



2012-2015 Coordinated Transportation Plan

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Adopted by the Transportation Management Area Committee on June 6th, 2013

PREFACE

An increasing number of Americans are unable to get to work, run errands, or access medical care because of a lack of reliable transportation. Many are among the transportation-disadvantaged, meaning individuals who cannot operate a vehicle because of medical conditions, disabilities or other limitations. In addition, there are others who are unable to afford their own automobile, or live in areas without public transportation options.

Individual mobility has been recognized as vital to the American society and economic growth, and is a focus of federal, state, and local policy makers. Planning and funding are in place to increase mobility for those who own or have access to vehicles, or who have the capability of walking to or driving to public transit. In addition, policies are in place for the mobility needs of individuals who do not have these options.

The development of a coordinated approach to the planning, funding, and delivery of these services has been occurring at the federal level, as well as most state and local levels, since President Bush issued Executive Order 13330 (Human Service Transportation Coordination) on February 24, 2004. This effort has continued over the years. Nationally, this effort is called United We Ride. This document lists coordination efforts that have already occurred in our region, and presents strategies for enhancing coordination of transit services in the region.

For more about United We Ride see <http://www.unitedweride.gov/>.

New federal transportation legislation recently passed called Moving Ahead for Progress in the 21st Century (MAP-21). For more on how MAP-21 will affect Federal Transit Administration (FTA) funding see <http://www.fta.dot.gov/map21/>.

INTRODUCTION

The Mid-Region Council of Governments is a multi-county governmental agency that is helping our region plan responsibly for the future, in light of rapid growth in New Mexico's mid-region.

Representing the counties of Bernalillo, Valencia, Torrance and Sandoval, we provide planning services in the areas of transportation, agriculture, workforce development, employment growth, landuse, water, and economic development.

We also provide a forum for groups and individual communities to meet and address regional issues. By working together as a region, we're able to identify and implement short and long term policy decisions that are critical to a healthy community and prosperous New Mexico.

In addition to the development of this plan, the Coordinated Transportation Plan Steering Committee has conducted several networking meetings over the last year with human service agencies within the region. These meetings are open to transportation providers, and human service agencies whose clients utilize transportation services in the region.

These networking meetings are key to developing a successful network of professionals to better coordinate the provision of transportation services by sharing information and developing new innovative ideas for coordinated activities, such as bulk purchasing of vehicles or sharing volunteer drivers.

On page 25 are the prioritized lists of Committee Activities and Future Funding Opportunities developed by the Steering Committee and based on feedback from Human Services and transportation agencies, as well as client surveys distributed by the committee members.

This document is intended to be a living document and will be amended as needed. Full updates will take place every four years, to follow the schedule of the update of the Mid-Region Council of Governments' Metropolitan Transportation Plan. Therefore, the next update will be in 2015.

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CHAPTER I: What is a Coordinated Transportation Plan?

A Coordinated Transportation Plan (CTP) addresses ways to coordinate the use of existing transportation resources and funding in the region.

The latest federal transportation legislation passed in June 2012, called Moving Ahead for Progress in the 21st Century or MAP-21, does not require a coordinated transportation plan, but it does direct funding distribution and strongly encourages the coordination of transportation services.

Federal transportation legislation establishes funding levels and project requirements that are apportioned by the Federal Highway Administration (FHWA) and the Federal

Transit Administration (FTA). Three of the program funds apportioned by the FTA that are covered in this plan include:

- Elderly Individuals and Individuals with Disabilities (Section 5310)
- Job Access and Reverse Commute (JARC) (Section 5316)
- New Freedom (Section 5317)

The New Mexico Department of Transportation (NMDOT) and Mid-Region Council of Governments administer the funds for these programs. In addition, for an area that exceeds 200,000 in population, the metropolitan planning organization (MPO) and the public transit agencies are required to cooperate in

the development of the CTP. The NMDOT is responsible for developing a CTP for areas that are 200,000 or fewer in population.

FTA also provides guidance for the minimum criteria for a CTP which were used to organize this plan. The four criteria are as follows:

1. An assessment of available transportation services
2. An assessment of transportation needs for individuals with disabilities, older adults, and households with low income
3. Strategies and/or activities to address the identified gaps
4. Relative priorities for implementation

The FTA provides guidance which lists the minimum criteria for a Coordinated Transportation Plan. This document is divided into four chapters that address these four criteria.

Service Area

This plan covers the county areas of Sandoval, Bernalillo, Valencia and Torrance (See Figure 1) and a small portion of Santa Fe. Based on FTA definitions these counties contain an urban area that is greater than 200,000 in population and other areas under 200,000 in population.

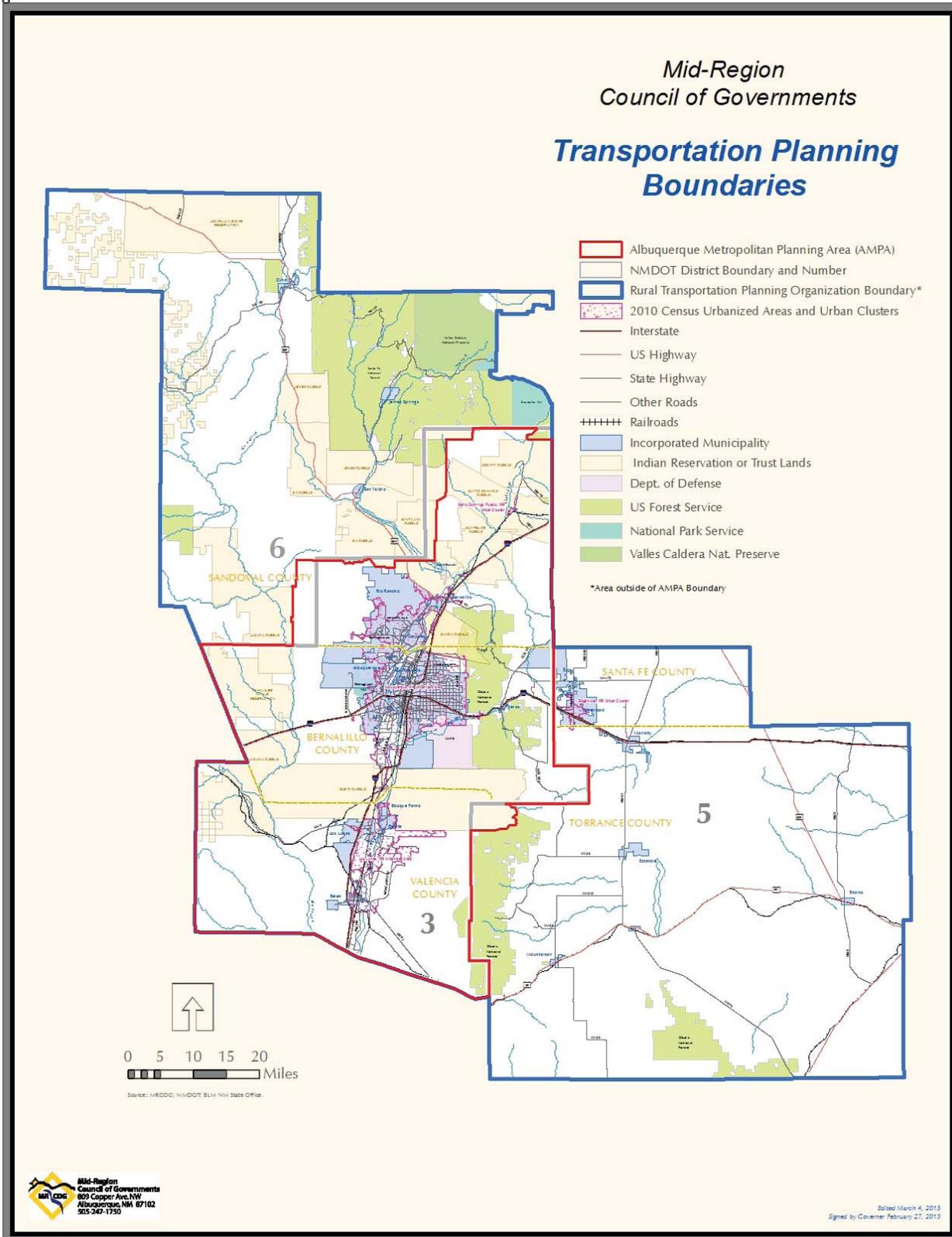
Steering Committee

This plan was developed with the guidance of a Steering Committee representing numerous local and state entities that are actively participating in its development. The committee includes funding agencies, fund recipients,

public, non-profit, and for-profit transportation providers, pueblos, advocacy groups, and managed care organizations.

A list of the members and their contact information are provided in **Appendix A** (Steering Committee List).

Figure 1



Federal Transit Administration (FTA) Programs

Elderly Individuals and Individuals with Disabilities (Section 5310)

The FTA apportions amounts for this program to the states based on an administrative formula that considers the number of elderly individuals and individuals with disabilities in each state.

These funds can be used for the planning, designing, and implementation of public transportation capital projects that meet the special needs of elderly individuals and individuals with disabilities.

Job Access and Reverse Commute Formula Grants (Section 5316)

The goal of this program is

to improve access to transportation services for welfare recipients and eligible low-income individuals who are going to employment and employment-related activities. This program also supports reverse commute projects designed to transport residents of urbanized areas to suburban employment opportunities.

In 2010, job access programs for urbanized areas were awarded to the newly formed Rio Metro Regional Transit District. This change centralized transportation support and demand response services for Valencia, Bernalillo, and Sandoval counties.

The Rail Runner and ABQ Ride provide a good system

for job seekers to access employment centers and free bus passes are provided to qualified individuals. In some areas, however, there are no adequate fixed-route services and individuals must rely on demand response services, use taxi cab service, or go without access to public transportation.

New Freedom Program (Section 5317)

The New Freedom Program is designed to support new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990.

MAP-21 may restructure the apportionment of these funds.

In 2010, job access programs for urbanized areas were placed under the organizational structure of the newly formed Rio Metro Regional Transit District.

FTA Funding Allocations to MRCOG for JARC and New Freedom (2006-2012)

Federal Fiscal Yr	JARC Federal Register
2006	\$326,277.00
2007	\$343,932.00
2008	\$372,593.00
2009	\$437,326.00
2010	\$418,135.00
2011	\$417,506.00
2012	\$421,494.00
Total	\$2,737,263.00

Federal Fiscal Yr	New Freedom Federal Register
2006	\$147,490.00
2007	\$182,730.00
2008	\$197,394.00
2009	\$227,532.00
2010	\$223,309.00
2011	\$224,463.00
2012	\$227,072.00
Total	\$1,429,990.00

JARC and New Freedom funds are administered by MRCOG. 5310 Funds are administered by the New Mexico Department of Transportation (NMDOT). For more information:

http://dot.state.nm.us/content/nmdot/en/Transit_Rail.html

Regional Growth, Transportation and Services

Recent growth in our region is characterized by a significant expansion of residential development outward. Specific corridors and centers, primarily within in the City of Albuquerque, continue to hold the highest concentration of jobs and services in the region.

While people are moving outward, job concentrations are remaining primarily within urban areas. This results in people travelling further to places of employment and essential services, such as hospitals and doctor visits.

This dynamic increases gas usage and vehicle maintenance costs, decreases access to transit and increases the cost of providing transit services. By 2035 the projected level of this type of growth will result in:

- a doubling of vehicle miles traveled per day (16 million to 32 million)

- one million daily trips across the Rio Grande (doubled from today)
- a reduction in the labor markets captured for key employment centers
- a compromised quality of life (a key factor when employers are choosing where to locate their businesses)
- higher transportation costs reducing housing affordability

	2008 Population	2035 Population	Numeric Growth	Pace of Growth
MRCOG Region	883,901	1,552,125	668,224	75.6%
Bernalillo County	649,916	1,037,719	387,803	59.7%
Sandoval County	127,928	309,356	181,428	141.8%
Torrance County	17,923	27,836	9,913	55.3%
Valencia County	77,545	160,532	82,987	107.0%
Southern Santa Fe	10,589	16,682	6,093	57.5%

One critical transportation issue that results from this growth pattern is the high-volume east-west commute. The result is a growing gap between people and services.

Senior Population Growth

Presently, 11% of the population in our region is over the age of 65. By 2035 seniors will constitute 20% of the population. This is driven by the baby boomer generation, the earliest of whom are just now turning 65. Currently, demand response senior transportation has an age eligibility requirement ranging from age 55 to 65.

As more of the elderly exit the workforce there will be fewer people to step in and replace them. In addition, it is expected that an aging

population will be increasingly in need of services offered in urban areas, particularly healthcare services.

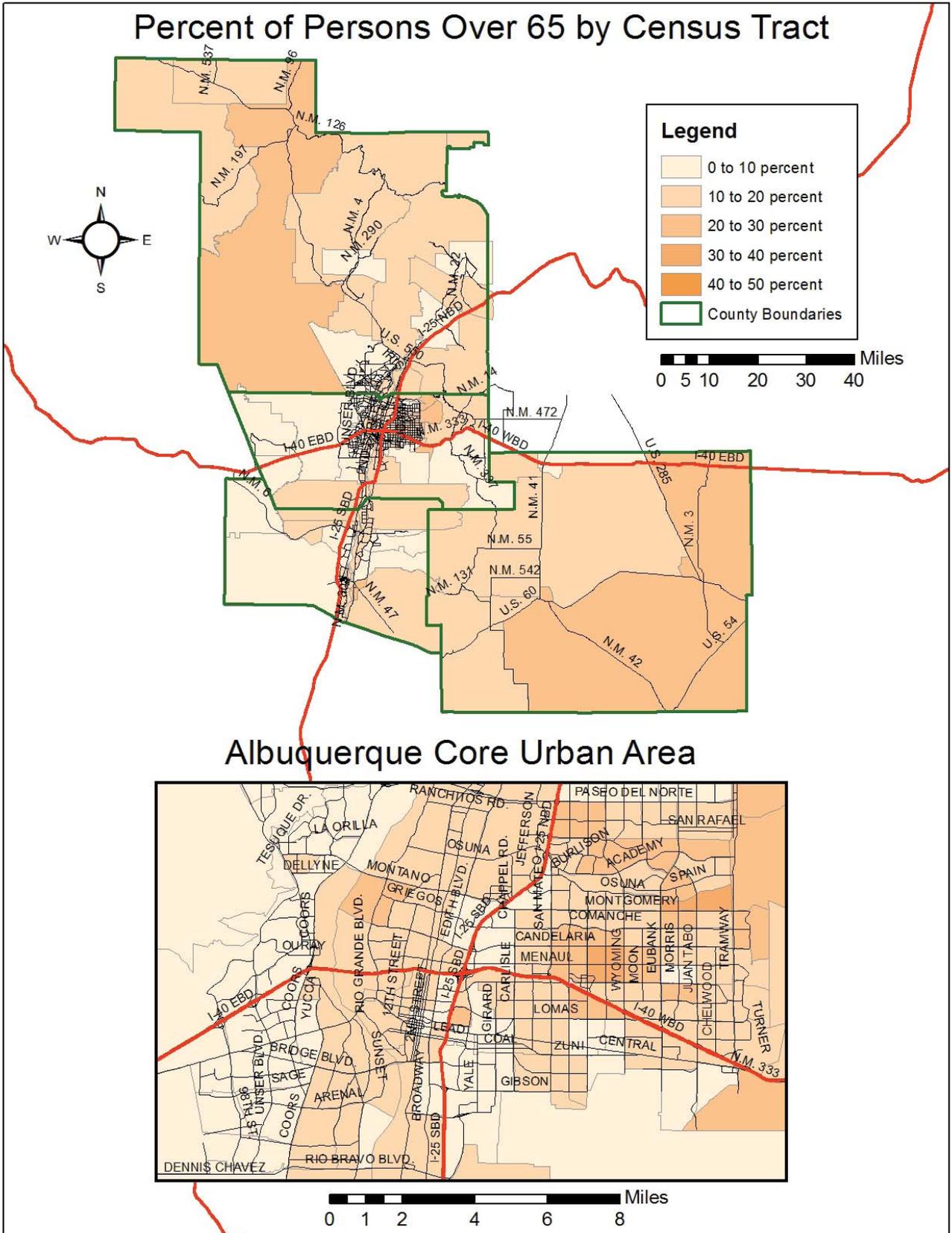
The potential implications of such a large segment of the population experiencing limited mobility and services is profound. Connecting housing to transportation, providing a more complete public transportation network, and targeting transit to serve activity centers and essential services such as retail districts and hospitals will

be vital.

