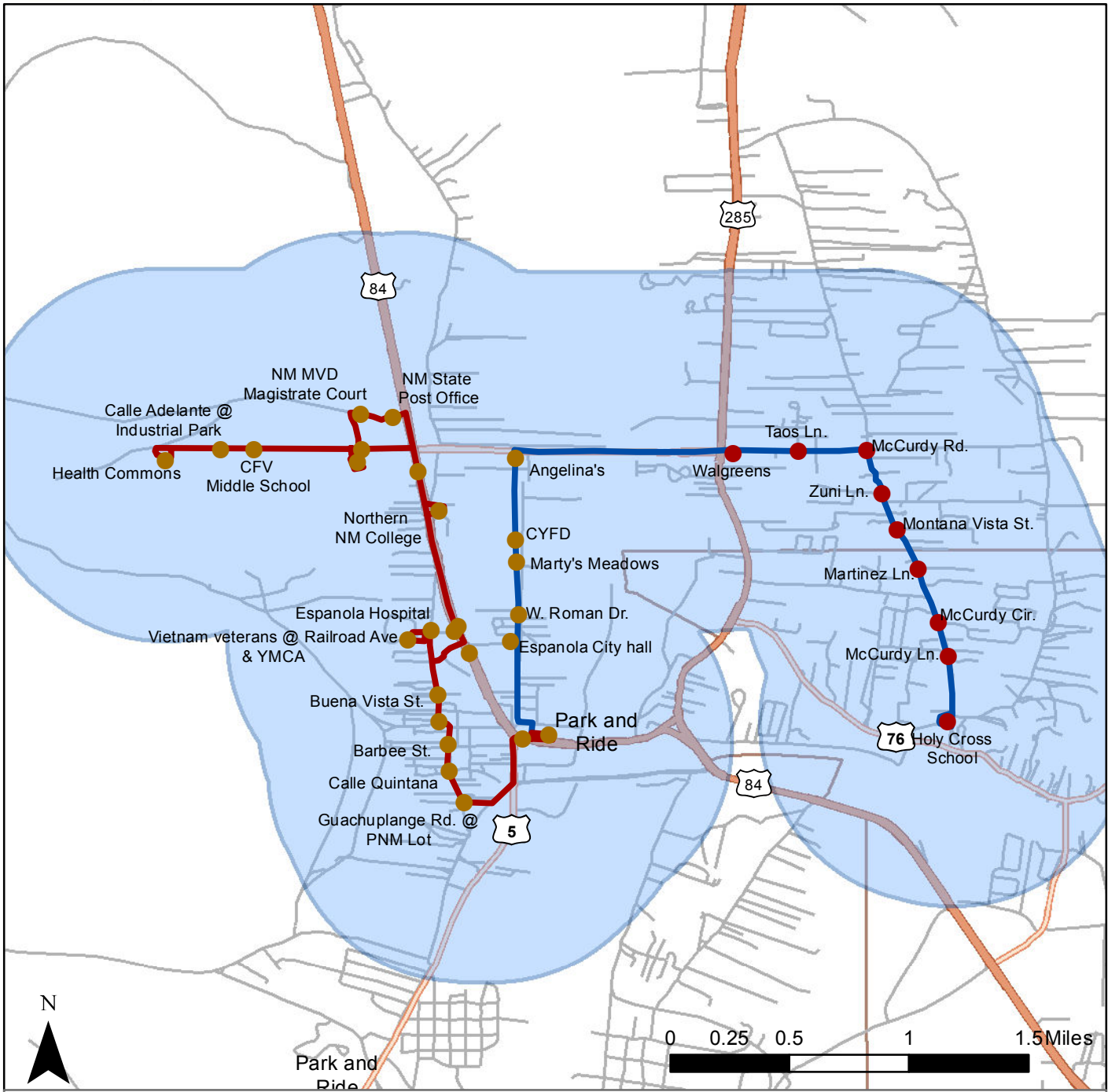
- C. ***Customer Flexibility*** - This includes; ensuring timed meets every ½ hour at the park and ride lot (on the hour and half hour), and the elimination of timing points at each stop.

***Ridership Potential***

These changes will have a positive impact on ridership as the service will be more convenient and it will offer transfers to other routes.



# Figure 5-5 Route Map: Westside - Crosstown



**Round Trip Length:**  
**8 Miles**  
**30 Minutes**

**Service Hours:**  
**6:00am to 7:00pm**

- Existing Stops
- Crosstown Route
- Westside Route
- ADA Service Area



### ***Potential Operating Costs***

There is no additional cost associated with this route change.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### ***Advantages and Disadvantages***

These options are designed to allow the system to operate in a more efficient and effective manner. This will allow for seamless service for residents and visitors to Española.

## **5. UNM TAOS KLAUER CAMPUS**

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

### **Alternatives**

- A. ***Reduction in Service*** – In this alternative, the route only operates when school is in session. The school year including orientation is about 210 days, leaving about 40 days when service would not operate (about 16 percent of the service hours and cost).

### ***Ridership Potential***

Ridership would not change on this route. Productivity would improve to 1.9 one way trips per hour – 16 percent better than currently, but still very low.

### ***Potential Operating Costs***

Operating costs will be reduced about 16 percent or \$24,500.

### ***Capital Costs***

There is no additional capital cost associated with this route change.

### *Advantages and Disadvantages*

The route will improve productivity slightly, but ridership is still very low and duplicates the Chile Line service.

There are no disadvantages.

- B. *Compensate Chile Line to Operate Service* - In this option, NCRTD would turn this service over to Chile Line for compensation to extend their route 1.5 miles to UNM Klauer Campus. This service would only be extended when the Campus is open and active - about 210 days. A 3 mile round trip extension every hour would result in about an additional 12 minutes each hour or about 2 hours per day.

### *Ridership Potential*

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

### *Potential Operating Costs*

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

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

Eliminating duplication and placing the service with Taos will save over \$138,000.

There are no disadvantages to this approach.

## **6. NM 599 STATION**

This route was recently revised to serve Madrid and connect those riders to Santa Fe, while still addressing the commuter needs of Rail Runner passengers. At this time,

it is best to let this route mature to see how it performs over the next six months to one year. The only potential change would be to extend this route to serve Golden, which will be addressed in the section on new services.

## 7. QUESTA TO TAOS

This route was a good commuter performer. It now extends to Costilla and like the 599 Route; we believe this route should mature before major changes are made. Bus stops were added and that is depicted in Figure 5-6. There is one recommended change.

### Alternatives

- A. *Modify Mid-Morning Run* – Currently the mid-morning trip starts in Questa at 9:00 a.m., arriving at Wal-Mart at 10 a.m. and the mid-day return from Taos is at 11 a.m. giving riders less than one hour to complete their shopping or any other services. If business cannot be conducted in one hour, riders wanting to go to Taos must stay for 7.5 hours. It is recommended that this route eliminate the 9 a.m. trip and change it to around noon. It may also be possible to interline this part of the route with Red River service. Further, more stops should be available on this route. This route should be timed to meet the Chile Line buses at the transfer point.

#### *Ridership Potential*

This change will have a positive impact on ridership, as the service will be more convenient allowing residents to spend more than 1 hour and less than 7.5 hours in Taos. It is anticipated that this will boost ridership and give residents enough time to transfer to the Chile Line and travel around Taos.

#### *Potential Operating Costs*

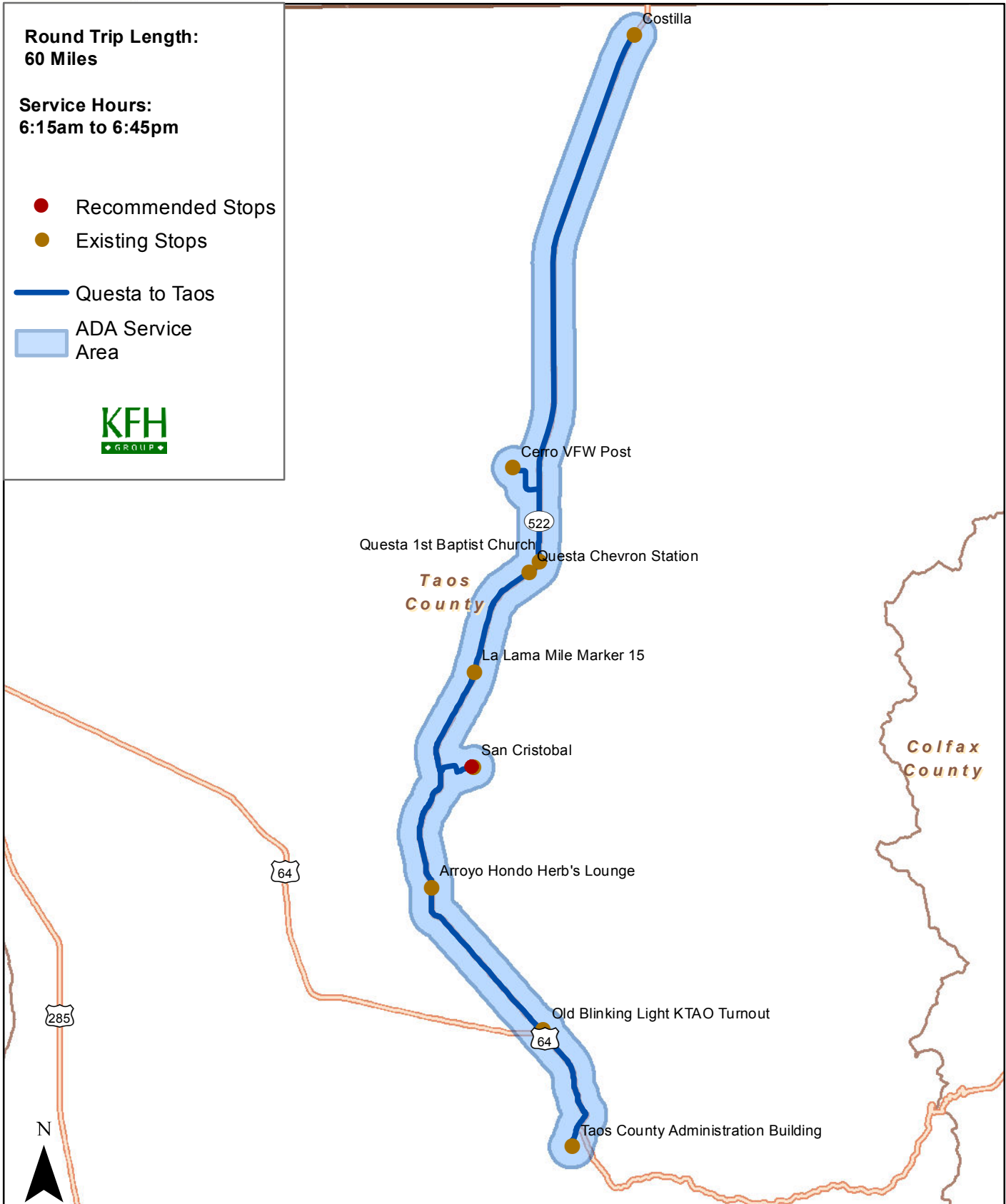
There is no additional cost associated with this route change.

#### *Capital Costs*

There is no additional capital costs associated with this route change.



# Figure 5-6 Route Map: Questa to Taos



### *Advantages and Disadvantages*

The route will now give riders more time in Taos without having to spend all day there. It will also provide direct connections to Chile Line.

There are no disadvantages to this route change.

## **8. PENASCO/TAOS**

This rural route serves the High Road to Taos from Las Trampas. Being primarily a commuter service it operates an early morning trip into Española with an 8 a.m. return to Las Trampas, when there is no interest in riding in that direction at that hour. There is also a 3 p.m. return from Las Trampas as well. Added stops are depicted in Figure 5-7.

### **Alternative**

- A. *Mid-Day Run* – The 8 a.m. return to Las Trampas and the 3 p.m. return to Taos, do not serve any real purpose. If a mid-day trip is to be continued, it should leave Taos around 11 a.m. – noon with a return to Taos as soon as it gets to Las Trampas. This route should also have more bus stops. It is also recommended that this route minimize meandering in Taos and target key destinations, with all other destinations connected by transfer to Chile Line. Where possible there will be timed meets with Chile Line service.

### *Ridership Potential*

This change will have a positive impact on ridership, as the mid-day service will be more convenient for residents on the High Road. This will allow riders to spend the morning or afternoon in Taos, conducting business and return home without spending most of the day in Taos. Typically when a mid-day trip is included in a commuter route, ridership increases during the peak hours with modest mid-day ridership.

### *Potential Operating Costs*

There is no additional cost associated with this route change.

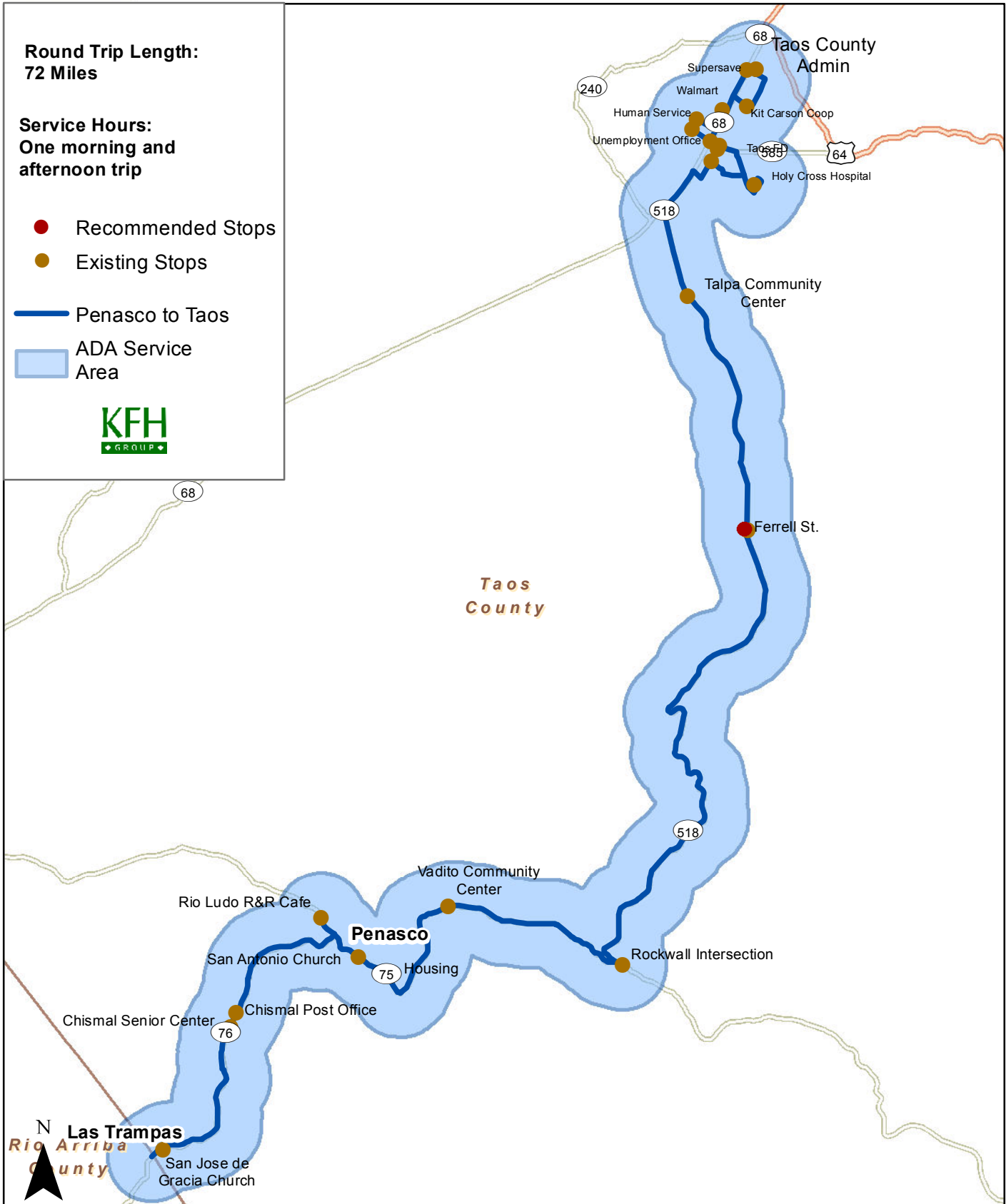
### *Capital Costs*

There is no additional capital costs associated with this route change.





# Figure 5-7 Route Map: Penasco to Taos



### *Advantages and Disadvantages*

The route will now allow mid-day riders for shopping, medical appointments, and personal business without having to spend 8 hours in Taos.

There are no disadvantages.

## **9. TAOS TO ESPAÑOLA**

This route provides limited service between Taos and Española. The timing of the service is in need of changing as there is no mid-day service and commuter service is timed for persons commuting to Los Alamos or Santa Fe as the commute trip gets to Española Park and ride at 6:10 a.m. and returns at 6 p.m. from the park and ride lot. There are no mid-day options, but there is an early morning return to Taos. Additional bus stops should be included in this service. This is most in need just north of Española up to and including Velarde.

### **Alternative**

- A. *Route Timing* – This route, like many other commuter routes should have a mid-day option so that college students, shoppers, and persons going to medical service do not have to stay in the destination city. Like other routes, the 9:30 a.m. northbound and the 8:15 a.m. southbound, do not meet these needs. The northbound and southbound trips should be around noon.

### *Ridership Potential*

This change will have a positive impact on ridership, as the service will be more convenient allowing riders to spend 3 hours in Taos or Española rather than 9 hours. It is possible ridership can increase 20 – 25 percent.

### *Potential Operating Costs*

There is no additional cost associated with this route change.

### *Capital Costs*

There is no additional capital cost associated with this route change.

### *Advantages and Disadvantages*

By changing the mid-day trip, more people will be able to use the service.

There are no disadvantages.

- B. ***Provide More Frequent Service*** – This route has the potential to increase service and draw more riders, both local residents for work, shopping, medical appointments, and personal business. At the same time with more frequent service and exact connections at the park and ride lot to the Santa Fe route, it may be possible to attract tourists desiring to go to Santa Fe/Taos for the day. This service could operate between 5:15 a.m. and 7:00 p.m. on three-hour headways. This would increase service by 5 hours.

### *Ridership Potential*

This change will have a positive impact on ridership as the service will be more convenient and it will offer transfers to other routes.

### *Potential Operating Costs*

This change would require an additional 5 hours per day, yielding a cost of \$95,000.

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

This service will improve upon the service between Taos and Española to meet a wide variety of needs. There are no disadvantages to this route change.

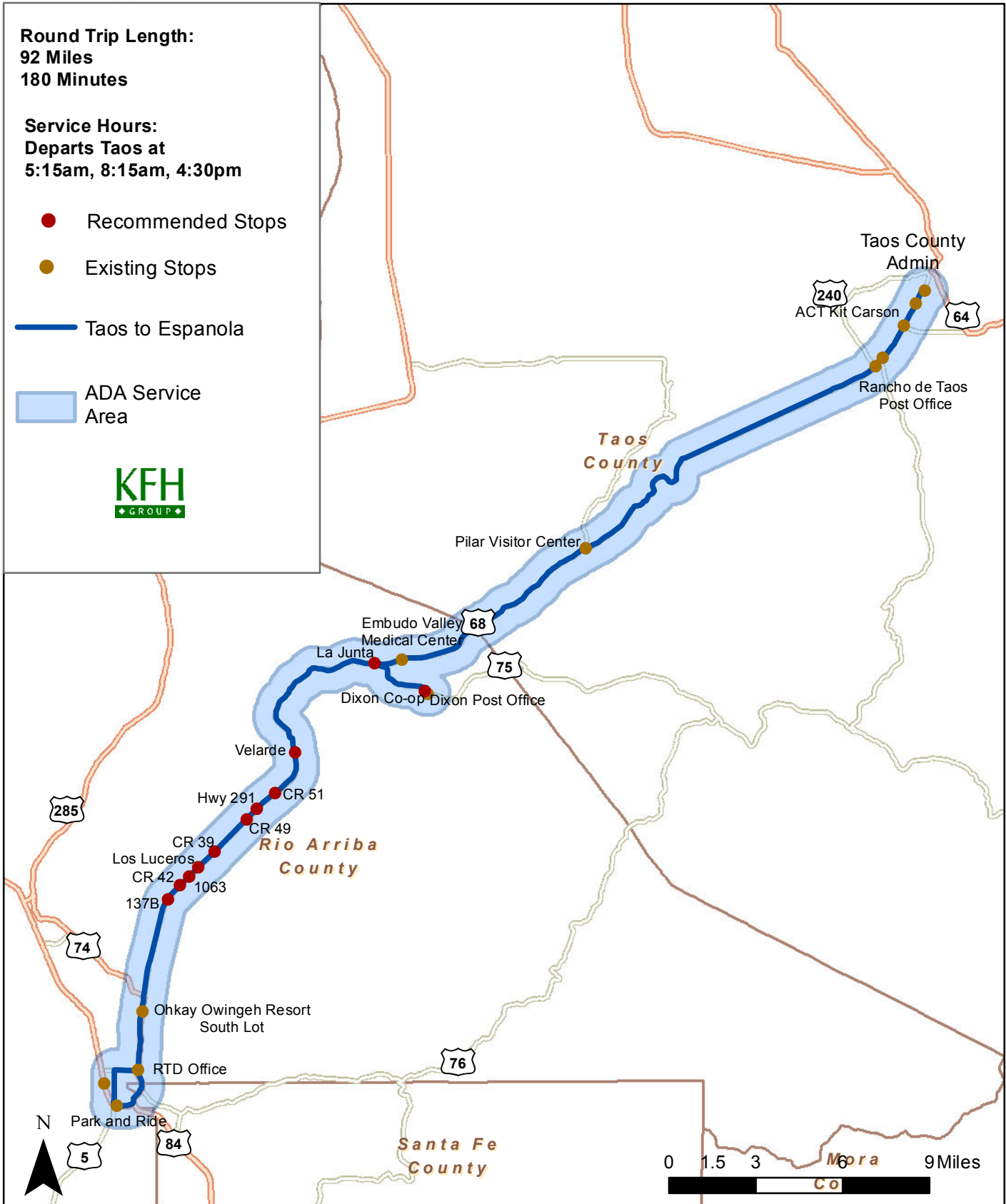
- C. ***Revise Route*** – Another consideration would be to make minor adjustments to the route in Española that would provide greater access for riders to the College and other major destinations. Figure 5-8 illustrates this modification.

### *Ridership Potential*

This change will have a positive impact on ridership as the service will be more convenient and provide more options to college students.



# Figure 5-8 Route Map: Taos to Española



### ***Potential Operating Costs***

There is no additional cost associated with this route change.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### ***Advantages and Disadvantages***

The route will now provide direct service to the Northern New Mexico College with reasonable returns.

## **10. ESPAÑOLA TO SANTA FE**

There are three routes that provide Española – Santa Fe service, Santa Clara, Tesuque and this route. This is the major corridor providing peak and off peak service between Santa Fe and Española. For the Española to Santa Fe route, there are three trips in each direction. This service operates different hours to avoid competition with the NMDOT Park and Ride service. These two services (NCRTD Española – Santa Fe and the NMDOT Park and Ride service) must work together. This route operates one southbound commuter trip at 7:20 a.m. from Española, in between the 6:23 a.m. and 8:00 a.m. NMDOT Park and Ride Routes. The other trips operate during off peak hours, but when this service is combined with the NMDOT Park and Ride service, a full schedule is in place with service throughout much of the day. It is also possible to institute a premium non-stop service from Taos to Española to Santa Fe with a distance based fare. This is discussed in more detail in the section on new service.

### **Alternatives**

- A. ***Santa Clara Combination*** - The Santa Clara route operates one a.m. and one p.m. trip into Santa Fe. The Santa Clara route operates about the same time as the 7:20 a.m. NCRTD bus from Española. The trip from Santa Clara to Santa Fe goes through Española. It should start in Santa Clara, stop at the Española Park and ride lot at 7:00 a.m. (for transfers from the two Española routes) and then operate as a bus into Santa Fe as part of the Española to Santa Fe Route.

### ***Ridership Potential***

This change will have a positive impact on ridership, as the route will be less competitive with the other NCRTD routes to Santa Fe. Marketed as timed transfer starting in Santa Clara with a stop at the Española Park and Ride lot this route will be open to all and could be very attractive. It also operates far enough apart from the NMDOT Park and Ride service so as not to compete with it. Most of the day this bus will continue to operate within the Santa Clara service area.

### ***Potential Operating Costs***

There is no additional cost associated with this route change.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### ***Advantages and Disadvantages***

By combining all of the Española to Santa Fe services into one route, we can avoid duplication and increase the options for all riders.

There are no disadvantages.

## **B. Tesuque Combination**

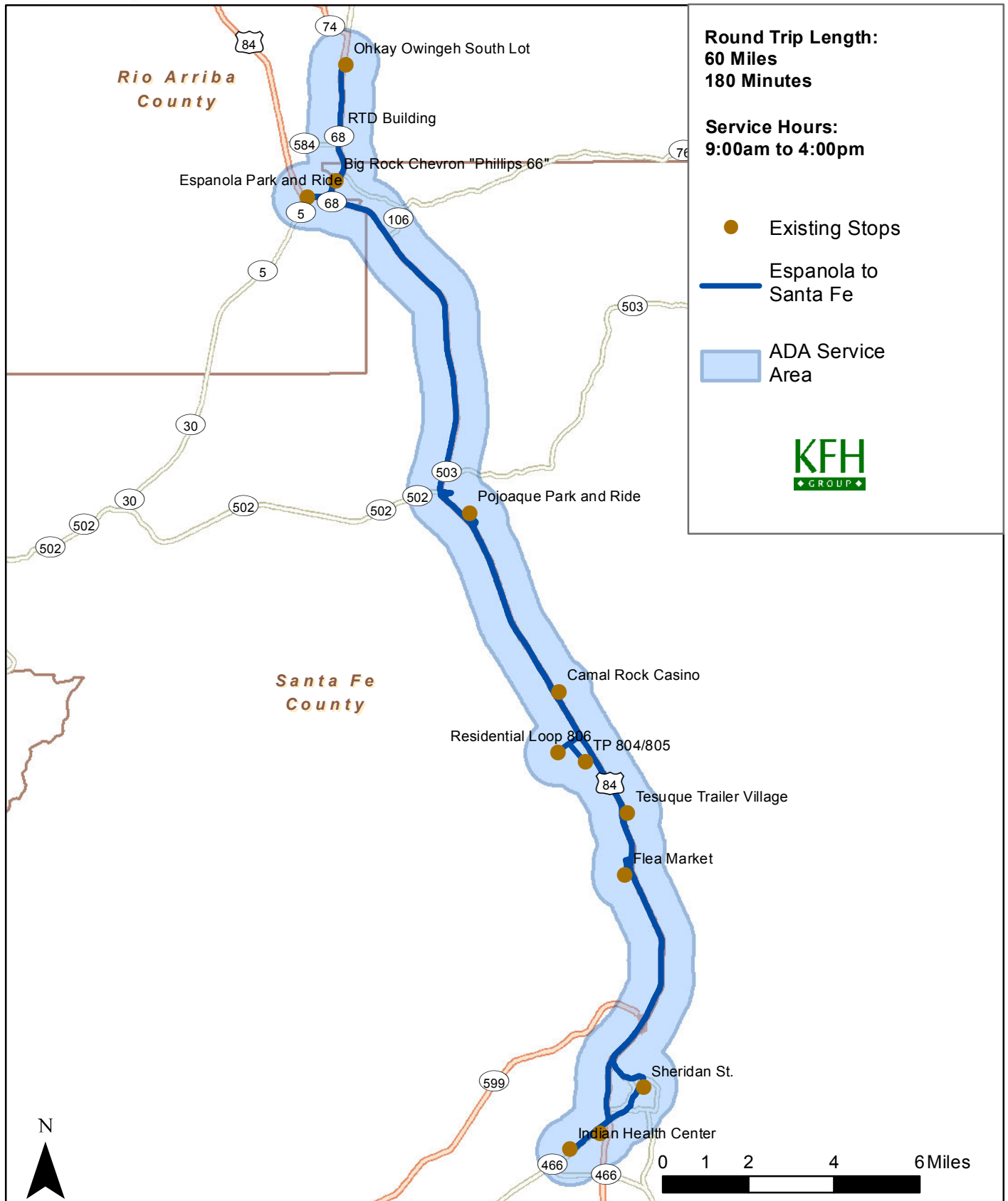
The Tesuque route operates almost the same time as the Española-Santa Fe route in both directions. The Tesuque route covers much of the same area as the Española-Santa Fe route, during similar times. This service can become a “local” all stops service in between other trips and also not in conflict with NMDOT Park and Ride service. This service could provide 2 round trips to Santa Fe/Española and the bus can spend the rest of its day providing local service in Tesuque, including seamless connections with Española-Santa Fe service.

### ***Ridership Potential***

This change will have a positive impact on ridership as the route will be less competitive with the other NCRTD routes to Santa Fe. This route can serve as a local route from Española to Santa Fe for one a.m. and one p.m. trip. The rest of the day it can circulate in the Tesuque area (Figure 5-9) where local riders can access service most of the day.



# Figure 5-9 Route Map: Española to Santa Fe Local



### *Potential Operating Costs*

There is no additional cost associated with this route change.

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

By combining this local service with the Santa Fe-Española service, we can avoid duplication and increase the options for all riders.

There are no disadvantages.

## **11. ESPAÑOLA-LOS ALAMOS - POJOAQUE**

This route is intended to provide mid-day service to Española and Pojoaque (to Santa Fe) from Los Alamos. Ridership is extremely low on this route, barely 1 trip per hour (\$76 per trip). The NMDOT Park and Ride Service has a mid-day gap between 5 and 6 hours and it is within those hours that NCRTD should be addressing the needs with direct service. We will also be targeting residents along Hwy. 502.

### **Alternatives**

- A. *Simplified Mid-Day Route* - This route should provide a simple mid-day service from Española to Los Alamos and back to Española (about 90 minutes round trip), then a trip to Pojoaque and back about 80 minutes round trip) as detailed in Figure 5-10. The Pojoaque service would then do one or both of the round trips or end service. It can operate either one round trip to each destination or two. This route has the potential to boost ridership on the NMDOT Park and Ride service and should be jointly marketed as a mid-day ride home.

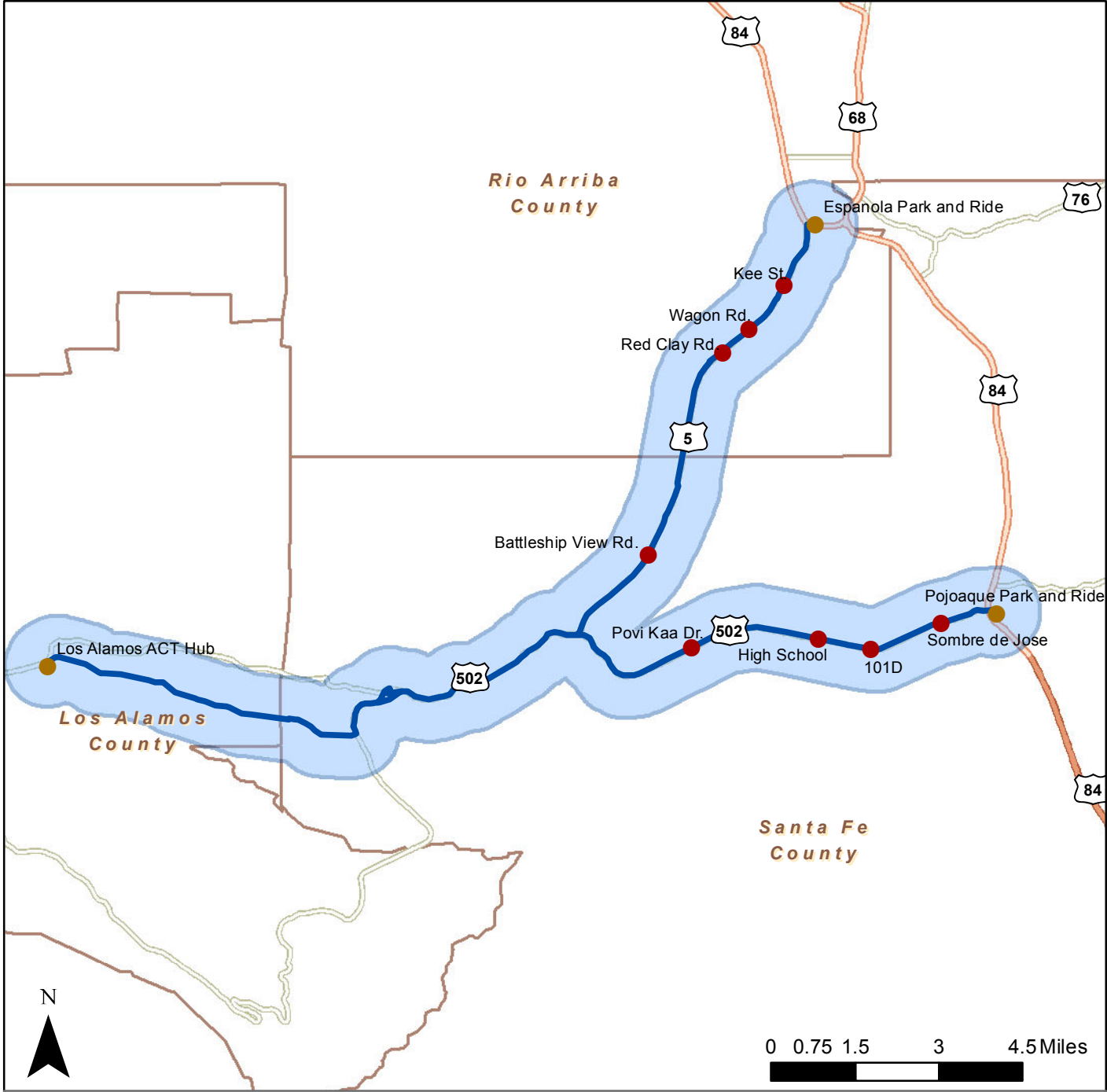
### *Ridership Potential*

This change will have a positive impact on ridership as the route will be simple and straightforward. While this route, like other mid-day commuter trips will probably have low ridership, it could be the service needed to convince others to ride the NMDOT Park and Ride service now that there is an effective mid-day return.





# Figure 5-10 Route Map: Española - Los Alamos - Pojoaque



**Round Trip Length:**  
**From Espanola:**  
 40 Miles - 90 Minutes  
**From Pojoaque:**  
 38 Miles - 80 Minutes

**Service Hours:**  
 9:00am to 2:00pm

- Recommended Stops
- Existing Stops
- Espanola - Los Alamos  
Pojoaque
- ADA Service Area



### *Potential Operating Costs*

Currently this route operates for 4 hours per day. The changes will reduce the operating time to 3 hours, reducing costs by \$76 per day or \$19,000. If a second set of round trips is desired those cost would increase over the present time by \$37,500.

