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**News from the NM Transit Association President**



I hope that everyone has a very safe and happy holiday season. It is definitely the time of year to be thankful for everything that is happening in our great state. There has been good progress in our state budget and all the associated programs it touches. Our state association is very strong and remains very active in the areas of training and information for the association members.

On November 12, we held the annual Fall Managers Leadership conference at the Santa Anna Star Hotel in Santa Ana Pueblo. We were short of our attendance goal of 50, but we still had 42 attendees present. The training was on Servant Leadership and Succession Planning. It was presented by Mike Mowery from SGR in Dallas. It was extremely informative and Mr. Mowery was an excellent presenter. I would like to acknowledge NMDOT and Creative Bus Sales for their funding and sponsorship.

On Friday, November 22, NMTA held a quarterly training in Albuquerque called "The Toolkit for Marketing," presented by Selena Barlow. Mrs. Barlow is with Transit Marketing from Tucson Arizona. It was held at the Nusenda Federal Credit

Union Training Center. It was another excellent training with much useful information on designing passenger friendly websites and the best ways to utilize social media and websites. Thanks again to NMDOT and Creative Bus Sales for their expertise and sponsorship.

Please see the NMTA Upcoming Events - Save the Date section listed below. It includes the remaining event and training sessions for this fiscal year.

I would like to congratulate NMDOT and all the agencies that participated in the Drug and Alcohol Audit from the Federal Transit Administration on October 21, 22, and 23. The results were very good and shows the hard work and dedication of all involved. I think we all owe a lot to Linda De Herrera of Precision Compliance for her site visits and knowledge. So, thank you Linda.

Finally, I would urge all our members to stay safe this winter. We all know how quickly New Mexico's weather can change, especially up North. Thank you all for the service provided to individuals in our state. Many people rely on our systems and all of you are to be commended for the job that you do.

Joseph E. Hardin  
NMTA President

**NMTA Upcoming Events - Save the Date**

**Emergency Management and Preparedness**

Facilitated by Ream Lazaro

When: Wednesday, February 5, 2020

Where: Nusenda Credit Union Training Center  
4100 Pan American Fwy NE  
Albuquerque, NM 87107

**2020 NM Transit Road-ee, Conference and Expo**

Road-ee: Sunday, April 19th

Conference and Expo: Monday, April 20th -  
Tuesday, April 21st

Where: Santa Ana Star Casino and Hotel  
54 Jemez Canyon Rd.  
Santa Ana Pueblo, NM 87004

**Fleet Management: Maintenance Records - Pre-trip/Post-trip records, Recall Follow up, Warranties and Bus Upkeep**

Facilitated by: Halsey King

This training will be held in May or June. Exact time and location will be announced as scheduled.





**News from New  
Mexico  
Department of  
Transportation**

## News From NM Department of Transportation

### Funding Opportunity for Transit Pilot Projects

As previously announced, NMDOT Cabinet Secretary Michael Sandoval has authorized \$1M in funding for a statewide transit pilot program to expand transit services to transit-dependent populations and improve access to medical and social services. Applications were due to NMTA on September 21, 2019.

Thank you to all who submitted applications for this pilot program. We received a little over \$1.75M in requests for the \$1M that is available. NMDOT is reviewing the applications, and we will make an announcement soon.

### FTA 2019 Drug and Alcohol Compliance Audit

FTA conducted its statewide Drug and Alcohol Compliance Review during the week of October 21-25, 2019. As part of that review, the FTA consultant team visited nine local Section 5311 programs to review their drug and alcohol policies and testing procedures in an effort to gauge how effective NMDOT is in our oversight. The audit team reported 60 findings for the entire state and remarked that this is an exceptional result for a statewide audit. Congratulations to Corre Caminos

(Grant County), which had only one audit finding!

We are now working to correct all the findings by the deadline of January 22, 2020. The audit team has noted that we need to update some of the templates we have made available, so we will be working with all subrecipients, whether you were audited by FTA or not, to make sure you have the information you need to update your policies and/or forms.

### Section 5310 and 5311 Program Updates

Staff and our consultant have started visiting local programs and collection sites for our annual technical reviews of compliance with FTA drug and alcohol rules and regulations. We appreciate your continued effort to work with us to gather information and resolve issues when needed.

We are currently conducting technical site visits for Section 5310 and 5311 programs. We have been reaching out to each program individually to schedule those meetings. It is important for everyone to upload your requested documentation in BlackCat prior to your site visit. This gives us a chance to review everything and spend our time with you focusing on the topics that need the most attention. There are a few programs

scheduled for a visit this year that have still not closed out all of their findings from their last site visits two years ago. Please address those findings as quickly as possible, or they will be carried over into your new review.

Thank you to all who have applied for funding for FY 2021 (October 1, 2020 – September 30, 2021). The RTPO meetings to review and rate applications are starting the week of November 18, so please make sure you can attend and present your application in each RTPO that you will serve. As stated in the State Management Plan, the presentations are mandatory for continued consideration for FY 2021 funding.