Another factor to consider is that 18.7% of the population (2010) has a disability and this increase over the years is, in part, because as the population ages disabilities also increase.

Figure 2 shows Census tracts with the highest percent of people over 65, which includes parts of Sandoval and Torrance counties, and several neighborhoods in northeast Albuquerque.

Figure 2



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CHAPTER 2: Snapshot of Transportation Providers

In previous decades the Albuquerque metropolitan area had very limited bus service and commuter rail did not exist. As a result, the region’s residents were heavily reliant on private vehicles for meeting their transportation needs.

Today, more options are available through a range of service providers such as ABQ Ride, New Mexico Rail Runner and Rio Metro Regional Transit District.

There are also Park and Ride facilities and vanpool/ carpool services, demand response service for qualified low income residents to get to a job or job training, and door to

door transportation for persons with physical disabilities and for seniors.

2008 American Community Survey (ACS) data shows that the public transportation commute mode share in Bernalillo County is approximately 2%.

This compares to a national average of 5%. There are indications, however, that transit ridership is on the rise. ABQ Ride reported a 56 percent increase in transit ridership between 2000 and 2010 and a 70% increase since 2004.

Rail Runner has shown a 40% increase in ridership since the initiation of the service in 2006. In the last

fiscal year, ridership on Rio Metro services (rail and bus) was 2.4 million. In 2012, ridership on ABQ Ride buses was 11 million.

There are a variety of benefits to improving public transportation systems. The most crucial is that it provides mobility for people of all ages and abilities. Improving transit is also important for congestion reduction, safety, air quality, economic development and overall quality of life.

From an economic development perspective, cities with better transit systems are more desirable to employers and businesses looking to relocate.

ADA demand response programs do not necessarily respond to the transportation needs of all persons with disabilities because some will require a higher level of service.

Americans with Disabilities Act (ADA) and Access to Transit

Public transit offers fixed-route services within a defined service area, along pre-designed routes. Federal law (ADA) requires that these fixed-route services be made accessible for persons with disabilities.

Since the passage of the ADA in 1990, buses and rail vehicles have been equipped with lifts or ramps to enable persons in wheelchairs to access the vehicle. Other

accommodations to address accessibility have been made as well. For example, motor coach drivers are required to announce stops at major intersections.

Even with these accommodations, some persons with disabilities cannot make use of the system. This may be due to the severity of their disability or because they can not navigate their way

to or from transit services.

ADA demand response programs are required to complement the fixed-route service by providing services along the same routes during the same service hours.

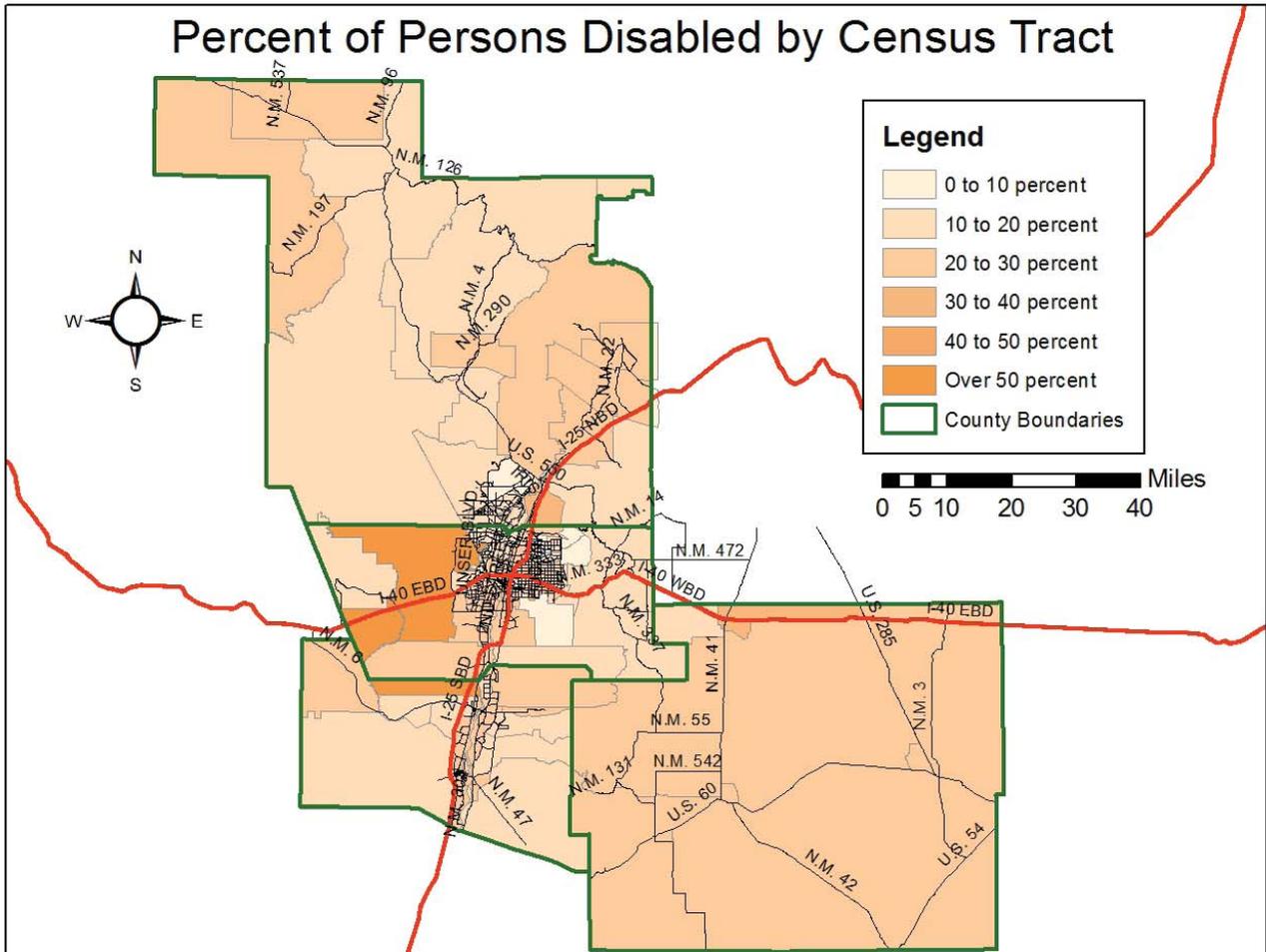
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higher level of service.

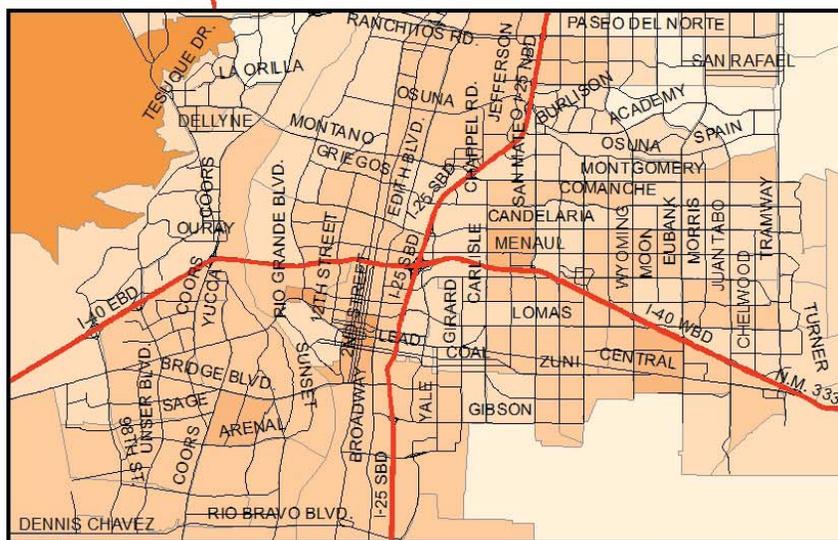
Figure 3 shows the percent of persons who are disabled by census tract. Some of the areas with a higher number of persons who are disabled include rural areas and neighborhoods southwest of I25 and southeast of I40.

Figure 3

Percent of Persons Disabled by Census Tract



Albuquerque Core Urban Area



Transportation Services Survey Data Collection

The updated survey includes information about types of transportation services, eligibility requirements, trip purpose and need, and innovative ideas for future coordination.

For the previous 2006 plan, information was collected through a series of in-person and telephone interviews with 20 organizations identified by the consulting team. These organizations represented several different providers of transportation such as state-level human service agencies, medical care organizations, municipal transit departments, private human service agencies, and private transportation providers.

These organizations are involved with providing or funding transportation services in one or more of

the following ways:

- they directly operate transportation services
- they use contractors to provide transportation services
- they distribute federal and state funding that is ultimately used to provide transportation services
- they help pay for expenses related to owning and operating a vehicle
- they reimburse clients to arrange their own transportation

For this update, the previous list of organizations was used along with new information from the Steering Committee and online databases. An online survey was sent out in

order to ensure up-to-date information.

The updated survey includes information about types of transportation services, eligibility requirements, trip purpose and need, and innovative ideas for future coordination. An example of the survey is available in **Appendix B** (Agency Survey).

A map of the transportation services in the study area is shown on Page 14.

A more detailed Transportation Planning Network list is provided in **Appendix C**.

Transportation Services Key Findings

The following key findings are based on feedback from agencies that responded to the Agency Survey and staff research.

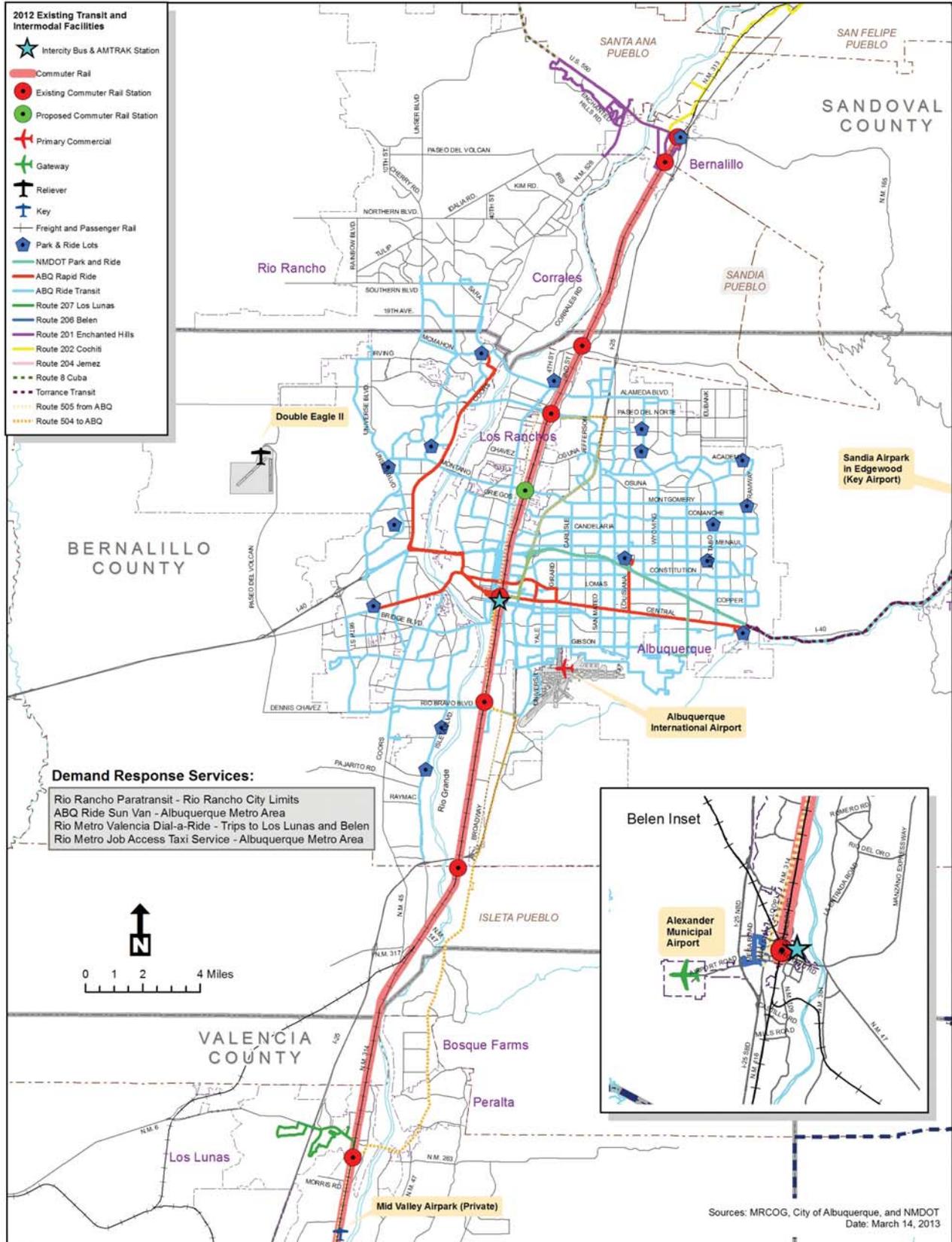
- Fixed route systems include Rio Metro which operates the Rail Runner and Valencia, Sandoval, and Rio Rancho transit services, the City of Albuquerque ABQ RIDE routes, UNM shuttle services, and New Mexico Department of Transportation Park and Ride service.
- Non-emergency medical transport services are provided to Medicaid eligible persons through the New Mexico Human Services Department.
- Private organizations such as Safe Ride Services and Premier Transportation also provide medical transportation and are contracted with the health insurance agencies, such as Blue Cross Blue Shield, Lovelace, Molina, and Presbyterian Health Plan.
- Non-profit agencies that serve the disabled and/or seniors include Share Your Care, ARCA, Adelante, Go-Fors, and La Vida Felicidad.
- Three public agencies—ABQ RIDE (SunVan paratransit services), Rio Metro (Rio Transit and

Transportation Services Key Findings Continued

- Valencia Transit), and Bernalillo County Parks and Recreation—provide demand response services for persons with disabilities and seniors.
- Agencies that provide primarily senior transportation services include the Area Agency on Aging, City of Albuquerque RSVP, and the Valencia County Older American Program.
 - Most medical trips within the service area involve transportation to and from medical services and facilities within Albuquerque because there are no hospitals and few specialty medical facilities in the outlying counties of the region. There are two new hospitals in Rio Rancho—Presbyterian Rust Medical Center and the University of New Mexico Hospital - Sandoval.
 - Most senior transportation program trips are intra-county trips to senior program meal sites.
 - There are some veteran transportation providers including the New Mexico Department of Veterans Services that operates statewide, the New Mexico VA Health Care System, and the New Mexico Veterans Integration Center in Albuquerque.
 - Services for Native Americans include the Native American Professional Parent Resources (NAPPR) and Santo Domingo Social Services.
 - Finally, there is transportation specifically for supporting access to work and work related job training through Rio Metro and statewide with the New Mexico Department of Workforce Solutions.
 - Albuquerque Cab Company and Yellow Cab Company are private companies that provide demand response rides to the general public.



Figure 4



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CHAPTER 3: Assessment of Transportation Needs

Census data and Client Survey responses were used to assess the transportation needs in the region. Clients of Human Services transportation are those who are unable to transport themselves due to their age, income, or health condition. For purposes of this plan, these clients include those considered to be below poverty, older adults, or persons with disabilities. There is overlap among these groups. For example, the presence of a disabling condition increases with age. Persons with a disability are also more likely than

other segments of the population to be of low-income status. In fact, in 2012 20.1% of all persons in NM with a disability reported income below the federal poverty level (2008-2010 ACS). Below are some facts by county level (Census 2010 and ACS 3-year data):

- Tarrant County has the highest percent of Americans from ages 50 to 64 and persons aged 65 plus.
- Valencia County has the highest percent of persons with disabilities.
- Valencia County has the

highest percent of households with Limited English Proficiency (LEP).