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

With a simple straightforward route, this service will be easier to ride. One round trip each would reduce costs over the current time. If demand was manifested, a second set of round trips can be implemented.

There are no disadvantages to this alternative.

## **12. ESPAÑOLA TO CHIMAYO**

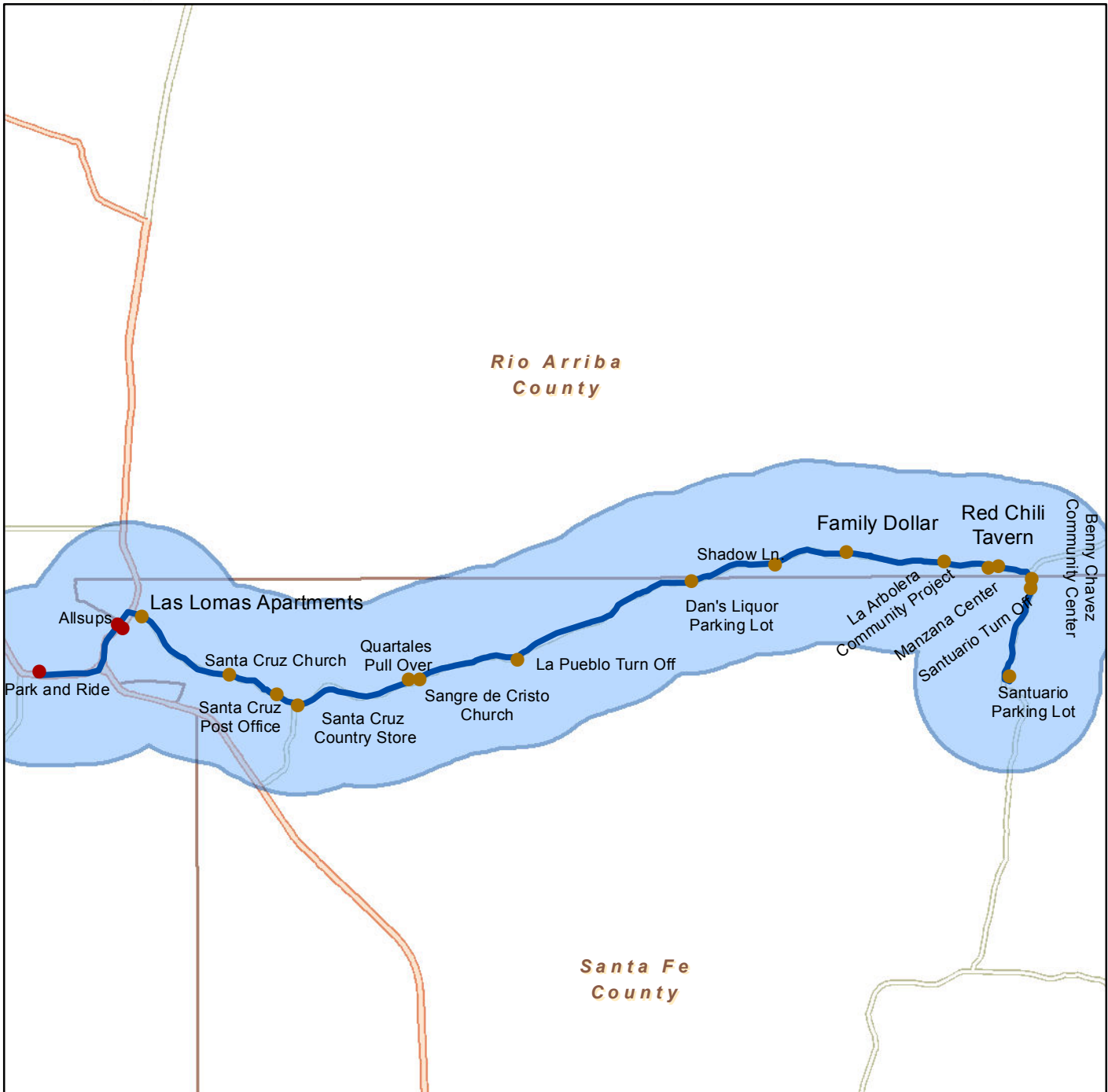
This is a straightforward rural route connecting Chimayo with an apartment complex near Riverside Drive. The biggest flaw in this route (and a very serious one) is its lack of connection to the Española service, requiring customers to walk a ¼ mile to a bus stop. This route should provide a direct connection to the Española Park and Ride lot for all trips allowing Chimayo residents the opportunity to connect to the rest of the NCRTD system. The Chimayo/Española route only shows one trip to the Park and Ride lot, yet in actuality the route combined with the Las Trampas route does connect at the Park and Ride lot for an a.m. and p.m. trip.

### **Alternatives**

- A. *Connect to Española Routes* – Quite simply, this route should add 5 minutes in each direction to operate to the Española Park and Ride lot to allow transfers throughout the system (Figure 5-11). The route should under no circumstances end at Las Lomas apartments as it does now. The route will operate on 35 minute schedules and 1:10 hr. round trips. The route should also start up to 30 minutes earlier to allow commuters to use the service and transfer to get to their destination.



# Figure 5-11 Route Map: Española to Chimayo



**Round Trip Length:**  
19 Miles

**Service Hours:**  
8:00am to 6:00pm

● Recommended Stops

● Existing Stops

— Espanola - Chimayo

ADA Service Area



### ***Ridership Potential***

This change will have a positive impact on ridership, as the route will connect to Española and points south, allowing access for shopping and other needs.

### ***Potential Operating Costs***

There is no additional cost associated with this route change if service hours remain the same.

### ***Capital Costs***

This route will need a vehicle larger than a van.

### ***Advantages and Disadvantages***

This change will allow Chimayo riders access to the rest of the transit system. In addition, the earlier trip can generate commuter ridership.

There are no disadvantages.

- B. ***Combine Mid-Day with Las Trampas*** - The 11 a.m. trip to Chimayo from Las Lomas Apartments and the 11:30 a.m. return should be modified. It should start at the Park and Ride lot at noon and operate all the way to Las Trampas and return at 1 p.m. with a 2 p.m. arrival at Park and Ride. The mid-day bus should also connect to the Penasco Route when it arrives in Las Trampas.

### ***Ridership Potential***

This change will have a positive impact on ridership as it will operate during hours more advantageous than currently and it will have more bus stops north of Chimayo.

### ***Potential Operating Costs***

There is no additional cost associated with this route change as the vehicle hours remain the same.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

By combining this route with the Chimayo route we may be able to reduce vehicle hours slightly and give riders the times they can use.

There are no disadvantages.

## **13. ESPAÑOLA TO EL RITO**

This route is ineffective due to its long 1 hour and 50 minute loop route. Loop routes of an hour or more rarely work and in this case almost all riders must travel about 2 hours on a round trip. For example, going from Ojo Caliente to Española takes 30 minutes, but to get back home the ride is 1 hour and 20 minutes. This is a serious flaw and a major reason the route is rarely used. Further from El Rito south to Hwy. 84, about 10 miles, there are no origins or destinations, resulting in 10 miles of dead space. The route does not meet commuter needs.

### **Alternative**

- A. **Revise Route** - This should be a linear (out and back) route as shown in Figure 5-12. The route will travel north on US Highway 285 to Ojo Caliente then travel west to El Rito where it will turn around and head back to Española. This will be a 1 hour route in each direction (although it may be possible to reduce this time to 45 - 50 minutes). It may be advantageous to operate three trips: an early morning and evening commuter trips and a mid-day trip. Operating for 6 hours per day. Additionally there should be a number of bus stops on US 285 between the turnoff at US 84 to Ojo Caliente - 15 miles with residences along most of the route.

### *Ridership Potential*

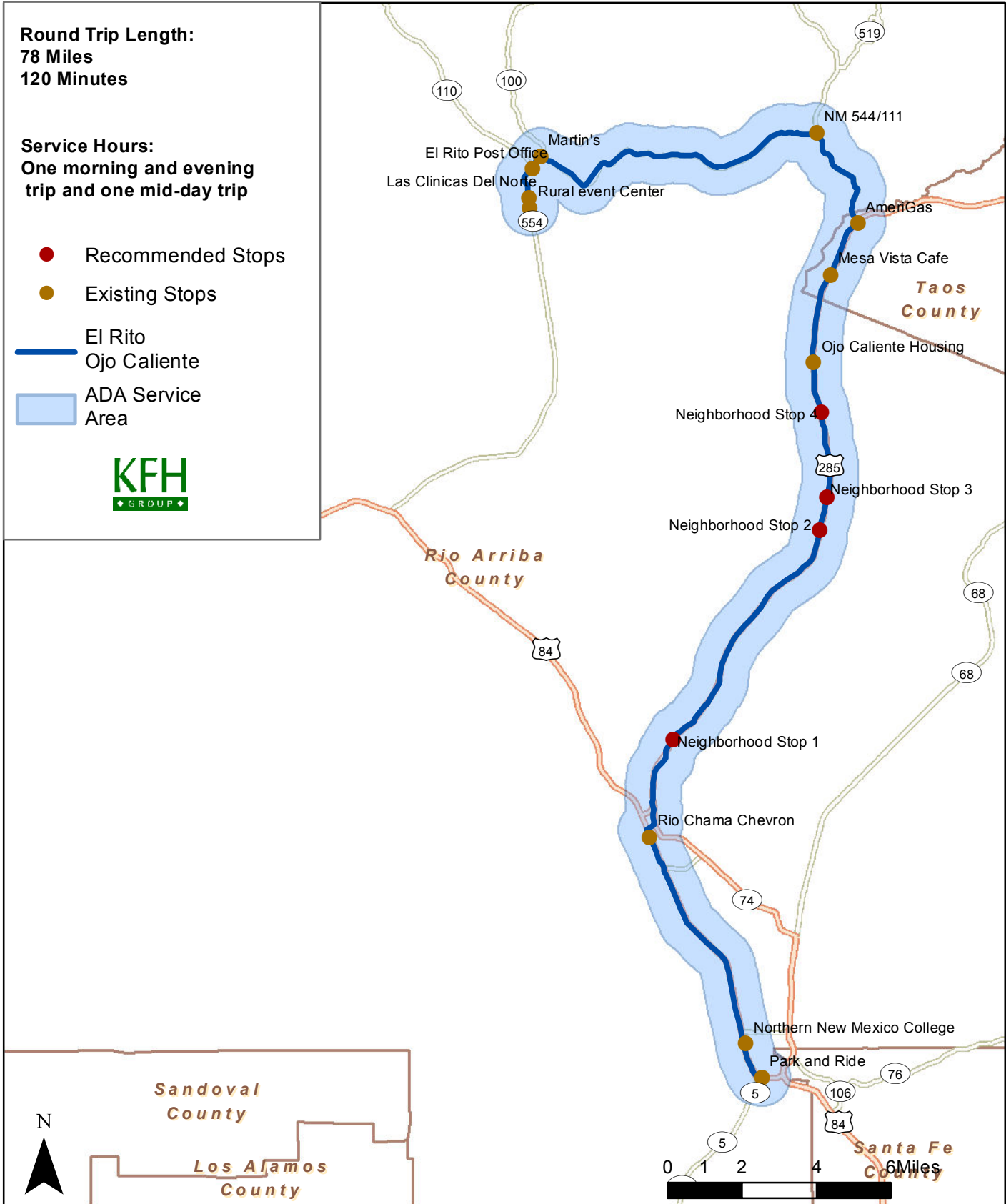
This change will have a positive impact on ridership as the route will be direct and will be stopping at more residences. Ridership on this route can easily double by addressing commuter needs, reducing travel time and adding stops on US 285.

### *Potential Operating Costs*

This route change will reduce service hours by 1 - 2.5 hours daily, reducing annual costs by \$19,000 to \$47,500.



# Figure 5-12 Route Map: Española to El Rito/Ojo Caliente



### *Capital Costs*

There is no additional capital cost associated with this route change.

### *Advantages and Disadvantages*

This route will fundamentally change from a meandering ineffective loop route to one that meets a variety of commuter needs.

There are no significant disadvantages.

## **14. CHIMAYO TO LAS TRAMPAS**

This route is really a Las Trampas – Chimayo – Española Route and should be combined with the Chimayo – Española route. The morning Las Trampas commuter trip is combined with the first Chimayo trip, but it arrives at the Park and Ride lot at 8 a.m., too late for a person to transfer to another route and arrive on time. There is no mid-day trip either. Therefore, the service has limited value as a commuter service and for shopping, medical appointments and personal business a person would have to stay in Española for 6 hours and would be dropped at the Las Lomas Apartments. Figure 5-13 shows the bus stops and the addition.

### **Alternatives**

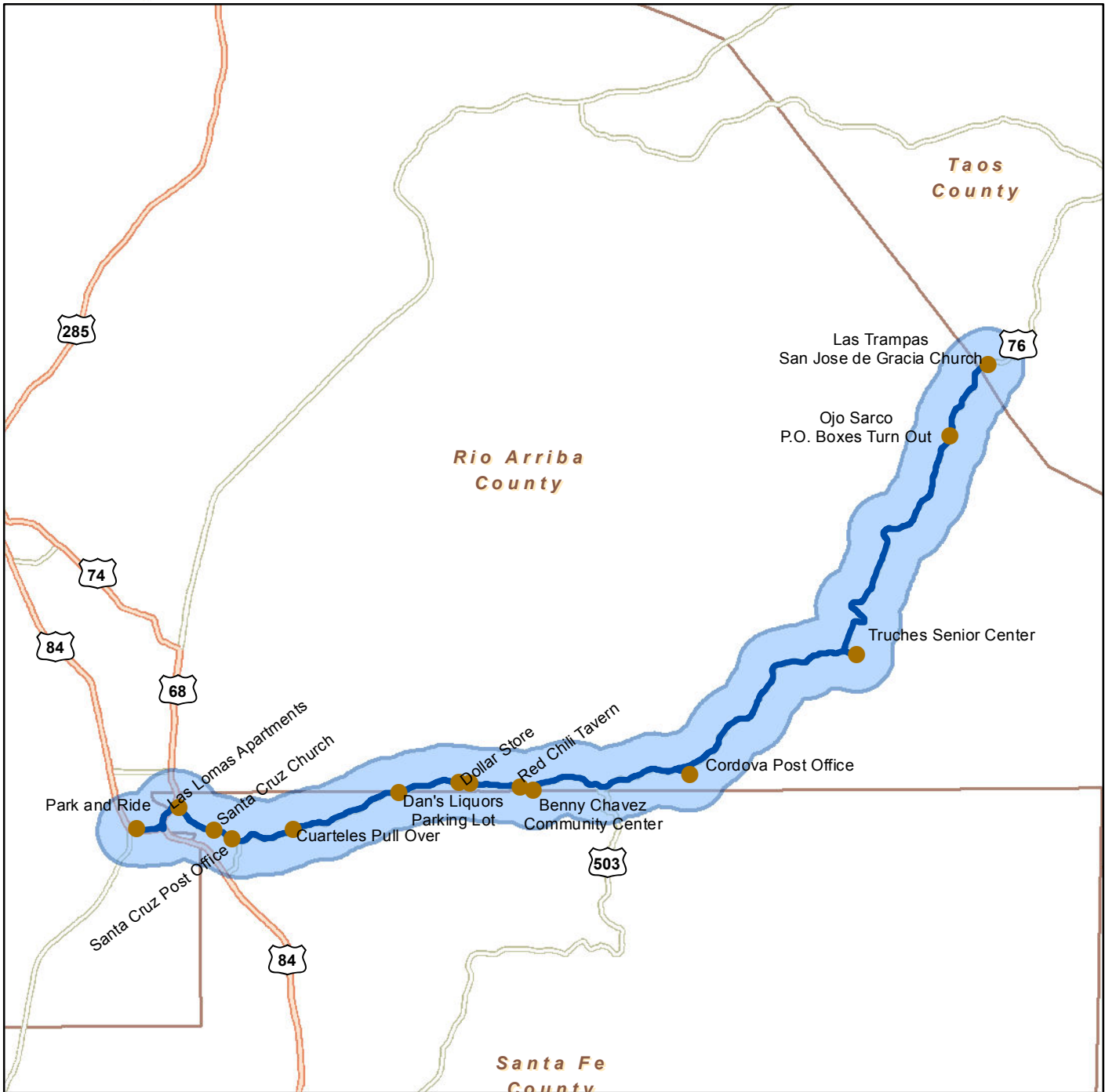
- A. *Revise Route Timing* – This route should change its timing. The morning trip could start early enough (6:30 a.m.) to reach the Park and Ride transfer point by 7:30 a.m. allowing riders to transfer to a different route and get to work by 8 a.m. There does not appear to be a reason to return at 9 a.m. except to meet the Penasco bus in Las Trampas. This generates almost no riders. The return should be at noon in combination with the Chimayo route, followed by a trip back to Española at 1 p.m. Instead of a 4 p.m. trip to Las Trampas from the Park and Ride lot it should be at 5:00 p.m. or 5:30 p.m. to allow transfers from other routes. This route will have more bus stops as well.

### *Ridership Potential*

This change will have a positive impact on ridership as it will operate during hours more advantageous than currently and it will have more bus stops north of Chimayo. If it meets the commuter needs, it can generate 4 – 6 one way trips each trip, much higher than the current average of 1 passenger trip per run.




# Figure 5-13 Route Map: Chimayo to Las Trampas



**Round Trip Length:  
52 Miles**

**Service Hours:  
One Morning, Mid-Morning,  
and Afternoon trip**

 Existing Stops

 Chimayo - Las Trampas

 ADA Service Area





### ***Potential Operating Costs***

There is no additional cost associated with this route change as the vehicle hours remain the same.

### ***Capital Costs***

There is no additional capital cost associated with this route change.

### ***Advantages and Disadvantages***

By combining this route with the Chimayo route we may be able to reduce vehicle hours slightly and give riders the times they can use.

There are no disadvantages other than change might be difficult for some.

## **15. CHAMA TO ESPAÑOLA**

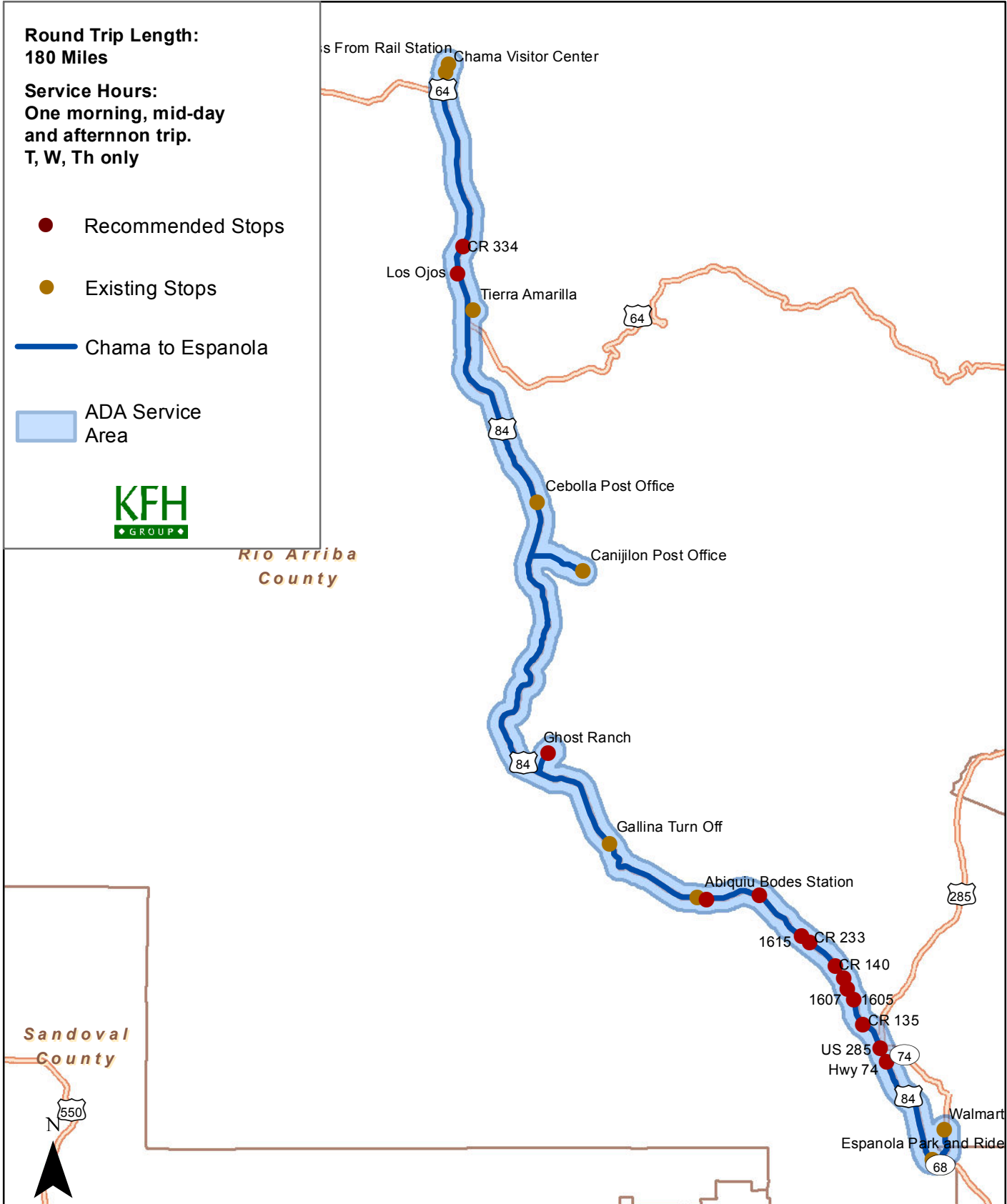
This route operates three days per week at odd travel times. Therefore, the only trip purposes include shopping, personal business or school. Major destinations include Tierra Amarilla, Chama and Española. The route starts in Chama at 8 a.m. with an arrival at Española at 10 a.m. This trip offers a stop at Wal-Mart, but passengers must leave 1 hour and 10 minutes later – not enough time to do shopping and relax. The 1:30 p.m. eastbound trip has little purpose as that bus immediately turns around and goes back to Chama, meaning that anyone who went to Española at 1:30 p.m. would have to stay in Española overnight.

### **Alternatives**

- A. ***Revise Schedule*** – Assuming this route remains three days per week, it may be advantageous to revise the schedule to allow more people to ride. The objective is to allow people time in the morning or afternoon to have time in Tierra Amarilla or Española. The route can start a little earlier at 7:00 a.m. and arrive in Española at 9:00 a.m. The mid-day bus can still leave at 11:30 a.m., returning to Chama at 1:30 p.m. with a return at 3:30 p.m. The last trip outbound can leave after 5:00 p.m., giving afternoon riders 1 hour and 30 minutes in town. This gives inbound riders to Española 2.5 hours in the morning, 6.5 hours for all day or, 1.5 hours in the late afternoon. Additional bus stops will be throughout U.S. Hwy. 84 (Figure 5-14).



# Figure 5-14 Route Map: Chama to Espanola



### ***Ridership Potential***

This change will have a positive impact on ridership as it will operate during hours more advantageous than currently and it will have more bus stops.

### ***Potential Operating Costs***

There is no additional cost associated with this route change as the vehicle hours remain the same.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### ***Advantages and Disadvantages***

This change has the potential to add riders at no additional cost.

- B. ***Expand to Five Days per Week*** – This alternative suggests five days per week with an emphasis on commuter service. In this alternative, service would start in Chama (or Tierra Amarilla) at between 6 a.m. and 6:30 a.m. and travel to Española, with an emphasis on service from Abiquiu into Española in time for commuters. There would be a mid-day round trip similar to Alternative A above and then an evening commuter trip back to Chama. This alternative will also have more bus stops.

### ***Ridership Potential***

This change will have a positive impact on ridership as it will operate during hours more advantageous than currently and it will have more bus stops. Attracting commuters and students will also enhance ridership.

### ***Potential Operating Costs***

Operating five days per week will increase service hours by 16 hours per week, or an additional \$63,200.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

This change has the potential to add riders for commuter purposes as well as revising the schedule so that it will be easier to use.

## **16. QUESTA TO RED RIVER**

This is a seasonal oriented route that operates at full service levels all year. Ridership is lighter off season and heavier during the winter ski season. This route connects to the Taos route. There are no stops between Questa and Red River. Additional stops within Red River have been requested (Figure 5-15).

### **Alternatives**

- A. *Adjust to Seasonal Levels* - During peak seasons this route can continue a high level of service, although additional bus stops are needed. Service would start at Questa. Off peak service would allow for an a.m. peak round trip, a mid-day round trip and one evening peak return. This would cut service levels in half during the off peak months.

### *Ridership Potential*

This change will have little impact on ridership, but it will improve productivity while reducing costs. Additional bus stops will help improve ridership.

### *Potential Operating Costs*

The service levels will be reduced by 50 percent for 6 months of the year. This will be a reduction in costs of \$28,400.

### *Capital Costs*

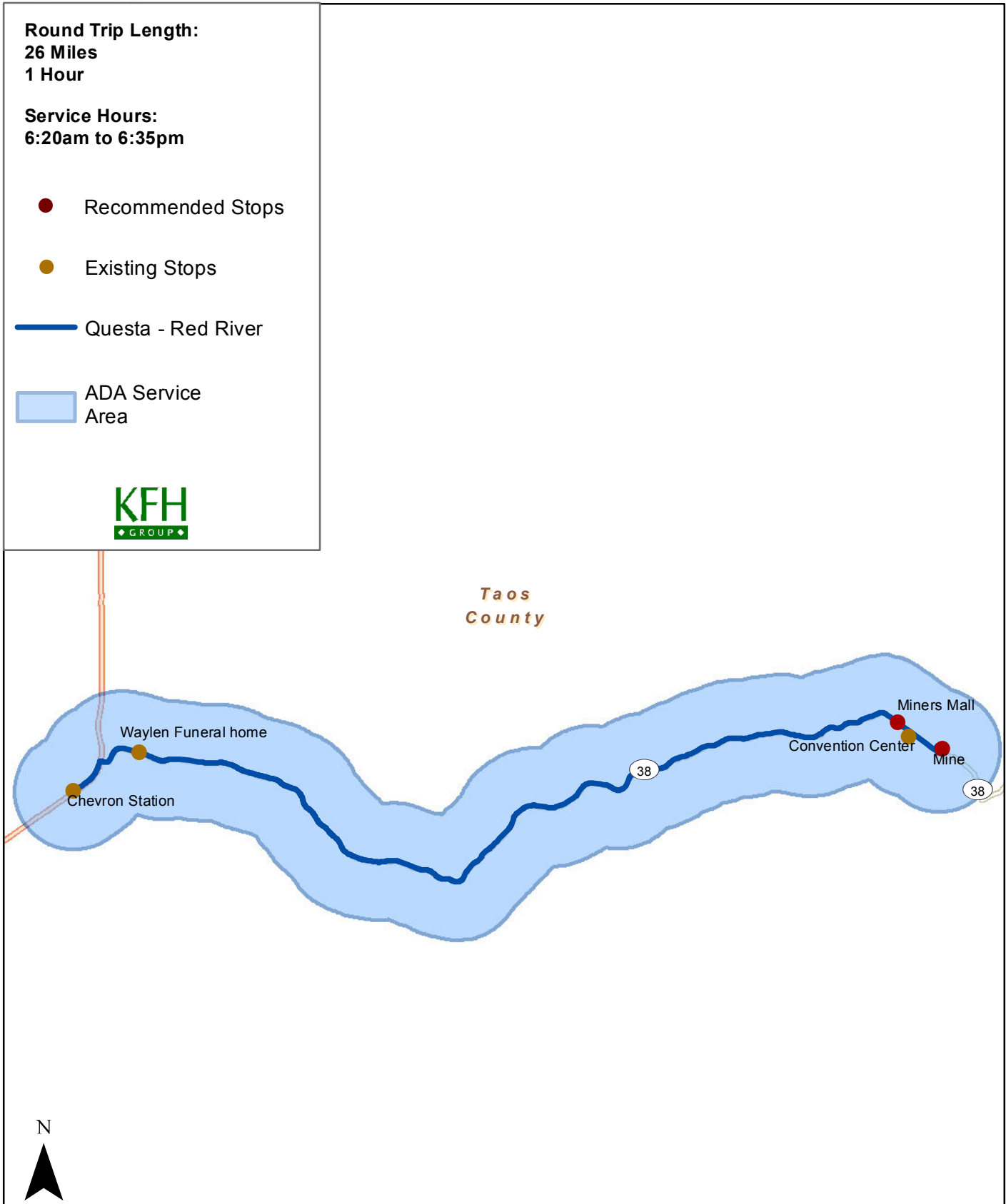
There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

This change has the potential to reduce costs without a significant loss in ridership.



# Figure 5-15 Route Map: Questa to Red River



## 17. ELDORADO TO SANTA FE

This route is primarily a commuter service from a community south of Santa Fe, into Santa Fe. There are six round trips – three in the morning and three in the afternoon. There is no mid-day trip. Most of the ridership is in the first inbound and last outbound commuter trips as these are the only trips that address 8 a.m. to 5 p.m. commuter needs. Outreach indicated that this route has bicycle capacity issues.

### Alternatives

- A. *Revise Service Levels* – The current six round trips is high for this route. Reports from vehicle operators, riders and through observation indicates that most of the ridership is in the first inbound and last trip outbound. This can include the existing 7:10 a.m. trip inbound, a mid-day round trip and the existing 5:10 p.m. departure from Sheridan St.

#### *Ridership Potential*

This change will have a positive impact on productivity, as it will operate during hours more advantageous than the current hours. The mid-day round trip will allow people to use the service and stay in Santa Fe for 3 – 4 hours in the morning or afternoon.

#### *Potential Operating Costs*

There will be a reduction of 2 hours per day, resulting in a decrease in costs of \$38,000.

#### *Capital Costs*

There is no additional capital cost associated with this route change.

#### *Advantages and Disadvantages*

This change has the potential to add riders and reduce costs.

## 18. EDGEWOOD TO SANTA FE

This route is a commuter service that operates one inbound and one outbound trip each day. Reports are that at times the bus is not big enough to accommodate all of the passengers. This route has good ridership.

## Alternatives

- A. *Add a Mid-Day Trip* – The consultants received feedback that a mid-day trip is needed. The mid-day would start at Sheridan St. or the state capitol and then travel directly to the Moriarty/Edgewood area. This would take the form of an outbound trip at about 11:30 a.m. with a 12:45 p.m. return from Edgewood, arriving at 2 p.m. By adding a mid-day trip this route would have to operate in flex mode.

### *Ridership Potential*

This change will have a positive impact on ridership as the mid-day service can bring in new commuters and ½-day riders. It will be important to have a bigger bus on the peak trips, with a minivan perfect for the mid-day trip.

### *Potential Operating Costs*

There are additional costs associated with the added 2.5 hours per day. This will increase the service cost by about \$47,500.

### *Capital Costs*

There is no additional capital costs associated with this route change. It will require a bigger bus however.

### *Advantages and Disadvantages*

This change has the potential to add riders at an increased cost. It will also be required to operate in flex mode.

## 19. TESUQUE TO SANTA FE

This service duplicates much of the other services in the Española - Santa Fe corridor. Ridership is low. It operates as a local circulator and regional service to Santa Fe. There are no morning commuter trips, but one p.m. commuter trip. It can provide 2 round trips to Santa Fe/Española and the bus can spend the rest of its day providing local service in Tesuque, including seamless connections with Española-Santa Fe service.

## Alternatives

- A. *Combine Santa Fe Service with Corridor Service* – As discussed in the Tesuque route operates almost the same time as the Española-Santa Fe route in both directions. The Tesuque route covers much of the same area as the Española-Santa Fe route, during similar times. This service can become a “local” all stops service in between NMDOT Park and Ride service. This service could provide 2 round trips to Santa Fe/Española and the bus can spend the rest of its day providing local service in Tesuque (Figure 5-16).

### *Ridership Potential*

This change will have a positive impact on ridership, as the route will be less competitive with the other NCRTD routes to Santa Fe. This route can serve as a local route from Española to Santa Fe for one a.m. and one p.m. trip. The rest of the day it can circulate in the Tesuque area.

### *Potential Operating Costs*

There is no additional cost associated with this route change.

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

By combining this local service with the Santa Fe-Española service, NCRTD can avoid duplication and increase the options for all riders. In addition by coordinating with the corridor service, the Tesuque vehicle can serve residents for local needs.

There are no disadvantages.

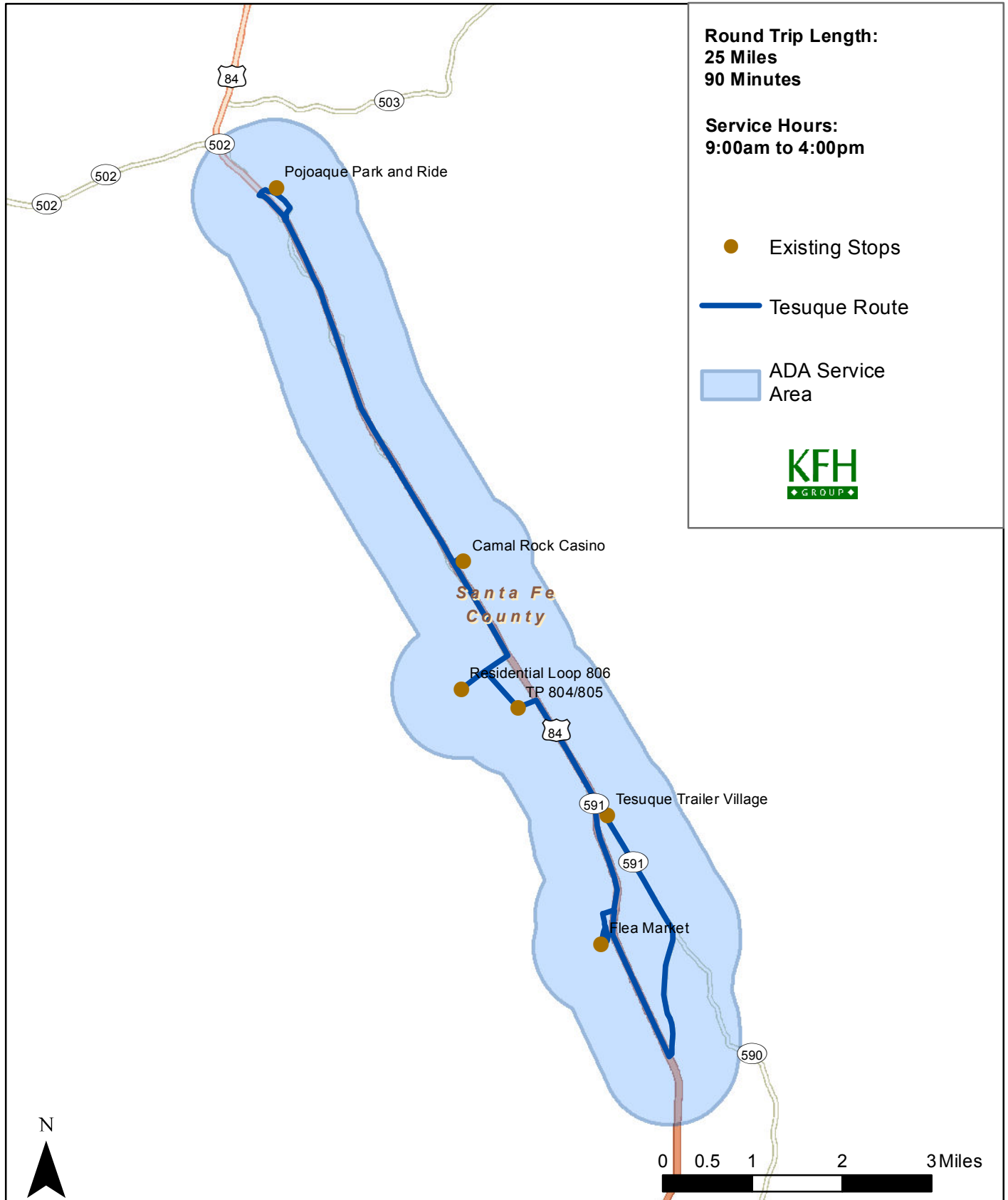
## 20. SANTA CLARA

Similar to the Tesuque route, this route tries to do a variety of services including commuter service, local pueblo service and it also circulates the Española (Santa Clara) area.





# Figure 5-16 Route Map: Tesuque Local



## Alternatives

- A. *Coordinate Service* - The Santa Clara route operates one a.m. and one p.m. trip into Santa Fe. The Santa Clara route operates about the same time as the 7:20 a.m. NCRTD bus from Española. The trip from Santa Clara to Santa Fe goes through Española. It should stop at the Española Park and Ride lot at 7:00 a.m. (for transfers from the two Española routes), starting in Santa Clara shortly before that and then operate as an express bus into Santa Fe as part of the Española to Santa Fe Route. It would return in the evening. The rest of the day it can operate in local Santa Clara service.

### *Ridership Potential*

This change will have a positive impact on ridership, as the route will be less competitive with the other NCRTD routes to Santa Fe. Marketed as an express starting in Santa Clara with a stop at the Española Park and Ride lot this route will be open to all and could be very attractive. It also operates far enough apart from the NMDOT Park and Ride service so as not to compete with it. Most of the day this bus will continue to operate within the Santa Clara service area.

### *Potential Operating Costs*

There is no additional cost associated with this route change.

### *Capital Costs*

There is no additional capital costs associated with this route change.

### *Advantages and Disadvantages*

By combining all of the Española to Santa Fe services into one route, NCRTD can avoid duplication and increase the options for all riders.

There are no disadvantages.

- B. *Revise Local Service* - The current local circulator component of this route operates between 8:30 a.m. and 10:40 a.m. as well as 2:30 p.m. to 4 p.m. A loop route is in place that operates a 1 hour and 10 minute route that in part duplicates the Riverside route. It is recommended that this route operate from Santa Clara Pueblo to the P & L Store and then reverse course in a linear fashion

(Figure 5-17). This bus should have timed meets with the other local Española routes so riders can access Riverside seamlessly.

### ***Ridership Potential***

This change will have a positive impact on ridership as the route will connect to other routes and be able to serve destinations on Riverside in less time than current through a seamless connection.

### ***Potential Operating Costs***

There is no additional cost associated with this route change.

### ***Capital Costs***

There is no additional capital cost associated with this route change.

### ***Advantages and Disadvantages***

By eliminating duplication and streamlining service, this route will be more attractive for riders who will be able to move easier through the service area.

There are no disadvantages.

## **21. PARATRANSIT**

Currently there is ADA paratransit service in the Española area and this should continue.

### **Alternatives**

- A. *Continue Service in the Española Area*** – This should be defined as those areas within  $\frac{3}{4}$  of a mile of a fixed route (Española and Santa Clara Routes- local service). Figure 5-18 illustrates this service area.
- B. *Use Existing Vehicles on Layover*** – As some buses layover in Española, they can be employed in ADA service. Or buses can provide this service to fill out their hours. The Las Trampas Route, Chama and others can be utilized and reduce additional vehicle needs.

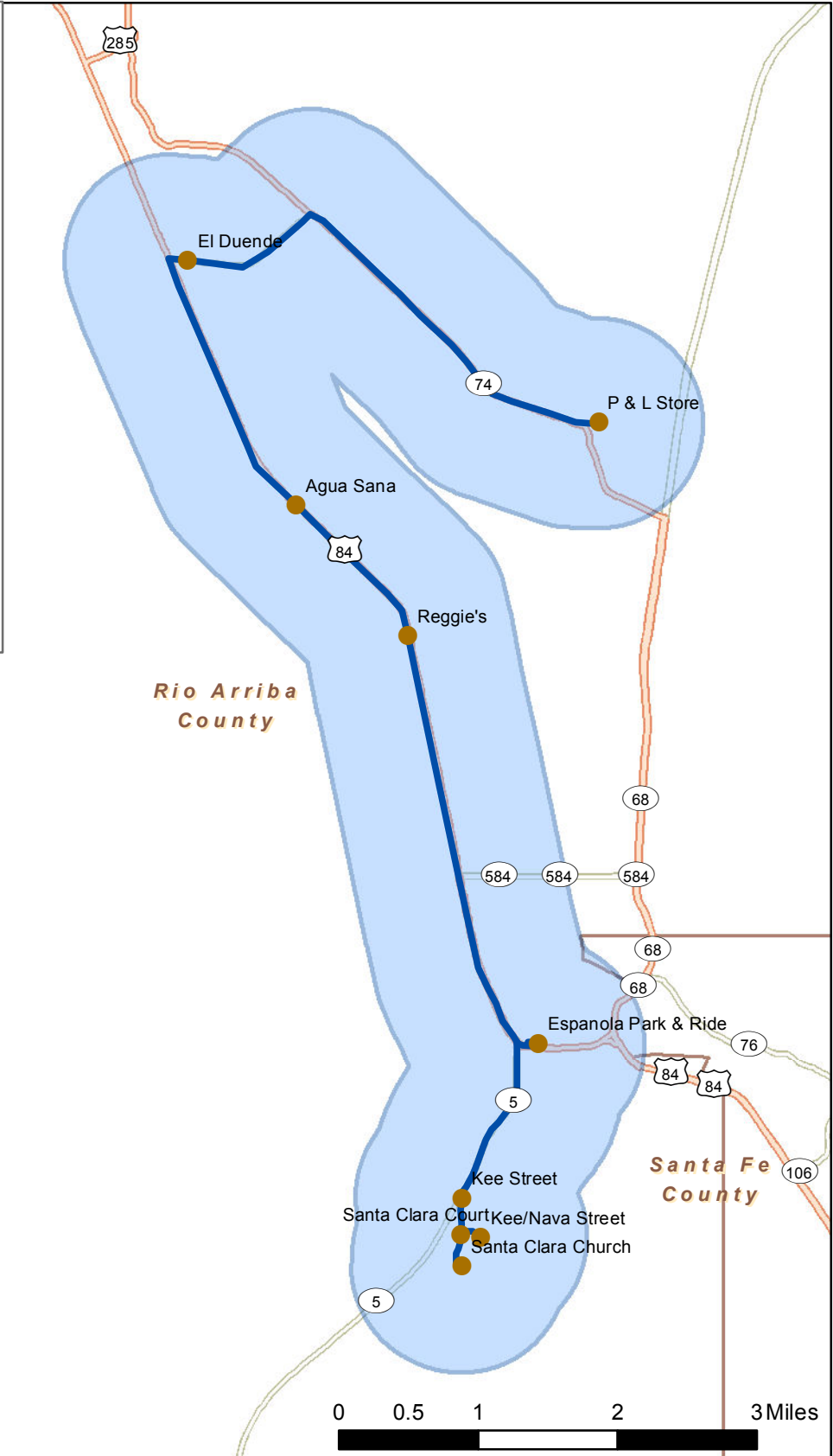


# Figure 5-17 Route Map: Santa Clara Local

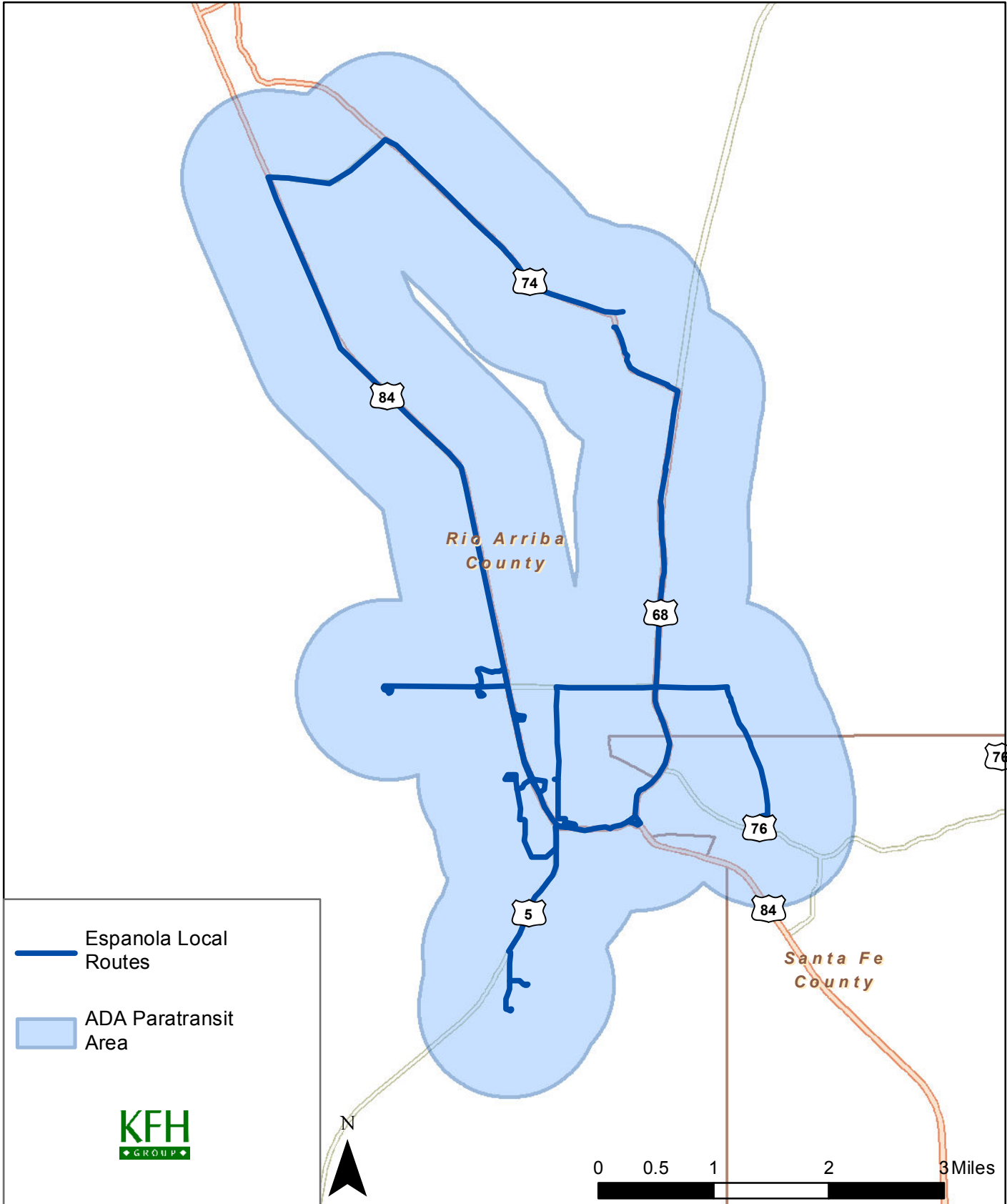
**Round Trip Length:**  
 24 Miles  
 80 Minutes

**Service Hours:**  
 8:30am to 10:40am  
 2:30pm to 4:00pm

- Existing Stops
- Santa Clara Local
- ADA Service Area



# Figure 5-18: Española Paratransit Area



### ***Ridership Potential***

ADA service is the only transit service where fewer riders are desirable – preferring that rides use fixed route. These changes can reduce the service area and as a consequence reduce trips.

### ***Potential Operating Costs***

There is no additional cost associated with this route change. In fact, it may be possible to reduce costs by using vehicles on layover or otherwise in-between trips.

### ***Capital Costs***

There is no additional capital costs associated with this route change.

### ***Advantages and Disadvantages***

These changes can reduce costs and reduce service by diverting these trips to fixed route.

## **SUMMARY OF EXISTING SERVICE CHANGES**

There are a wide variety of potential changes to the existing routes. Based on the estimates provided in the narrative, the consultants compiled a table that illustrates the range of costs for each route (Table 5-1). Most routes did not have a change in hours or costs as hours were simply re-allocated. In the scenario where all of the changes are applied, there is a reduction of 760 hours or \$64,900 which can be applied to the new services. Depending on the alternatives selected, costs can be reduced by as much as \$279,600 or costs can increase up to \$208,700.

**Table 5-1: Potential Costs Implementing Changes**

Route Name	Future Costs Low	Future Costs High	Future Costs High/Low
1 Pojoaque	\$ -	\$ 76,000.00	\$ 76,000.00
2 San Ildefonso	\$ -	\$ 28,500.00	\$ 28,500.00
3 Riverside	\$ -	\$ -	\$ -
4 Westside	\$ -	\$ -	\$ -
5 UNM Taos	\$(138,200.00)	\$ (24,500.00)	\$(138,200.00)
6 NM 599	\$ -	\$ -	\$ -
7 Questa-Taos	\$ -	\$ -	\$ -
8 Penasco-Taos	\$ -	\$ -	\$ -
9 Taos-Española	\$ -	\$ -	\$ -
10 Española- Santa Fe	\$ -	\$ -	\$ -
11 Española-Los Alamos	\$ (28,000.00)	\$ 37,500.00	\$ (28,000.00)
12 Española-Chimayo	\$ -	\$ -	\$ -
13 Española-El Rito	\$ (47,000.00)	\$ (19,000.00)	\$ (47,000.00)
14 Chimayo-Las Trampas	\$ -	\$ -	\$ -
15 Chama-Española	\$ -	\$ 63,200.00	\$ 63,200.00
16 Questa-Red River	\$ (28,400.00)	\$ -	\$ (28,400.00)
17 Eldorado	\$ (38,000.00)	\$ -	\$ (38,000.00)
18 Edgewood	\$ -	\$ 47,000.00	\$ 47,000.00
19 Tesuque	\$ -	\$ -	\$ -
20 Santa Clara	\$ -	\$ -	\$ -
<b>Total</b>	\$(279,600.00)	\$ 208,700.00	\$ (64,900.00)

## II. NEW SERVICES

The review of needs indicated a number of potential new services that will be detailed in this section.

- **East Side of Española between McCurdy and El Llano Rds. south toward Santa Cruz** - This area of Española is between ½ and 1 mile from the Riverside Route and is the largest residential area in Española. Currently only the portions of this area close to Riverside have reasonable access to the Riverside route. Residents of the Santa Cruz area have access to the Chimayo route, but only as far as Las Lomas apartments.
- **La Cienega** - This is a community southwest of Santa Fe that parallels I-25 to the west and is about five miles south of the 599 Rail Runner train stop. The population of the area is about 4,000. Currently it is 5 miles from the nearest

Santa Fe Trails bus stop and about 10 miles from the Santa Fe Place Transit Center.

- **Las Golandrinas** – A living history museum about 1.5 miles north of La Cienega. This would be a stop on a route that served La Cienega.
- **Golden** – This is a small community 11 miles south of Madrid. The area is sparsely populated.
- **Tres Piedras** – In the northern reaches of the service area is Tres Piedras a small isolated community over 30 miles from Taos. There are a few homes at the crossroads of US highways 285 and 64 with approximately 1,000 people living in the larger area and an average density of fewer than 2 persons per square mile.
- **Regional Taos to Española to Santa Fe premium express service** - This would be attractive to commuters and tourists depending on the timing. Weekend service should be offered and marketed to visitors in Santa Fe and if appropriate to visitors in Taos.
- **Service to Ski Basins in the Santa Fe and Taos areas** – These services could be developed in conjunction with the Rail Runner and the local ski destinations.
- **Shopper Shuttles** – Another partnering opportunity where the destination retailer(s) would sponsor the service and certain demographics would be targeted (elderly, low income, etc.).
- **Weekend Service** – Saturday service typically generates about one-half the riders of a weekday and typically one-third the riders. As discussed above, premium Regional service would be effective and consideration should be given to operating Española routes on Saturday and if possible, Sunday.

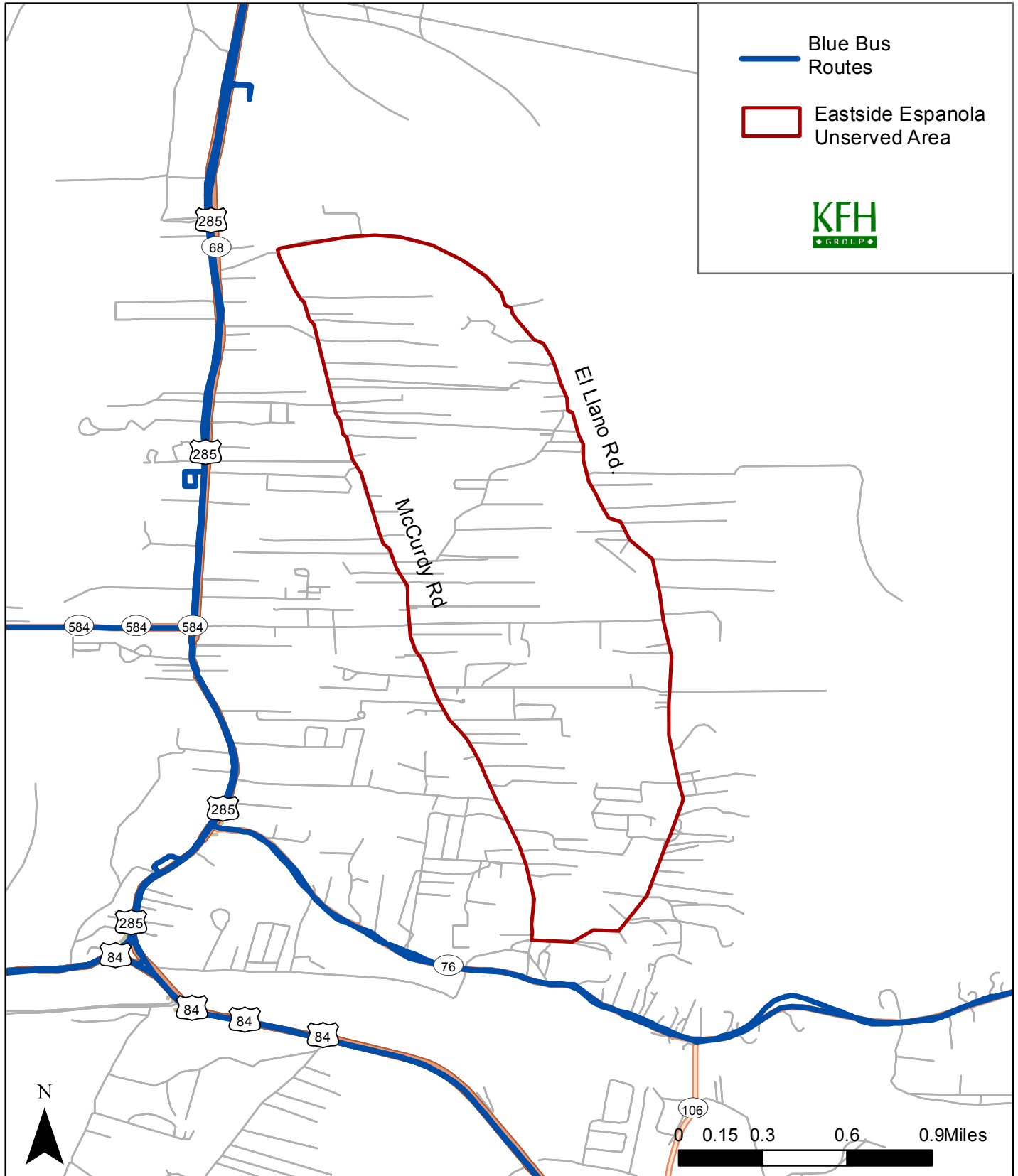
## 1. EASTSIDE ROUTE

The east side of Española is lacking service. This part of Española is mainly residences and is one of the largest under/unserved areas in the NCRTD region (Figure 5-19). The best option for serving the greatest number of residents is to design a route that traverses McCurdy Rd. as it bisects the area.





# Figure 5-19 Route Map: Española Unserved Area



## Alternatives

- A. *Combined With Westside Service* – This alternative is presented as part of a Westside route (See Alternative 4.B. in Section I. Route by Route Recommendations). This is illustrated in Figure 5-5. This route can also serve the High School on the east side for one a.m. peak and two p.m. peak trips. Another sub-option would have this bus go to the Wal-Mart (See discussion on Funding Opportunities in Section V. on business partnerships). If the Eastside route is successful, it can be expanded in a future service change.

### *Ridership Potential*

This is an untapped market, where we anticipate good ridership levels. Most important, these will be new riders.

### *Potential Operating Costs*

There is no additional cost associated with this route change.

### *Capital Costs*

There is no additional capital cost associated with this route change.

### *Advantages and Disadvantages*

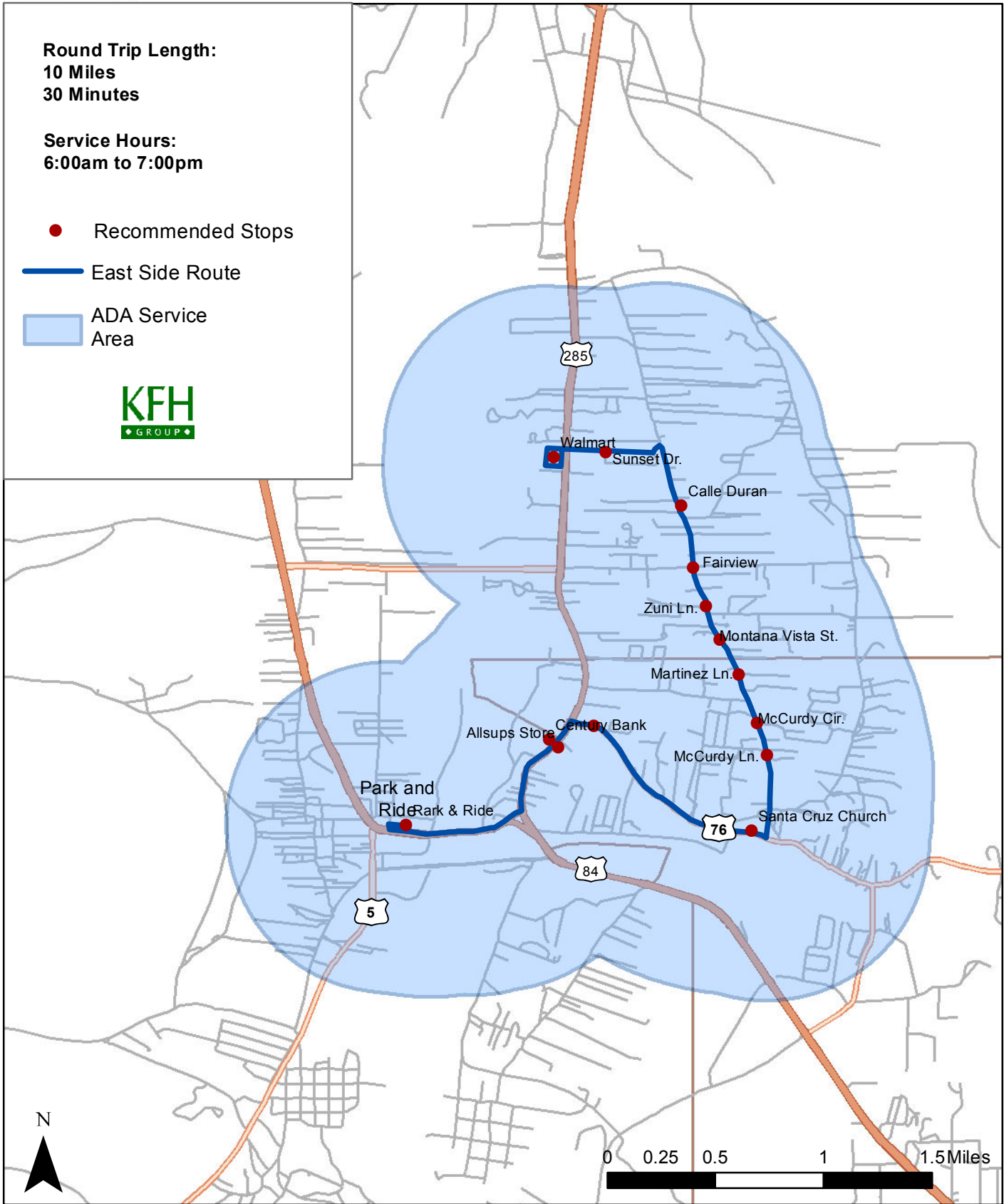
This alternative will divide the Westside route into an eastside/crosstown route and a Westside route each ½ hour in length. This route will meet much of the east side needs at no additional cost.

There are no disadvantages to this change as all current destinations are served albeit with less travel time.

- B. *Española East Side* – This alternative would allow for a dedicated vehicle to operate during all hours of service. Figure 5-20 illustrates this potential route. This route would also serve the high school during one a.m. and two p.m. trips, based on school hours. The route would be anchored at the Wal-Mart. Please note the discussion in Section V. Related to sponsorships and partnerships. There are a variety of combinations that can be utilized. Selecting this route would preclude the use of Alternative 4.B. on the Westside route. As an alternative, El Llano Rd can be used, but would not be as effective.



# Figure 5-20 Route Map: East Side



### ***Ridership Potential***

This is an untapped market, where we anticipate good ridership levels. Most important, these will be new riders.

### ***Potential Operating Costs***

This change will include the cost of one full time vehicle. Assuming 12 hours per day, the estimated annual cost is \$228,000.

### ***Capital Costs***

There route will require a small body on chassis bus.

### ***Advantages and Disadvantages***

This alternative will dedicate one vehicle for this effort. It will generate new ridership in an unserved area, but the major disadvantage is the cost of an all-day route.

## **2. LA CIENEGA/LAS GOLANDRINAS**

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

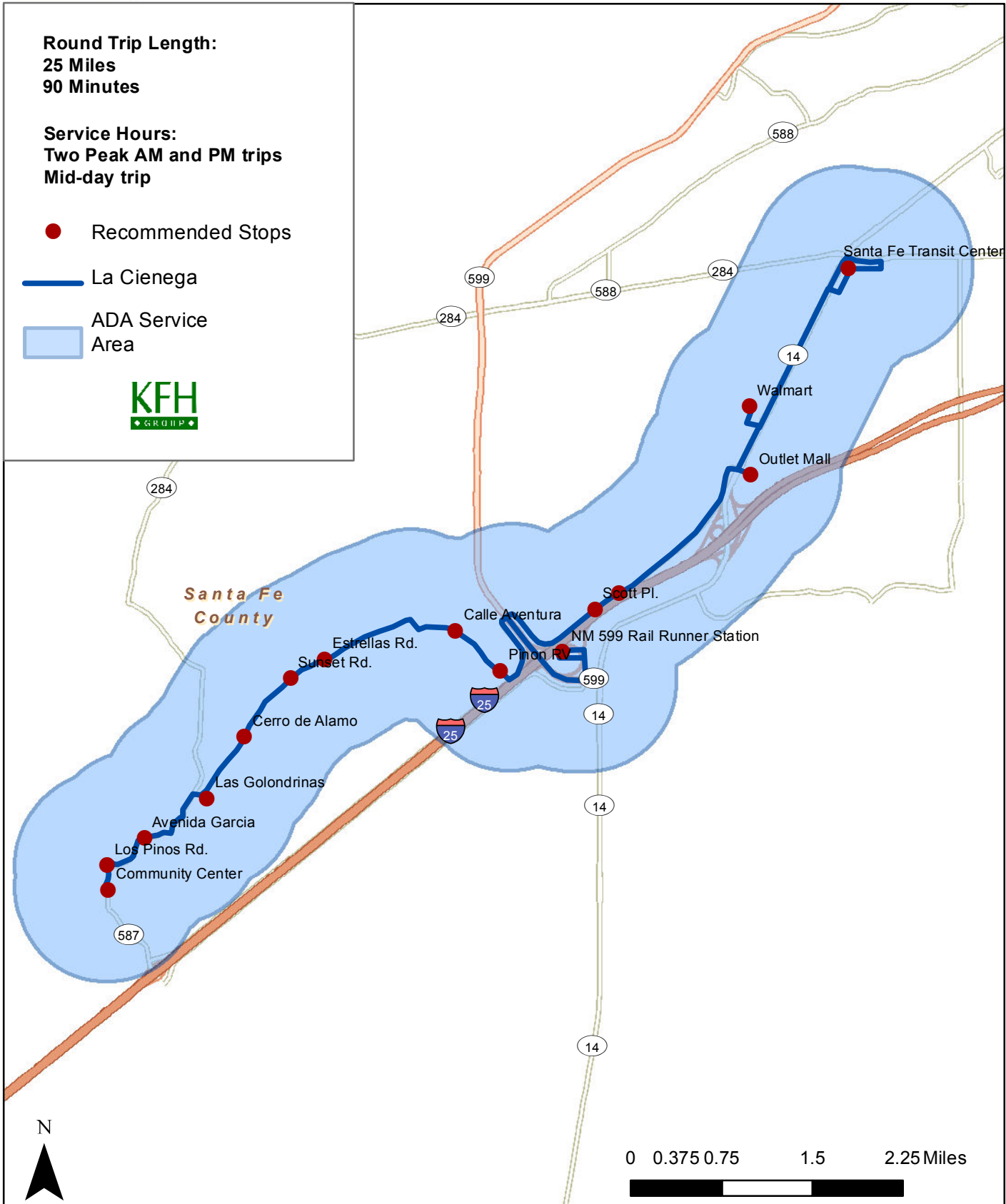
### **Alternative**

The proposed route is illustrated in Figure 5-21. This route would start in Las Cienega; serve Las Golandrinas, Rail Runner 599 Station, the outlet mall, Wal-Mart and Santa Fe Transit Center near the Mall. At the mall riders could transfer to go throughout Santa Fe.

Service hours can include 1 - 2 peak hour trips in the morning and evening along with a mid-day round trip. There will be timed connections to a southbound Rail Runner and timed connections at the Transit Center.



# Figure 5-21 Route Map: La Cienega



### ***Ridership Potential***

This is an untapped market, where we anticipate light to moderate ridership levels. Most important, these will be new riders.

### ***Potential Operating Costs***

This change will include the cost of one full time vehicle. Assuming 6 hours per day, the estimated annual cost is \$114,000.

### ***Capital Costs***

There route will require a small body on chassis bus.

### ***Advantages and Disadvantages***

This alternative will dedicate one vehicle for this effort. It will generate new ridership in an unserved area, but the major disadvantage is the cost of a 6 hour route.

## **3. SERVICE TO GOLDEN**

Golden is a small rural community about 10 miles south of Madrid. Madrid is now served by two round trips daily in the mid-day.

### **Alternative**

This alternative would provide service on one day per week into Santa Fe, as an extension of the Madrid route. This would add 30 minutes to each leg of the round trip, or about \$76 per week - \$3,950 annually. This would provide mid-day service into Santa Fe with stops at the outlet mall, Wal-Mart and the Santa Fe Place Mall/Transit Center.

A second option would be to offer a vanpool if a minimum level of riders can commit to the service. The costs operating costs associated with this alternative are minimal.

### ***Ridership Potential***

We anticipate very light ridership levels for this untapped market of shopping, medical appointments, and other personal needs.

### *Potential Operating Costs*

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

### *Capital Costs*

No capital costs.

### *Advantages and Disadvantages*

This is a low cost service that is attached to another route. It could be used to test demand.

There are no real disadvantages. If the route does not work after 6 months, it can be modified or eliminated.

## **4. TRES PIEDRAS**

Tres Piedras is a small community over 30 miles northwest of Taos. The potential ridership for a route is minimal. Tres Piedras can probably support a one day per week mid-morning/mid-afternoon trip for medical appointments, shopping, and personal business (Figure 5-22). It is recommended that a scheduled service start in Tres Piedras at 9 - 10 a.m. (utilizing a bus that would otherwise layover in Taos). The return would be at 3 - 4 p.m. The vehicle would make designated stops in Taos at the County building, the hospital, Wal-Mart and other shopping areas. This would require two round trips at 2 hours each.

A second option would be to offer a vanpool if a minimum level of service can commit to the service. The operating costs associated with this alternative are minimal.