- Bernalillo County has the highest percent of persons living below poverty.
- Bernalillo County has the highest percent of households with no vehicle.

See **Figure 5** for percentage of persons living below poverty by Census Tract. Metro area census tracts with the highest poverty levels are located around I25 and along southeast Central.

The four-county region's population of 887,077 accounts for 43 percent of New Mexico's total population (2010 Census Data).

Client Survey Responses

A survey was conducted by local agencies to get feedback from their clients about transportation services in the region. There were 298 responses from three agencies (7 different programs). The programs are Rio Metro RTD (Rio Transit, Los Lunas Transit, Sandoval Transit, Job Access taxi voucher and bus pass programs), ARCA, and City of Albuquerque Area Agency on Aging. See Survey in **Appendix D** (Client Survey). 62%

responded female and 38% male. The majority of respondents were in the age group between 19 and 35 and 36 to 50 years of age.

Summary of Responses

Following are two figures (Figure 6 and 7) that show the responses to: 1) Why respondents use public transportation services and 2) For what kind of activities respondents take public transportation.

The more detailed response information shows that

people most often travel to social services, particularly Human Services Departments, grocery shopping, medical appointments, work or school related activities, and connections to the Rail Runner.

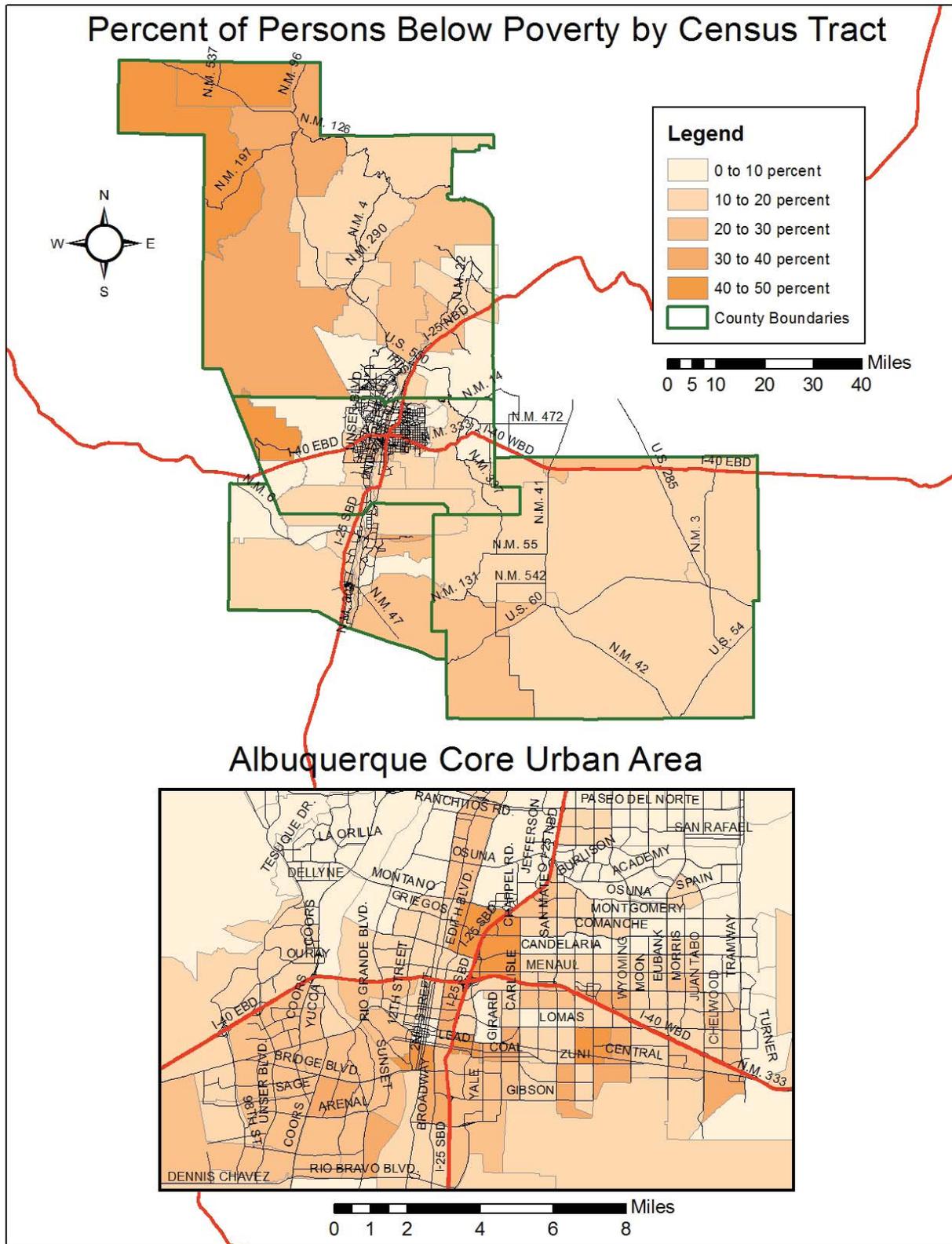
The most common responses for improving services were expanding service times, including early morning, evening, and late night service.

The most common

response regarding how people wanted to learn about schedule information (by a significant margin) was from the driver.

The major street intersections that are closest to where people travel to are Central and Coors, 1st and Central, Central and San Mateo, and Main Street in Los Lunas.

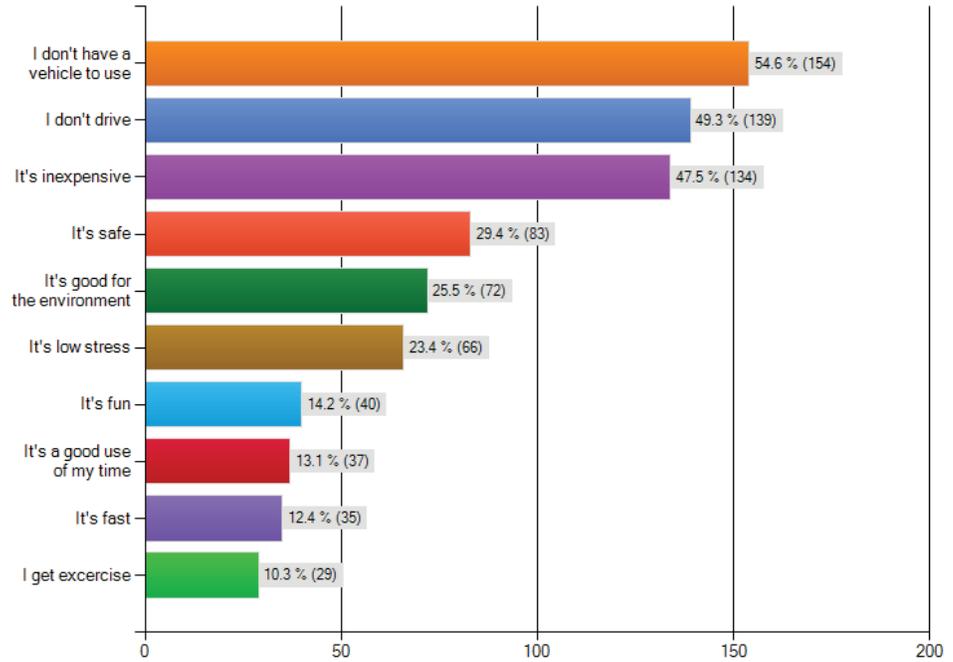
Figure 5



Charts for Client Survey Responses

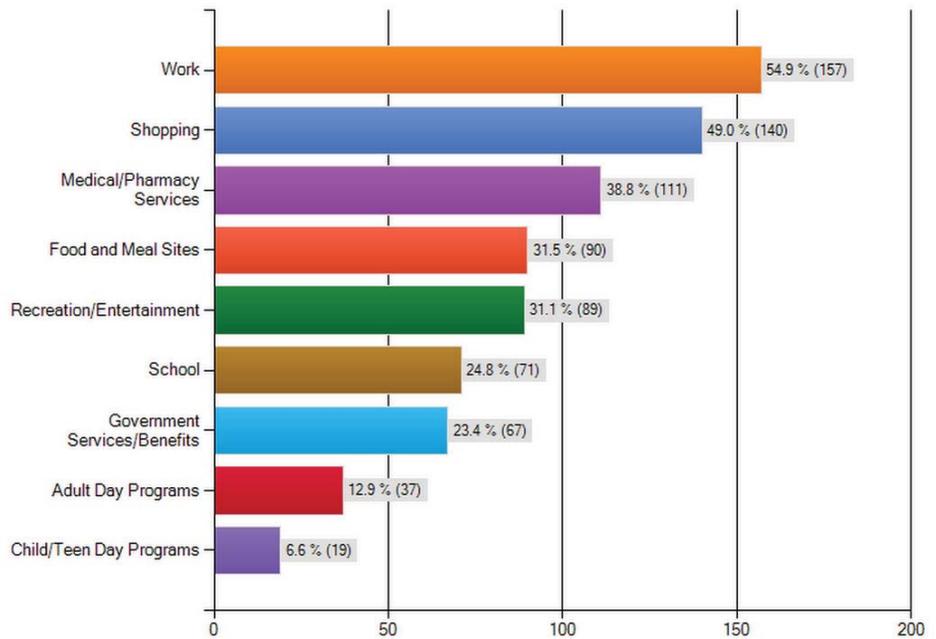
Figure 6 and 7

Why do you use public transportation services? Check all that apply.



Many people also felt that no improvements to services were needed. Nevertheless, some responses included an interest in decreasing wait and travel times especially during peak hours and connecting to more places.

For what kind of activities do you take public transportation services? Check all that apply.

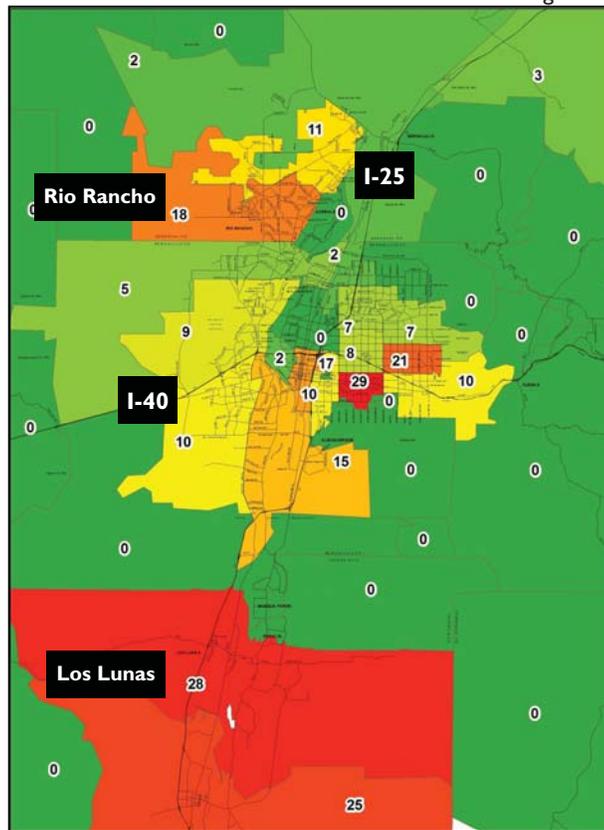


Client Survey Questions

Clients were also asked to indicate what community they live in by zip code. **Figure 8** shows from lowest (dark green) to highest (red), the number of people in each zip code. The majority of people live in the International District (29), Los Lunas (28), Belen (25), Central-Eastern Area (21), and Rio Rancho (18), respectively.

This distribution may be a function of who selected to do the survey; nevertheless, it shows that there are rural and suburban areas that need transit to the urban area, and specific areas of the metropolitan area that utilize transit often.

Figure 8



The unincorporated areas of Bernalillo County, Torrance County, and rural areas beyond the City of Albuquerque boundaries were mentioned most often as being underserved.

Agency Survey Responses

Despite the provision of accessible transportation through numerous programs, the need exists for more services. The following information about gaps in services was collected from roughly 40 human services and transportation agencies in the region.

Geographic Gaps

Not surprisingly, the underserved areas are located in the more rural

regions of the study area. These areas are far more costly to serve with public transportation services.

The unincorporated areas of Bernalillo County, Torrance County, and rural areas beyond the City of Albuquerque boundaries were mentioned most often as being underserved.

Other areas with noted gaps or limited service include the Rio Rancho Area and the West Side.

The East Side was also mentioned with more specific communities identified such as Tijeras, Edgewood, and Moriarty.

Los Lunas was identified as having limited services and Highland Meadows was mentioned several times along with one comment about lack of service to Meadowlake and Bosque Farms.

The most northern location mentioned was Cuba. Most

of the pueblos were identified as having limited services – Isleta was mentioned twice. Finally, Corrales was mentioned as having no access to transit service.





It would be beneficial to have more flexibility and creativity with how the funds are able to be spent in order to take people to different types of appointments, such as non-medical appointments or early childhood services.

Agency Survey Responses

Time Service Gaps

Almost all respondents expressed a need to have more frequent service, and for service to run later in the evenings and on weekends. The most common response was a need for later service during the week and on the weekends (Sunday was mentioned most often).

Service is needed to and from Albuquerque and outlying areas such as Valencia County (Los Lunas), reservation communities, and Rio Rancho.

Small agencies acknowledged the need for them to provide later hours of service but could not provide that service due to cost or distance of trips.

A need for more peak hour fixed route service was expressed.

Access Gaps

Several respondents felt that more demand response service was needed more often – particularly for elderly and disabled individuals.

There is also the need for a better understanding that non-emergency medical

care is a significant gap.

Some of the issues that make access to existing transportation difficult include:

- multiple transfers (particularly for veterans)
- too long of a walk to existing stops
- insufficient protection from the elements at bus stops
- services that can accommodate parents with more than one small child
- the needs of populations that cannot access transportation service because of cognitive abilities
- poor treatment of homeless
- unaffordable service for low-income families in County areas (Bernalillo)

Service Purpose Gaps

Trip purpose needs included transportation to employment and educational destinations for low-income individuals and families. In fact, job-related service was mentioned several times.

Medical transportation from Valencia County to

Albuquerque was mentioned, as well as medical transportation for seniors to get to their doctor's appointments.

Capacity and Financial Gaps

Funding is often cited as a barrier, particularly for the smaller agencies, along with the need for vehicles and drivers (including volunteer drivers).

Respondents also mentioned several times that the transportation funds come with restrictions that make it difficult to provide certain types of trips and limit service to specific geographic areas.

It would be beneficial to have more flexibility and creativity with how the funds are able to be spent in order to take people to different types of appointments, such as non-medical appointments or early childhood services.

Most agencies commented on the continual use and need for bus passes – usually monthly passes that they can give to their clients.

Pueblo of Isleta Transit Survey Responses

The Pueblo of Isleta conducted its own “Transit Bus Rider Survey” in October 2011. Out of 700 surveys distributed, 221 (31%) were returned.

A number of questions were included in the survey; however, the information below is the most important information being extracted for our use in determining how or where the need will be applied for developing a preliminary transit service schedule/route.

Out of the 221 surveys:

- 93% of the responses indicated they would use a public transit service if available
- 10% indicated they need ADA/Wheelchair Access
- 31% indicated they were students
- 33% are 51 years of age or older
- 10% of individuals currently carpool for transportation
- 13% of individuals currently walk
- 61% indicated they would use a transit service due to cost

savings / fuel expenses

- 47% indicated they work full-time
- 17% indicated they had a family member with dementia or memory loss that would impact how they could use a public transit
- 12% - 16% needed weekday service
- 30% indicated they needed Saturday Service
- the top two (2) times the services are needed are at 6:00 AM and 5:30 PM.