### *Ridership Potential*

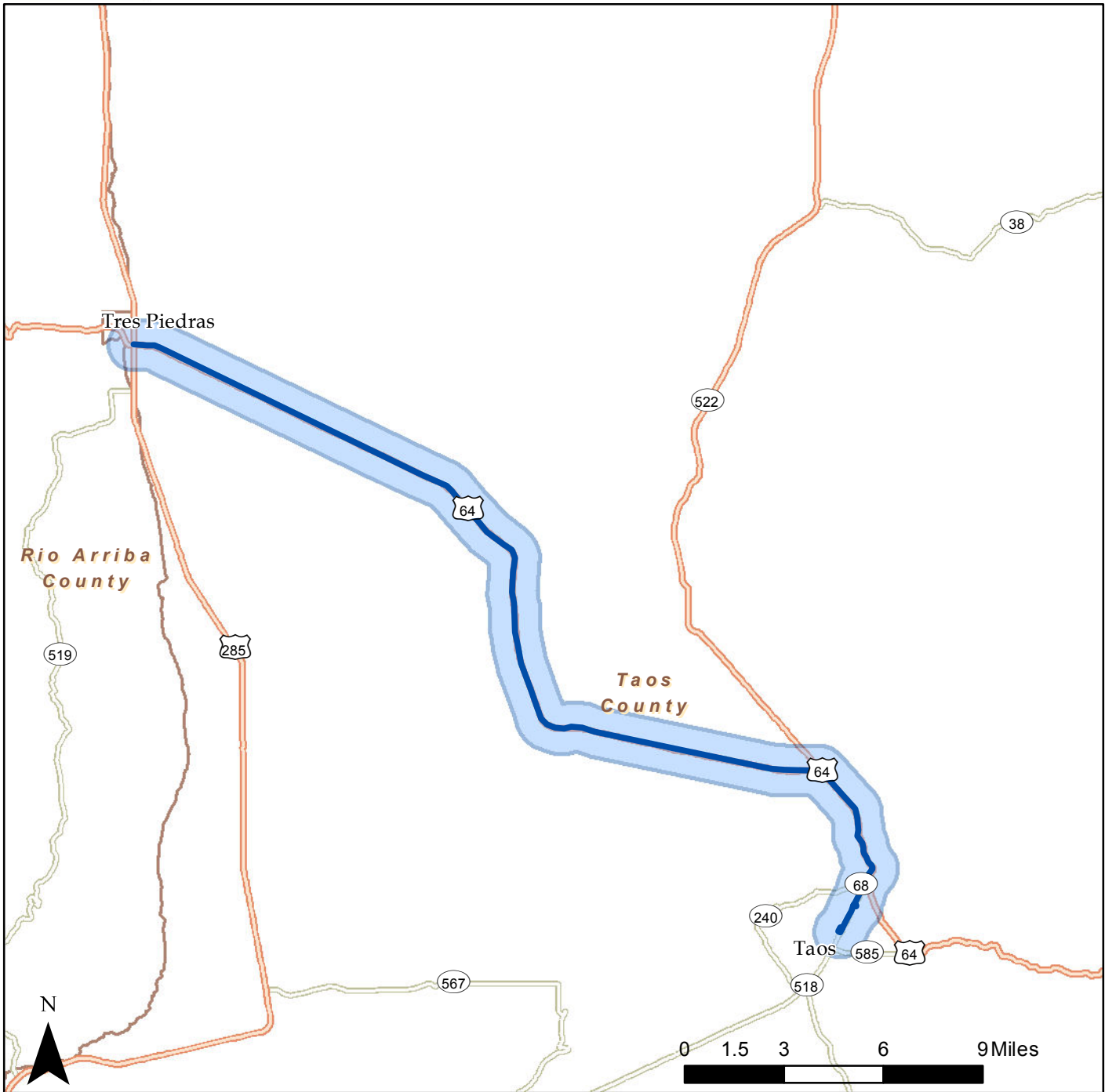
We anticipate very light ridership levels; there is an untapped market for shopping, medical appointments, and other personal needs.

### *Potential Operating Costs*

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





# Figure 5-22 Route Map: Tres Piedras



**Round Trip Length:**  
66 Miles  
2 Hours

**Service Hours:**  
9:00am to Taos  
4:00pm Tres Piedras Return

-  Tres Piedras Route
-  ADA Service Area





### ***Capital Costs***

No capital costs.

### ***Advantages and Disadvantages***

This is a minor cost service designed to gauge the need for service. It could be used to test demand.

There are no real disadvantages. If the route does not work after 6 months, it can be modified or eliminated.

## **5. REGIONAL PREMIUM EXPRESS - WEEKENDS**

Currently the only premium regional service in the Taos - Española - Santa Fe corridor is the Taos Chile Line service on weekends. This service is limited and it is set up for people in Taos. The consultants believe there is an opportunity for NCRTD and Taos to swap out routes. The UNM Taos route should be operated by Chile Line eliminating duplication of services and simply adding 1 and ½ miles to the University. Regional service should be operated by NCRTD. It may be possible to work out an arrangement between these systems.

### **Alternatives**

Premium service could target service employees and tourists with regular weekend day service. Major destinations can include Taos, Santa Fe, Bandelier National monument, connecting through White Rock with Atomic City Transit's service to the monument or it could operate direct to the Monument. NCRTD can partner with tourist oriented destinations and hotels to offset the costs. Partners would get stops of their choice and advertising benefits. These sponsorship opportunities will be discussed in detail in Section V. to follow.

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

For Bandelier service, the bus could start at 9 a.m. and have a last return arriving in Santa Fe at 6 p.m. This service would operate in peak seasons only (about 6 months).

There is a variety of options here in terms of hours of service, operating only in peak seasons as well as the number of stops.

### ***Ridership Potential***

Premium service has potential on weekends when there is no potential for competition/ duplication with NMDOT Park and Ride. If properly marketed and planned, this service could generate 10 - 15 one way trips per vehicle hour of service in the six months between May and October.

### ***Potential Operating Costs***

Operating the full service Taos - Santa Fe, as outlined above with peak and off peak weekend service, the costs would be \$114,900 annually. Bandelier service for six months would cost about \$36,000. Much of the local share of this cost can come from tourist destinations such as hotels, retailers, cities and casinos.

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

### ***Capital Costs***

Since this service would operate on weekends and holidays, NCRTD should pick its best vehicles for this service.

### ***Advantages and Disadvantages***

This premium service would be a new venture for NCRTD. With proper marketing and sponsorships this service could prove valuable in. The weekend service would be new for NCRTD and may require different operating practices. If the service does not see good ridership after a year it could be eliminated or modified.

There are no disadvantages.

## **6. SKI SERVICES**

There are a variety of ski centers that could benefit from transit by ensuring greater access to their facility, seeing a reduction in parking demand and reducing pollution.

## Alternatives

There are a number of approaches that can be used:

- a. Partner with ski resorts willing to become sponsors/funders who in return receive valuable marketing, service to their facility, ability to promote youth skiing and the ability to generate good will through support of the community.
- b. Prioritize by willingness to partner.
- c. Service Hours - Run consistent service throughout the day. Hours may vary based on demand.
- d. Seasonal Service - This service will operate during ski season.
- e. Look to partnering and putting packages together with Rail Runner.

Possible partners include (Figure 5-23):

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

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

### Service Levels

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

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

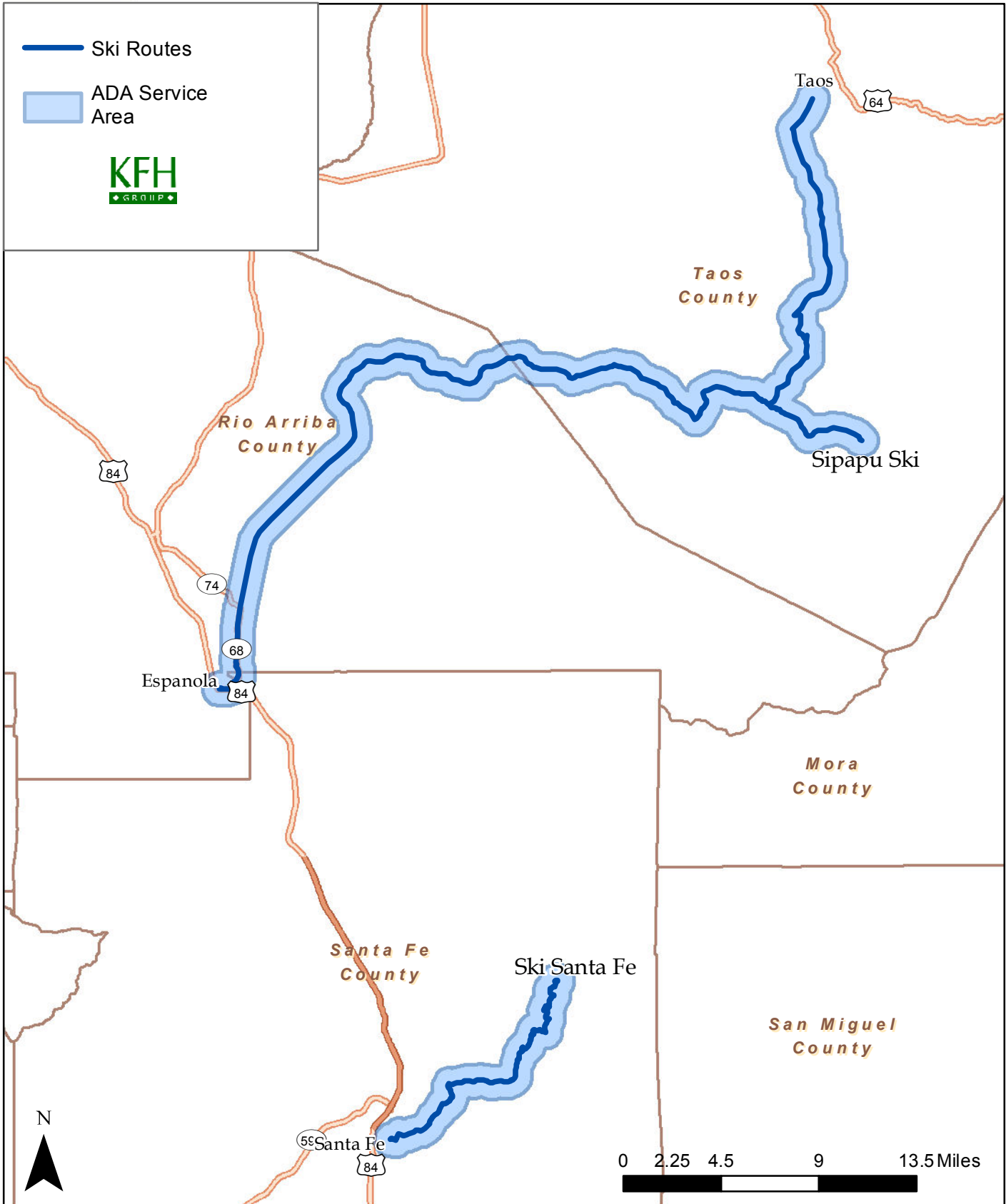
It is anticipated that the expense would be offset to some degree by the ski resorts.

## 7. SHOPPER SHUTTLE

Shopper shuttles can serve a niche market and are typically paid for by retailers such as Wal-Mart, Albertsons or other large retailer. These shuttles target transit dependent populations such as elderly, disabled or low income families and take them to needed shopping areas. These services are typically paid for by the retailer(s) in exchange for transporting their customers and promotional considerations (see the section on Sponsorships to follow). This effort requires significant marketing and sales.



# Figure 5-23 Route Map: Ski Services



This is a business proposition, not a request for money – that is why these services are successful.

### ***Ridership Potential***

Service levels are low, maybe only 2 – 3 vehicle trips per week, but each scheduled trip can transport 10 – 20 customers on a one-way trip. These services can be very productive.

### ***Potential Operating Costs***

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

### ***Capital Costs***

This service can use existing vehicles and can be set up during off peak times to ensure vehicles are available.

### ***Advantages and Disadvantages***

This service can be very beneficial and productive. At the same time, trips can be scheduled such that vehicle operators laying over can be directed to this service.

There are no significant disadvantages.

## **8. WEEKEND SERVICE**

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

Consideration should be given to operating limited service on certain routes. Clearly regional service would be most advantageous to operate on weekends (discussed above). It may also be advantageous to connect to the Bandelier service on a limited basis.

## Alternatives

### A. *Regional Corridor Service* – Discussed above

B. *Operate Española Routes* – NCRTD could operate two buses in service in Española on the existing routes. Operating hours can vary, but as a minimum, the bus could operate Saturdays 7 a.m. to 6 p.m. The key question is, should NCRTD operate Saturdays only or both Saturday and Sunday (9 a.m. to 6 p.m.)?

#### *Ridership Potential*

As stated above, Saturday service typically operates at about ½ the ridership of a typical weekday. Based on this, we estimate productivity at about 4 – 5 one-way trips per hour combined on both routes. Sunday service can generate about three one-way trips per hour.

#### *Potential Operating Costs*

Operating two vehicles on Saturday service throughout the year would cost \$87,000. Sunday service would cost an additional \$71,000.

#### *Capital Costs*

Since this service would operate on weekends and holidays, NCRTD should pick its best/most appropriate vehicles for this service.

#### *Advantages and Disadvantages*

The advantages include allowing access to transit for commuters, shoppers and others on weekends.

The disadvantage includes the expense and lower productivity.

## SUMMARY - NEW SERVICES

There are a variety of new services and new modes to serve these customers. These include new premium service, weekend service, sponsored services and serving new areas of the region Table 5-2 summarizes the costs of each of these options.

**Table 5-2: Potential Costs for New Service**

Service Name	Future Costs Low	Future Costs High
1 Española_Changes	\$ -	\$228,000.00
2 La Cienega	\$114,000.00	\$ -
3 Golden	\$ 4,000.00	\$ -
4 Tres Piedras	\$ 16,000.00	\$ -
5 Regional	\$115,000.00	\$151,000.00
6 Ski Service*	\$ 38,000.00	\$115,000.00
7 Shopper Shuttle	Full Share of costs paid by sponsors	
8 Weekend Española	\$ 87,000.00	\$158,000.00
<b>Total</b>	<b>\$374,000.00</b>	<b>\$652,000.00</b>

\* Five months of service

### III. ADA ISSUES

There are a number of issues related to ADA that should be addressed as soon as possible. These are discussed as follows:

#### 1. ADA Services

As previously discussed, Federal regulations under the Americans with Disabilities Act (ADA) require comparable service for qualified persons with disabilities. This comparable service can take the form of either ADA complementary paratransit as is operated in the Española area, or as a flex route that will pick up riders upon request, up to ¾ mile from the route.

- A. *Complementary Paratransit* - this service is a door-to-door service that qualifying ADA customers can use if they cannot use fixed route due to a disability. This service works best in urban areas where for example 1 - 2 vehicles can meet the needs. Unfortunately, for the rural and regional routes this would be ineffective, as it would virtually require a very expensive parallel service.
- B. *Flex Route Service* - Flex route service (also called route deviation) is used in rural and regional service to meet ADA needs. Due to the vagaries of the FTA regulations, the flex service must be open to all customers. This is considered a premium service and non ADA customers should be charged \$5-\$10 for each time it requires the bus to flex.

It is recommended that NCRTD continue operating paratransit within  $\frac{3}{4}$  of a mile of fixed route services in the Española area (Figure 5-18). All other routes should offer flex service and all vehicles should be accessible for persons using wheelchairs. Figure 5-24 illustrates the  $\frac{3}{4}$  mile corridor on either side of each route. Other features of flex route include:

- Customers must call the same day within 1 hour of the requested service.
- The dispatcher will be responsible for flexing the appropriate bus. This will become a more active position.
- The bus cannot get into every origin or destination and will not be put in a position where a hazardous maneuver is required.

## 2. Eligibility

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

- Stringent, yet fair and consistent.
- Ensures that only those that cannot ride the flex or fixed route due to a disability are eligible.
- Coordinated with other transit systems in the region.

## 3. Bus Shelter Accessibility

Currently many of the NCRTD bus shelters are not deemed accessible for two significant reasons:

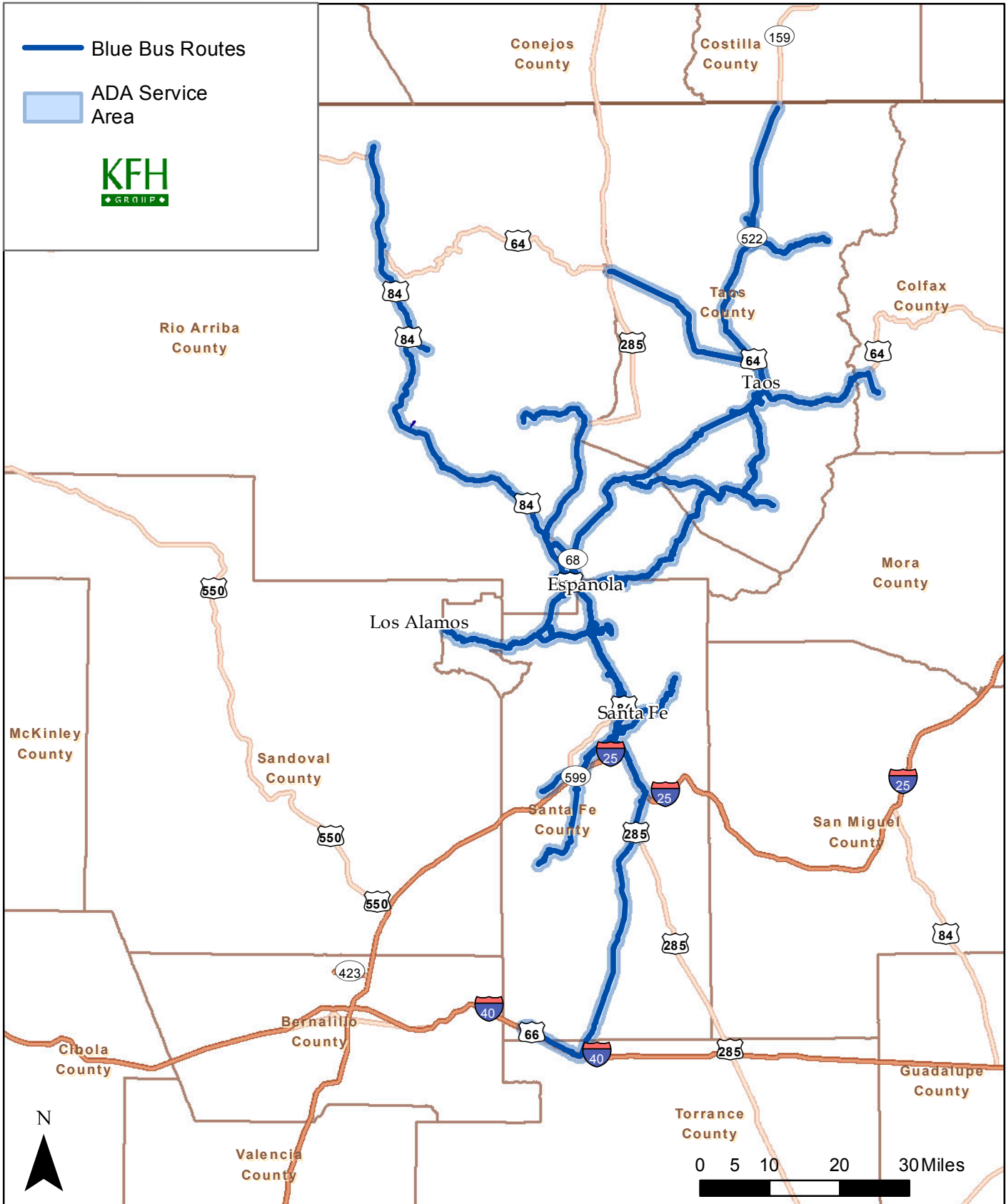
- *The size of the pad* - The pad should be at least 8 feet wide – wide enough to be able to deploy the lift and have a passenger board from the shelter pad. Currently the pad is too narrow and does not meet FTA/ADA requirements. The best approach to solving this problem is to add an additional pad that is perfectly aligned with the existing pad. The total width should be 8 feet.
- *Placement of Pad/Shelter* - While NCRTD is not responsible for pathways leading up to the shelter, there is a direct responsibility to ensure that once at the stop, a person with a disability could access the bus shelter. In a number of cases, the concrete pad is extended 1-3 inches above the ground, rendering them inaccessible. One is in a ditch and is difficult for anyone to use. At UNM Taos the shelter is aligned away from where the bus would stop rendering it impossible to deploy the lift at the shelter.

These issues should be corrected as soon as possible.





# Figure 5-24: ADA Flex Service



## IV. FACILITY OPTIONS

The major facility used by NCRTD, with the most vehicle stops is the Park and Ride facility in Española. Shelters are also facilities and for the purposes of this study we will also discuss bus stops – placement and use of timing points.

### 1. Park and Ride Facility – Española

This heavily used facility is required to accommodate all sizes of vehicles from minivans to 45 foot intercity coaches. While it is centrally located, it is already too crowded at times. The parking lot is virtually full (with NMDOT Park and Ride riders) and the ability for buses to have a timed meet (critical for the system) is difficult at best due to the crowding and the fact that private vehicles can use the same entrance and drop off customers at the same spot as the buses. The ability for NCRTD and NMDOT Park and Ride to ensure excellent timed connections can mitigate the need for an expanded facility for a short while by encouraging Española riders to take the local bus to the Park and Ride lot. This option (as presented in the discussion of each route) should be pursued for the short term.

In the end, it is believed that there will be a need for an expanded facility either at this location (owned by the City) which is centrally located but isolated or at the NCRTD facility on Riverside as illustrated in Figure 5-25. While not as centrally located, the NCRTD facility is much closer to the center of activity in the city – which is a good place to have a transfer location. This space is already owned by NCRTD.

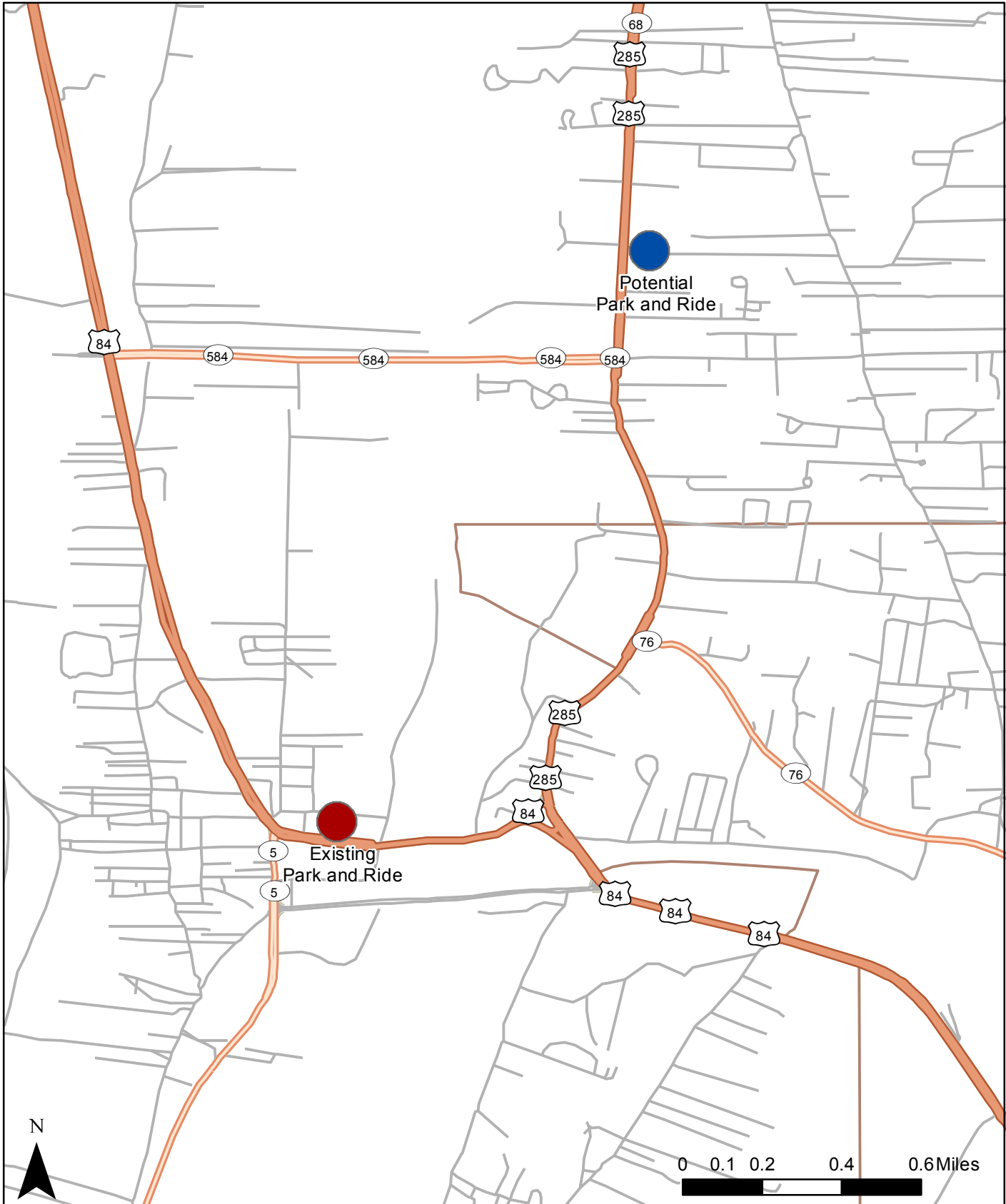
### 2. Shelters

NCRTD has a number of shelters on a variety of routes. In addition to the issues presented in the previous section related to ADA, placement of shelters should be carefully planned.

- A. **Shelter Placement** - Shelters should only be placed at stops where people wait for the bus rather than get off the bus. For example, there are stops where people wait for a bus (typically inbound to the destination city on a regional route). The stop across the street from the above stop is primarily to drop people off – they do not need a shelter. The Chimayo route is a good example of this issue.
- B. **Shelter Priority** - Shelters should be placed only at the most popular stops where people are getting on the bus, rather than at little used stops or destination based stops. Benches should be a second option, with a simple pole and sign as the third level. NCRTD should conduct an assessment of its stops after the service is revised and use the assessment to determine stop priorities and capital costs.



# Figure 5-25: Park and Ride Location



- C. **Bus stops** - There are a number of issues that need to be addressed here. It is important to make the distinction between bus stops and timing points. Timing points guide the schedule and allow riders to estimate when the bus will arrive at their stop. New Mexico state law does not allow flag stops, which necessitate the need for additional bus stops on rural routes (see E. below).
- D. **Timing Points** - Both the Riverside and Westside routes have timing points at every stop. As a result, the buses sit at stops often for up to 5 minutes because they are running ahead of schedule. These routes have too much time worked into them and have too many timing points significantly reducing their effectiveness. The bus should never have to sit in order to get back on schedule. Timing should be such that if there is no one using the stop, the bus continues without stopping.
- E. **Additional Bus Stops** - The rural routes often have stops miles apart. In fact there are many route segments where there are no stops for 10 miles or more, precluding use by people who live along the route for want of a pole and sign. The rural timing points can remain intact, but it simply allows for stops in between. Many examples have been cited in the first section *Route by Route Changes*. Specific stops will be detailed in that section.

## V. FUNDING OPPORTUNITIES

NCRTD currently has a variety of FTA funding sources as well as a valuable dedicated tax unlike most rural and regional transit systems of its size in the nation. NCRTD also generates Section 5311 and 5311(F) Tribal Transit funds. In addition NCRTD received stimulus funding and also took advantage of the Job Action and New Freedom funds that were available. NCRTD has done an excellent job using a variety of FTA and local tax revenues. Our recommendation for new funding sources is to seek out the private sector in a sponsorship/partnership arrangement.

### 1. Sponsorship Programs

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

### Identifying the Service

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

### ***Sponsorship Services at Any Level***

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

### ***Higher Level Sponsorship Services***

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

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

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

## Develop Sponsorship Levels and Packages

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

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

## Sponsorship Implementation Tasks

- A. **Create Promotional Material** – Develop materials to sell the sponsorships. The material should be of high quality.

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

### **Limits on Advertising**

NCRTD should set up standards for advertising on NCRTD transit vehicles. Advertising should be tasteful, within the normal bounds of advertising accepted in the community. It is recommended that NCRTD refuse any advertising of a political, religious, or adult oriented content or intent. This will only cause controversy where none is wanted.

Advertising should be of a quality design and application. All advertising should meet quality standards developed through NCRTD. It should be professionally designed and installed - it must look good.

### **Funding Potential**

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

### **Development and Implementation of the Program**

NCRTD will need to determine if it wants to develop and implement this program in house or work through an advertising/marketing firm to sell the sponsorships on a percentage agreement. Developing and implementing the program is a considerable effort, and therein lays the trade-offs of the two approaches. While the work is harder and time consuming, the potential revenues are greater (if properly implemented).

If NCRTD chooses to seek outside assistance, they should first meet with a number of firms to determine their interest, and then seek quotes through a competitive procurement.

## VI. OTHER ISSUES

This section reviews some of the planning and scheduling details that should be addressed by NCRTD. As management has identified, there is a need for a revision to the display of routes and schedules. Nomenclature needs to be revisited to ensure clarity in the schedules. These activities and issues are as follows:

### 1. Regional Planning Process - One Network of Services

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

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

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

- Discuss potential changes with the other systems so they can ensure connectivity between services.
- Work together to solve mobility problems.
- Conduct joint planning efforts (in effect, this plan is a joint effort as the other transit system representatives sit on the NCRTD Board and are able to comment on all aspects of this plan.

### 2. Development of Schedules and Maps

The combination route map and system schedule should be eliminated and replaced by a much smaller system map with a how to ride guide on the back. Each route should have its own three-fold route map and schedule. This will also allow the system to adjust schedules on a route by route basis without having to revise the system map (far more costly). It will be much simpler to print one three-fold schedule, which can be done with a copier.



### 3. Nomenclature

Terminology is important and must be consistent:

- **Vehicle Direction** - Currently the vehicle direction is termed inbound and outbound. What exactly is inbound and outbound is dependent on the route's name. For example in the Española to Chimayo route, inbound is to Española, yet on the Chama to Española route inbound is to Chama. The locale named first in the route's name is inbound. This is confusing and vague. Instead, it is recommended that the direction be referred to as northbound, southbound, etc. as is done for the Riverside route. In the examples then Española - Chimayo would be eastbound and westbound, while Chama would be northbound and southbound.
- **Route Names** - The route names are descriptive. In most cases, they describe each end point, while in others they state the name of the community or primary point, such as NM 599 or UNM Taos. Other names can include; the main thoroughfare traveled (Riverside Route for example) or simply the end point of the route such as the Chama Route.
- **Route Numbers** - The system is definitely large enough to assign numbers to each route. The route number assignments should be geography based. For example:
  - Route numbers 1 - 9 could be assigned to routes based in Santa Fe.
  - Numbers 10 - 19 could be assigned to routes based in Española.
  - Numbers 20 - 29 could be assigned to Pueblo based routes.
  - Numbers 30 - 39 could be Taos based.
  - Numbers 40 - 49 could be corridor routes.
  - Express or premium route could include a prefix such as X.

### 4. Periodic Adjustments

The service hours and times by necessity, change whether due to a specific need or seasonal changes. Management must make regular orderly changes and modifications. The best times to do this are when the seasonal requirements necessitate seasonal changes. Making all changes at the same times usually works best.

## NEXT STEPS

This technical memorandum is important in that it guides the development of new services. NCRTD management must consider the alternatives carefully. The consultant will present these alternatives to management and through a collaborative effort, we will reach a consensus on the future direction of service. Once the changes have been agreed upon, the draft report will be developed detailing all the needed changes.



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - F**

**Title:** Discussion and direction on the Employee Recognition Program Proposal

**Prepared By:** Anthony J. Mortillaro, Executive Director

**Summary:** Currently the District does not have a formalized employee recognition program. In April 2013 the Executive Director created an Employee Recognition Committee to research, review and recommend a variety of employee recognition activities. Attached is the Employee Recognition Program that is being recommended for discussion and formalization.

**Background:** Currently the District conducts a monthly event to collectively recognize employees whose anniversary dates and birthdays occur in that particular month. These events usually consist of the District providing a cake or some other type of food for all employees to enjoy in recognition of these milestones. This is the extent of the Districts employee recognition efforts. The District staff also hold pot lucks, etc. however, these activities are funded solely by employee contributions of food and not of district resources, except for the occasional purchase of soda/bottled water. In addition, the District Management, Office and Supervisory Staff held a “Frito pie” fund raiser to generate funds for an employee appreciation fund and have privately contributed to “gift cards” during this holiday season as a means of expressing our appreciation to all District Drivers and Dispatchers for their efforts during the course of the year.

In general the Executive Director placed emphasis on an overall suite of recognition activities that:

1. Supported key organizational emphases and associated with District performance measurers (e.g. operating efficiencies, safety, absenteeism reduction/health emphasis, high performance, customer service; employee retention/employer of choice);
2. Provides a culture of high recognition impact and low cost;
3. Recognizes individual or group effort aligning with organizational emphases;

4. Program that would be sustainable and effortless to administer;
5. Provide employees with recognition by the Board; and
6. Sensitivity to public perception and use of public funds.

**Options/Alternatives:**

1. Take no action; or
2. Direct staff to return with a formal Board Resolution adopting the Employee Recognition Program, (recommended); or
3. Provide further direction to staff.

**Fiscal Impact:** The FY 14 budget contains minimal funds. Based upon Board action, the FY 2015 budget would be presented to cover the costs of the adopted program.

**Attachments:**

- Employee Recognition Program



NORTH CENTRAL REGIONAL TRANSIT DISTRICT  
EMPLOYEE RECOGNITION PROGRAM



## EMPLOYEE RECOGNITION COMMITTEE MEMBERS

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Cindy Romero, Committee Member  
Phone: 505-629-4723

Belen De Santiago, Committee Member  
Phone: 505-629-4725

## DESCRIPTION OF EMPLOYEE RECOGNITION PROGRAMS

### ABOVE AND BEYOND PROGRAM

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#### BACKGROUND

The employees of North Central Regional Transit District must often work together as a team to provide the best customer service possible. Frequently our team members go the extra step and provide service that is above and beyond performance and job expectations.

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#### PURPOSE

The purpose of this program is to ensure that those who go above and beyond their normal job duties do not go unrecognized.

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#### PROCEDURE

Each quarter, the Above and Beyond program recognizes one extraordinary NCRTD employee or team. The employee or team is presented with a Certificate by the Executive Director and Chairman of the Board in front of the NCRTD Board of Directors. Employees will also be featured in a segment of the NCRTD newsletter.

Employees are nominated by fellow coworkers, Supervisors, Department Heads or the Executive Director on a quarterly basis. To nominate an employee, a nomination form must be turned in to the District's Employee Recognition Committee. Once the Committee has reviewed nomination submittals, the Committee will take their recommendations to Staff for a final decision.

### SAFE DRIVER AND SAFETY PROGRAM

---

#### BACKGROUND

In our organization it is imperative to recognize safe driving. The purpose of the Transit Safety Recognition Program is to foster a culture that values safety by recognizing employees who demonstrate exceptional dedication and leadership to improve District workplace safety and by enabling employees to recognize each other for their safe actions. This program is intended to motivate employees to take an active role improving safety for themselves, coworkers and the riders of District Fleet.

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#### PURPOSE

This program provides for multiple recognition opportunities including peer-to-peer recognition, on the spot recognition by supervisors and managers, and star recognition by the Board of Directors for exemplary safety actions. For example, being accident free for 1, 5, 10, 15 and 20

years, never missing a pre and post trip inspection, cycling the wheelchair lift as necessary, having no complaints regarding unsafe driving (i.e. no cell phones while driving, no speeding, etc.), and last but not least helping others to ensure they too are safe, this includes coworkers, riders, etc.

---

## PROCEDURE

Qualifying drivers will be presented with a certificate and a patch for 1, 5, 10, 15, 20 and 25 year(s) of accident free driving under the Safe Driver Program. This will be based upon a person's date of hire, and will be honored

Employees at all levels are encouraged to identify and recognize peers for all types of safety achievements by submitting a nomination form to the District's Employee Recognition Committee. Once the Committee has reviewed nomination submittals, the Committee will take their recommendations to Staff for a final decision.

## HEALTHY WORKFORCE PROGRAM

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### BACKGROUND

Health promotion is an investment in human capital. Employees are more likely to be on the job and performing well when they are in optimal physical and psychological health. They are also more likely to be attracted to, remain with, and value a company that obviously values them. In short, a company's productivity depends on employee health.

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### PURPOSE

Corporate wellness programs generally reduce absenteeism. Employees who are provided with wellness programs often enjoy coming to work and exercising with coworkers and friends. Because of their desire to come to work, the company saves money both in a reduction of sick leave days and in the reduced cost of employee turnover. Lower absenteeism means higher work output. When an employee is healthy, they tend to be in a happier state. A happy employee is a productive employee. Being healthy also leads to better concentration and higher energy at work, which means more consistent output and performance. Companies can benefit greatly from such productivity.

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### PROCEDURE

#### ***Contests***

The Employee Recognition Committee, in collaboration with the Wellness Coordinator\* will hold contests that monitor such things as employee weight loss and exercise activity can be a good way to improve prolonged engagement in wellness programs. Prizes will be awarded monthly to

the employees who show the most progress towards achieving health goals. Prizes can include gift cards to local department stores or tickets to sporting events. There will be a \$20 award limit on this program.

### ***Newsletter***

A section will be set aside in the NCRTD employee newsletter reminding Staff members about company-promoted wellness programs and updating everyone on employees who have made the most progress.

### ***Training***

Monthly trainings will be held on how employees can improve their health, and explain the benefits of getting involved in the company wellness programs. Employees will be reminded that meeting wellness standards by the health insurance provider can lead to lower health insurance premiums.

### ***Message Boards***

Employee message boards will be installed in break rooms that are designed specifically for the District's wellness programs. The Wellness Coordinator\* can post information on how the wellness programs work and encourage employees to post their own suggestions for reaching wellness goals.

### ***New Employee Orientation***

The Human Resources Department will spend time explaining the company wellness programs to new hires during employee orientation.

### ***\*Health and Wellness Coordinator***

The Human Resources Department will appoint an employee to be the Health and Wellness Coordinator, promoting the programs and answering any employee questions. The Health and Wellness Coordinator will put out daily tips on health and wellness on the company computer network or through company email to help inspire employees.

### ***Signs***

Informational signs will be posted around the office to remind employees about the small changes they can make to positively impact their health.

### ***Memberships***



Employees will be encouraged to join local health clubs or other health-based organizations by reimbursing Staff members for a portion of their membership fees. Other local health activities include yoga classes, martial arts programs and sports leagues.

Currently, the District is a member of the Presbyterian Health Plex located at the Espanola Hospital. Employees are encouraged to utilize this facility. However, they may utilize any Health and Wellness Facility of their choice. The cost breakdown is included below.

Length of Membership	Overall Cost	Employee Contribution		Employer Contribution		No. of Employees	Employer Annual Cost
<b>3 Months</b> *Membership Dues Renewed every 3 Months	<b>\$90</b> Every 3 Months	<b>\$45</b> Every 3 Months/\$180 Per Year	<b>\$ 15</b> Every Month/\$180 Per Year	<b>\$45</b> Every 3 Months/\$180 Per Year, Per Employee	<b>\$ 15</b> Every Month/\$180 Per Year, Per Employee	<b>49</b> As of 01/06/13	<b>\$180 * 49 = \$8,820</b> Not all Employees will utilize these services; estimate.

*Note: Employee must pay 100% of the membership fee at initiation. The employee may then submit a receipt to the Finance Department for reimbursement of no more than \$15 a month; \$45 every 3 Months; or \$180 a year.*

## YEARS OF SERVICE/MILESTONE PROGRAM

### BACKGROUND

The NCRTD Years of Service Program will recognize the commitment of NCRTD Employees who have reached milestone years during their time with the District.

### PURPOSE

This program is designed to honor those employees who have dedicated quality time, energy, and hard work to the District.

### PROCEDURE

Employees will be recognized for 1,5,10,15,20,25 years of employment with the District. Years of service will be monitored by the Human Resource Department and will be acknowledged in front of the Board of Directors.

An award packet will be given for each milestone listed above. The packets will consist of the following:

Milestone/No. of Years	Award	Award Limit
1 Year	Certificate	\$0
5 Years	Certificate + Key Chain + Award Selection Valued at \$50	\$50
10 Years	Certificate + Lapel Pin + Award Selection Valued at \$100	\$100
15 Years	Certificate + Lapel Pin + Award Selection Valued at \$150	\$150
20 Years	Certificate + Lapel Pin + Award Selection Valued at \$200	\$200
25 Years	Certificate + Lapel Pin + Award Selection Valued at \$250	\$250



NORTH CENTRAL REGIONAL TRANSIT DISTRICT

Employee Recognition Program  
Nomination Form

AWARD nominee is to be considered for:

\_\_\_\_\_ Above and Beyond Award

\_\_\_\_\_ Safe Driver Award

Nominee's Name: \_\_\_\_\_

Nominee's Department: \_\_\_\_\_

Nominators Name: \_\_\_\_\_

Nominator's Department: \_\_\_\_\_

Date: \_\_\_\_\_

Justification:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PORTION TO BE COMPLETED BY PERSONNEL

Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Note: Forms may be submitted to any member of the Employee Recognition Committee.

For Personnel Use Only:



**Agenda Report**  
**NCRTD Board of Directors Meeting**  
**Meeting Date: January 10, 2014**

**Agenda Item - G**

**Title:**

Service Request Update for Ski Santa Fe and Santa Fe National Forest

**Prepared By:**

Stacey McGuire, Projects and Grants Specialist

**Summary**

Per NCRTD Board direction as given at the December meeting, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff expects additional meetings with a variety of interested agencies, businesses and individuals throughout January.

**Background:**

Based on discussions at the November 2013 Board meeting, Staff has continued to reach out to a variety of potential stakeholders to engage in a needs assessment and to gauge general interest regarding transit service to Ski Santa Fe and Santa Fe National Forest. Staff anticipates multiple meetings with a plethora of interested agencies, businesses and individuals throughout December and January.

Board directed Staff at the October 2013 meeting to continue researching potential funding sources as well as to determine and engage potential stakeholders in the process. The City of Santa Fe submitted a formal request for transit service from downtown Santa Fe to Ski Santa Fe, which is located within Santa Fe National Forest.

At the September 2013 meeting, the Board directed Staff to begin discussions regarding the Ski Santa Fe service request. City of Santa Fe has reached out to Ski Santa Fe owners and other stakeholders to set a meeting to discuss the service.

**Recommended Action:**

No action required and Staff will report back to the Board at the February 2014 Board meeting with an update.

**Options/Alternatives:**

Not Applicable

**Fiscal Impact:**

Not Applicable



## Board Update- Ski Santa Fe and Santa Fe National Forest

10January2014

### Ski Santa Fe

In assessing the variety of stakeholders involved and the sheer number of players that would like to participate in the discussion, I have initiated communication with Ski Santa Fe, Ski New Mexico, City of Santa Fe, Santa Fe County, Ten Thousand Waves, Santa Fe Convention and Visitors Bureau, and the U.S. Forest Service. I anticipate meeting with each agency/entity to gauge general interest and need and to solicit feedback regarding potential regional transit service from downtown Santa Fe to Santa Fe National Forest and Ski Santa Fe.

In December, NCRTD Staff met with Ken Smithson, Director of Operations Santa Fe Trails; David Griscom, Economic Development Manager of Santa Fe County; Duke Klauck, owner of Ten Thousand Waves; George Brooks of Ski NM; Benny Abruzzo, owner of Ski Santa Fe; and Cynthia Delgado of Santa Fe Convention and Visitors Bureau. I have also reached out to the Santa Fe National Forest and am awaiting response.

I have continued communication with National Bus Sales to ascertain what vehicle costs would be for a variety of vehicle sizes and equipment. Requested information also includes vehicle purchase options, both short and long term, and equipment options. Furthermore, I am working with Government Capital Corporation on leasing options, and anticipate detailed information in the coming month.

As authorized by NCRTD Board at the December meeting, a formal letter was submitted to NMDOT requesting additional 5311 funding in relation to anticipated service expansion. The anticipated service expansion includes (but is not limited to) service to Santa Fe National Forest and Ski Santa Fe.

Tesuque Pueblo leadership met with the NCRTD Executive Director and did voice concerns relating to transit service expansion into Santa Fe National Forest and how the potential increase in access could affect sacred Tribal lands in the area. This concern is duly noted by NCRTD Staff and will be considered going forward.

Daniel Barrone  
Chair

Anthony J. Mortillaro  
Executive Director

Governmental  
Board of Directors

City of Española

City of Santa Fe

Town of Edgewood

County of Rio Arriba

County of Santa Fe

County of Los Alamos

County of Taos

Nambé Pueblo

Ohkay Owingeh Pueblo

Santa Clara Pueblo

Pueblo of Pojoaque

Pueblo of Tesuque

Pueblo de San Ildefonso



# North Central Regional Transit District

## Financial Summary

### As of December 31, 2013

#### **Summary:**

The North Central Regional Transit District (NCRTD) is currently reporting nearly 5 months of financial activity. The standard for expenses that should be spent for the 6 months period is 50% of the budget.

The month of December does not reflect all expenses because the Finance Department will continue to process invoices that possibly float in from the end of the month and the District is continuing to also process revenue income as reported. The GRT revenues are reported for the month of activity it has occurred. The State of New Mexico Taxation and Revenue reports this revenue for distribution 2-3 months after the actual receipt. Therefore we report activity in the month it has occurred following GASB (Governmental Accounting Standards Board) and NCRTD utilizes accrual basis of accounting. We will not see the GRT revenue for December until March 2014.

All budget figures in the revenue and expense charts and tables have been divided using a straight-line method to allocate monthly budget figures. NCRTD reports financials following GAAFR (Governmental Accounting, Auditing, and Financial Reporting). A comparative analysis in revenue and expenses is presented to compare the previous year operating results.

#### **Financial Highlights**

##### **Revenue:**

As of December 31, 2013, total revenue of \$3,632,614 was received by NCRTD. The District normally anticipates GRT from gathering information reported on the New Mexico Taxation and Revenue Department website in which it has only reported activity for October now in December 2013 in which we posted in the accounts receivable.

We received our Local match contribution of \$450,000 from Los Alamos County.

Revenue for fares, advertising, and miscellaneous/interest revenue \$ 24,013.

##### **Expenditures:**

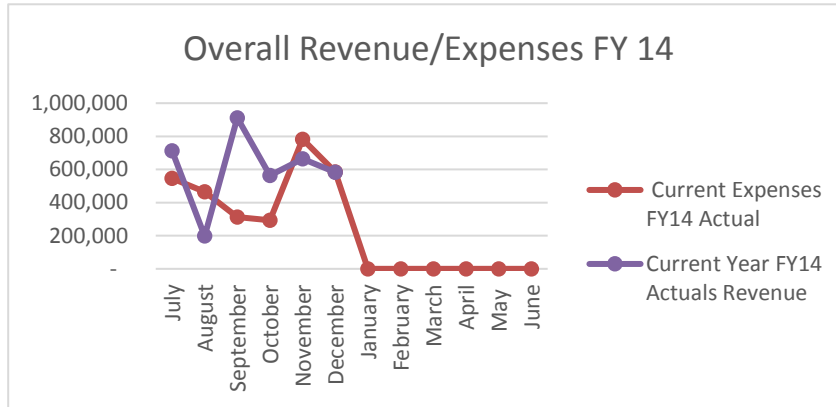
For the month ending December 31, 2013, NCRTD recognized expenditures totaling \$2,984,019 which is 32% of total budgeted expenditures. This percentage is below the standard 50% for the time period, mostly due to quarterly (instead of monthly) payments to the City of Santa Fe and Los Alamos County for transit services, (Non-RTD GRT expense/revenue).

Of the \$2,984,019 spent by NCRTD, \$451,089 was in Administration, \$2,406,007 in Operations and \$126,923 in Capital Outlay.

Administration has spent 39.6% of their budget, Operations has spent 32.8% and 14.8% in Capital Outlay.

*This Financial Summary should be reviewed in conjunction with the Monthly Board Financial Report*

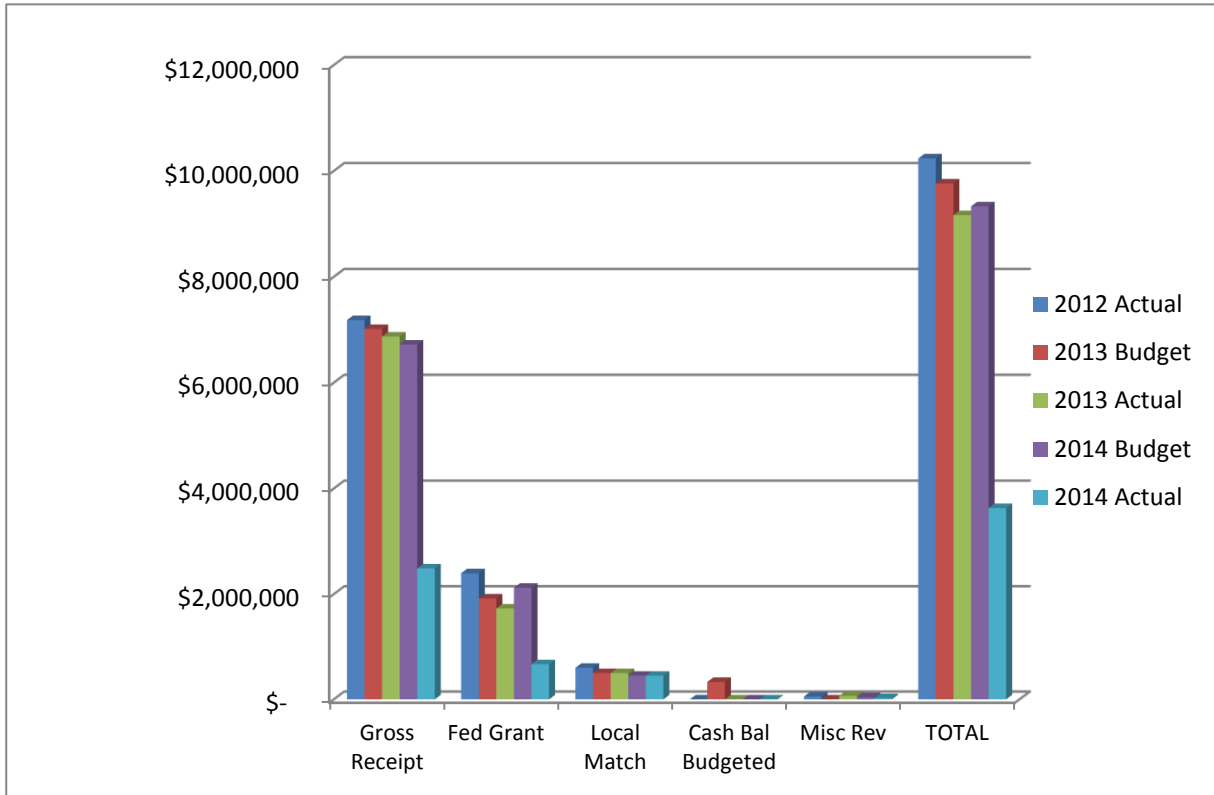
**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**NCRTD Revenue and Expenses vs. Budget**  
**As of December 31, 2013**



	Expenses		Revenue	
	Budget Expenses FY14	Current Expenses FY14 Actual	Budget Revenue FY14	Current Year FY14 Actuals Revenue
July	777,664	546,007	777,664	712,973
August	777,664	464,828	777,664	197,595
September	777,664	313,124	777,664	911,709
October	777,664	292,712	777,664	563,855
November	777,664	782,762	777,664	663,680
December	777,664	584,585	777,664	582,801
January	777,664	-	777,664	-
February	777,664	-	777,664	-
March	777,664	-	777,664	-
April	777,664	-	777,664	-
May	777,664	-	777,664	-
June	777,664	-	777,664	-
<b>Totals</b>	<b>9,331,963.92</b>	<b>2,984,019</b>	<b>9,331,963.92</b>	<b>3,632,614</b>



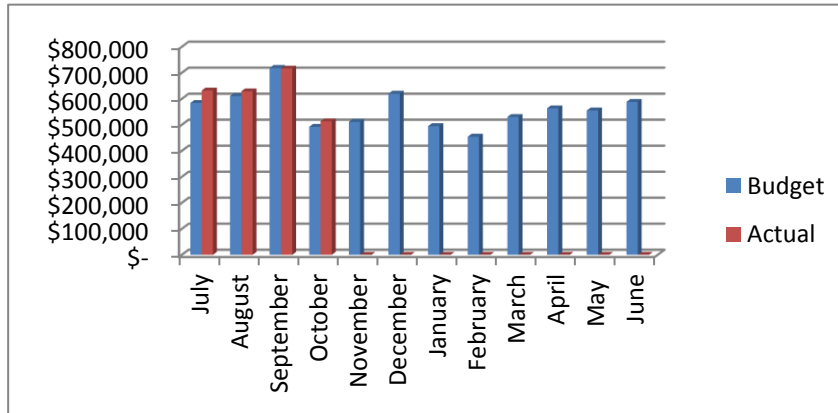
**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**NCRTD Revenue by Sources**  
**As of December 31, 2013**



	<b>2012 Actual</b>	<b>2013 Budget</b>	<b>2013 Actual</b>	<b>2014 Budget</b>	<b>2014 Actual</b>	<b>% of Actual vs budget</b>
Gross Receipt	\$ 7,183,334	\$ 7,013,800	\$ 6,872,026	\$ 6,720,765	\$ 2,489,932	37.0%
Fed Grant	\$ 2,397,970	\$ 1,917,879	\$ 1,727,932	\$ 2,121,199	\$ 668,669	31.5%
Local Match	\$ 600,000	\$ 500,000	\$ 500,000	\$ 450,000	\$ 450,000	100.0%
Cash Bal Budgeted	\$ -	\$ 333,000	\$ -	\$ -	\$ -	0.0%
Misc Rev	\$ 56,140	\$ -	\$ 65,710	\$ 40,000	\$ 24,013	60.0%
<b>TOTAL</b>	<b>\$ 10,237,444</b>	<b>\$ 9,764,679</b>	<b>\$ 9,165,669</b>	<b>\$ 9,331,964</b>	<b>\$ 3,632,614</b>	<b>38.9%</b>

Budget to Actual FY2014  
(\$ thousands)

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Gross Receipts Revenue Thru December 31, 2013**



**Budget to Actual FY2013**  
(\$ thousands)

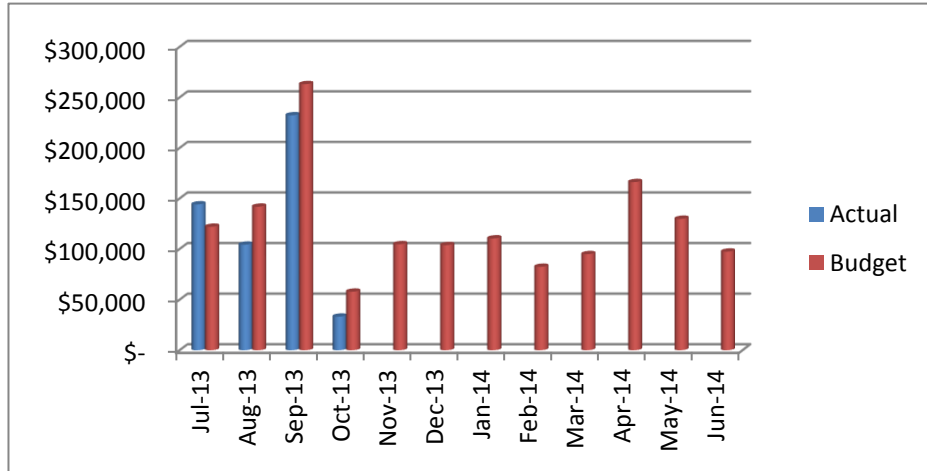
	<b>Budget</b>	<b>Actual</b>	<b>Actual Revenue % of Monthly Budget</b>
July	\$ 583,796	\$ 631,877	108%
August	\$ 610,664	\$ 628,640	103%
September	\$ 718,470	\$ 716,096	100%
October	\$ 492,080	\$ 513,320	104%
November	\$ 511,261	\$ -	0%
December	\$ 619,551	\$ -	0%
January	\$ 494,792	\$ -	0%
February	\$ 454,335	\$ -	0%
March	\$ 529,932	\$ -	0%
April	\$ 563,055	\$ -	0%
May	\$ 555,133	\$ -	0%
June	\$ 587,696	\$ -	0%
<b>Total</b>	<b>\$ 6,720,765</b>	<b>\$ 2,489,932</b>	<b>37%</b>

**Prior Year vs. Current Year**  
(\$ thousands)

	<b>Prior Year FY2013</b>	<b>Current Year FY2014</b>	<b>Inc/Dec from Prior Year to Current Year</b>
July	\$ 590,848	\$ 631,877	\$ 41,029
August	\$ 645,616	\$ 628,640	\$ (16,976)
September	\$ 717,978	\$ 716,096	\$ (1,882)
October	\$ 390,333	\$ 513,320	\$ 122,986
November	\$ 520,527	\$ -	\$ (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)
<b>Total</b>	<b>\$ 6,872,026</b>	<b>\$ 2,489,932</b>	<b>\$ (4,382,094)</b>

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Gross Receipts Revenue By County**

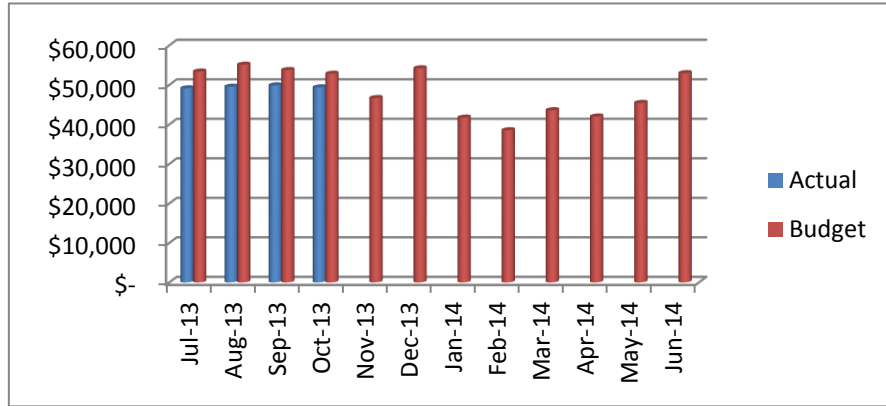
**LOS ALAMOS COUNTY**



Date Received		Actual	Budget	of Monthly Budget
9/24/2013	Jul-13	\$ 144,054	\$ 121,957	118%
10/24/2013	Aug-13	\$ 104,260	\$ 141,783	74%
11/22/2013	Sep-13	\$ 232,251	\$ 263,082	88%
12/20/2013	Oct-13	\$ 33,137	\$ 57,814	57%
	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		\$ 513,703	\$ 1,474,265	35%

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Gross Receipts Revenue By County**

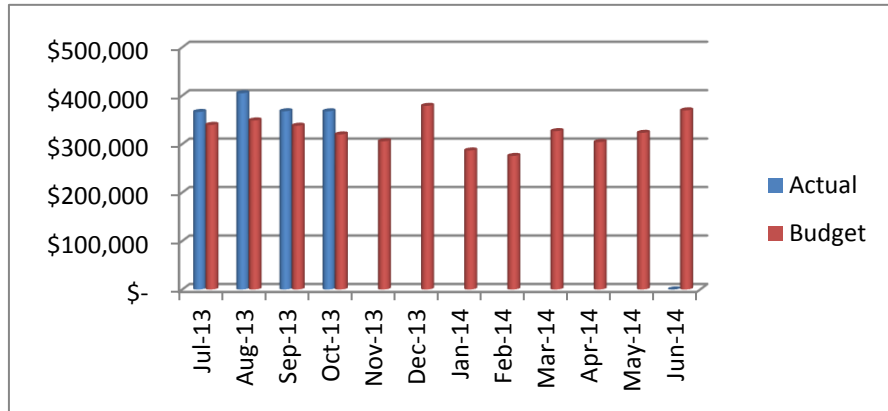
**RIO ARRIBA COUNTY**



Date Received		Actual	Budget	Actual Revenue % of Monthly Budget
10/9/2013	Jul-13	\$ 49,128	\$ 53,368	92%
11/8/2013	Aug-13	\$ 49,535	\$ 55,096	90%
TBD	Sep-13	\$ 49,857	\$ 53,733	93%
TBD	Oct-13	\$ 49,364	\$ 52,811	93%
	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%
	<b>YTD Total</b>	<b>\$ 197,884</b>	<b>\$ 580,000</b>	<b>34%</b>

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Gross Receipts Revenue By County**

**SANTA FE COUNTY**

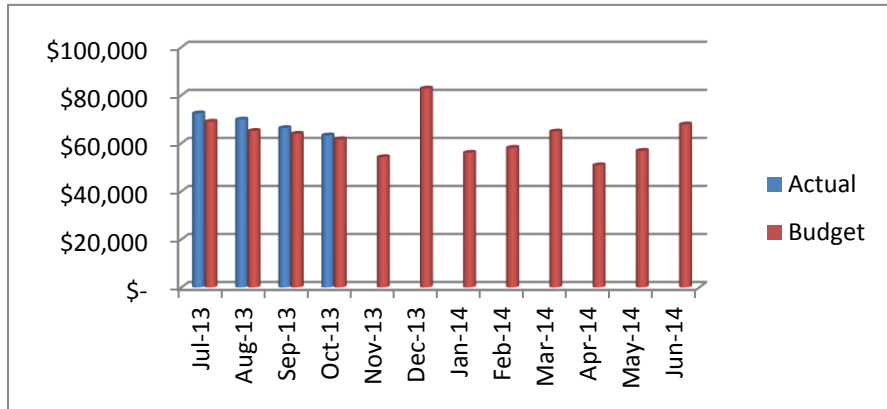


Date Received	Actual	Budget	Actual Revenue % of Monthly Budget	
9/20/2013	Jul-13 \$ 366,256	\$ 339,502	108%	
10/22/2013	Aug-13 \$ 404,993	\$ 348,693	116%	
11/21/2013	Sep-13 \$ 367,698	\$ 337,730	109%	
12/21/2013	Oct-13 \$ 367,580	\$ 319,815	115%	
	Nov-13	\$ 305,700	0%	
	Dec-13	\$ 378,796	0%	
	Jan-14	\$ 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%
<b>YTD Total</b>	<b>\$ 1,506,528</b>	<b>\$ 3,915,500</b>	<b>38%</b>	

\*\* Note one-half of the SF County GRT is allocated to Rio Metro

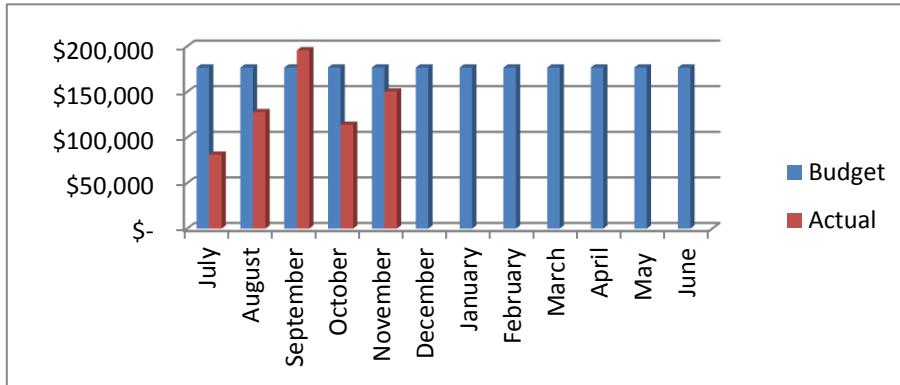
**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Gross Receipts Revenue By County**

**TAOS COUNTY**



Date Received		Actual	Budget	of Monthly Budget
9/26/2013	Jul-13	\$ 72,438	\$ 68,969	105%
10/24/2013	Aug-13	\$ 69,852	\$ 65,092	107%
11/27/2013	Sep-13	\$ 66,290	\$ 63,925	104%
12/20/2013	Oct-13	\$ 63,238	\$ 61,640	103%
	Nov-13		\$ 54,190	0%
	Dec-13		\$ 82,748	0%
	Jan-14		\$ 56,024	0%
	Feb-14		\$ 58,064	0%
	Mar-14		\$ 64,866	0%
	Apr-14		\$ 50,823	0%
	May-14		\$ 56,836	0%
	Jun-14		\$ 67,823	0%
<b>YTD Total</b>		<b>\$ 271,818</b>	<b>\$ 751,000</b>	<b>36%</b>

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Grant Revenue**



**Budget to Actual FY2014**  
(\$ thousands)

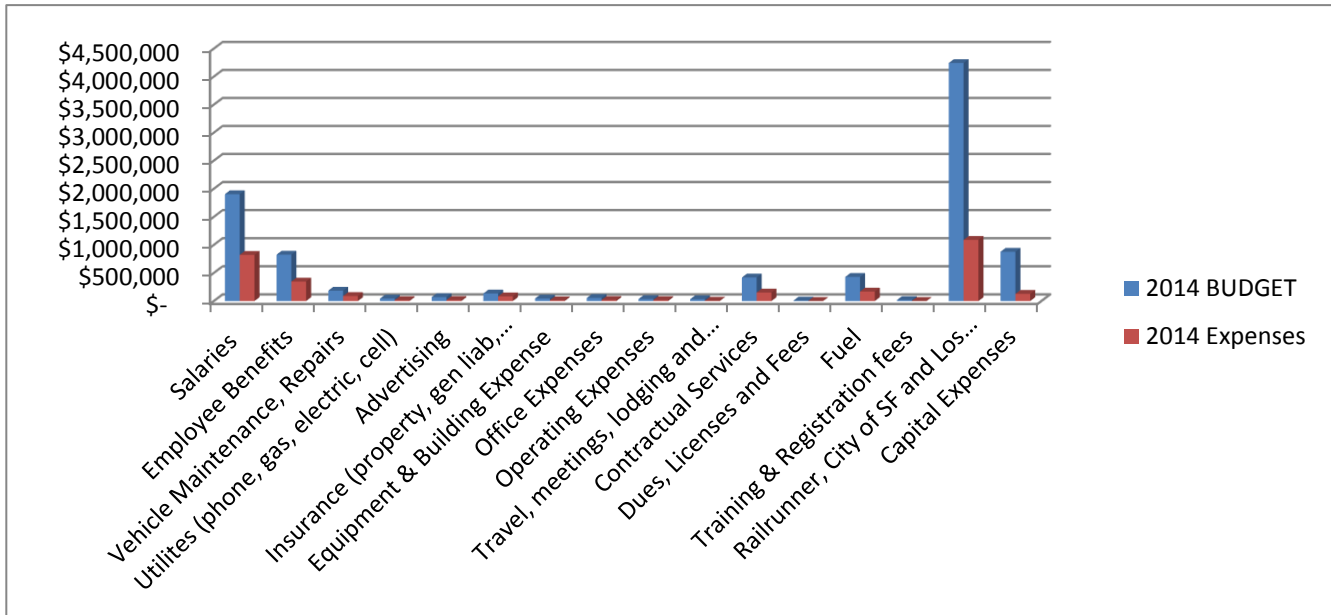
	<b>Budget</b>	<b>Actual</b>	<b>Actual Revenue % of Monthly Budget</b>
July	\$ 176,767	\$ 81,096	46%
August	\$ 176,767	\$ 127,744	72%
September	\$ 176,767	\$ 195,614	111%
October	\$ 176,767	\$ 113,855	64%
November	\$ 176,767	\$ 150,360	85%
December	\$ 176,767		0%
January	\$ 176,767		0%
February	\$ 176,767		0%
March	\$ 176,767		0%
April	\$ 176,767		0%
May	\$ 176,767		0%
June	\$ 176,767		0%
<b>Total</b>	<b>\$ 2,121,199</b>	<b>\$ 668,669</b>	<b>32%</b>

**Prior Year vs. Current Year**  
(\$ thousands)

	<b>Prior Year FY2013</b>	<b>Current Year FY2014</b>	<b>Inc/Dec from Prior Year to Current Year</b>
July	\$ 12,892	\$ 81,096	\$ 68,204
August	\$ 156,324	\$ 127,744	\$ (28,581)
September	\$ 20,023	\$ 195,614	\$ 175,590
October	\$ 98,589	\$ 113,855	\$ 15,266
November	\$ 84,275	\$ 150,360	\$ 66,085
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)
<b>Total</b>	<b>\$ 1,859,857</b>	<b>\$ 668,669</b>	

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**NCRTD Expenses by Type**

**As of December 31, 2013**  
 Year to Date Budget Variance 50%

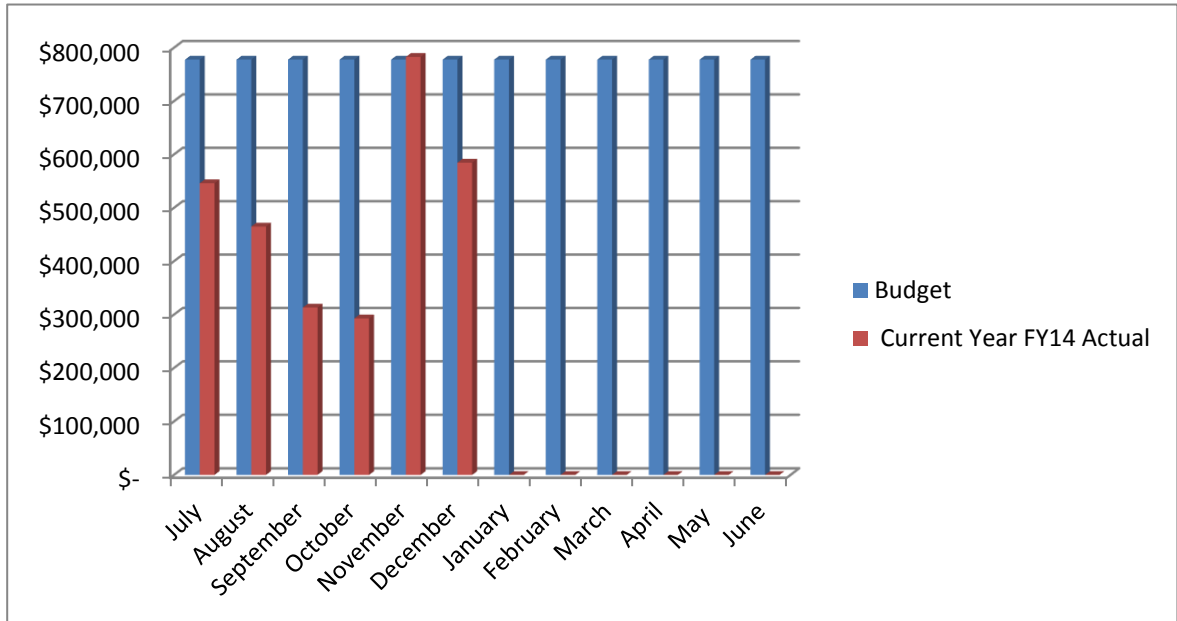


**Comparative Expenses by Type**

	2014 BUDGET	2014 Expenses	YTD Budget Variance 50%
	\$	\$	
Salaries	\$ 1,902,117	\$ 822,127	43.2%
Employee Benefits	\$ 825,665	\$ 347,647	42.1%
Vehicle Maintenance, Repairs	\$ 184,920	\$ 89,587	48.4%
Utilities (phone, gas, electric, cell)	\$ 44,298	\$ 17,229	38.9%
Advertising	\$ 70,440	\$ 19,403	27.5%
Insurance (property, gen liab, vehicle, civil rights)	\$ 135,000	\$ 84,221	62.4%
Equipment & Building Expense	\$ 46,036	\$ 14,140	30.7%
Office Expenses	\$ 56,470	\$ 19,331	34.2%
Operating Expenses	\$ 35,700	\$ 17,754	49.7%
Travel, meetings, lodging and per diem	\$ 34,712	\$ 7,299	21.0%
Contractual Services	\$ 418,733	\$ 152,806	36.5%
Dues, Licenses and Fees	\$ 9,486	\$ 3,115	32.8%
Fuel	\$ 430,000	\$ 170,041	39.5%
Training & Registration fees	\$ 18,513	\$ 1,828	9.9%
Railrunner, City of SF and Los Alamos	\$ 4,242,874	\$ 1,089,570	25.7%
Capital Expenses	\$ 877,000	\$ 127,923	14.6%
<b>TOTAL</b>	<b>\$ 9,331,964</b>	<b>\$ 2,984,019</b>	<b>32.0%</b>