Out of the 68 students:

- 23% indicated they needed transit services to CNM
- 13% indicated they needed transit services to UNM

Top Location Priorities For External Fixed Route Services include:

- 1) Los Lunas-Walmart

- 2) CNM
- 3) Cottonwood or Coronado Mall

Top Reasons for Fixed Route Services include:

- 1) Keeping a Job;
- 2) Going to School;
- 3) Shopping/Errands

Top Location Priorities for Internal Fixed Route Service include:

- 1) Health Clinic for Medical Appointments
- 2) Recreational Center
- 3) Governor’s / Administration Office (Post Office)

Top Location Priorities For External Fixed Route Services:

- 1) Los Lunas-Walmart
- 2) CNM
- 3) Cottonwood or Coronado Mall

In summary, the Pueblo will be focusing on Fixed Route Service needs within the Pueblo and to/from the Rail Runner Train Station.

By the summer of 2012, a proposed bus route / schedule will be complete for both public review and comments as well as the Tribal Council’s acceptance.



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CHAPTER 4: Recommended Strategies and Activities

This chapter identifies strategies and activities to address accessibility issues, coordination activities, and gaps in service. The following information was gathered from a survey of local agencies and includes responses about efforts already taking place, and recommendations from Steering Committee members on innovative ideas to explore further.

Scheduling Software

Collaborating with ABQ RIDE to share the use of their TRAPEZE system (software for dispatch and scheduling trips) was mentioned several times as a vital coordination activity.

Funding

Securing funds is very difficult due to the limited tax base in rural areas. Joining the Rio Metro Regional Transit District or creating a transportation division within the Bernalillo County government were some recommendations that were provided to address funding.

There is strong interest in better coordination, particularly among

governmental agencies and non-profits. Also mentioned was the potential benefits of establishing a state transit fund.

Fixed Routes

Safe Ride Services mentioned that they are considering deviated fixed routes that would connect up to existing public transportation services, particularly the ABQ Ride transit hub and Rail Runner station. The service would be offered to the general public on a first-come first-serve basis and is expected to connect Albuquerque to Farmington, Gallup, Clovis, and Las Cruces.

Sharing Resources

There are opportunities to join other agencies to increase purchasing power particularly with buying new vehicles. Overall, leveraging partnerships with existing transportation agencies and sharing resources was important to many agencies. One example mentioned was to create a brokered tiered level of services where costs would be cheaper than maintaining and deploying individual fleets.

Rural Areas

A lot of interest was expressed for increased service in rural areas, particularly giving people living in rural areas access to and from service centers like the City of Albuquerque. A large gap in service that needs to be addressed is the lack of service in the East Mountains, Estancia Valley, and Tarrant County.

Other Comments

- VA programs are limited because transportation can only be provided if a veteran has no other transportation resources
- Replicate Z-trans in Alamogordo
- Consider purchasing scooters or bikes
- Make GPS technology standard on all bus systems
- Continue communication between PHP Health Plan and contracted transportation providers
- Park & Ride Services are under-utilized
- Smaller vehicles with additional pick up points would make it possible for more people to use these services

This chapter addresses strategies and/or activities to address the identified gaps and to achieve efficiencies in service delivery and relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities.



Prioritized List of Recommended Strategies and Activities

The broad goal of this plan is to continue to coordinate transportation services among agencies. A successful coordinated transportation planning process will result in increased efficiencies for the region's transit systems. The following list of strategies and activities was created (based on input from agencies and clients) to lead the future of not just funding, but coordinated activities that can continue to take place. As a result the strategies are divided into two categories— Coordination Activities and Future Funding Opportunities.

Coordination Activities

1. Host a yearly summit for coordinated transportation services agencies and their clients
2. Develop an easy to use directory of transportation providers (online and paper format)
3. Continue networking meetings and the coordination process
4. Work on making transit issues highly visible (marketing, awareness) and provide education and outreach about our regional needs
5. Discuss potential for a State Transit Fund

6. Ensure Steering Committee involvement with the Veterans grant to develop a one click, one call system
7. Work for more flexibility in funding from the federal level
8. Collaborate with ABQ Ride to share the use of their Trapeze system (scheduling and dispatch software). Rio Metro completed this task in October 2012. Other agencies may also benefit from pursuing this.
9. Pursue bulk purchasing / tiered level of services (includes gas and maintenance)
10. Encourage Rail Runner to market their services to medical providers
11. Work with the private sector on developing deviated fixed routes
12. Facilitate the cooperation between Rio Metro RTD and the East Mountain/ Torrance Public Transportation Committee to facilitate service to the Bernalillo County East Mountain, Edgewood, and Torrance County areas.
3. Increase park and ride infrastructure
4. Provide transit voucher programs
5. Increase ridesharing and carpooling activities
6. Increase non-emergency medical care transportation
7. Pursue technological innovations, particularly expansion of successful programs to other providers (such as ARCA's PDA program)
8. Develop employer provided transportation services
9. Develop Ambassador Programs for seniors
10. Develop a coordinated pool of volunteer drivers for all agencies
11. Provide bulk gas purchasing opportunities
12. Enhance ADA services beyond minimum requirements
13. Increase transportation for early childhood services
14. Pursue bike or scooter purchases and access to transit by biking
15. Pursue a transportation division within the Bernalillo County government
16. Continue to explore potential for expanding the Rio Metro RTD into Torrance County, as way of enhancing public transportation services of all types in the East Mountain/Torrance County area.

Future Funding Opportunities

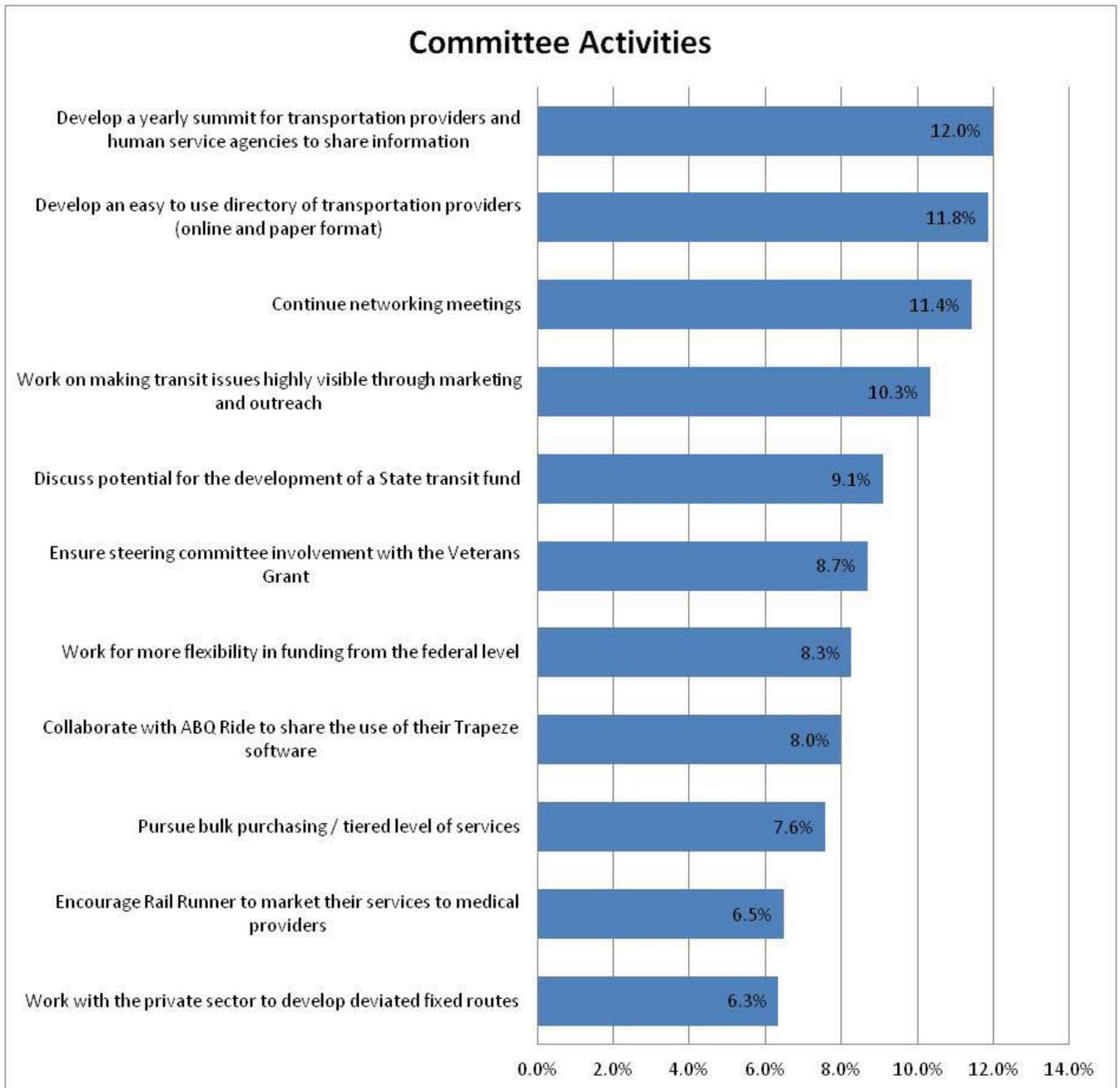
1. Provide a one click, one call system for people to access transportation information in the region
2. Expand weekday, evening, late night, and weekend hours

The first phase of the Veterans Initiative Website development includes creating a One-Call/One-Click Center to connect public transportation services with customers of human services programs.



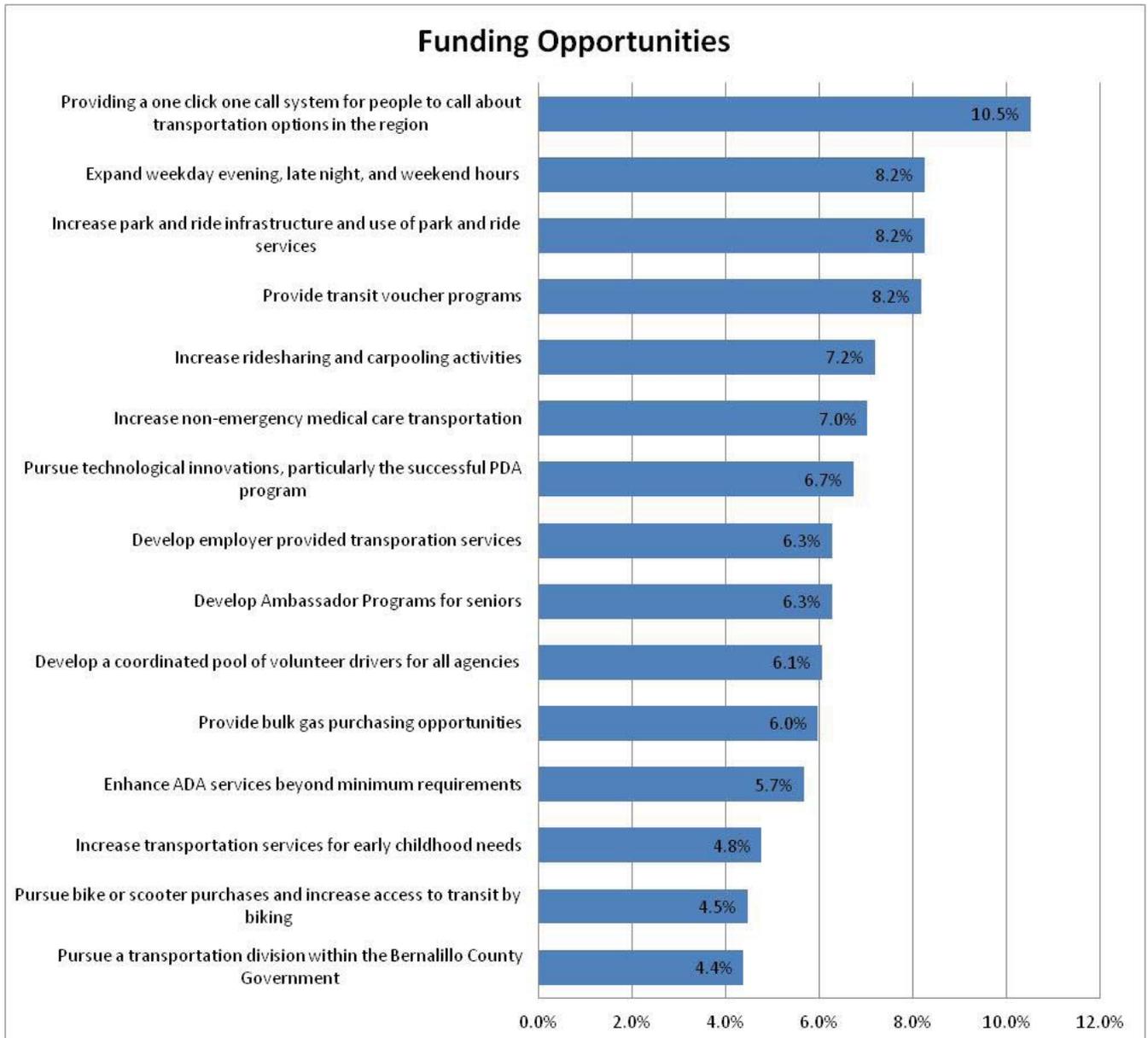
Prioritized List of Recommended Strategies and Activities

Figure 9



Prioritized List of Recommended Strategies and Activities

Figure 10



Composite Map

Figure 11 on page 27 shows census tracts with the combined percent of 1) persons with disabilities, 2) individuals over 65 years of age, and 3) low-income households. Each factor is weighted equally. Tracts with higher percentages include the outskirts of the counties, and in the metro area along Central, I25 and in the South Valley.

Figure 11

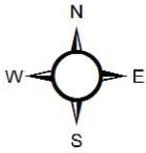
Composite Score by Census Tract

Composite Score includes persons with disabilities, persons over age 65, and persons living below poverty.

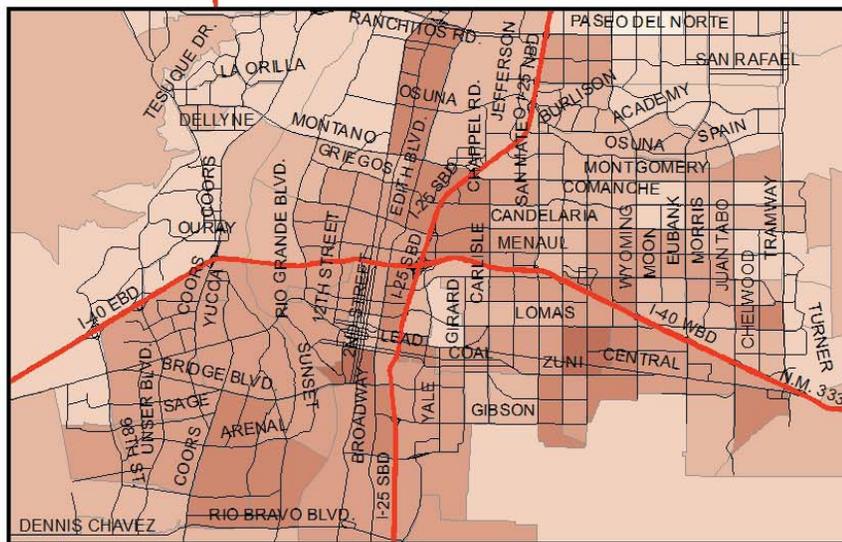
Legend

-  County Boundaries
-  0 to 10 percent
-  10 to 20 percent
-  20 to 30 percent
-  30 to 40 percent
-  40 to 50 percent
-  Over 50 percent

0 5 10 20 30 40 Miles



Albuquerque Core Urban Area



0 1 2 4 6 8 Miles

Accomplishments since the 2006 Plan

I. Rail Runner and Rio Metro Coordination and Service

Since 2006 coordination between Rio Metro Regional Transit District and other transit agencies and providers, throughout the region, has been a success, not only embracing the multi-model concept but providing alternatives for individuals seeking to use public transportation throughout the region to get to/from work, school, medical appointments and travel.