**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**NCRTD BUDGET EXPENDITURES OVERALL**

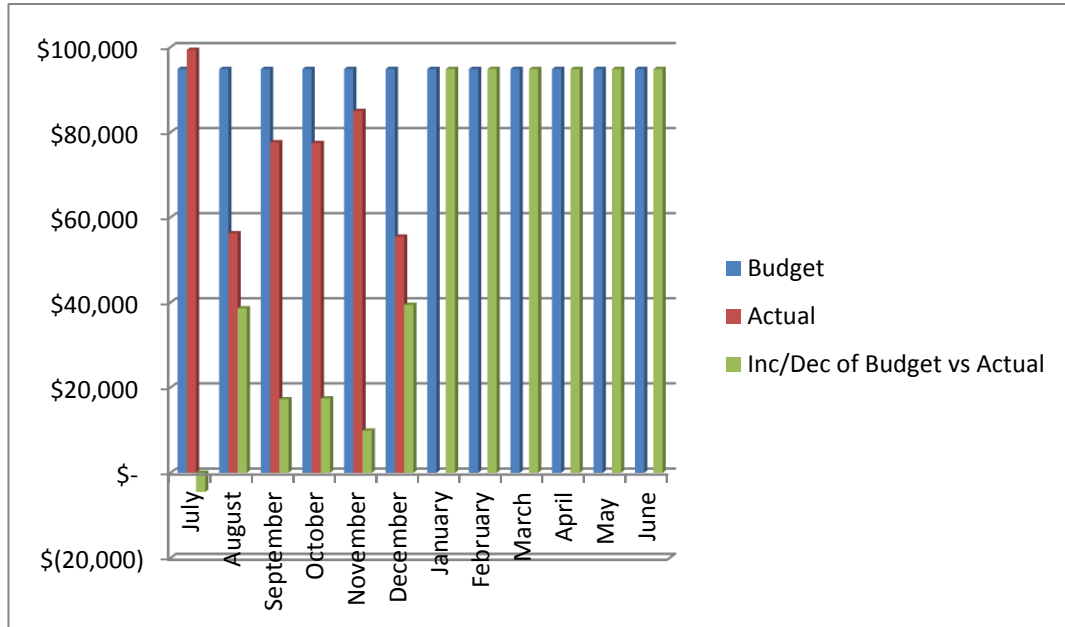


**Budget to Actual FY2014**  
**Expenses (\$ thousands)**

	Prior Year FY13 Actual	Budget	Current Year FY14 Actual	Inc/Dec of Budget vs Actual	
July	\$ 311,578	\$ 777,664	\$ 546,007	\$ 231,656	
August	\$ 250,791	\$ 777,664	\$ 464,828	\$ 312,835	
September	\$ 683,194	\$ 777,664	\$ 313,124	\$ 464,540	
October	\$ 326,905	\$ 777,664	\$ 292,712	\$ 484,951	
November	\$ 936,614	\$ 777,664	\$ 782,762	\$ (5,099)	
December	\$ 414,507	\$ 777,664	\$ 584,585	\$ 193,078	
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	
	<b>\$ 6,966,265</b>	<b>\$ 9,331,964</b>	<b>\$ 2,984,019</b>	<b>\$ 6,347,945</b>	<b>32%</b>
			<b>\$ 2,984,019</b>		
			<b>0</b>		

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Administration Expense Summary**

Year to Date Budget Variance 50%

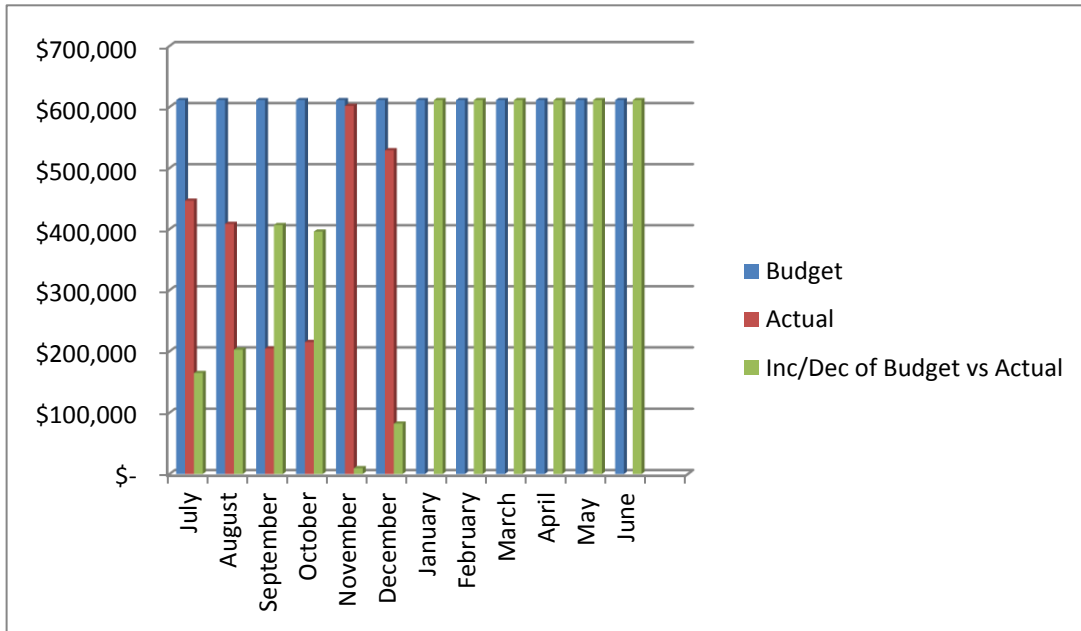


**Budget to Actual FY2014**  
(\$ thousands)

	<b>Budget</b>	<b>Actual</b>	<b>Inc/Dec of Budget vs Actual</b>	<b>YTD Budget Variance 50%</b>
July	\$ 94,856	\$ 99,342	\$ (4,486)	104.7%
August	\$ 94,856	\$ 56,248	\$ 38,608	59.3%
September	\$ 94,856	\$ 77,618	\$ 17,238	81.8%
October	\$ 94,856	\$ 77,447	\$ 17,410	81.6%
November	\$ 94,856	\$ 84,993	\$ 9,863	89.6%
December	\$ 94,856	\$ 55,441	\$ 39,416	58.4%
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%
<b>Total</b>	<b>\$ 1,138,276</b>	<b>\$ 451,089</b>		<b>39.6%</b>

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Operating Expense Summary**

Year to Date Budget Variance 50%

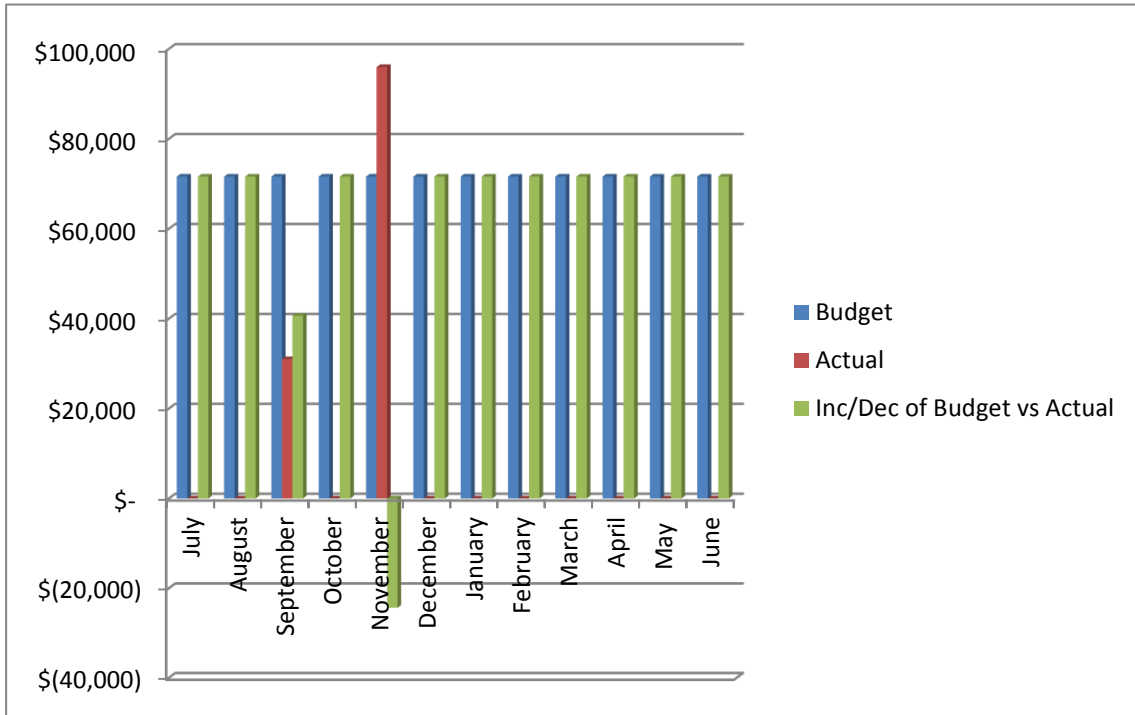


**Budget to Actual FY2014**  
(\$ thousands)

	<b>Budget</b>	<b>Actual</b>	<b>Inc/Dec of Budget vs Actual</b>	<b>YTD Budget Variance 50%</b>
July	\$ 611,224	\$ 446,665	\$ 164,559	73.1%
August	\$ 611,224	\$ 408,580	\$ 202,644	66.8%
September	\$ 611,224	\$ 204,531	\$ 406,693	33.5%
October	\$ 611,224	\$ 215,265	\$ 395,959	35.2%
November	\$ 611,224	\$ 601,820	\$ 9,404	98.5%
December	\$ 611,224	\$ 529,145	\$ 82,079	86.6%
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%
<b>YTD</b>	<b>\$ 7,334,688</b>	<b>\$ 2,406,007</b>		<b>32.8%</b>

**MONTHLY BOARD REPORT**  
**FY2014 (July 1, 2013 to June 30, 2014)**  
**Capital Expense Summary**

Year to Date Budget Variance 50%



**Budget to Actual FY2014**  
(\$ thousands)

	Budget	Actual	Inc/Dec of Budget vs Actual	YTD Budget Variance 50%
July	\$ 71,583	\$ -	\$ 71,583	0%
August	\$ 71,583	\$ -	\$ 71,583	0%
September	\$ 71,583	\$ 30,974	\$ 40,609	43%
October	\$ 71,583	\$ -	\$ 71,583	0%
November	\$ 71,583	\$ 95,949	\$ (24,366)	134%
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%
<b>Total</b>	<b>\$ 859,000</b>	<b>\$ 126,923</b>		<b>14.8%</b>



**NORTH CENTRAL REGIONAL TRANSIT DISTRICT (NCRTD)  
FINANCE SUBCOMMITTEE**

**November 22, 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. Audit Exit Conference – Hinkle and Landers**  
*Sponsor: Anthony Mortillaro, NCRTD Executive Director and Glenda Aragon, Finance Manager.  
Document will be provided at the meeting.*
  
- B. Minutes from October 25, 2013**  
*Draft Minutes.*

**MATTERS FROM THE SUBCOMMITTEE**

**ADJOURN**

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.

**Finance Subcommittee**  
**Meeting November 22, 2013**

**9:00 a.m.**

**Board Members Present:** *Commissioner Miguel Chavez – Santa Fe County (Telephonically), Tim Vigil – Pueblo of Pojoaque (In Person), Philo Shelton – Los Alamos County (In Person), Leandro Cordova - Taos County (In Person)*

**Staff Present:** *Glenda Aragon – Finance Manager, Dalene Lucero – Executive Assistant*

**Guest(s) Present:** *Jon Bulthuis, City of Santa Fe, Farley Vener – Hinkle and Landers*

**Absent:** *Anthony Mortillaro – Executive Director, Commissioner Barney Trujillo - Rio Arriba County*

*Transcribed By: Dalene E. Lucero – Executive Assistant*

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**ROLL CALL**

**APPROVAL OF AGENDA**

**CALL TO ORDER**

A regular Finance Subcommittee meeting was called to order on the above date by Chairman Tim Vigil at 9:12 a.m.

**ITEMS FOR DISCUSSION/RECOMMENDATION**

**A. Audit Exit Conference – Hinkle and Landers**

Mr. Vener went through the Audit Summary as presented.

Mr. Vener asked if the Subcommittee members had any questions.

Ms. Aragon asked Mr. Vener to go through the Prior Year Findings and Management Comments in detail.

Mr. Vener did as directed.

Mr. Vigil asked if there were any further questions.

There were none.

Mr. Vener stated that he was always available for questions. He then thanked NCRTD Finance staff and management for their support.

Further discussion went on regarding this matter.

The Finance Subcommittee commended Ms. Aragon and the Finance staff for their hard work on the audit.

[Due to the audit not being released by the Office of the State Auditor, this information was not recorded in detail.]

**Mr. Shelton made a motion directing Mr. Vener to submit the draft audit to the Office of the State Auditor. Mr. Cordova seconded the motion and it passed by unanimous voice vote (4-0).**

**B. Minutes from October 25, 2013**

Mr. Vigil asked the Finance Subcommittee to review and approve the minutes from October 25, 2013. The Subcommittee did as directed.

**Commissioner Chavez made a motion to approve the minutes from October 25, 2013. Mr. Shelton seconded the motion and it passed by unanimous voice vote (3-0).**

**MATTERS FROM THE SUBCOMMITTEE**

**ADJOURN**

The Finance Subcommittee meeting was adjourned at 11:00 a.m.

**The next Finance Subcommittee meeting will be held on November 22, 2013 at 9:00 a.m. to conduct the closeout of the annual audit.**

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EXECUTIVE REPORT



December 2013

**EXECUTIVE**

- Continued review of Facilities Conceptual and Schematic Design.
- Finalized Social Security referendum issue.
- Finalized scope of service for customer service initiative, reviewed proposal and contract documents.
- Reviewed final draft of employee recognition program with Employee Committee representative.
- Staff and I met with LANB representatives regarding district investments.
- Continued meetings and discussions with Consultant and Staff on service plan update and preferred options.
- Updated Executive Director's web site message.
- Meet with Attorney and Staff regarding various legal issues and associated documents.
- Held several teleconference calls with Teamsters representatives regarding various union matters.
- Conducted phone conference Legislative Finance Committee staff member regarding NCRTD program review.
- 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**

- Printed FY2013 Annual Report distributed December 6. Online flipbook created and posted on [ncrtd.org](http://ncrtd.org)
  - Launched the email Rider Alert system for NCRTD notices. Eight alerts were issued in the month of December.
  - Promotional business cards encouraging sign up for the new email Rider Alert system were distributed to RTD drivers and handed out on the buses to passengers.
  - The first-ever RTD Billboard was erected on December 27 on Highway 285 Northbound (south-facing) between Hwy 503 and Arroyo Seco in Española.
  - The RTD participated with an elaborately decorated bus in the Española Holiday Lights Parade on December 14.
  - The Rio Grande Sun provided various coverage throughout the month which included a story on the NCRTD
-



holiday Giving Tree, a summary of the December 6 Board meeting, a page one photo of the decorated RTD bus from the Española Christmas Lights Parade, a story on the KFH presentation at the December 6 Board meeting and a story Board attendance.

- A story ran in the Santa Fe New Mexican regarding the KFH Board presentation and potential service to La Cienega.
- A story ran in the Taos News about bus service to Sipapu.
- The Taos News ad was modified to include a starburst promoting the new service to Sipapu.
- Provided various updates to ncrtd.org throughout the month.
- Wrote and disseminated rider alert and press release regarding the new service to Sipapu and the Holiday closures, and a rider alert on the reduced UNM Taos holiday service.
- Santa Fe New Mexican ran ads did not run in the month of December.
- KDCE – 950 AM radio in Espanola, :30 sec radio spot and sponsorship of the 7:30 AM news ran 17 days in December excluding Saturdays and Sundays .
- KSWV 810-AM in Santa Fe, :30 sec spot ran 20 times in December 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 December.
- Two ads ran in December in the Rio Grande Sun, Los Alamos Monitor and the Taos News. An additional ad ran in the Taos News Holiday section.

- Green Fire Times – Ran ad in the December issue with updated carbon reduction numbers and miles removed from State roads and highways.
- Chama Valley Times ¼ page ad ran in December issue.

### **SERVICE DEVELOPMENT**

- November 2013 5311 Ridership Report
  - Participated in the Employee Recognition Committee
  - Conference call with Huitt-Zollars regarding the Maintenance Facility Design
  - Finalized discussions regarding weekday service to Sipapu; bus stop location chosen, service implemented
  - Assisted Operations on the Sustainability Plan mission statement
  - Highway 14 Lone Butte Turquoise Trail Fire Station bus stop license agreement completed, bus stop to be implemented in January
  - Continued interactions with Avail regarding the AVL/CAD project implementation, vehicle surveys, schedule data entry, etc. Avail onsite for vehicle equipment survey as well as schedule data entry training
  - UNM ridership information provided to Town of Taos/Chile Line, further discussion of improving service and improving connectivity requested
  - Con-call with Government Capital and National Bus to discuss vehicle purchase and leasing options
-

- Conference call with KFH Group regarding the Service Plan Update; continued refining of proposed route modifications, Staff to recommend to Board at January meeting
- Met with owner of the Velarde Mini-mart to discuss relocating the bus stop to their parking lot to allow for a Park & Ride option for riders; easement agreement currently out to owner for review
- Service request to Ski Santa Fe and Santa Fe National Forest, stakeholder meetings with:
  - Santa Fe County Economic Development Manager David Griscom
  - Santa Fe Trails Director of Operations Ken Smithson
  - Duke Klauck, owner of Ten Thousand Waves
  - Benny Abruzzo, owner of Ski Santa Fe
  - George Brooks, Ski New Mexico
  - Santa Fe National Forest Staff Mike Frazier
- Transportation Systems implementation process;
- Worked with Taos County to approve parking of District buses on County lot;
- Met with management team on Maintenance Facility Design Plans.

## **OPERATIONS**

- Hired Customer Service Representative I;
  - Working on sustainability plan for the District;
  - Work on Transit Plan with the management team and KFH Tech Memo 5;
  - Work with Avail Technologies and NCRTD staff on the Intelligent
-



# **Performance Measures**

**for**

**Fiscal Year 2014**

**November 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 2013. The data is for 2011 in FTA Region 6, rural providers which includes New Mexico, Texas, Oklahoma, Arkansas and Louisiana.

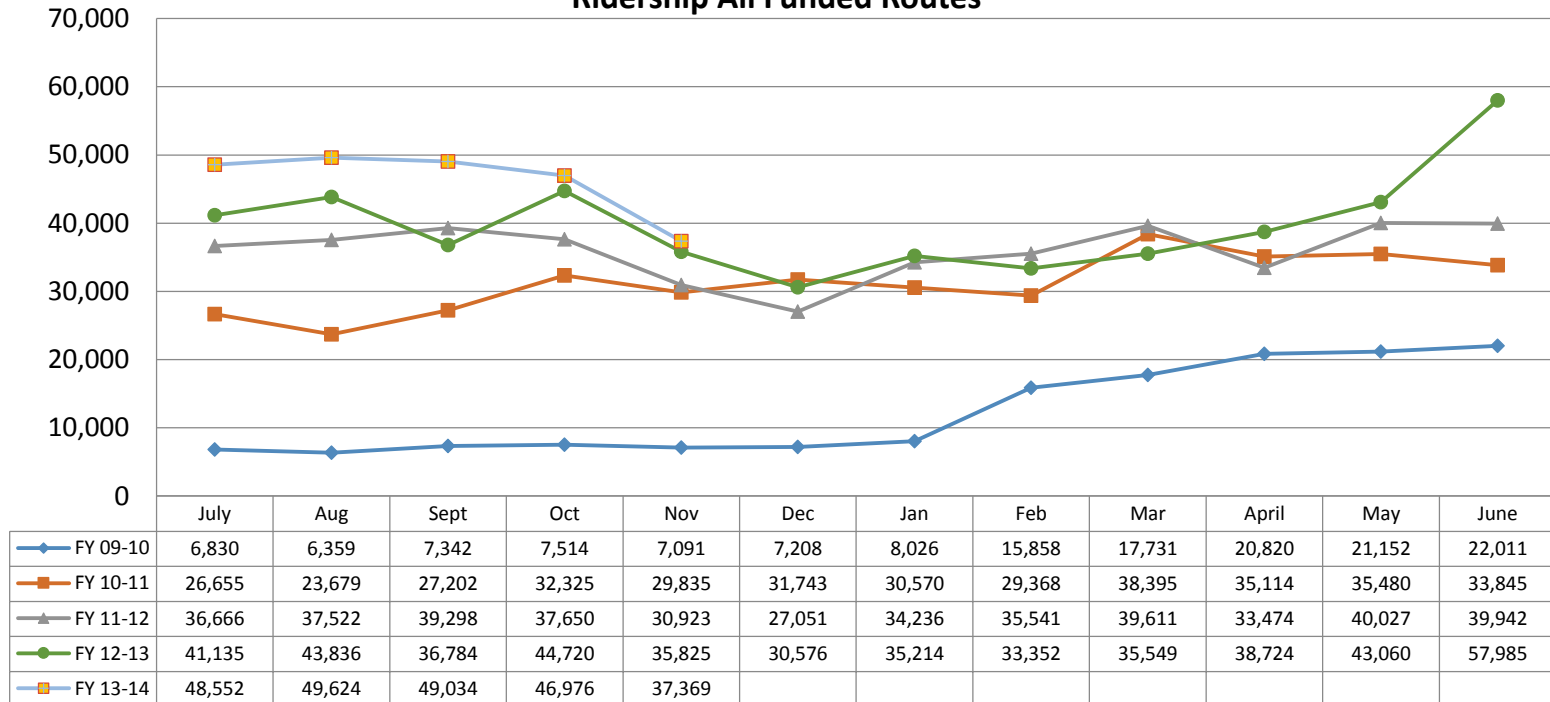


# Performance Measure - Administrative:

## Ridership Tracking of All NCRTD Funded Routes

Tracking ridership is the #1 way a public transportation agency can gauge its effectiveness of the service it provides. Ridership data for all routes funded by the NCRTD are collected by City of Santa Fe and Los Alamos County. This data is forwarded and combined with the data from the District's operated routes. These numbers are then compiled into a monthly ridership report. This measurement tracks the number of one way trips taken on all the routes within the district. This graph shows the NCRTD combined total ridership numbers, and compares them each month, identifying any increases or decreases in the number of monthly trips. This also indicates how well the regional district is continuing to address the issue of accessible mobility by routes that are in areas where there is public demand. Sandoval/Valencia counties are used local/in-state comparison benchmark, as they are similar in service but smaller in size: a two county service of the Rio Metro Transit District.

**Ridership All Funded Routes**



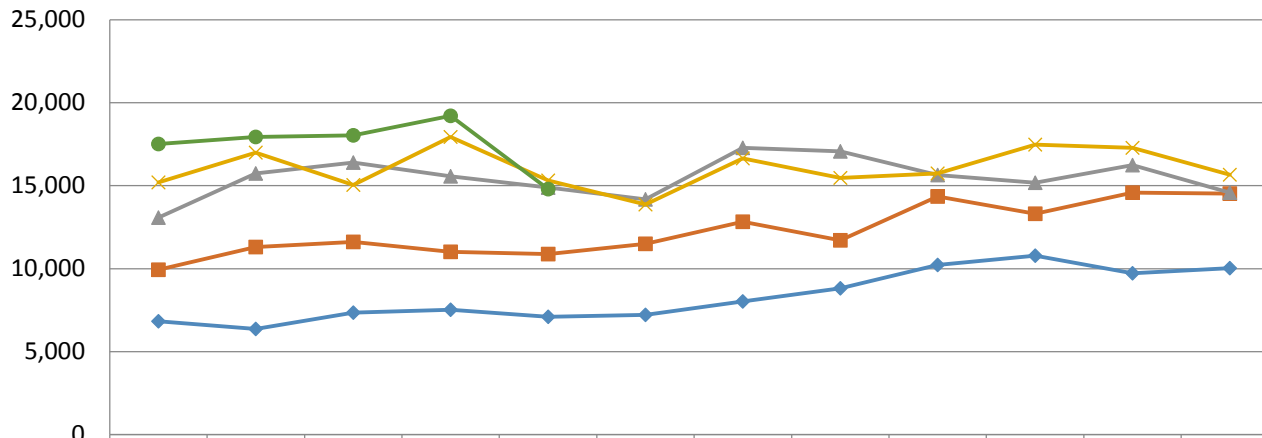


# Performance Measure - Administrative:

## Ridership Tracking of NCRTD Operated Routes

This ridership data is collected by the NCRTD drivers for all routes operated by the District. This includes 20 fixed and commuter routes as well as the demand response routes. Totalling 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**



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
◆ FY 09-10	6,830	6,359	7,342	7,514	7,091	7,208	8,026	8,817	10,230	10,782	9,712	10,022
■ FY 10-11	9,942	11,300	11,614	11,011	10,885	11,504	12,824	11,709	14,356	13,299	14,586	14,516
▲ FY 11-12	13,081	15,739	16,397	15,567	14,886	14,167	17,274	17,071	15,650	15,178	16,244	14,573
✕ FY 12-13	15,200	16,995	15,052	17,943	15,317	13,872	16,642	15,471	15,729	17,465	17,285	15,653
● FY 13-14	17,504	17,934	18,033	19,205	14,792							

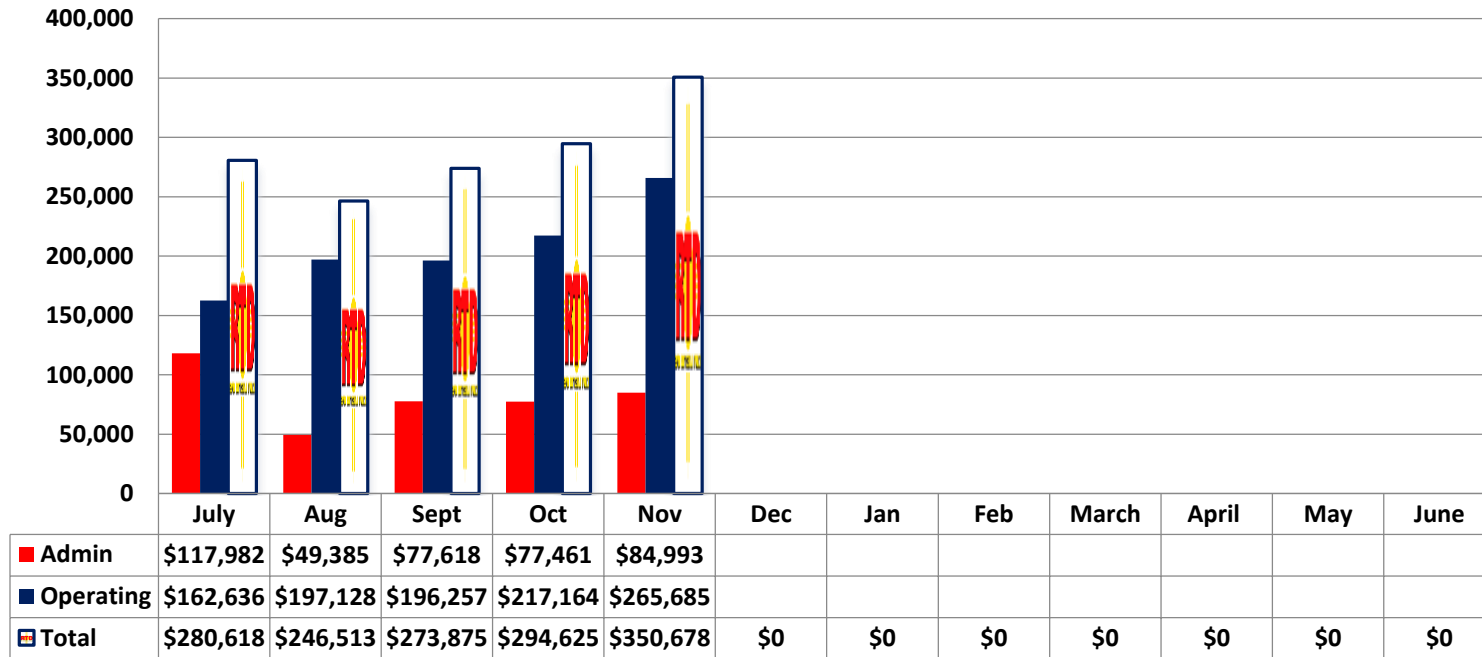


# Performance Measure - Administrative:

## Monthly Expenditures for Administrative and Operating

The NCRTD's Finance Department provides the administrative and operating expenses in a monthly budget status report. It is important to measure the expenditures to maintain a balanced budget, as well as tracking the administrative and operating margins. This data is used in determining the cost per trip and the cost per mile. Tracking the budget and monitoring operational costs allows management to target specific dollar amounts when creating future budgets and requesting federal funding from the NM Department of Transportation.

Monthly Expenditures FY 13-14



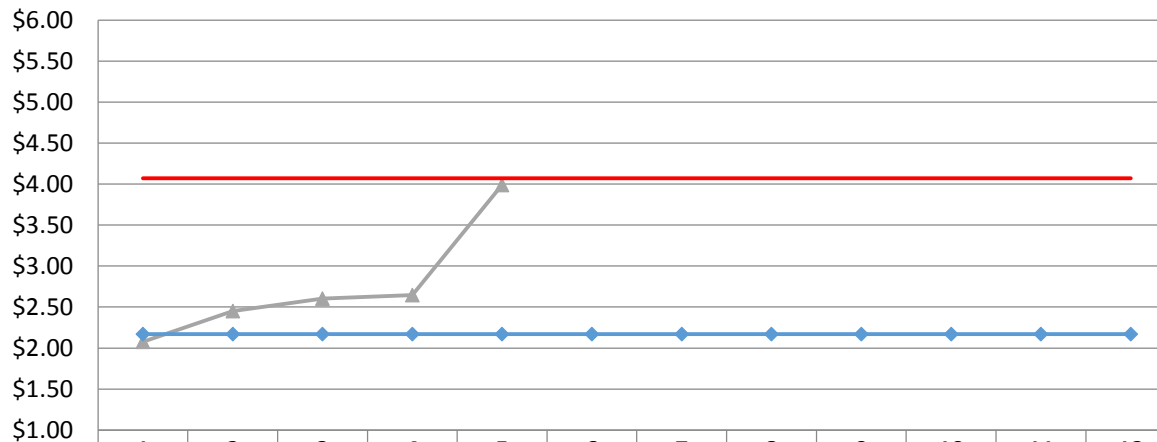


# Performance Measure - Administrative:

## Operational Cost per Vehicle Mile

Cost per vehicle mile is the total operating costs per month in relation to the total vehicle miles per month traveled on NCRTD routes. The mileage data is logged daily for each route and compiled into a monthly report. Monthly operating costs are obtained from the Monthly Expenditures (chart above) and the number of miles travelled for NCRTD operated routes. As a cost efficiency measure, operating costs per vehicle mile assesses the financial resources needed for the District's route operations. This measurement is a beneficial tool for the planning and operation's departments. The NM Department of Transportation uses this as one of their performance measures in the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per mile vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties' annual average are used as a local/in state comparable benchmark, even though their system is smaller than NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA's District 6 (our district) annual cost per mile is included as a benchmark.

**Operating Cost Per Vehicle Mile**



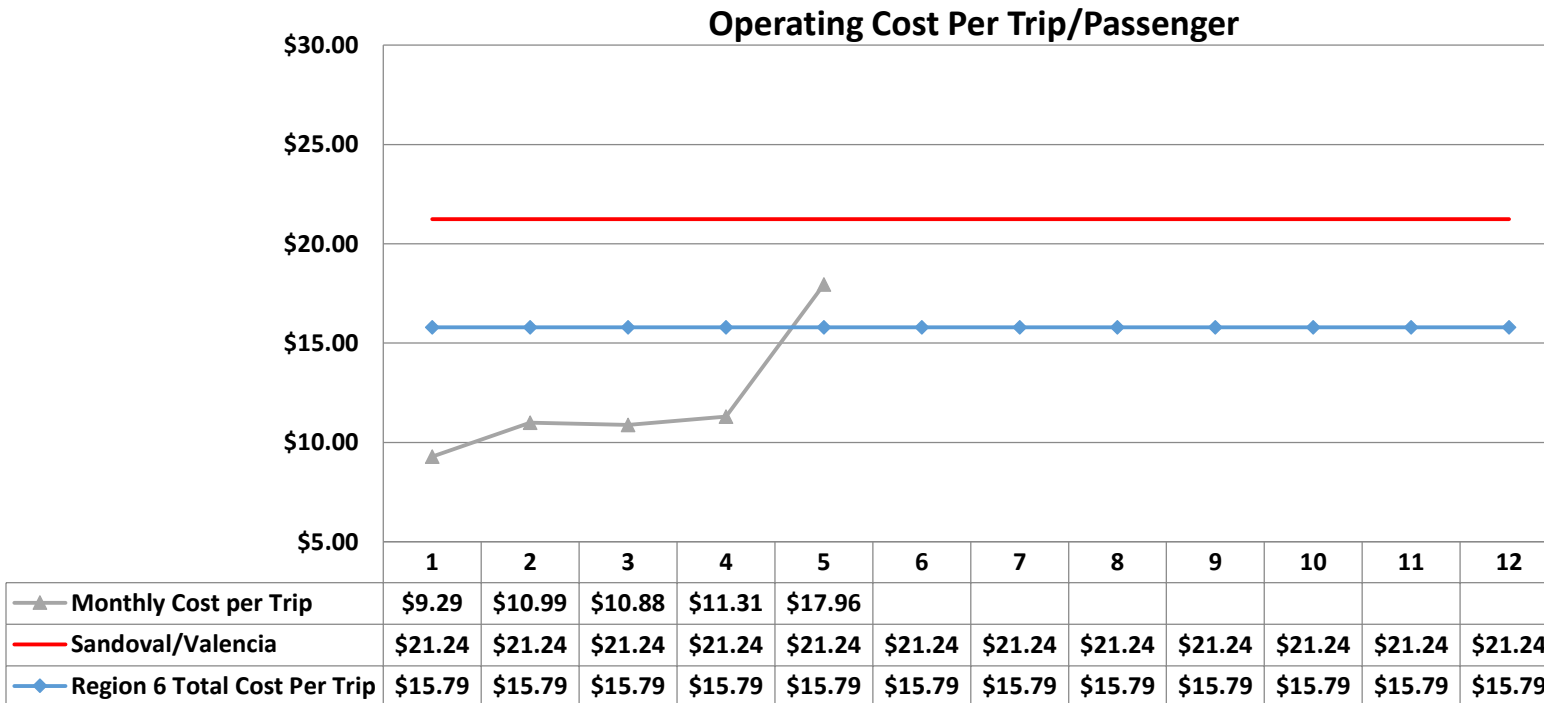
	1	2	3	4	5	6	7	8	9	10	11	12
Monthly Cost per Mile	\$2.08	\$2.45	\$2.60	\$2.64	\$3.99							
Sandoval/Valencia	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07	\$4.07
Region 6 Total Cost Per Mile	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17	\$2.17





# Performance Measure - Administrative: Operating Cost per Trip

When transit data is collected, passengers, riders and rides are counted and referred to as “trips.” One passenger can generate several trips in a day, and these are counted individually. Example, a particular rider may board in Questa (1 trip) and transfer to the Taos to Espanola bus (1 trip) and again transfer to the Santa Fe bus in Espanola (1 trip) for a total of three trips. The cost per trip is computed on a monthly basis by dividing the monthly operating costs from the Monthly Expenditures (chart above), by the total monthly number of trips (ridership). NM Department of Transportation uses this as one of their performance measures to the state-wide transit guide published annually. Additionally this is used when NMDOT evaluates a transit system for the state-wide awards of 5311 funding. This is a management tool to track our cost per trip vs. the amount of budget being spent to operate a particular route as well as collectively for all routes. Sandoval and Valencia counties’ annual average are used as a local/in state comparable benchmark, even though their system is smaller than the NCRTD. Data from the 2013 Rural Transit Data Fact Book, specifically FTA’s District 6 (our district) annual cost per trip is included as a benchmark.



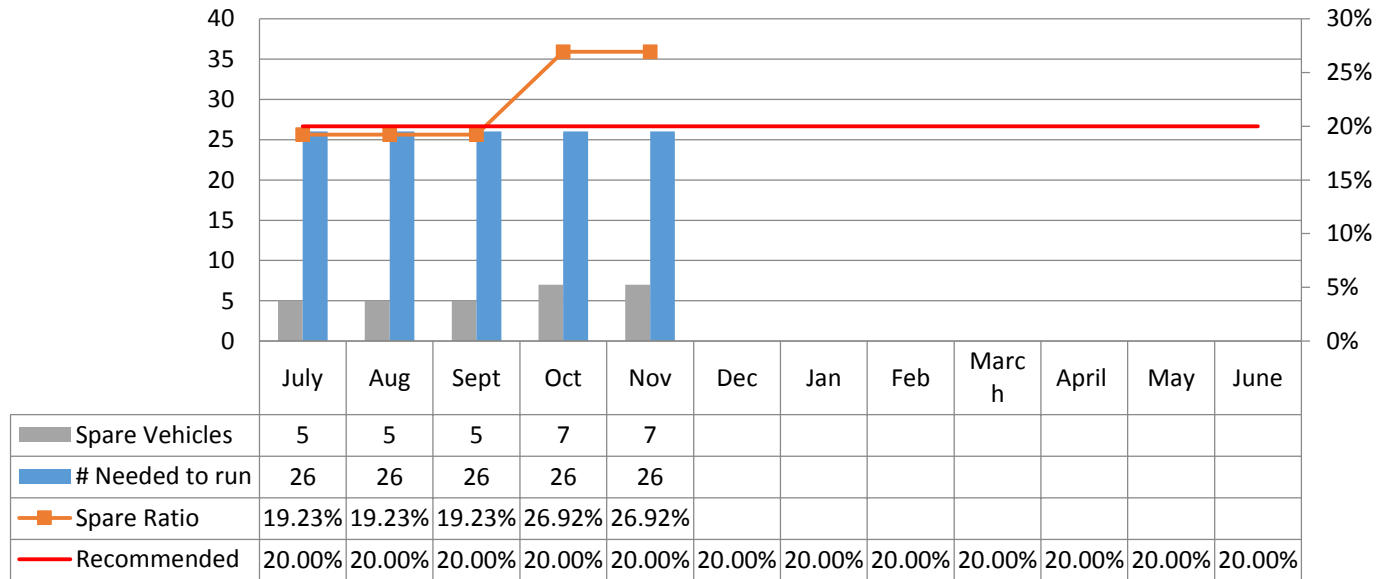


# Performance Measure - Fleet:

## Spare Vehicle Ratio/Combined all Vehicles

FTA defines the spare ratio as the percentage of spare vehicles in comparison to the number of vehicles required for annual maximum service. Recommended FTA spare vehicle ratio is 20% for fleets over 50 vehicles. NCRTD's fleet totals 35 and is exempt from this guideline but it is a good benchmark to keep in place. With an annual maximum service of 27 and a backup fleet of 8, the backup ratio is 30%. This higher number is needed and reasonable due to the variety of passenger seating requirements for specific routes throughout the District. These backup vehicles ensure consistent coverage of all routes when vehicles are off line due to routine maintenance or unexpected breakdowns.

Spare Vehicle Ratio/Combined All Vehicles



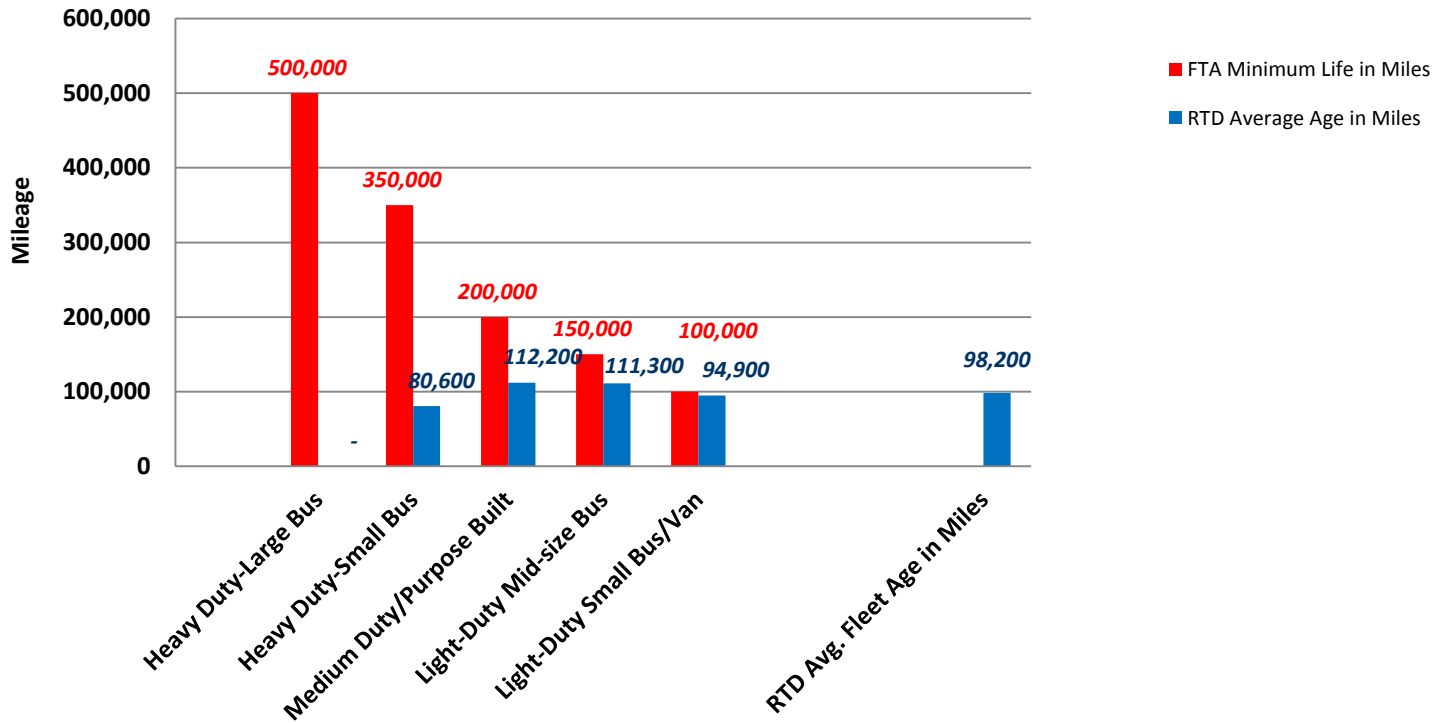


# Performance Measure - Fleet:

## Average Fleet Age

The FTA allows the use of years or mileage to attain usable life. The District uses mileage rather than the year of manufacture because of the large area of the district and the high number of miles traveled on an annual basis. This compares the age of specific kind of vehicles by mileage in accordance to the FTA guidelines. This is useful in fleet replacement planning. The numbers will vary month to month as mileages increase and old vehicles are replaced by new.

### Average Fleet Age in Miles by FTA Category



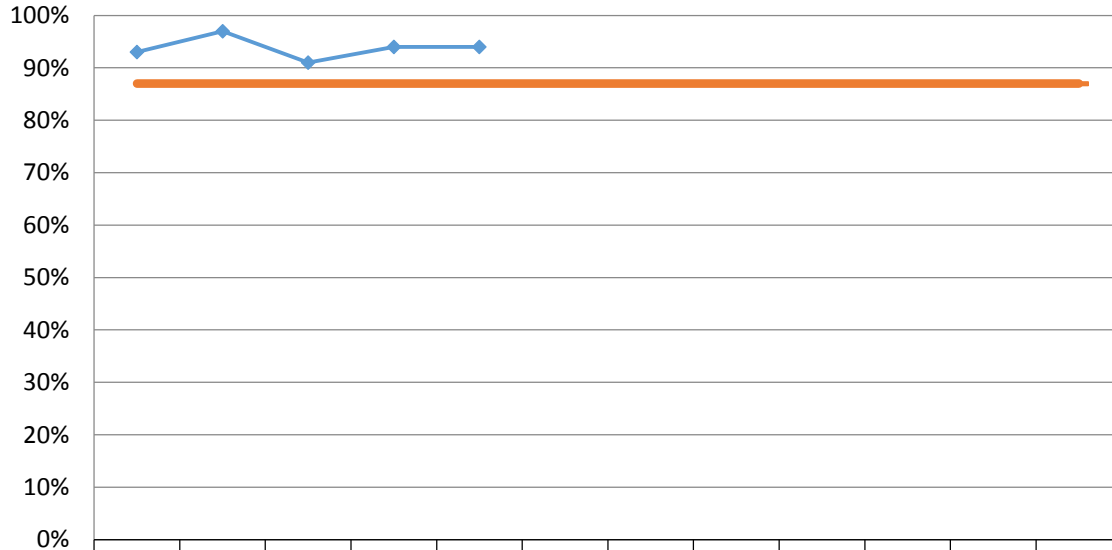


# Performance Measure - Fleet:

## Percentage of “On-Time” PM / Inspections

The federal benchmark for the percentage of “on-time” preventative maintenance (PMs) and inspections for the fleet is 87%. Inspections are required to be conducted within certain mileage timeframe by vehicle manufacturers for the various sizes of vehicles. Manufacturer’s recommended maintenance schedules may range in mileage due to the component makeup of a particular vehicle. The FTA recommends they be conducted within the manufacturer’s recommended maintenance schedule. However, as a sub recipient of NMDOT we are allowed varied standards as approved by NMDOT. With the variety of sizes and component makeup of District vehicles, we have determined and hold to a standard of 5000 mile intervals for the entire fleet. This ensures frequent safety inspections and PM services at reasonable intervals that result in a more dependable and safer fleet. This data is collected and tracked by the Fleet Maintenance Manager.

**Percent of Preventative Maintenance Completed Within Scheduled Mileage**



◆ FY 13-14 RTD Maintenance	93	97	91	94	94							
— FTA Recommendation	87	87	87	87	87	87	87	87	87	87	87	87

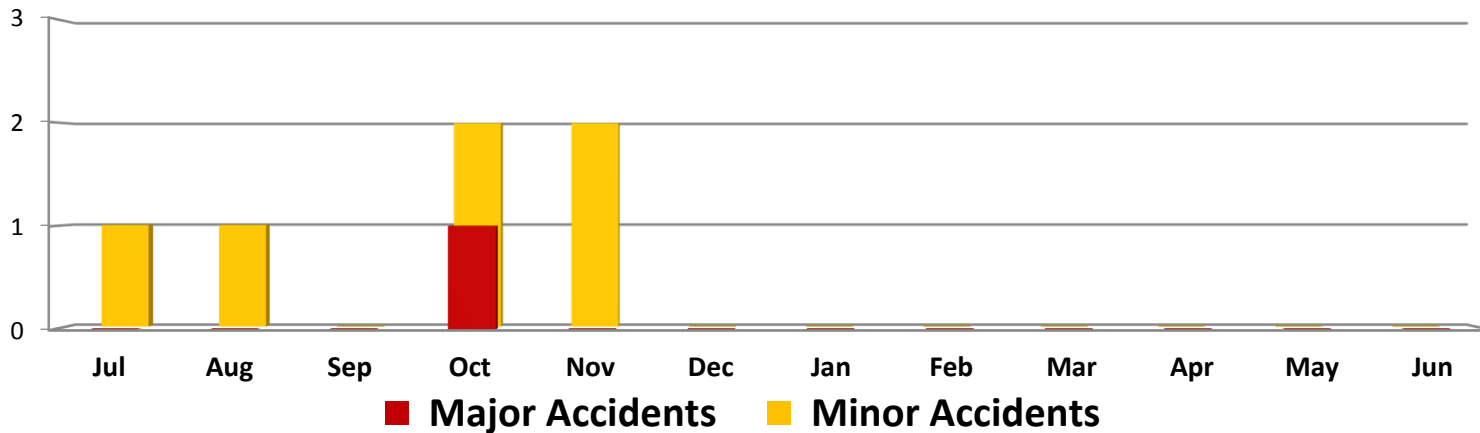


# Performance Measure - Fleet:

## 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 - October 17, 2013**

**Miles Driven since last Minor Accident - 56,560**

**Last Major Accident - October 22, 2013**

**Miles Driven since last Major Accident - 101,000**



# 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. Joseph R. complained the bus did not stop at Habitat for Humanity stop. He was verbally abusive in his complaint to the CSR
2. Passenger complained driver was rude and would not give information to Taos/ Driver noted passenger was talking on speaker cell phone and would not be quiet long enough to get information.
3. Passenger complained that bus did not stop at the Shell stop, he was inside the building/ informed passenger that he needed to be waiting by the stop to be picked up.
4. Passenger would like an earlier route from El Rito in order to attend 8:00 am classes.
5. Passenger complained that the bus did not wait for the train/ the train was over 20 minutes late that day- bus was unable to delay the route any longer than 5 minutes.

**FY 13-14 Number of Complaints**

	Total	Schedule Issues	Driver Performance	Against other Passengers	Miscellaneous*	Percent VS Ridership
July	8	1	7			0.05%
August	5	1	4			0.03%
Sept	8	1	5		2	0.04%
Oct			8			0.04%
Nov		1	4			0.03%
Dec						
January						
Feb						
March						
April						
May						
June						
Total	34	4	28	2		



# 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. Man started cussing the driver saying her red eyes was due to smoking marijuana, then complained of other minorities/ took man to stop got him off bus.
2. Couple siting at bus stop, girl was in pain/ called para medics because she was hemorrhaging.
3. Male passenger had a seizure on bus. Father was with him, called paramedics to assist.
4. Man urinated on bus seat/had to go to yard and clean it up before continuing on route.
5. Intoxicated passenger passed out on bus and called out paramedics to attend.
6. Male passenger was slouching in seat and heard bottle open. He was drinking on bus. Driver put him off at next stop.
7. Male passenger did not like where he was sitting and stood up on bus while moving. He fell down but was not hurt.

### FY 13-14 Number of Customer Incidents

	Total	Driver-Non Rider	Rider-Rider	Driver-Rider	Rider	% of Ridership
July	9	1		8		0.05%
Aug	5			4	1	0.03%
Sept	8	2		6		0.04%
Oct	12	2	2	8		0.06%
Nov	7			5	2	0.03%
Dec	0					
Jan	0					
Feb	0					
March	0					
April	0					
May	0					
June	0					
<b>Total</b>	<b>41</b>	<b>5</b>	<b>2</b>	<b>31</b>	<b>3</b>	

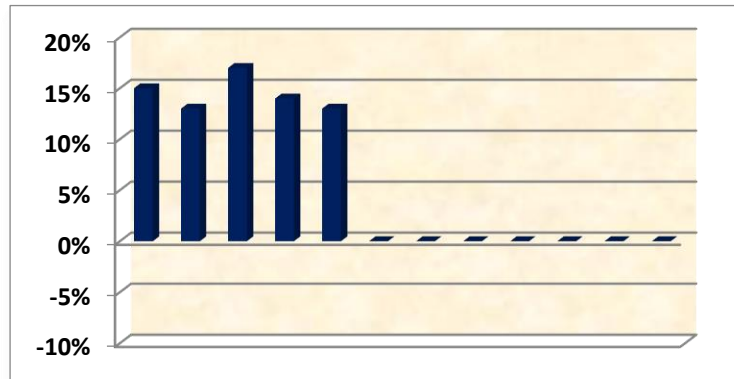
# NCRTD Monthly Ridership Summary

November 1, 2013 through November 30, 2013

## Calendar Operating Days

	<u>This Year</u>
Jul-13	21
Aug-13	22
Sep-13	20
Oct-13	22
Nov-13	18
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

	Monthly System Totals				Year to Date Totals			
	This Year	Last Year	Difference	%Change	This Year	Last Year	Difference	%Change
<u>NCRTD Operated</u>	14,792	15,317	-525	-4%	87,468	80,324	7,144	8%
<u>NCRTD Funded</u>	22,577	20,508	9,269	9%	144,087	121,793	19,231	15%
<u>All Systems Funded Total</u>	37,369	35,825	8,744	4%	231,555	202,117	26,375	13%

## System Daily Averages

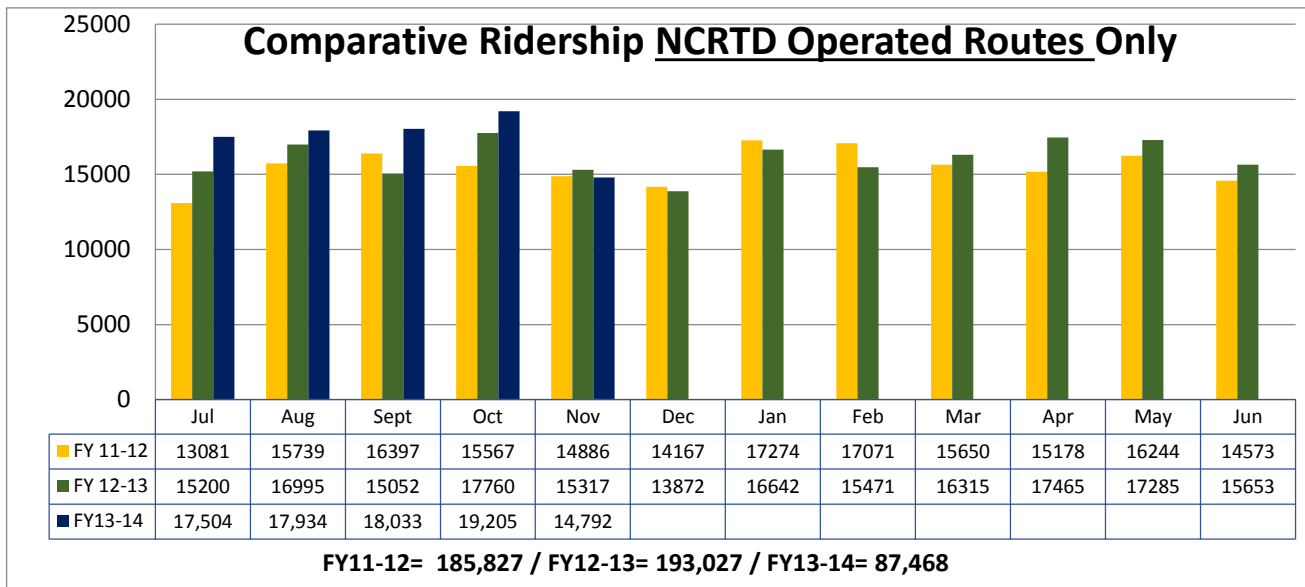
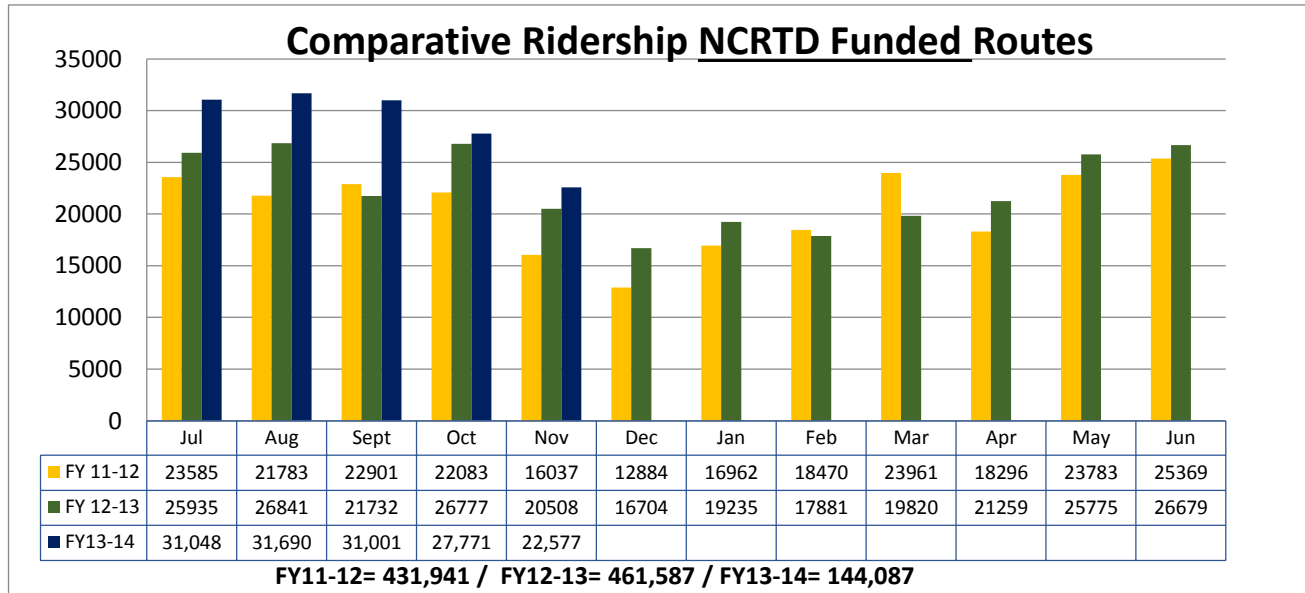
	This Year	Last Year	Difference	% Change
<u>NCRTD Operated</u>	822	851	-29	-4%
<u>NCRTD Funded</u>	1,254	1,139	115	9%
<u>Systems Total</u>	2076	1990	86	4%

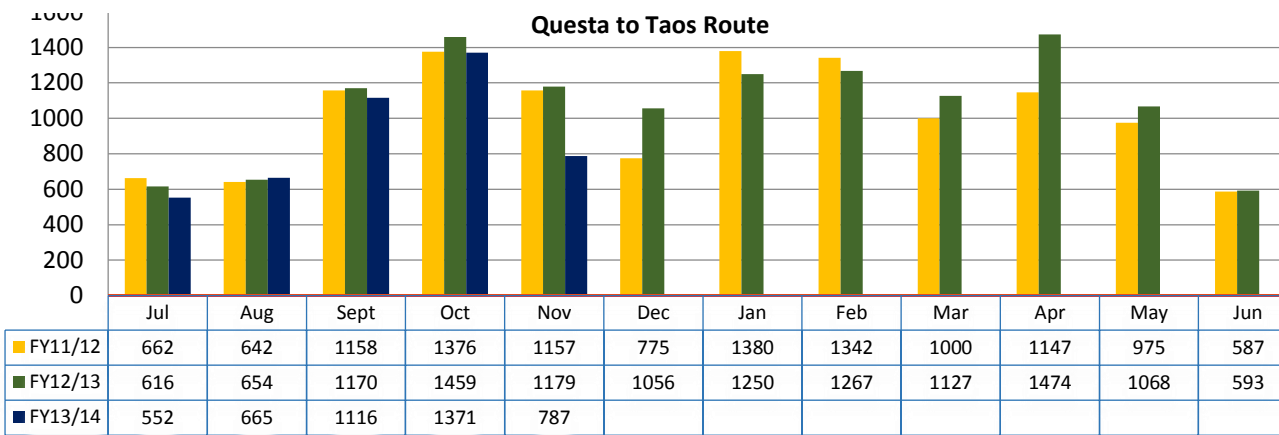
## Total Ridership YTD % Change

July-13	15%
August-13	13%
September-13	17%
October-13	14%
November-13	13%

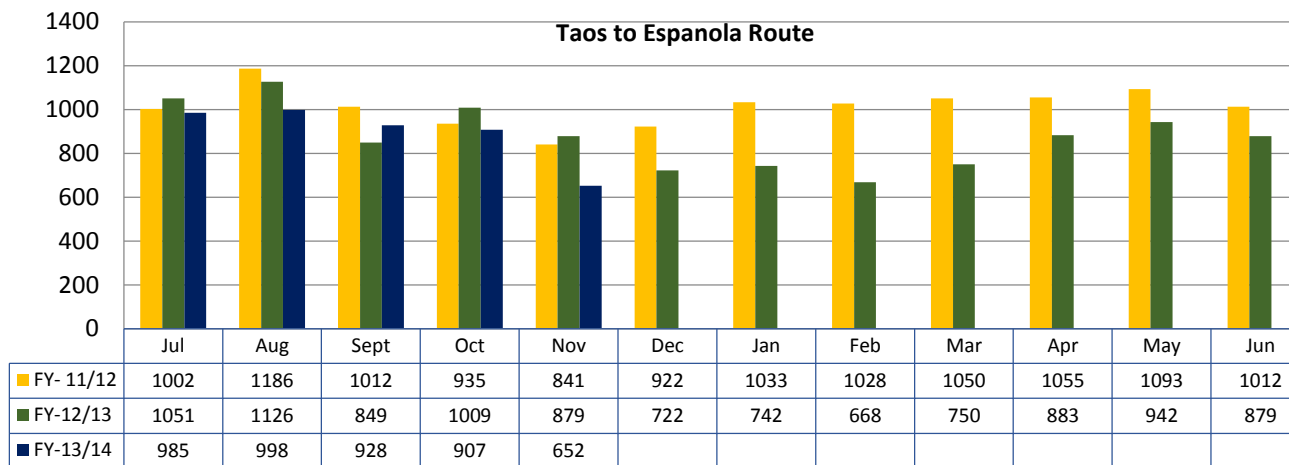


# Nov-2013 Ridership Report

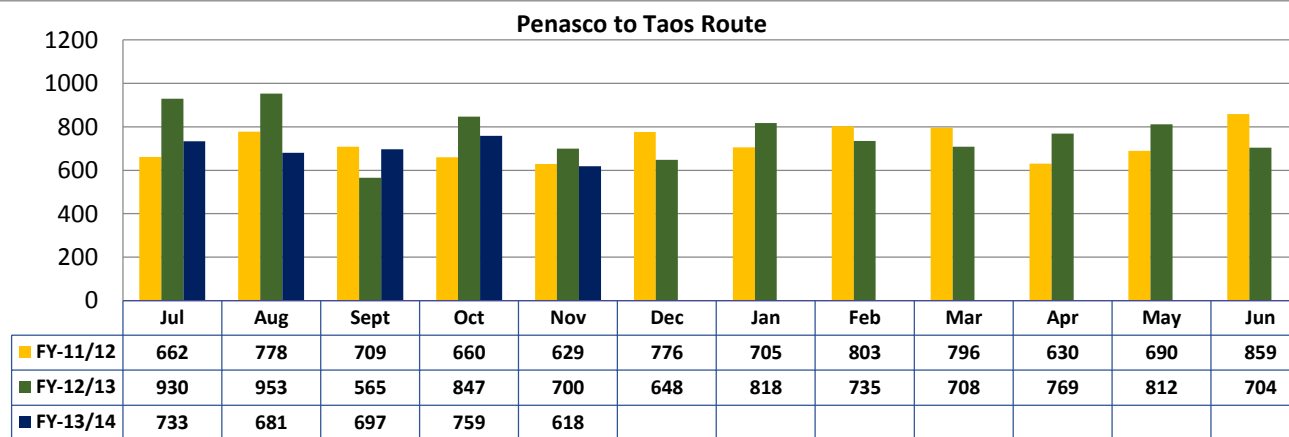




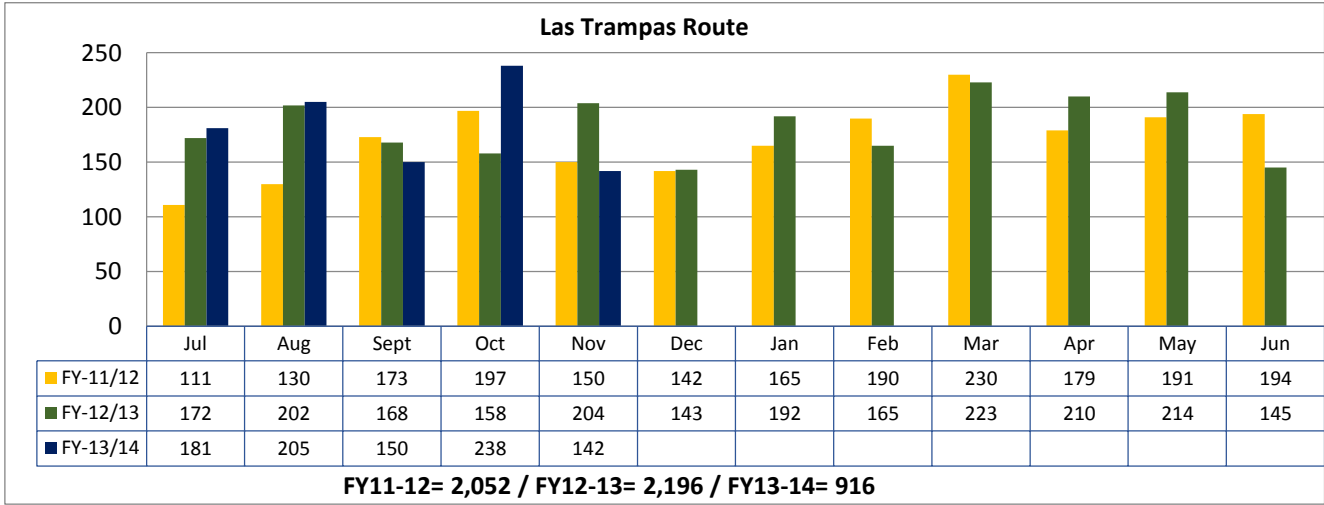
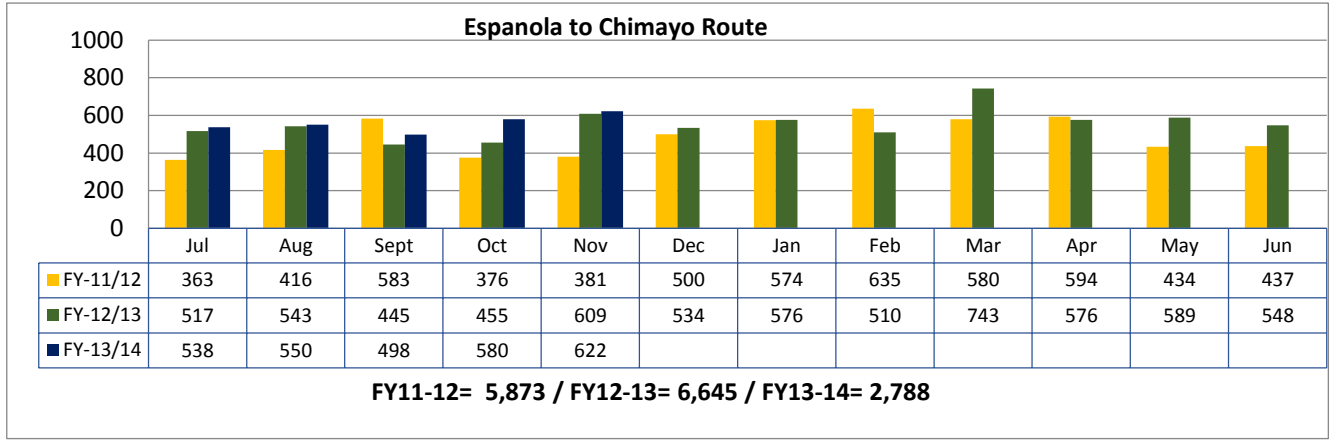
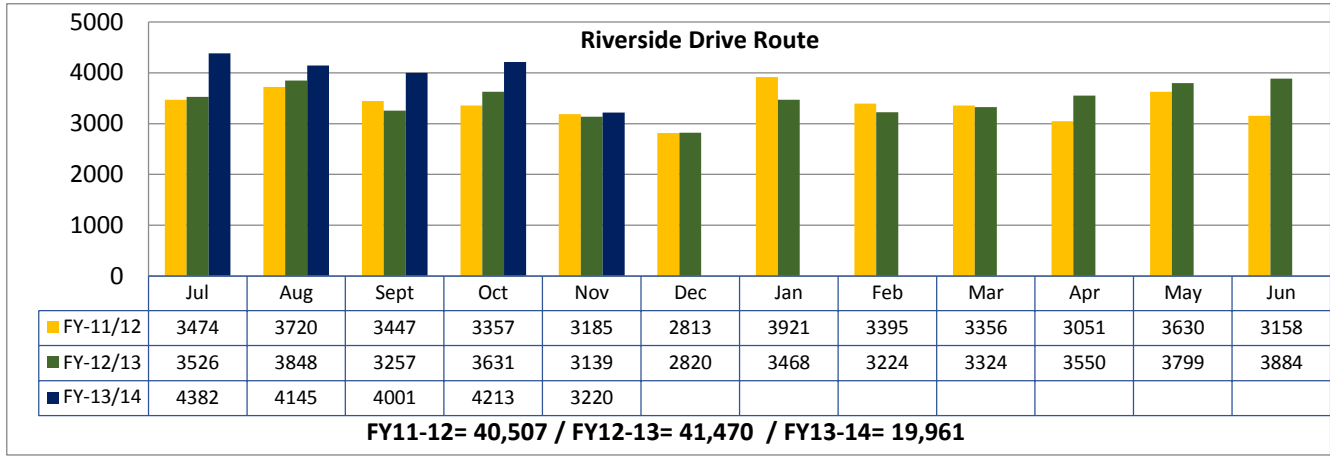
**FY11-12= 12,201 / FY12-13= 12,913 / FY13-14= 4,491**