Due to the varied transportation needs of a geographically large and diverse region, Rio Metro provides or funds, wholly or partially, a variety of bus services to meet existing transportation needs. As of August 2012, Rio Metro provides or funds 16 routes and partially funds 3 routes.

Additionally, there has been achievements in developing services to/from the New Mexico Rail Runner stations in Santa Fe, Sandoval, Bernalillo and Valencia Counties. For example, Santa Fe Trails provides connectivity to/from Southern, Central Downtown and East side of Santa Fe; UNM provides shuttle service to/from University of New Mexico Hospital and the Main Campus; New Mexico Park and Ride

service provides connections to access Los Alamos, Taos, Southern and Downtown Santa Fe. Numerous Casinos along the NMRX corridor provide shuttle service to/from their casinos.

2. ARCA Smart Phone/PDA program

The SMART Travel Program (STP) increases independent individual mobility for people with developmental disabilities. It uses smart phones and applications developed by AbleLink Technologies (www.ablelinktech.com) to teach individuals to safely ride public mass transit. The WayFinder program teaches people with cognitive challenges to navigate travel using picture, word and audio prompts and GPS landmarks (a mapped route). Adults with developmental disabilities participating in the pilot SMART Travel Program receive Independent Living services from ARCA and have a need to travel to and from work, medical appointments, grocery stores, and recreational sites. They choose destinations they want to learn.

3. MRCOG Net Working Meetings and Partnerships

With this update MRCOG started networking meetings among Human Services agencies and transportation providers. These meetings have developed a forum for discussing coordinating opportunities.

4. Provider Database

Through this update a database of transportation providers has been developed that will be available online in a searchable format.

5. Veteran's Initiative Website Development Program

The Veterans Initiative Website Development Project is proposed as the first phase of creating a regional One-Call/One-Click Center to connect public transportation services with customers of human services programs. The project funding provides for internal IT and website development support as well as the solicitation of a part-time contracting opportunity with veterans preference. To ensure the needs of veterans are well-represented throughout the implementation of the project, the responsibilities of the latter will include providing guidance for the development of the website. The preliminary phase of the project

Accomplishments since the 2006 Plan

will help to establish partnerships throughout the region. This could then lead to developments that could include integrated customer service functions and interactive client databases of the participating partners. This project will serve to strengthen these participating partnerships which will benefit the general public as well as veterans for years to come.

6. New Rio Metro bus routes

Routes 206 and 207 are new fixed-route services in Belen and Los Lunas that connect major destinations with the Rail Runner station. Route 366 connects the Central and Unser Transit Center with the Route 66 Casino Hotel.

7. Rail Runner Improvements

A new Express route was implemented in 2012. Ticketing systems, reduced discounts for students, seniors and children, and added amenities like wireless internet and quiet cars were also initiated.

8. JARC Ridership Statistics

The Rio Metro Taxi program funded by JARC monies has seen an increase in trips and riders of almost 60% (for both) since 2010/2011 fiscal year.

9. JARC Partnerships with other Agencies

Rio Metro JARC service has developed about 15 partnerships throughout the region to assist agencies with their participants work transportation needs. Continuous outreach, education of regional transit solutions are part of these partnerships.

10. JARC coordination with One-Stops Career Center

Addressed on a national level One-Stop Career Centers and other workforce development agencies can play an important role in enhancing job access transportation. They can identify transportation services needed by job seekers and assist new workers to navigate the existing transportation network of services. In Bernalillo County beginning September 2012 the Rio Metro Regional Transit District (RMRTD) and the Workforce Investment Act (WIA) program partnered to provide specialized transportation services to address challenges specific to employment and training activities in the New Mexico Workforce Business and Career Centers. Access to reliable transportation services is available to job seekers and workforce participants allowing

them to obtain and maintain employment and training opportunities while addressing their unique transportation barriers. Operations and services will be available in Bernalillo County beginning September 2012. In addition; similar services will be evaluated with planned implementation in Sandoval and Valencia counties in the upcoming year.

11. South Valley Communities Research

Outreach to the South Valley business groups, economic development agencies, workforce development organizations, and Temporary Assistance for Needy Families (TANF) was completed and work transportation challenges were realized for these communities. As part of this process, an application was submitted to Joblinks "Job Access Mobility Institute" in August 2012 to request assistance with improving JARC services.

12. 2008 Gross Receipts Tax Passed

Voters in Bernalillo, Sandoval, and Valencia counties passed a one-eighth of one percent gross receipt sales tax dedicated to transit. Half of the tax revenue is used to operate the Rail Runner

Accomplishments since the 2006 Plan

and the remaining half is used by Rio Metro for system-wide transit improvements.

13. Trapeze System

Albuquerque Ride shared the use of their Trapeze system (scheduling and dispatch software). Rio Metro began use of this system in October 2012.

14. Planning Studies

In 2010 a Rio Metro Bus Rapid Transit (BRT) study was initiated to analyze premium bus transit service across the river along the Paseo del Norte corridor west of the Rio Grande.

In 2011, the City of Albuquerque began to study the possibility of BRT on Central Avenue.

In 2011, the City of Albuquerque received funds to build an intermodal center at the Montano Rail Runner station.

In 2012 Rio Metro RTD finished their short range transit plan.

In 2012 Rio Metro RTD in partnership with ABQ Ride, UNM and CNM initiated a study to develop a transit route connecting UNM, CNM and the Sunport.

15. Capital Funding

RMRTD

- Industrial Digital Signage System with 10 Video Monitors for Rail Runner – FY09

- 10 additional Video Monitors for Digital Signage System for Rail Runner – FY11

- (1) 20 passenger ADA Van – FY11

- Trapeze Computer Software System – FY2011

- Increased paratransit bus service with in Southern Sandoval County – FY12

- Trapeze Computer Software System – FY12

- Village of Los Lunas – (1) 25 Passenger Bus - FY08 and FY09

- Rail Runner Station ADA Mini-hi Platform – FY13

ARCA

- (5) Mini Vans - FY09

- (3) Enter vans ADA - FY08

VSA New Mexico

- (1) Braun Para Transit Van ADA – FY13

ABQ Ride

- Regional Mobility Manager Structure Study – FY13

16. Other Studies and Services

RMRTD

- Mobility Management Study – FY08

- Increased paratransit bus service for the City of Rio Rancho – FY11

ABQ Ride/ARCA

- SMART Training Program Expansion Program with FY11

Appendix A: Steering Committee List

State / City Agency Programs

Carolyn VanderGiesen, Director (and/or)
 Mannie Gaiter, Associate Director
 New Mexico Works Program
 Cooperative Extension Service
 College of Agriculture and Home Economics
 New Mexico State University
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 Tel: (505) 884-3565
 cvanderg@nmsu.edu
 mgaiter@nmsu.edu

Greg White, Transit Planning Coordinator
 Transit and Rail Bureau
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 Santa Fe, NM 87504
 Tel: (505) 476-4137
 Cell: (505) 490-2542
 Greg.White@state.nm.us

Lynne Anker-Unnever, Division Director
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 1015 Tijeras Ave, Suite 200
 Albuquerque, NM 87102
 Tel: (505) 222-4503
 Fax: (505) 222-4526
 lynne.anker-unnever@state.nm.us

Danny Gonzales, Supervisor
 City of Albuquerque
 ABQ-RIDE
 100 1st Street SW
 Albuquerque, NM 87102
 505-724-3181 (w)
 505-724-3119
 dgonzales@cabq.gov

Danny K. Placencio, Program Manager (and/or)
 Brian Alvarado, Manager
 City of Albuquerque

Department of Family & Community Services
 Area Agency on Aging
 P.O. Box 1293
 Albuquerque, NM 87103
 Tel: 505-924-3642 or 924-3641
 Fax: 505-924-3644
 dplacencio@cabq.gov
 balvardo@cabq.gov

Medicaid Transportation Programs

Cathy Candelaria
 Subcontract Administrator
 Presbyterian Health Plan Salud
 Tel: (505) 923-5970
 Fax: 505-923-5866
 ccandela@phs.org

Other Local Programs

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 11300 Lomas Blvd. NE
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 lhoelzel@arc-a.org

Shawna Ballay, Director of Planning
 Or Cathy Trujillo, Transportation Planner
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 POI90016@isletapueblo.com
 POI90011@isletapueblo.com
 Tel: 505-869-4964

Caerllion (Caeri) Thomas, Transportation Planner
 MPO/Mid Region Council of Governments
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 Tel: 505-724-3604
 cthomas@mrcog-nm.gov

Appendix A: Steering Committee List

Vangie Gabaldon, Former Transit and Rail Manager
Current Transit and Rail Manager: Irma Ruiz
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drankin@mrcog-nm.gov

Tony Sylvester, Special Projects Manager
Rail Runner
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Albuquerque, New Mexico 87102
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Lloyd C. Aragon,
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Patricia Lincoln, President
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Estancia, NM 87016
Cell: 505-235-7547
Fax: 505-384-4098
Office: 505-832-4495
plincoln@lobo.net

David Alderete, Department Adjutant
Or George Perez, Service Officer
Disabled American Veterans
Department of New Mexico
2511 Utah NE
Albuquerque, New Mexico 87110
Fax: 505-296-8043
Tel: 505-0294-6193
Boypatch43@q.com
Tel: 505-710-0559
perez9006@comcast.net

Appendix B: Agency Survey

Coordinated Transportation Plan

1. Contact Information and Transportation Involvement

Hello,

Mid-Region Council of Governments is working on a plan (called the Coordinated Transportation Plan) to identify regional priorities for federal grant monies like Job Access and Reverse Commute, Elderly Individuals and Individuals with Disabilities, and New Freedom grant programs in the four county region (Bernalillo County, Sandoval County, Valencia County and Torrance County).

In an effort to ensure we have accurate and up-to-date demographic information and that we are correctly identifying transportation needs and gaps in the four-county region for senior, disabled, and low-income populations we are asking you to fill out this survey. You do not need to be a transportation provider to fill out this survey.

We are looking for ideas for coordination among organizations such as joint purchasing, shared use of facilities, training or maintenance, co-mingling trips on common contracted carriers, brokerages, and consolidated transportation service providers.

Thank you for taking the time to fill out this survey.
 Para recibir una copia de la encuesta en español, contacte a lcaragon@mrcog-nm.gov.

1. Please provide contact information and physical address for your organization. Contact information will be used in a directory for transportation services. General responses will not be attached to an individual.

Name:

Organization:

Address:

Address 2:

City/Town:

State:

ZIP:

Email Address:

Phone Number:

2. Please provide mailing address if different from physical address:

Address:

Address 2:

City/Town:

State:

ZIP:

Appendix B: Agency Survey

Coordinated Transportation Plan

3. Please identify what type of organization you represent:

- Government
- Non-profit
- For-profit
- Sovereign Nation

Other (please specify)

4. Do you provide, purchase, or arrange transportation services?

- Yes
- No

Appendix B: Agency Survey

Coordinated Transportation Plan

2.

1. How do you provide, purchase, or arrange transportation? Choose the answer that best describes your organization's role. If you feel both are applicable then choose the first option.

- We operate our own vehicles AND/OR we contract (or broker) with someone else to provide transportation for our clients
- We purchase and provide public transit tickets or passes for our clients (or similar type of assistance) AND/OR we are a human service agency that refers clients to transportation agencies and/or programs

Appendix B: Agency Survey

Coordinated Transportation Plan

3. Transportation Providers Information

1. What type of transportation services do you provide? Check all that apply.

- Fixed Transit Routes
 Deviated Fixed Routes
 Dial-a-ride/Demand Response/Paratransit/Subscription
 Private Transportation Provider (taxi, limousine, etc.)
 Drivers with their own vehicles

Other (please specify)

2. What is your service delivery area? Please indicate the specific boundaries/limits.

3. What are the top three purposes for transportation services that your agency provides?

- Employment Shopping Day Programs
 Medical/Pharmacy Services Recreation
 School Food and Meal Sites

Other (please specify)

4. Please provide any additional information about the more popular transportation purposes that you feel is important:

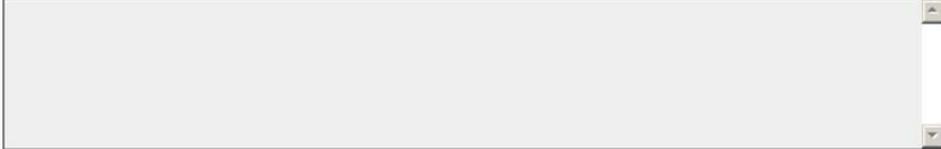
5. What are the top three key destinations or stops for the transportation services your agency provides? Please provide specific information such as Walmart - Valencia County, Lovelace Hospital - Downtown Albuquerque, Rail Runner - Bernalillo Station etc.

One
Two
Three

Appendix B: Agency Survey

Coordinated Transportation Plan

6. Please provide any additional information about key destinations that you feel is important:



Appendix B: Agency Survey

Coordinated Transportation Plan

4. Transportation Providers Information Continued

1. Please indicate how you provide vehicles, drivers, and maintenance. Check all that apply.

- We own our vehicles
- We lease our vehicles
- We have paid drivers
- We have volunteer drivers
- We provide our own maintenance
- We contract out for vehicle maintenance

2. Please describe your fleet and passenger capacities:

Number of Vehicles for 7 or fewer passengers

Number of Vehicles for 8 to 14 passengers

Number of Vehicles for 15 to 24 passengers

Number of Vehicles for 25 or more passengers

Number of Wheelchair Accessible Vehicles

Total number of Vehicles

3. Please indicate the days and times of the week that your organization provides or arranges transportation services:

	Morning (6am to Noon)	Afternoon (Noon to 6pm)	Evening (6pm to 10pm)	Late Evening/Early Morning (10pm to 6am)
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix B: Agency Survey

Coordinated Transportation Plan

4. How many Demand Response trips (one-way) does your organization provide or arrange on a typical weekday, Saturday, and Sunday? If you collect information on a monthly basis please provide your daily average under Typical Weekday.

Typical Weekday	<input type="text"/>
Saturday	<input type="text"/>
Sunday	<input type="text"/>

5. How many Fixed Route trips (one-way) does your organization provide or arrange on a typical weekday, Saturday, and Sunday? If you collect information on a monthly basis please provide your daily average under Typical Weekday.

Typical Weekday	<input type="text"/>
Saturday	<input type="text"/>
Sunday	<input type="text"/>

Appendix B: Agency Survey

Coordinated Transportation Plan

5. Transportation Services Information

1. What population(s) does your organization serve? Check all that apply.

- Seniors
- Disabled
- Children
- Low-income
- Students
- General Public

2. If possible, please tell us how many clients your organization serves:

Total Number:

3. Are there eligibility requirements for clients whom you provide, arrange, or buy passes for their transportation services? Please check all that apply.

- Seniors age 55+
- Seniors age 62+
- Seniors age 65+
- Over 18 years old
- Students age 10 to 18
- Verified Resident
- Verified disabled by certification process
- Verified disabled by doctor's statement
- Low-income
- No - All general public

Other (please specify)

4. Please indicate funding source(s) your organization receives with regard to transportation services. Check all that apply.

- City general funds
- County general funds
- Transportation sales tax
- Gross receipts tax
- NM Department of Transportation funds
- Federal Highway Administration funds
- 5307 funding
- 5310 funding
- 5311 funding
- 5316 funding
- 5317 funding
- Other Federal Transit Administration funds

Other (please specify)

Appendix B: Agency Survey

Coordinated Transportation Plan

5. Do you provide any training services? For example; Driver training to operate wheelchair lifts. Please describe:

Appendix B: Agency Survey

Coordinated Transportation Plan

6. Gaps, Barriers, and Future Coordination

1. Please indicate any unserved destinations or geographic areas in the four county region that need additional transportation services. Please be specific:

2. If you feel transportation services for your clientele is inadequate; what are the barriers your clientele experiences in obtaining adequate service?

3. What do you see as the most important areas for action in improving transportation services in the four-county area? Please be specific and provide a particular time of day, day of the week, town, or destination where you feel that there are gaps in service. Answers may also include important links in service or the structure of services.

4. What innovative ideas do you or your organization have for improving transportation services or obtaining funding?

Appendix B: Agency Survey

Coordinated Transportation Plan

7. Future Coordination Continued

1. Do you coordinate with transportation providers in the region?

- | | |
|--|--|
| <input type="checkbox"/> Networking - information exchange | <input type="checkbox"/> Collaboration - partnership with strong formal linkages and long term goals |
| <input type="checkbox"/> Cooperation - informal agreements | <input type="checkbox"/> Consolidation - one organization assumes responsibility for service delivery of other participant organizations |
| <input type="checkbox"/> Resource Sharing - formal linkages to pursue common goals | |

Please list who:

2. Please indicate your **POTENTIAL INTEREST** in the following possible efforts to better coordinate transportation services in the region. Check all that apply.

- Joining a network of agencies that coordinates service to reduce gaps
- Sharing financial resources budgeted for transportation services
- Joint purchasing of vehicles
- Sharing of vehicles
- Centralization maintenance and fueling for vehicles
- Cooperatively scheduling passenger trips with other agencies
- Centralized vehicle operations
- Contracting to purchase transportation services rather than continuing to operate
- Centralized call-in for transportation services information in the region

Other (please specify)

3. Would you like to be kept informed via email about the Steering Committee's progress?

- Yes
- No
- Not at this time; please email me when the plan update is done.

4. We have already put together a client survey. Would you be willing to distribute a paper or online survey to your clients about their experiences with public transportation services?

- Yes
- No

Appendix B: Agency Survey

Coordinated Transportation Plan

5. Can you think of other organizations that we should contact? Please provide their information:

Name:	<input type="text"/>
Organization:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

Appendix C: Transportation Planning Network

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
A New Awakening	Mission is to help people struggling with addiction or mental health issues experience physical healing, emotional freedom, and higher states of consciousness	http://www.anewawakening.org/	600 First Street NW, Suite 200	Albuquerque	87102	505-224-9124
A Peaceful Habitation Home & Advocacy Ministry, Inc.	Vision is to love and mentor participants in Christian principles that will empower, encourage and enlighten women in transition from incarceration to their families and communities in New Mexico	http://www.apeacefulhabitation.org/	P.O. Box 50326	Albuquerque	87181	505-446-5937
AARP	a nonprofit, nonpartisan organization that helps people turn their goals and dreams into real possibilities, and fights for the issues that matter most to families	http://states.aaa.org/category/linea.medical				505-266-3802
Additive Transportation	Non-Emergency Medical Transportation Co.	http://www.additive.com/	472 Court House Rd	Los Lunas	87081	505-865-6000
Addus HealthCare	In-home health care services. Addus provides comprehensive health care services including skilled nursing, personal care aides, and medication management	http://www.addus.com/	4004 Carlisle NE, Ste G	Albuquerque	87107	505-792-8230
Adelanto Development Center, Inc.	A nonprofit agency that provides individualized support services for over 900 New Mexicans with mental, physical, and developmental disabilities, as well as adults with neuromuscular diseases, disabled veterans, and the elderly	http://www.adelantocenter.org/	3800 Osuna Rd NE	Albuquerque	87109	505-341-2000
Albuquerque Cab co.	Full Service Taxi Company	http://www.albuquerquecab.com/	2300 Bernard Plaza, SE 46156, ABQ, NM 87189	Albuquerque	87106	505-883-4888
Albuquerque Health Care for the Homeless (AHC-H)	Health care for homeless; provide caring and comprehensive health and integrated supportive services	http://abqhbh.org/	1217 First St. NE, Training PO Box 25445, Albq, NM 87125-0445	Albuquerque	87102	505-766-5187
Albuquerque Rescue Mission	"Empower the Albuquerque Urban Native American Community and others through the provisions of wrap around services designed to promote wellness, education, self sufficiency and tradition"	http://www.abqindiancenter.com/	105 Teas, SE	Albuquerque	87108	263-4418(FM#) (505) 268-1751 or (505) 289-5770
Alta Mira Specialized Family Services Inc.	Homeless Shelter and supportive services	http://www.altamira.org/	525 2nd Street SW	Albuquerque	87102	505-346-4673
ARCA	Alta Mira supports individuals with developmental risks, delays or disabilities, and their families	http://www.altamirarm.org/	1605 Carlisle NE	Albuquerque	87110	505-262-0801
Association of Developmental Disabilities Community Providers (ADDCP)	a private not-for-profit organization opening doors for children and adults with developmental disabilities	www.adhcp.org	11300 Lomas Blvd NE	Albuquerque	87112-5512	505-332-6700
Barnett Foundation	ADDCP is a state wide organization of community based providers that deliver an array of quality service options to children, with or at risk of developmental delay, and children and adults with developmental disabilities	http://www.adhcp.org	P.O. Box 30444	Albuquerque	87190	505-232-2238
Bernalillo County - Parks and Recreation Department	supportive services for homeless women and children	http://barnettfoundation.org/	10300 constitution Ave NE	Albuquerque	87112	505-246-9244
Bernalillo County Public Works Division	promotion of recreation, leisure and community services	http://www.bem.co.gov/ptw/	111 Union Square	Albuquerque	87102	505-314-0400
Blue Cross Blue Shield of New Mexico	provide safe, efficient, high quality public works facilities and services through long range planning, quality design and construction, and proper maintenance	http://www.bcbnm.com/	2400 Broadway SE	Albuquerque	87102	505-646-1500
Blue Cross Blue Shield of New Mexico - Medicaid Programs	BlueSalud is a health insurance plan that is part of New Mexico's Salud Medicaid Program	http://www.bcbnm.com/coverage/medicaidplusaid.html	5701 Balloon Fiesta Parkway NE	Albuquerque	87113	505-281-3500
Bosque Farms Senior Center	the Community Center is a senior meal site for the Older American Program	http://www.bcbnm.com/coverage/medicaidplusaid.html	5701 Balloon Fiesta Parkway NE	Albuquerque	87113	505-816-4316
Breast Cancer Resource Center	a not-for-profit, community-based organization that provides assistance to anyone affected by cancer, based on their individual needs.	http://www.co.valencianm.us/diversment/solidaramericanas/Senior_Cent http://bosquefarms.org	P.O. Box 600 / 1190 N. Bosque Farms Loop	Parilla / Bosque Farms, NM	87042 / 87068	505-889-2357 / 505-263-9238 / 505-889-5133
Catholic Charities	We create hope for those in need by promoting self-sufficiency, strengthening families, fighting poverty and building community	http://www.nmccc.org/	1009 Brabury Suite 16	Albuquerque	87106	505-242-0605
Central United Methodist Church		http://www.ccmchurch.org/	6001 Marble NE, Ste 3	Albuquerque	87110	505-724-4870
Children, Youth and Families Department		http://www.centralvalle.org/	201 University Blvd. NE	Albuquerque	87108	505-243-7884
City of Albuquerque - Family & Community Service Department	CFYD - State of NM. Doing business as ALBUQUERQUE REINTEGRATION CENTER	http://www.cfd.org/	3409 Pan American Fwy NE	Albuquerque	87107-4736	(505) 841-6372 / 505-841-2424
City of Albuquerque - Department of Senior Affairs	Senior Affairs	http://www.cabco.gov/family	P.O. Box 1293	Albuquerque	87103	505-924-3642
City of Albuquerque - Foster Grandparent Program (FGP)		http://www.cabco.gov/seniors/volunteer-opportunities/foster-andparent-program	1500 Water SE	Albuquerque	87102	505-764-6400 / 505-764-6668
Cochiti Pueblo	City of Albuquerque - Foster Grandparent Program (FGP)	http://www.cabco.gov/seniors/volunteer-opportunities/foster-andparent-program	714 7th Street SW	Albuquerque	87102	505-764-6413
Cochiti Pueblo Elderly Program		http://www.cabco.gov/seniors/volunteer-opportunities/foster-andparent-program	100 1st Street SW	Albuquerque	87102	505-724-3181
Cochiti Pueblo Medical Transportation Program		http://www.cabco.gov/seniors/volunteer-opportunities/foster-andparent-program	P.O. Box 70	Cochiti Pueblo	87071	505-485-2245
Community Options, Inc. - Albuquerque	is a nationally based non-profit organization providing housing, support services, and advocacy assistance to help empower people w/ disabilities	http://www.cocohi.net	255 Cochiti Street, P.O. Box 70	Cochiti Pueblo	87072	505-485-2245
		http://www.cocohi.net	225 Cochiti Street	Cochiti Pueblo	87022	505-465-2244
		http://www.cocohi.net	2720 San Pedro NE	Albuquerque	87110	505-265-7886

Appendix C: Transportation Providers

Mid-Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
Community Options, Inc. - Santa Fe	is a nationally based non-profit organization providing housing, support services, and advocacy assistance to help empower people w/ disabilities.	http://www.comopc.org/main.html				505-889-1471
Cornucopia Adult Day Services	providing family-oriented, daytime services for the elderly, frail and individual with intellectual disabilities.	http://www.cornucopia.adcs.org/	3002 Bridge Blvd SW P.O. Box 12786	Albuquerque	87105	505-877-1310
Cuidando Los Niños	our goal is to make sure homeless children and their families never become homeless again.	http://cfnids.org/		Albuquerque	87195	505-843-6889
DPL Associates Inc.	Development Services, Technical Support & Management/Resource. We assist our clients with identifying the challenges facing their organization and offer a comprehensive array of resource development and technical support services to address their needs.	www.dplassociates.com/	220 County Rd A020W	Estancia	87016	505-235-7547
Diersten Charities	committed to providing effective re-entry programs for offenders	www.diersten.com	2331 Menaul Blvd NE	Albuquerque	87107	505-880-8423 / 505-255-2613
Disabled American Veterans Depart Of New Mexico		www.davofnm.org/	2511 Utah NE	Albuquerque	87110	505-294-6193
Dismas House-Recently merged with St. Martin's--get more info on this	Dismas House provides supportive services for individuals struggling to re-enter society after spending time in jail/prison.	www.dismashouseofnewmexico.org	701 Candelaria NW, PO Box 6101, P.O. BOX 27258, Albuquerque, NM 87125	Albuquerque	87107	505-242-4389
Dragonfly Counseling	is a private company categorized under Social Services & Welfare Organizations.	www.dragonflycounseling.com/	540 Chama St NE #2	Albuquerque	87108	505-265-0753 / 896-3213
Dunbar New Mexico	Mission of "respecting & responding to the choices of people w/ developmental disabilities"	www.dunbarnm.com	3000 Randolph Rd SE, Ste. 205	Albuquerque	87106	505-866-1060
El Paisano Education	Eliminating domestic violence in the Latino immigrant community and surrounding healthy families.	www.elpaisano.org	8729 4th St NW	Albuquerque	87107	505-344-7211
Estancia Senior Center- Presbyterian Medical Services		www.estancia.org	3425 Alamo Ave SE	Albuquerque	87106	505-246-8972
Express Medical Transporter (EMT)		www.emt.org	305 Highland Street, P.O. Box 203	Estancia	87016	505-394-5010
Families Plus, Inc.		www.familiesplus.org	2123 Menaul Blvd NE Suite B	Albuquerque	87107	505-881-7433
First Nations Community Health Source	First Nations Community Health Source is committed to providing a culturally competent, comprehensive health services delivery system integrating traditional values to enhance the physical, spiritual, emotional and mental well being of American Indian/Alaska Native families and other underserved populations residing in Albuquerque and surrounding areas.	www.fnch.org/	1699 Rio Bravo Blvd SW #L	Albuquerque	87105-8000	873-5251 disc.
Five Sandovul Indian Pueblos Eldery Program	FSIP administers federal and state grants and contracts, and private foundation grants for over 8,200 Pueblo Indians of Cochiti, Jemez, Sandia, Santa Ana, and Zia.	http://www.fiveindians.org	5609 Zuni Road SE	Albuquerque	87108	505-262-2481
Go-For's Inc. Too	is dedicated to serving the transportation needs of seniors and individuals with disabilities by providing safe, prompt, and courteous service.	http://www.go4ers.com	1643 NM Hwy 313	Bernalillo	87004	505-887-3351
Goodwill Industries of New Mexico	To provide skills training, job development and social services for New Mexicans	www.goodwillnm.org	P.O. Box 84334, Bld NE, Ste 205	Albuquerque	87109-4334	505-332-1919 / 505-332-0124
Haven House	is the domestic violence services provider and emergency shelter serving all of Sandovul County, and located in Rio Rancho, New Mexico	www.havenhouseinc.org	5000 San Mateo Blvd NE	Albuquerque	87109	505-881-5401 / 898-376-0182
Health Care for the Homeless	To provide caring and comprehensive health and integrated supportive services linking people experiencing homelessness to individual and collective solutions.	www.hc4h.org/	P.O. Box 15611	Rio Rancho	87174	505-886-4689
HELP-NM	centers to create self-sufficiency and promote economic opportunities to strengthen families throughout New Mexico.	www.helpnm.com	1217 First St. NW mailing PO Box 25446, Albu., NM 87125-0445	Albuquerque	87102-0445	505-766-5197
Independent Living Resource Center (ILRC)	Centers for independent living (CILs) are private, nonprofit corporations that provide services to maximize the independence of individuals with disabilities and the accessibility of the communities they live in.	http://www.inlu.org/html/publications/directories/cils.html	5101 Copper Ave NE	Albuquerque	87109	505-265-3717
Integrated Transportation Management (ITM)		http://www.itm.org	4401 Lomas Blvd NE, Ste B / Indian School Rd NE, Ste 100	Albuquerque	87110	505-266-5022
Interfaith Hospitality Network of Albuquerque	Centers for independent living (CILs) are private, nonprofit corporations that provide services to maximize the independence of individuals with disabilities and the accessibility of the communities they live in.	http://www.homeslessshelterdirectory.org/cil/ mailto:info@hshelter.org (248) 862-8959	1945 E. Main Street, Suite 201	Mesa	85203	888-593-2052
Isleta Pueblo		http://www.isletapueblo.com/	2801 Lomas Blvd NE, R-4	Albuquerque	87110	505-266-0331
Isleta Pueblo- Eldery Center		http://www.isletapueblo.com/	Indian School Rd NE, Ste 100	Albuquerque	87110	505-266-5022
Isleta Pueblo-Eldery Program		http://www.isletapueblo.com/	P.O. Box 1270	Isleta	87022	505-966-3111
Isleta Pueblo-Health Center		http://www.isletapueblo.com/	P.O. Box 1270	Isleta	87022	505-966-4964
Isleta Pueblo-Recreation		http://www.isletapueblo.com/	P.O. Box 1271	Isleta	87022	505-888-9770
		http://www.isletapueblo.com/youth/recreation.html	P.O. Box 1272, 01 Sogobon	Isleta	87022	505-888-9661
				Isleta	87022	505-888-3200
				Isleta	87022	505-966-9557