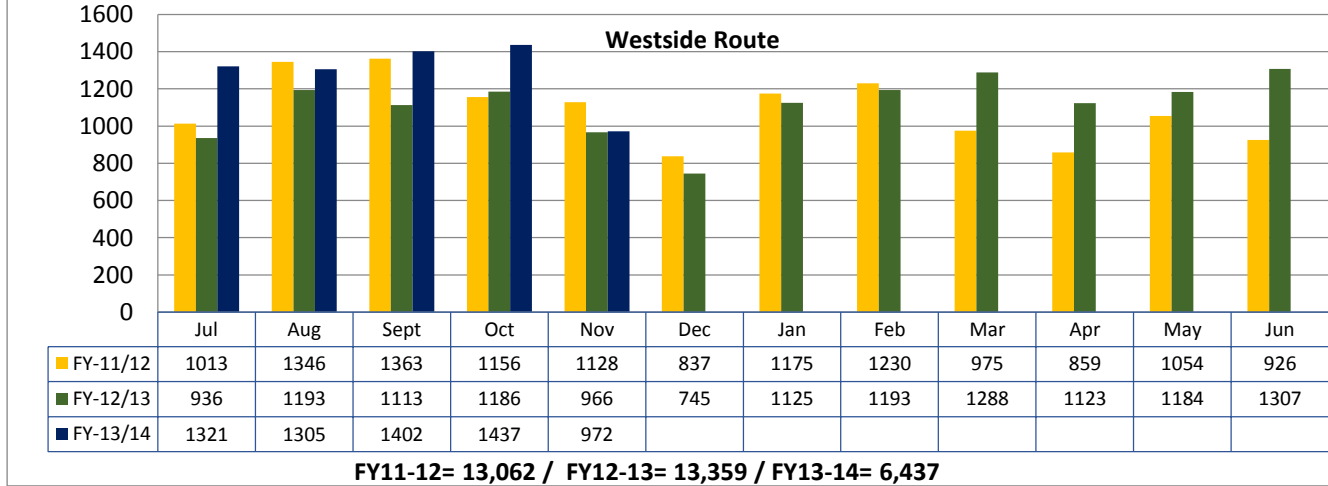
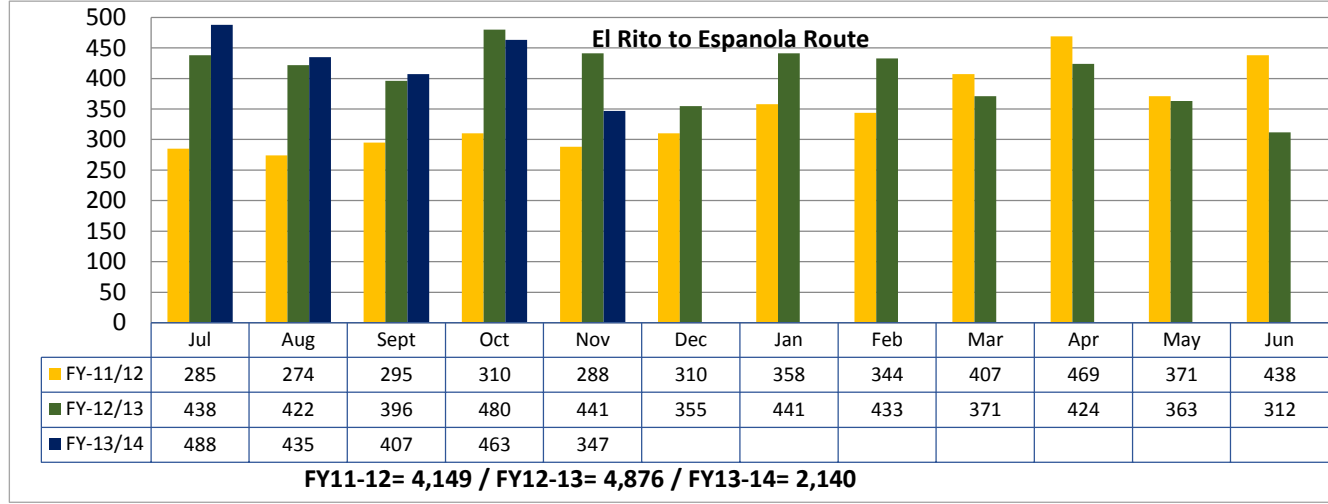
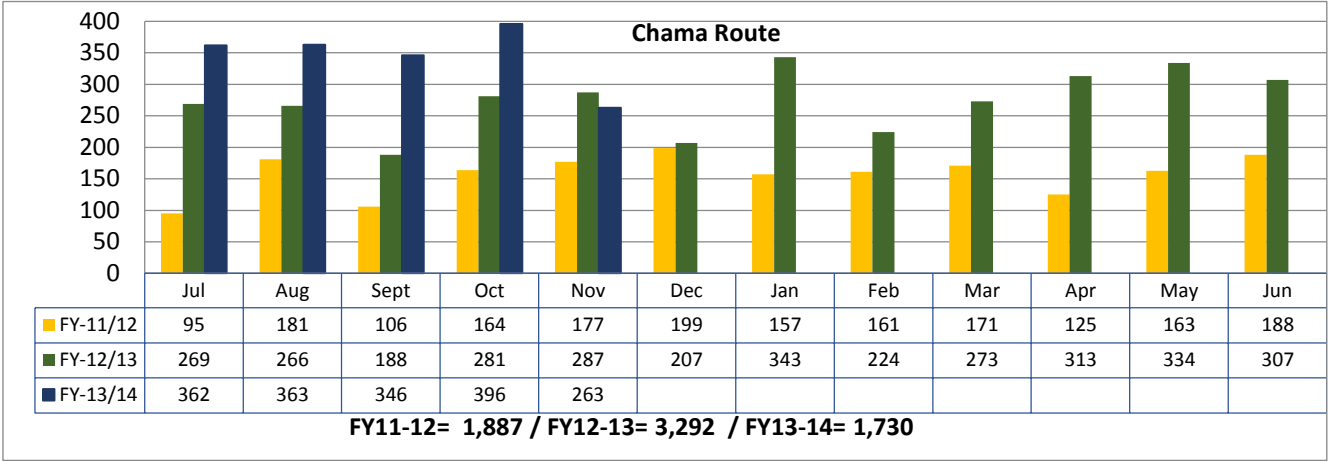


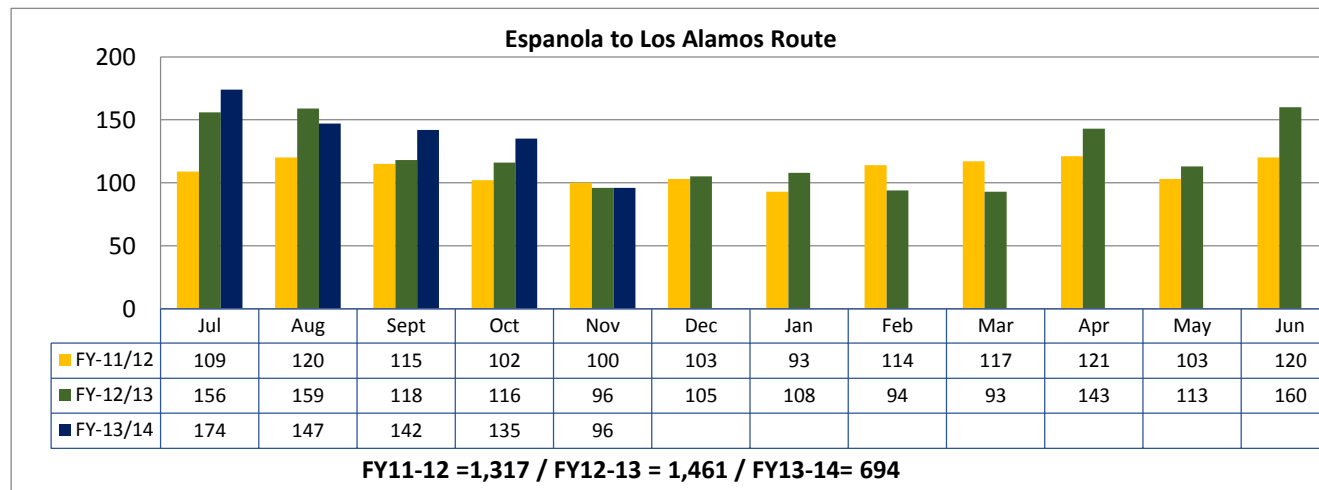
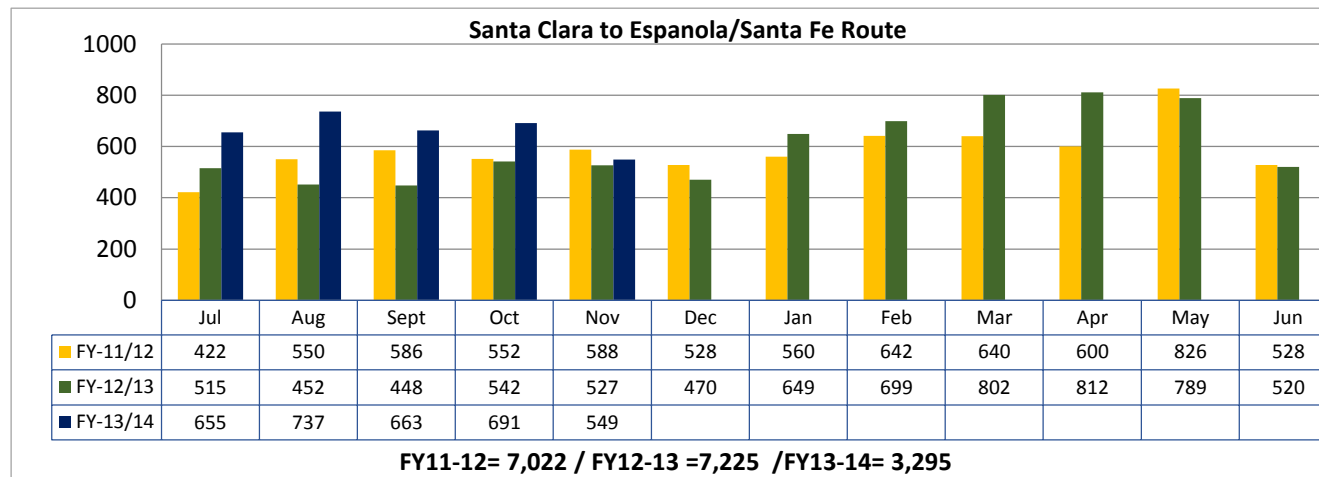
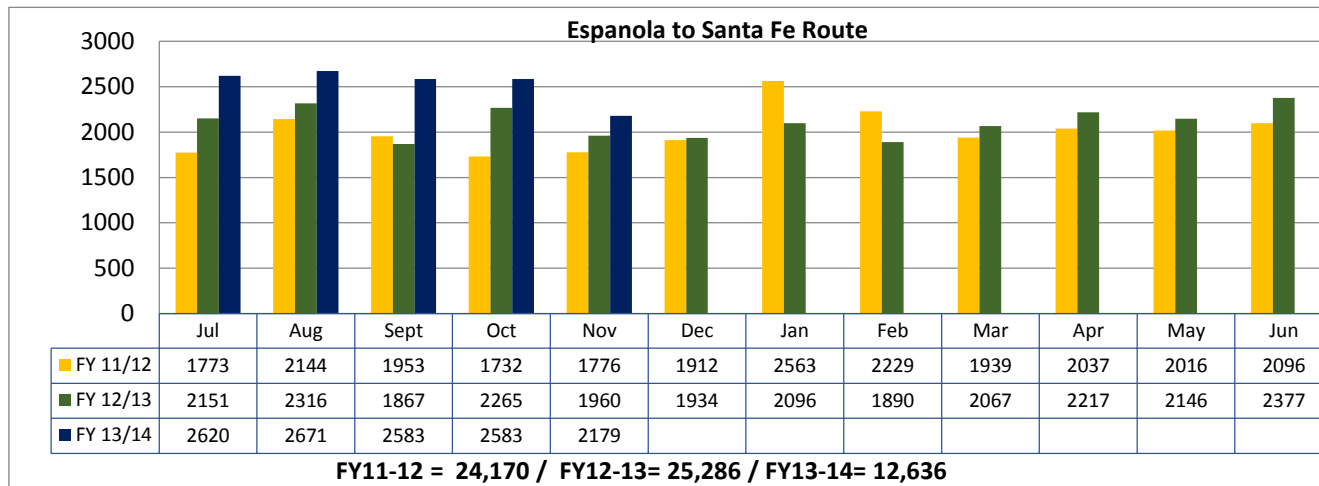
**FY11-12= 12,169 / FY12-13= 10,500 / FY13-14= 4,470**

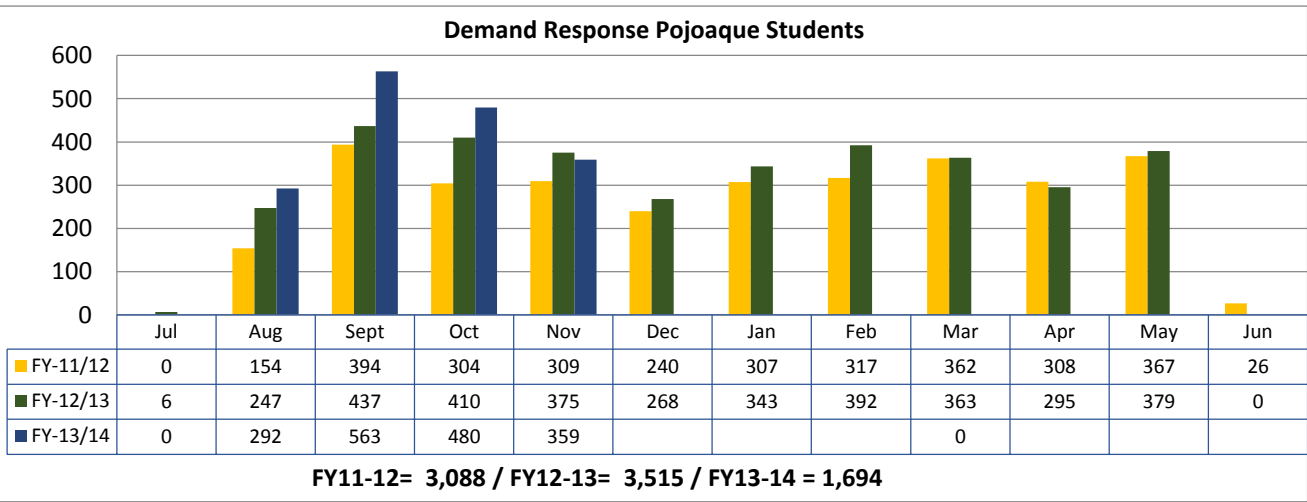
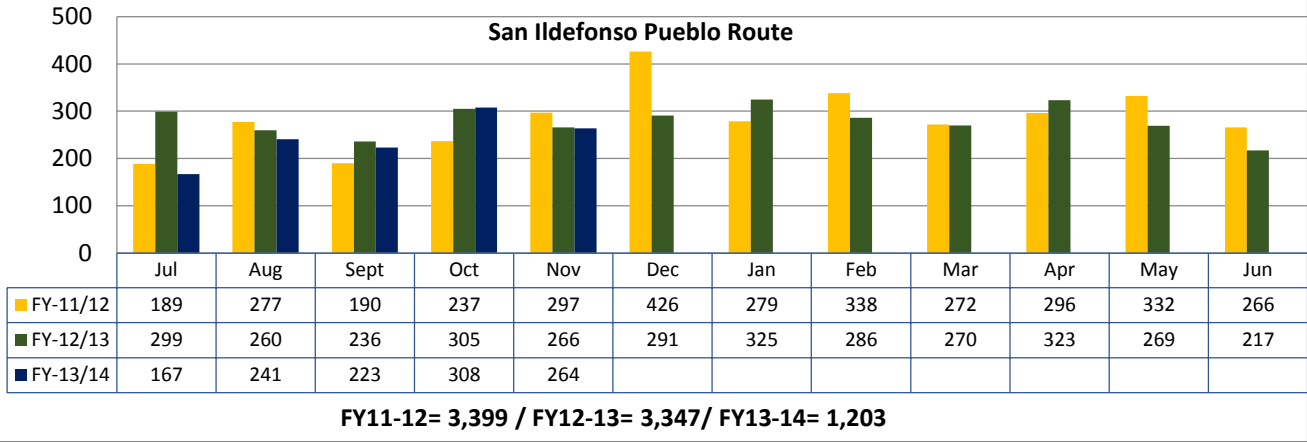
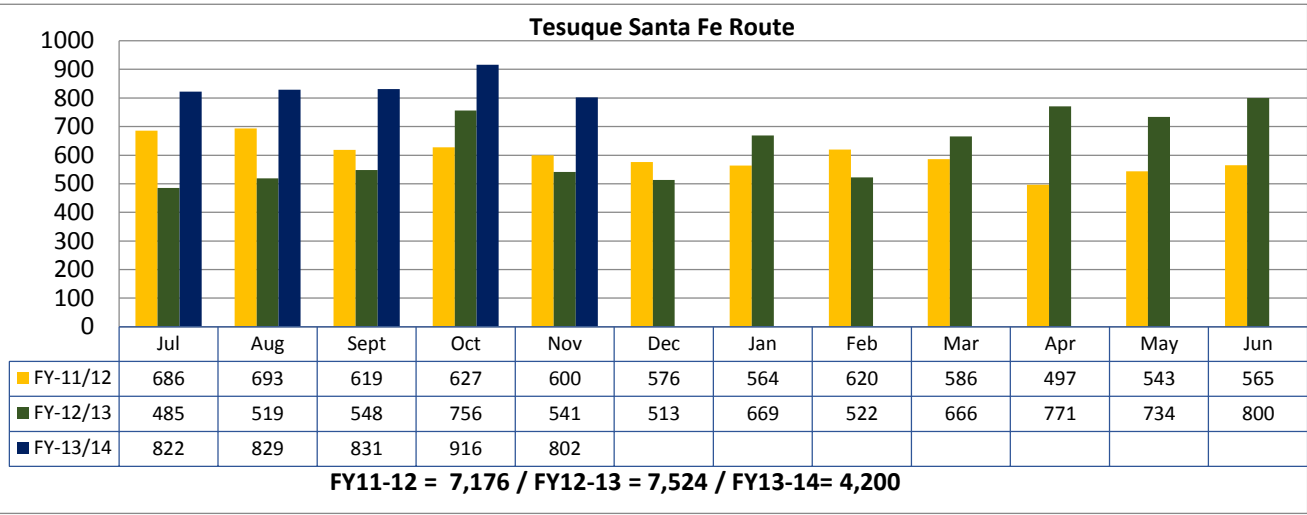


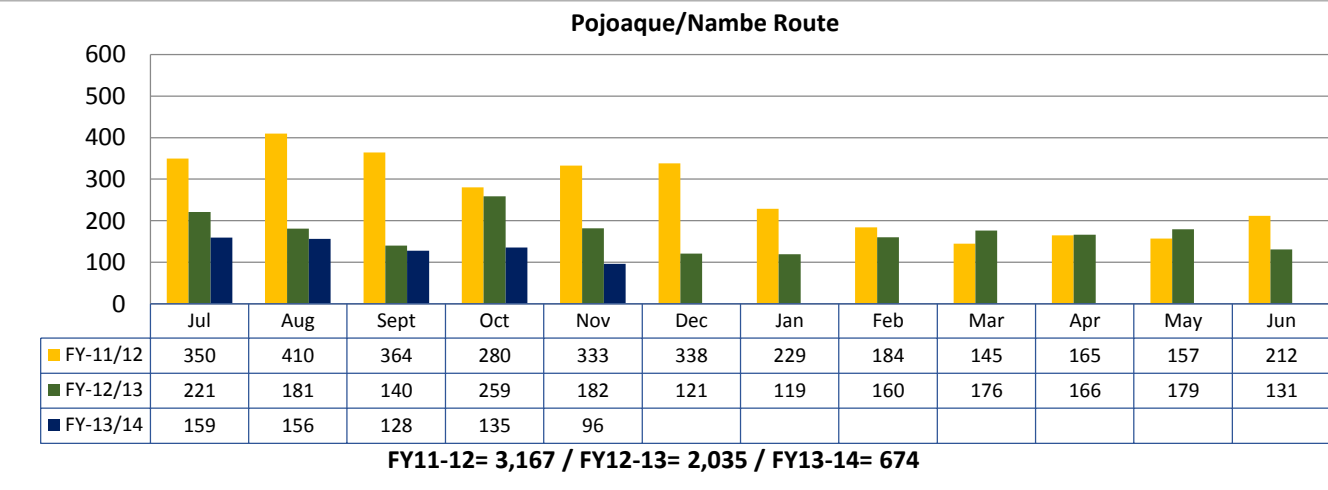
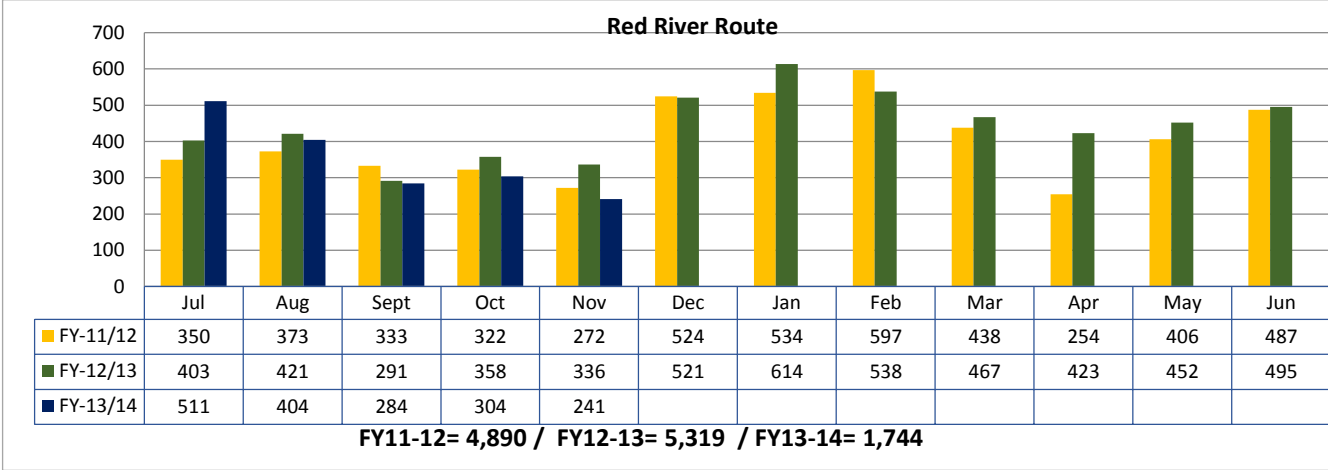
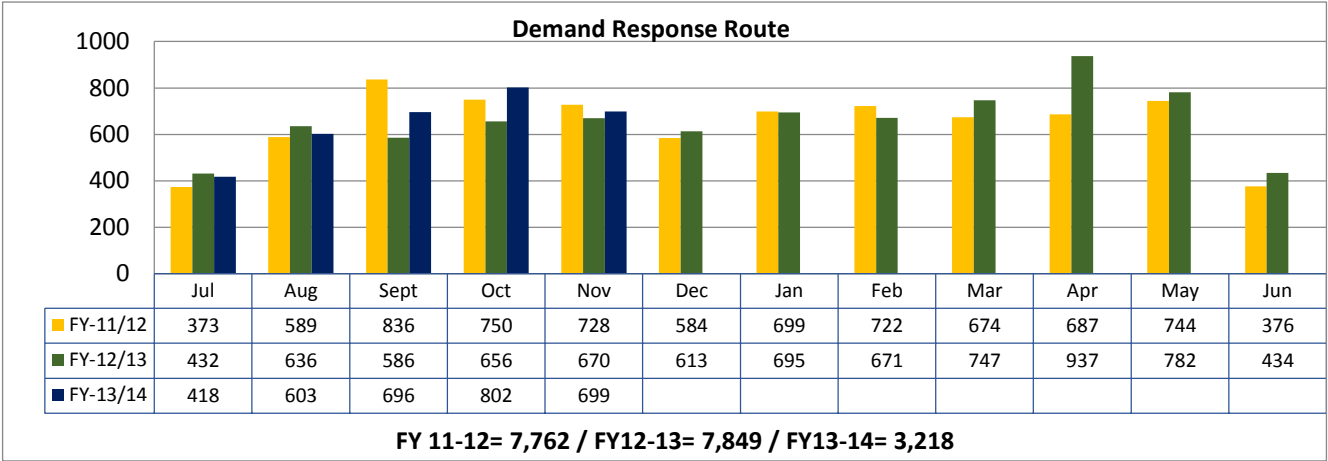
**FY11-12=8,697 / FY12-13= 9,189 / FY13-14= 3,488**

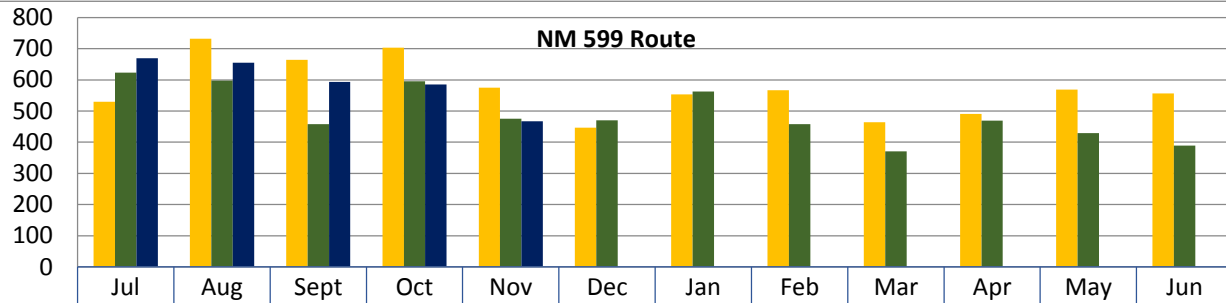






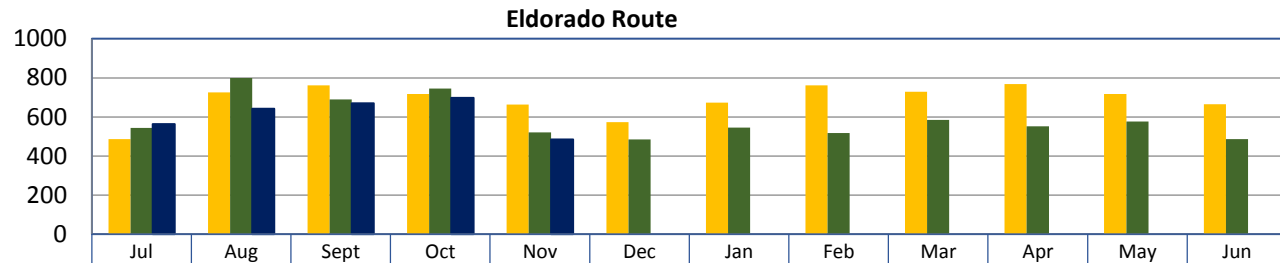






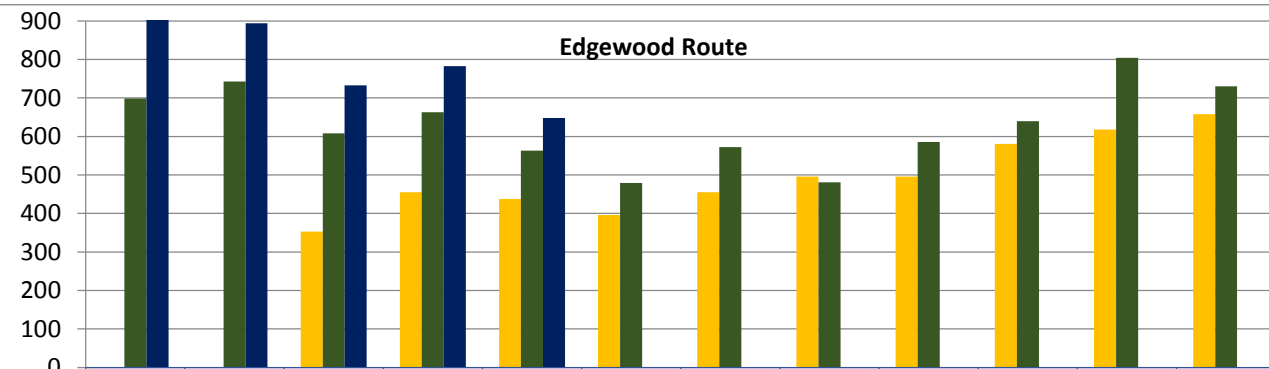
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	530	732	664	703	575	447	553	567	464	491	569	557
FY-12/13	623	598	458	596	475	470	563	458	371	469	429	389
FY-13/14	669	655	594	585	467							

FY11-12= 6,852 / FY12-13= 5,899 / FY13-14= 2,970



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY-11/12	486	726	761	718	663	574	673	761	729	769	718	665
FY-12/13	544	799	689	745	521	484	546	518	584	552	576	487
FY-13/14	564	642	670	697	485							

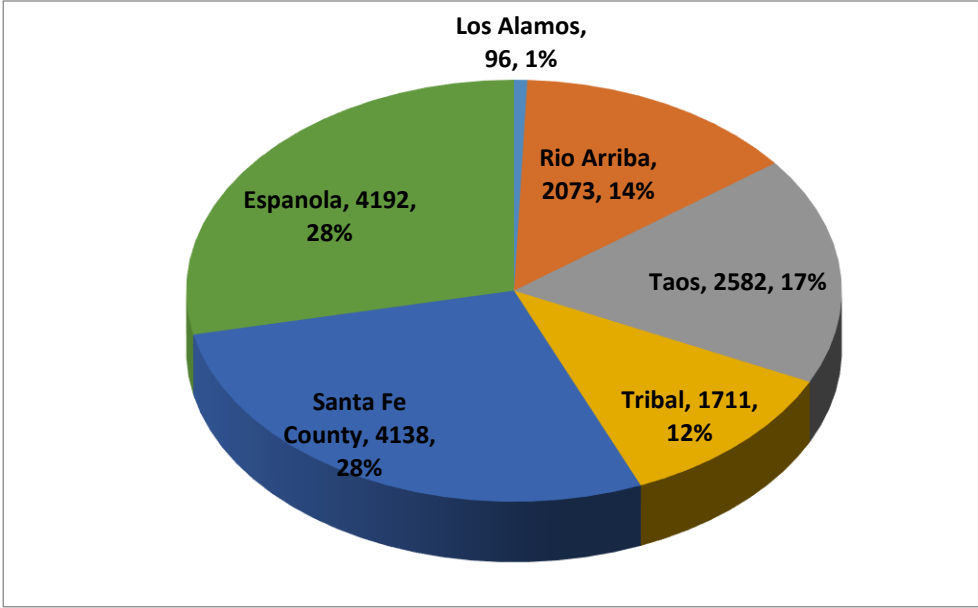
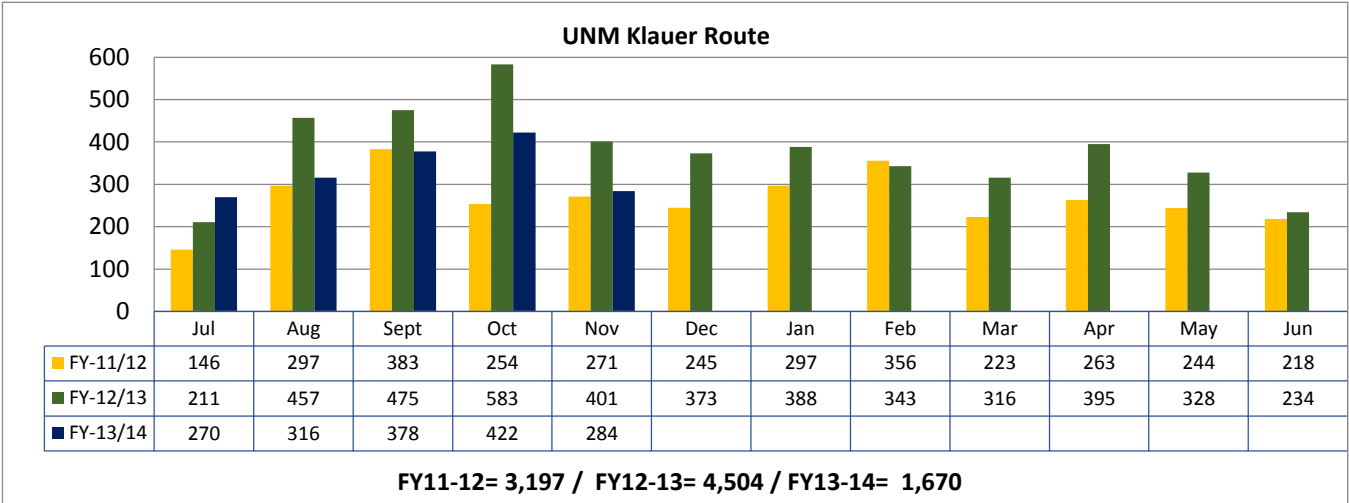
FY11-12= 8,243 / FY12-13= 7,045 / FY13-14= 3,058



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
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	894	733	783	648							

FY11-12= 4,946 / FY12-13= 7,568 / FY13-14= 3,991





# NCRTD Funded Routes - Member Operated