Appendix C: Transportation Planning Network

Mid-Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
Edada Pueblo-Social Services	To provide services to the Pueblo of Jemez tribal members, 55-years of age and over, residing on the Jemez lands and within the service area	www.edadapueblo.org/senior_services.asp	P.O. Box 1273	Jemez Pueblo	87022	505-862-2772
Jemez Pueblo-Elderly Program			129 Canal Street, P.O. Box 100	Jemez Pueblo	87024	505-864-9188
Jemez Pueblo-Transportation Program			7401 Highway 4, Jemez Pueblo, NM	Jemez Pueblo	87024	575-834-0094
Job Corps Training Dept.	At Albuquerque Job Corps, students receive the skills needed to succeed in today's workforce - at no cost to them or their families!	http://albuquerque.jobcorps.gov	1500 Indian School Rd NW	Albuquerque	87104	505-222-4243
Joy Junction	We are a 501(c)(3) nonprofit charitable organization dedicated to helping homeless men, women, children, and families in Albuquerque by providing food, clothing, shelter, and spray	www.joyjunction.org/	4500 2nd Street SW	Albuquerque	87105	505-877-6967 / 505-217-5686
KJ.D.S. Inc.		NONE FOUND		Santa Domingo Pueblo	87052	505-804-6512
Rev. Sonia Domingo Pueblo-Elderly Program			P.O. Box 190 / 190 Tesuque	Santa Domingo Pueblo	87052	505-465-0889
Rev. Sonia Domingo Pueblo-Transportation Program			P.O. Box 99	Santa Domingo Pueblo	87052	505-465-2633
La Familia	In our work with children and families we know we must help them overcome the effects of abuse and neglect that have brought them to our doors	www.lafamilia.org/	707 Broadway NE, #103	Albuquerque	87102	505-766-9361
La Pasada Alternative House	Mission: Life quality for children and families, adults, and seniors, through advocacy and individualized services in collaboration with community partnerships	http://laphm.org/	2208 4th St NW	Albuquerque	87102-1055	505-242-3789
La Vida Felicidad, Inc.			P.O. Box 2040, 530 Sun Ranch Village Rd.	Los Lunas	87081	505-565-1614 / 800-474-4651
LIFEROOTS	Welcome to LIFEROOTS formerly RQ Inc. Since 1958, LIFEROOTS, a non-profit community-organization serving Albuquerque, Rio Rancho and the surrounding area, has responded to the increasing and changing needs of children and adults with physical, developmental and behavioral disabilities.	http://lifecrossarm.com/	1111 Menaul Blvd. NE Course Rd. Ste 1038 106	Albuquerque Rio Rancho	87107 87124	505-255-5501 505-862-0270
Living Cross Christian Restoration Center			1101 Old Coors Dr SW	Albuquerque	87121	505-242-2860
LogistiCare	Hosts information and forms that medical facilities and medical groups can use to schedule transportation for our clients.	http://facilivento.logisticare.com/contract/Home.aspx	4832 E. McDonnell Road #100	Phoenix	85008	1-866-418-9830 x2001
Lovelace Community Health Plan		www.lovelacehealthcare.com/	4101 Indian School Road NE	Albuquerque	87110	505-737-9883 / 800-868-7563
M & M Payee Services			5215 Grand Ave NE	Albuquerque	87108-1945	505-232-8203
Maxcare, Inc.			1114 Pennsylvania NE	Albuquerque	87110	505-271-2433
Methodist Childrens Home		http://www.mrcoc.org/QuickLink.aspx?methodistchildrenshome	6211 San Mateo Blvd NE	Albuquerque	87109	505-255-8740
Mid-Region Council of Governments	MRCOG's board of directors consists of forty-eight elected and appointed officials from the local, municipal and special units of governments within State Planning & Development District Three: Esmerillo, Sandoval, Torrance, Valencia Counties and the Town of Edgewood. The Mid-Region Council of Governments consists of forty-eight elected and appointed officials from the local, municipal and special units of governments within State Planning & Development District Three, Esmerillo, Sandoval, Torrance, Valencia Counties and the Town of Edgewood.	http://www.mrcoc.org/	809 Copper NW	Albuquerque	87102	505-247-1750
Molina Healthcare of New Mexico - Salud		www.molinahealthcare.com/	8801 Horizon Blvd., NE	Albuquerque	87113	505-342-4660 / 505-345-1652
Monterey Senior Center	Serves American Indian women & children who are victims of Domestic violence, advocacy, education, support services		120 Roosevelt Ave.	Monterey	87035	505-834-7425 / 505-384-5010
Morningslar			1410 San Pedro Dr. NE	Albuquerque	87110	505-232-8289
Mountainair Senior Center			107 N. Summit	Mountainair	87038	505-847-2685 / 505-384-5010
National Bus Sales & Leasing, Inc.	National Bus Sales is considered to be the premiere commercial bus dealer in the United States. We specialize in transportation options from large fleet purchases to small church bus needs.	http://www.nationalbussales.com/homepage.aspx	11580 Hwy 114, 15980 Texas 114	Justin, TX	76247	817-636-2365

Appendix C: Transportation Planning Network

Mid Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
National Indian Youth Council	To provide & ensure that every Native American person has an equal opportunity to participate, excel and become a viable member and asset to his/her community. By providing access to education, health care, social service, employment, housing, leadership in government & economic development this will insure their dignity and self-respect	http://www.niyc.org	318 Elm St SE	Albuquerque	87102	505-247-2251
New Horizon Counseling, Inc.	Alcohol/Drug Treatment Center/ Addiction Recovery - Bereavement/ Valley neighborhoods		1500 Water SE	Albuquerque	87102	505-242-1157
New Horizons Counseling Inc.						242-1157
New Mexico AIDS Services	NM AIDS Services (NIMAS) is a 501(c)(3) non-profit, community based organization whose mission is to enhance the quality of life for people & communities affected by HIV/AIDS through innovative & comprehensive services, support, & prevention education.	http://www.nmas.org	625 Truman St NE	Albuquerque	87110	505-836-7133/ 938-7100
New Mexico Rail Runner	The Rio Metro Regional Transit District is the primary regional transit provider for Bernalillo, Sandoval and Valencia counties, offering transit service between municipalities and across county lines. Rio Metro manages the New Mexico Rail Runner Express commuter rail and operates and/or funds select bus routes in the three-county area.	http://www.riometro.com/rtdd	809 Copper NW	Albuquerque	87102	505-247-1753
Noon Day Ministry 101 Broadway Blvd NE, Albuquerque NM 87102	Noon Day Ministries will strive to help God's homeless and near-homeless children by providing nourishing meals, spiritual guidance, and many other services.	http://www.noondayministries.org/home.htm	P.O. Box 25451, 101 Broadway NE	Albuquerque	87125	505-246-8001
North Central NM Economic Development District 2	Area Agencies on Aging (AAAs) are local aging programs that provide information and services a range of assistance for older adults and those who care for them. By contacting your local agency you get access to care and support.	http://www.nccemid.com/aaa.htm	P.O. Box 5115, 3000 Paseo del Sol	Santa Fe	87502	505-827-7913 / 866-696-4927
Office of Indian Elder Affairs in Santa Fe, NM	To help at risk children to grow and develop to their full potential in nurturing families within a supportive community.	http://www.nmaging.state.nm.us	2550 Cermos Rd.	Santa Fe	87505	505-476-1084 (or 505-623-8544 cell in Santa Fe)
PE&J Family Services, Inc.	Whether your group needs to travel across town or across the country, Premier Transportation offers a variety of coaches, from comfortable standard to superb modern luxury, to satisfy every need.	http://www.pejfamily.com	1101 Lopez Rd SW	Albuquerque	87105	505-877-7000
Premier Transportation		http://www.premiertransportation.net/	1908 E. Arizona	Las Cruces	88001	575-523-9903
Presbyterian Health Plan		http://www.ahis.org/ahishealthplans/index.htm	2501 Buena Vista SE	Albuquerque	87106	505-923-5970
Project New Day	The mission of New Day Youth & Family Services is to engage troubled youth and their families in charting a proactive life course that will help them become meaningful and productive members of our community.	http://www.ndym.org/	2620 Ridgecrest SE	Albuquerque	87108	505-688-1060
Pueblo of Jemez Governor's Ofc	is a sovereign nation located in Sandoval County, New Mexico, United States.	www.jemezpuerto.org	P.O. Box 100	Jemez Pueblo	87024	505-834-7359
Pueblo of San Felipe, NM			P.O. Box 4339	San Felipe Pueblo	87001	505-807-3381
Pueblo Pinoblanco Senior Center, The (Larabo Nelson)			HCR 79, Box 3025	Cuba	87013	505-685-3207/505-685-5415
Rio Metro Regional Transit District	Rio Metro Regional Transit District provides regional public transportation for Bernalillo, Sandoval and Valencia counties.	http://riometro.org/	809 Copper NW	Albuquerque	87102	247-1750
Rio Metro Regional Transit District- Sandoval County	Rio Metro RTD in Sandoval County provides public transportation including, fixed routes, paratransit service, commuter bus service and Commuter Rail.	http://riometro.com/access/paratransit/sandoval	4330 Meadowlark Ln SE (in the Meadowlark Senior Center)	Rio Rancho	87124	505-994-1608
Rio Metro Regional Transit District- JARC Program	Rio Metro arranges taxi cab service for low-income commuters who have no other viable transportation options to get to/from work.	http://riometro.com/access/sub-access/transportation-taxi-cab	501 Mountain Road NE	Albuquerque	87102	505-843-1949/820
Rio Metro Regional Transit District- Valencia	Rio Metro RTD in Valencia County provides public transportation including, fixed routes, dial-a-ride service, paratransit service and commuter rail.	http://riometro.com/access/paratransit/valencia-county	751 Juan Perea Rd	Los Lunas	87031	505-852-3665
SAFE House	To shelter and empower survivors of intimate partner domestic violence and to improve the way New Mexico responds to this violence. To live in a community that is free from all forms of oppression and violence.	http://safehousenm.org/	P.O. Box 25363	Albuquerque	87125	505-247-4219
Safe Ride Services	Established in October of 1989, Safe Ride has been providing safe, reliable, amputatory, wheelchair and stretcher transportation to tens of thousands of passengers annually.	www.safesideservices.com/	1903 Edith Blvd NE	Albuquerque	87102	505-255-4238
Salvation Army	The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.	http://www.salvationarmynm.org	411 Broadway Blvd SE, 301 Broadway Blvd SE, 6821 Academy Pkwy W NE, 4301 Blyn Mavr Dr NE, 4501 Silver St SE, 344 Danke Rd, 1202 Camino Carlos Rwy	Albuquerque, Española, Santa Fe		505-765-5395, -247-2462, -761-9618, -881-4392, -254-1778, -473-7735, -988-8054
San Felipe Pueblo- Elderly Program	Pueblo of San Felipe Senior Citizen's Program		#6 Cedar Road, P.O. Box 4952	Cochiti Pueblo	87012	505-771-8685

Appendix C: Transportation Planning Network

Mid Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
San Felipe Pueblo Medical Transportation Program	Transportation program operated through senior center		P.O. Box 4352	San Felipe Pueblo	87001	505-887-2349
Santa Pueblo	is a federally recognized Indian tribe located in central New Mexico and adjacent to Albuquerque. Santa Pueblo is one of 19 pueblos located throughout New Mexico.	http://www.santapueblo.nm.us/				505-887-3317 Administration Dept#9
Santa Pueblo Elderly Program / Elve Sandoval Program			P.O. Box 6008	Bernalillo	87004	505-771-5010/5140
Santa Pueblo Medical Transportation Program			481 Sandia LP	Sandia Pueblo	87004	505-887-4696
Sandoval County - Public Works		http://www.sandovalcounty.com/	1500 Idalia Rd, Bldg D, PO Box 40	Bernalillo	87004	505-867-7500
Sandoval County-Community Services Division		http://www.sandovalcounty.com/	Idalia Rd west of NM 528	Bernalillo	87004	505-771-8500
Sandoval County-Senior Citizens Program		http://www.sandovalcounty.com/	1500 Idalia Rd, Bldg D	Bernalillo	87004	505-887-7620
Santa Ana Pueblo		http://www.santanaapb.com/	1500 Idalia Road, Bldg D	Bernalillo	87104	505-887-7635
Santa Ana Pueblo-Elderly Program			2 Dove Road	Bernalillo	87004	505-887-1219
Santa Ana Pueblo-Transportation Program		http://www.santanaapb.com/transportation/	2 Dove Road	Bernalillo	87004	505-887-2874
Santo Domingo Council			PO Box 99	Santo Domingo Pueblo	87052	505-465-2214/2215
Santo Domingo Pueblo Cultural Center	Santo Domingo Pueblo is one of the best known tribes of the southwest Indians, largely because of their skill in marketing, their jewelry and fine crafts.	http://www.indianpueblo.org/SBouelios/santodomingo.html	2401 12th St NW	Albuquerque	87104	886-855-7902
Santo Domingo-Social Services	Adult - Social Service Offices: Provides general social services to the community through social welfare programs, social work, human services, and community referrals.		Tensque St, PO Box 129	Santo Domingo Pueblo	87052	505-465-2214/0030
Share Your Care, Inc. - Barlas	Adult Day Services: To provide quality adult day services as an alternative to institutional care.	http://shareyourcare.org/	714 7th Street SW	Albuquerque	87102	505-764-6445
Share Your Care, Inc. - Bear Canyon	Adult Day Services: To provide quality adult day services as an alternative to institutional care.	http://shareyourcare.org/	4645 Pitt Street NE	Albuquerque	87111	505-281-6219
Share Your Care, Inc. - Los Volcanes	Adult Day Services: To provide quality adult day services as an alternative to institutional care.	http://shareyourcare.org/	6500 Los Volcanes Road NW	Albuquerque	87121	505-836-8797
Share Your Care, Inc. - North Valley	Adult Day Services: To provide quality adult day services as an alternative to institutional care.	http://shareyourcare.org/	3625 4th St NW	Albuquerque	87107	505-761-4001
Share Your Care, Inc. - Ponkerosa	Adult Day Services: To provide quality adult day services as an alternative to institutional care.	http://shareyourcare.org/	5301 Ponkerosa NE	Albuquerque	87110	505-881-9892
St. Martin's Hospitality Center	St. Martin's Hospitality Center day shelter has been serving the Albuquerque community for over 25 years by assisting the homeless. Our goal is to create self-sufficiency and break the cycle of homelessness.	http://www.smbc-nm.org/	PO Box 27258, 1201 3rd St NW	Albuquerque	87125, 87102	505-242-4999 Admin; 505-9405 Day Shelter
St. Mary Rest Home - (205 7 Th St NW, Albuquerque, NM)	Orphan & Nonprofit Organizations, Residential Care Facilities, Assisted Living, Nursing Care, Personal Care Assistance, Real Estate, Residential Care Children, Youth and Families Department provides an array of prevention, intervention, rehabilitative and after-care services to New Mexico children and their families.	http://www.stm.org/	205 7th NW	Albuquerque	87102	(888) 571-2019/(505) 243-5888
State of New Mexico- Children, Youth and Families Department	The New Mexico Children, Youth and Families Department provides an array of prevention, intervention, rehabilitative and after-care services to New Mexico children and their families.	http://www.nm.gov/				1-855-383-7233
State of New Mexico- NM Aging and Long-Term Services Department	The NM Aging & Long Term Services Department is dedicated to promoting the independence & dignity of elders & individuals living with disabilities.	http://www.nmaging.state.nm.us/	2550 Centiles Rd	Santa Fe	87505	800-432-2080
State of New Mexico - TANF Program	NM TANF was created to help families in need, the bureau works with families to help them become self-sufficient.	http://www.tanf.nm.gov/	1041 Lantiberton NW	Albuquerque	87125	505-841-7700
State of New Mexico-New Mexico Commission for the Blind	"Our mission is to enable persons who are blind to achieve vocational, economic and social equality by providing career preparation, training in the skills of blindness and above all, promoting and conveying the belief that blindness is not a barrier to successful employment, or to living an independent and meaningful life."	http://www.cfb.state.nm.us/	2200 Yale Blvd S.E	Albuquerque	87108	505-841-8944
State of New Mexico-New Mexico Department of Human Services - Income Support Division	Our mission is to relieve, minimize or eliminate poverty and to make available certain services for eligible low-income individuals and families through statewide programs of financial assistance, food assistance, employment assistance and training services.	http://www.hsd.state.nm.us/	2009 S Pacheco, Pelton Plaza	Santa Fe	87504	505-827-7250/1-888-473-3676 (Toll-free)
State of New Mexico-New Mexico Department of Human Services - Medical Assistance Division	The Human Services Department's Medical Assistance Division (MAD) is the direct administrator of the New Mexico Medicaid program. Currently, there are approximately 40 categories of eligibility within New Mexico Medicaid.	http://www.hsd.state.nm.us/mad/	P.O. Box 2348	Santa Fe	87504-2348	505-823-3100 or 1-888-887-2883

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Mid-Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
State of New Mexico-New Mexico Department of Transportation - Transit and Rail Bureau	NM Department of Transportation's (NMDOT) Transit and Rail Division provides information to transit providers and the public on public transit service, rules and regulations, applying for federal transit grant programs, transit and rail plans and programs, and permitting procedures for accessing and crossing rail right-of-way.	http://dot.state.nm.us/tra/Transit_Rail.html	P.O. Box 1350 Alta Vista, SB-4 1146	Santa Fe	87505	505-476-4137 Greg White Planning & Coordination 505-476-4137 5200 Central Blvd. Transit Bureau Ch. 827-5355 Marcha Espinoza Rural Transit Mgr.
State of New Mexico-New Mexico Department of Transportation - Transit and Rail Bureau		http://dot.state.nm.us/tra/Transit_Rail.html	1350 Alta Vista, SB-4	Santa Fe	87504	505-827-1874/827-5607 Frank Sharpless, Transit and Rail Div Dir
State of New Mexico-New Mexico Department of Transportation - Program Division - Native American Tribal Liaison		http://environment.fhwa.dot.gov/histres/nm_sfbpo.asp	P.O. Box 1149, 1120 Cerrillos Road, SB1	Santa Fe	87505-1149	505-827-5547
State of New Mexico-New Mexico Department of Veterans' Services		http://www.dhs.state.nm.us/	P.O. Box 2324, Bataan Memorial Bldg., 407 Gallateo St. Rm 142	Santa Fe	87504	505-827-6303/875-433-8387
State of New Mexico-New Mexico Developmental Disabilities Planning Council	The NM Developmental Disabilities Planning Council is a state entity whose purpose is to affect policies that promote self-determination, inclusion, and integration of people with developmental disabilities.	http://www.nmdspcc.com/	810 W. San Mateo Rd., Suite C	Santa Fe	87505	505-476-7321 / or 888-779-6183
State of New Mexico-New Mexico Passenger Transportation Association	NMPTA provides an active and vital state transportation association in New Mexico. Provide effective training for members. Provide an effective education program for internal and external users. Advocate for state-wide support and development of public transportation in New Mexico.	http://nmpta.com/	P.O. Box 15272	Rio Rancho	87174	505-796-8377
State of New Mexico-New Mexico Public Education Department - Division of Vocational Rehabilitation	The purpose of the New Mexico Division of Vocational Rehabilitation (DVR) is to help people with disabilities achieve a suitable employment outcome.	http://www.dvr.state.nm.us/	435 Saint Michaels Dr. Bldg D	Santa Fe	87505	505-954-8500 / or 800-224-7005
State of New Mexico-New Mexico Ride Inc.	Specialty: Non-emergency Medical Transport (VAN) - Non-emergency Medical Transport are used when there is no life or death situation.		8504 Central Ave. SE	Albuquerque	87108-2502	505-883-7433
State of New Mexico-New Mexico Veterans Integration Centers	Mission: To respond to the needs of Veterans, with focus on those who are homeless or experiencing a housing crisis, through the provision of quality employment training, housing & supportive services based on Continuum of Care	www.vic.org	13032 Central Ave. SE	Albuquerque	87123	505-265-0512, Rosie James
State of New Mexico-New Mexico Workforce Connection - Bernalillo		https://www.jobs.state.nm.us/ksosnet/Default.aspx	501 Mountain Road NE	Albuquerque	87102	505-843-1835
State of New Mexico-New Mexico Workforce Connection - Local Veterans' Services		https://www.jobs.state.nm.us/ksosnet/Default.aspx	501 Mountain Road NE	Albuquerque	87102	505-843-1824
State of New Mexico-New Mexico Workforce Connection - Sandoval		https://www.jobs.state.nm.us/ksosnet/Default.aspx	681 Quentum Road NW	Rio Rancho	87124	505-843-1835
State of New Mexico-New Mexico Workforce Connection - Valencia		https://www.jobs.state.nm.us/ksosnet/Default.aspx	777 Rout 86, Chamber of Commerce Building	Monterey	87035	505-843-1835
State of New Mexico-New Mexico Governor's Commission on Disabilities		https://www.jobs.state.nm.us/ksosnet/Default.aspx	222 South Main, Suite B	Belen	87002	505-843-1835
State of New Mexico-TANF/START	The Human Services Department (HSD) helps families determine whether or not they qualify for cash assistance. This monthly cash assistance can be used to meet family needs such as housing, utilities, and clothing costs.	http://www.dhs.state.nm.us/	491 Old Santa Fe Trail, Lamy Bldg.	Santa Fe	87501-2753	505-476-0412 / 877-886-1470 1-
Superior Medical Transportation, a Division of Superior Ambulance Services, Inc.	New Mexico's largest privately owned ambulance service, providing Emergency 911 and Non-Emergency ambulance services to: Albuquerque Metro., Las Vegas / San Miguel County., Roswell / Chisno County., Santa Fe., Pecos., Tucuman / Quay County, and Torrance County	www.superior.com	2444 Louisiana Blvd., NE Suite 207	Albuquerque	87110	505-884-3565
Susan's Legacy	GRPW is a transition program for homeless women with co-occurring addictive and mental health disorders. We help women create safe, secure, and drug free lifestyles for themselves and their children and futures of economic self-sufficiency.	http://www.sussansteppox.org/	P.O. Box 6452, 7600 La Morada Place NW	Albuquerque	87197, 87120	505-247-8940/7901
The Crossroads		http://www.crossroadsabq.org/	6721 Academy Road NE # A	Albuquerque	87109-3367	505-220-8147 / 505-843-8460
			805 Tyeas NW	Albuquerque	87102	505-242-1010

Appendix C: Transportation Planning Network

Mid-Region Council of Governments

Agency & Location & Program	Description of Agency	Website	Address	City	Zip Code	Main Phone
Torrance County Transportation Committee/UNM		http://www.torrancecountynm.org/	PO Box 48, 205 9th St	Estancia	87106	505-246-4725 505-360-0595
Torrance County-Head Start Program - Presbyterian Medical Services	Monratty Head Start offers services to 40 Head Start children (three-five year olds) and eight toddlers (two-three year olds). Monratty Early Head Start Center-Based Program offers families a safe, nurturing environment for their children birth to three years of age.	http://www.pmsnet.org/html/index.php?option=com_page&page=site_City_Monratty	706 Union St. & 615 Union St	Monratty	87085	505-832-1922 Phone
Torrance County-Project Office	PROGRAMS AND SERVICES: Home Visiting Program, Domestic Violence Services, Child Car Safety Seats, Medicaid & SSI & SSDI Enrollment Assistance Program	http://www.torrcom.com/	205 9th Street, P.O. Box 48	Estancia	87016	505-246-4748 / 246-4780
Trosion Senior Center			26 Miles West of Cuba, Hwy 197, Box 987	Cuba	87013	505-731-1515
Total Community Care, LLO/PACE Albuquerque - 4020 Central Ave SE Albuquerque, NM 87108		http://www.totcomcare.org/	904 Las Lomas NE	Albuquerque	87102	505-924-2650 / 888-992-4464 TTY Toll Free: 866-327-8877
Transitional Living Communities		http://www.transitionalliving.org/	PO Box 1596	Mesa, AZ	85211	1-888-568-2138/480-833-0143
Transitional Living Services, Inc. Albuquerque - 4020 Central Ave SE Albuquerque, NM 87108		http://www.tlsls.com/	4020 Central Ave. SE	Albuquerque	87108	505-268-5295
United States Probation Office - District of New Mexico University of New Mexico (UNM)	Mission is to protect society, advise judicial officers, and assist offenders	http://www.unmcountyd.org/web/FBI/DOC-Sub/index2.html	333 Lomas Blvd NW, Ste 170	Albuquerque	87102-8844	505-346-2000
UNM - Training and Transportation Services		http://www.unm.edu/	MSCO 11180, 1 University of New Mexico	Albuquerque	87131	505-271-0111
UNM Runway & Homeless youth - 2630 Yale SE Suite 100, Albuquerque, New Mexico 87106		http://trails.unm.edu/~email_parkland@unm.edu		Albuquerque	87131	505-271-1962 / 277-1936
UNM-University Hospital Care Mgr. Area Director		http://casas.unm.edu				925-2395
Valencia County Counseling Services	Our Goal is to meet and service the behavioral health and substance abuse needs of all individuals and families. We want to enhance, strengthen, and improve the psychological functioning of individuals and families of our community	http://hospitals.unm.edu/uch/valenciamh.stm				505-272-2328
Valencia County		http://www.vcs-nm.com/	P.O. Box 618, 795 Don Pasqual	Los Lunas	87031	505-865-3350
Valencia County - SER de New Mexico, Foster Grandparent Program		http://www.ccsvalencia.nm.gov/	PO Box 1119, 444 Luna Ave	Los Lunas	87031	505-865-2073
Valencia County Older American Program	SER de New Mexico administers Programs in five New Mexico counties including Bernalillo, Dona Ana, San Miguel, Socorro and Valencia. SER continues in its commitment and efforts to eliminate poverty throughout the State of New Mexico and remains dedicated to the promotion and development of sustainable community education, employment, housing, and job training services.	http://www.scsdnm.com/ourcontact/faq.html	201 Third St, Ste 420	Albuquerque	87102	505-866-0302
Valencia County Planning & Zoning Division	To foster teamwork, cooperation and partnership among the community's private and public entities and its citizens.	http://www.ccsvalencia.nm.us/department/planningandzoning/Palmita_zoning.html	715-A South Main Street	Belen	87002	505-864-2663
Veterans Behavioral Health	US Department of Veterans Affairs	www.abuquerque.va.gov/	444 Luna Ave / PO Box 1119	Los Lunas	87031	505-866-2050
VSA New Mexico	North Fourth Art Center is dedicated to full accessibility in the arts for people of all abilities, ages, cultures and income levels.	http://www.vsaartsnm.org/	4904 4th Street N.W.	Albuquerque	87107	505-265-1711
We Care Transportation			4904 4th Street N.W.	Albuquerque	87107	505-345-2872 X25
Whitehorse Lake Senior Center			1112 Romero Street	Las Vegas	87013	505-425-1200
Yellow Cab			HCR-97, Box 4068	Cuba	87013	505-695-5406
Youth in Transition	To provide the foundation for a brighter future for homeless youth and young adults who are at-risk or homeless, primarily those who having fallen through the cracks of more "traditional" service	http://www.youthintransitionnm.com/	500 Kinley Ave., NE	Albuquerque	87102	505-247-8888 / 800-657-6252
Zia Pueblo Senior Center / Pueblo of Zia			933 San Mateo NE Ste 500 Box 200	Albuquerque	87108	505-315-4664
			135 Capital Square Drive	Zia Pueblo	87053	505-867-9603 / 867-3308

Appendix D: Client Survey

Coordinated Transportation Plan End User

Transportation Services Survey

Para recibir una copia de la encuesta en español, contacte a icaragon@mrcog-nm.gov o haga clic aquí <http://www.surveymonkey.com/s/ctpespanol>

Thank you for taking the time to fill out this survey.

This survey is an effort to identify your transportation needs in the four-county region.

1. If an agency code was provided to you please provide it here:

2. Do you use public transportation services?

- Yes
- No

Appendix D: Client Survey

Coordinated Transportation Plan End User

Transportation Services Survey

1. Why do you use public transportation services? Check all that apply.

- | | | |
|--|---|--|
| <input type="checkbox"/> I don't drive | <input type="checkbox"/> It's low stress | <input type="checkbox"/> It's good for the environment |
| <input type="checkbox"/> It's safe | <input type="checkbox"/> It's fun | <input type="checkbox"/> I get exercise |
| <input type="checkbox"/> It's inexpensive | <input type="checkbox"/> It's a good use of my time | |
| <input type="checkbox"/> I don't have a vehicle to use | <input type="checkbox"/> It's fast | |

Any further comments:

2. For what kind of activities do you take public transportation services? Check all that apply.

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Work | <input type="checkbox"/> Recreation/Entertainment | <input type="checkbox"/> Adult Day Programs |
| <input type="checkbox"/> School | <input type="checkbox"/> Medical/Pharmacy Services | <input type="checkbox"/> Child/Teen Day Programs |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Food and Meal Sites | <input type="checkbox"/> Government Services/Benefits |

Any further comments:

3. Where do you go most often on the public transportation system? Be specific. For example; Walmart on San Mateo.

One	<input type="text"/>
Two	<input type="text"/>
Three	<input type="text"/>

4. What major street intersection is closest to where you go most often? For example: Coors and Central.

Appendix D: Client Survey

Coordinated Transportation Plan End User

5. Do you have special needs in order to use public transportation services?

Yes

No

If Yes, please explain:

Appendix D: Client Survey

Coordinated Transportation Plan End User

Transportation Services Survey

1. How can the public transportation system be improved for you? Check all that apply.

- | | |
|--|---|
| <input type="checkbox"/> N/A: I ride the transportation system as often as I can | <input type="checkbox"/> Shorter wait time |
| <input type="checkbox"/> N/A: I choose not to ride | <input type="checkbox"/> Shorter travel time |
| <input type="checkbox"/> More early morning service | <input type="checkbox"/> More connections |
| <input type="checkbox"/> More evening service | <input type="checkbox"/> Doesn't fit my schedule |
| <input type="checkbox"/> More late night service | <input type="checkbox"/> Make it safer |
| <input type="checkbox"/> More peak hour service | <input type="checkbox"/> More frequent service |
| <input type="checkbox"/> More parking at stations | <input type="checkbox"/> Larger or more buses |
| <input type="checkbox"/> Go to more places | <input type="checkbox"/> More reliable service (on-time) |
| <input type="checkbox"/> Provide more schedule information | <input type="checkbox"/> Provide more bi-lingual services |

Please explain: (For example: the service isn't available at 5am when I need it)

2. How would you like to learn about schedule and service changes? Check all that apply:

- | | | |
|--|-----------------------------------|---|
| <input type="checkbox"/> From the driver | <input type="checkbox"/> Email me | <input type="checkbox"/> Television |
| <input type="checkbox"/> Text message | <input type="checkbox"/> Radio | <input type="checkbox"/> On-board printed signs |
| <input type="checkbox"/> Phone message | <input type="checkbox"/> Twitter | <input type="checkbox"/> US Mail |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Facebook | <input type="checkbox"/> Through a support organization |

Other (please specify)

3. What community do you live in (city, town, village or unincorporated community) and what is your home zip code?

City/Town:

ZIP:

Appendix D: Client Survey

Coordinated Transportation Plan End User

Transportation Services Survey

1. Are you male or female?

- Male
 Female

2. What is your age?

- 14 to 18 36 to 50 66 or over
 19 to 35 51 to 65

3. I am currently: Check all that apply.

- | | |
|--|--|
| <input type="radio"/> working full time | <input type="radio"/> a volunteer |
| <input type="radio"/> working part time | <input type="radio"/> retired |
| <input type="radio"/> unemployed | <input type="radio"/> not able to work |
| <input type="radio"/> seeking employment | <input type="radio"/> home-maker/caregiver |
| <input type="radio"/> a student | <input type="radio"/> other |

Other (please specify)

4. My employer is: Check all that apply.

- | | |
|---|---|
| <input type="radio"/> a for-profit business | <input type="radio"/> a tribal government |
| <input type="radio"/> a non-profit organization | <input type="radio"/> N/A |
| <input type="radio"/> a local, state, or federal government | |

Other (please specify)

5. Does your employer offer support for transit services (bus pass, discount)?

- | | |
|---------------------------|----------------------------------|
| <input type="radio"/> Yes | <input type="radio"/> Don't know |
| <input type="radio"/> No | <input type="radio"/> N/A |

6. What suggestions do you have for improving the transportation system?

Appendix D: Client Survey

Coordinated Transportation Plan End User

If filling out this form by hand please:

- 1) Scan and email to us at cthomas@mrcog-nm.gov OR
- 2) Mail to MRCOG, 809 Copper Avenue NW, Albuquerque, NM 87102 Attention: CTP Survey



Mid-Region Council of
Governments

809 Copper Avenue NW
Albuquerque, NM
87102

Phone: 505-247-1750

Fax: 505-247-1753

E-mail: icaragon@mrcog-nm.gov

WWW.MRCOG-NM.GOV