## Coordinated Public Transit Human Services Transportation Plans

In accordance with federal transit law, we have updated the Coordinated Public Transit Human Services Transportation Plans (CPHSTP) for each RTPO and MPO. All projects selected for Section 5310 funding are required to be part of these plans, which are developed collaboratively with participation from seniors, individuals with disabilities,

representatives of public, private, and nonprofit transportation and human services providers and other members of the public. The final versions of all plans are available on the NMDOT Transit and Rail website ([https://dot.state.nm.us/content/nmdot/en/Transit\\_Rail.html](https://dot.state.nm.us/content/nmdot/en/Transit_Rail.html)).

## Staff Updates

On October 3, 2019, Jennifer Camp became the new Management Analyst – Advanced in the Transit Bureau. Jennifer’s new role is to serve as the grants administrator in the FTA TRAMS system. On November 3, 2019, Jason Park became our new project manager for NMDOT

Park and Ride. Until we are able to fill his previous position, Jason will also continue as a program manager for Section 5310 and 5311 subrecipients. Congratulations to both Jennifer and Jason!

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**Highlighting  
A  
New Mexico  
Transit  
Member**



**City of Clovis**

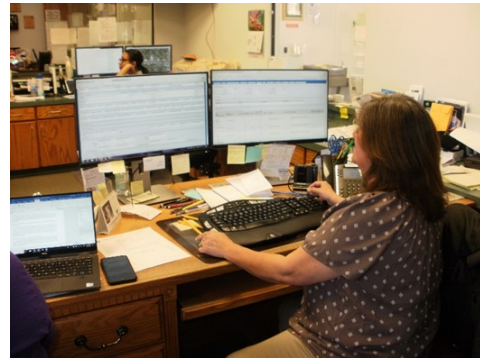
**City of Clovis Rolls Out Online Scheduling For Public Transit**



The City of Clovis teamed up with Pennsylvania-based scheduling provider Ecolane to provide upgraded online scheduling for our Clovis Area Transit System (CATS). “We anticipate the Ecolane scheduling system will serve our citizens well as it provides another convenient way for the public to schedule our CATS fleet,” said CATS Director Mary Lou Kemp. “We are excited about the features of the system and hope the public finds them useful.”

The upgrade has enhanced the customer experience with features like the Self-Service Web Portal and Self-Service Mobile App. The system is also expected to increase efficiency for CATS staff by reducing the number of phone calls to the reservation line. We have provided written instructions on how to

reserve a ride online as well as featuring the release on our new City website homepage. We held an informational Open House event from 10 a.m. to 1 p.m. on Thursday, November 14, at the Friendship Center located at 901 W. 13th Street in Clovis. Attendees were able to meet drivers, tour a bus, ask questions with staff, set up their rider profile in person, see online scheduling demos and more! During the Open House we gained a lot of great ideas from residents and staff on how to further reach the demographic of online schedulers. We hope to have more events like this in the future and look forward to updating you on our progress!



**Share Your Story!!!**

It is always so exciting to hear what transit is doing throughout New Mexico. NMTA is working diligently to highlight our New Mexico agencies through the NMTA Quarterly Newsletter, Social Media, and Op-eds.

As you all know, transit does so much in each of our communities. The goal of NMTA is to let New Mexico residents and government know what all transit does in our state. The more stories you share with us, the more information we have to do this.

Articles can be to highlight that special staff member who always goes above and beyond to ensure quality service, stories from our passengers sharing their stories of the importance of transit in their lives, or what your agency is doing in your community to assist with community activities/events.

Email your story to Melissa Drake at [mdrake@nm-ta.com](mailto:mdrake@nm-ta.com) today!

## **NCRTD RECEIVES GFOA AWARD FOR EXCELLENCE IN FINANCIAL REPORTING FOR FOURTH CONSECUTIVE YEAR**



The NCRTD was recently honored by the Government Finance Officers Association (GFOA) of the United States and Canada with the Certificate of Achievement for Excellence in Financial Reporting for its Fiscal Year 2018 Comprehensive Annual Financial Report (CAFR).

This marks the third of the GFOA's top national financial awards that have been bestowed upon the NCRTD this year and follows the Distinguished Budget Award for the FY 2019 Annual Budget and the award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR). This makes the

District one of only five governmental entities in the State of New Mexico to have garnered each of the three GFOA awards this year.

Acknowledged in the Certificate of Achievement was Finance Director Hector Ordoñez and the NCRTD Finance Department.

Ordoñez commented, "This award significantly reflects the commitment of the NCRTD to meet the highest principles of governmental accounting, financial reporting and standards of communication and accountability to the constituents of Northern New Mexico. We were graded proficient in each category and this is the highest rating available in government accounting. It is a significant achievement for the District."

In January of 2019, the department received its third consecutive Distinguished Budget Presentation Award for its Fiscal Year 2019 budget by the GFOA. In July, the District Public Information Office received, for the first time, the GFOA Award for its annual 2018 Popular Annual Financial Report.

## **NCRTD UNDERGOING UPDATE OF ITS TRANSIT SERVICE PLAN**

The North Central Regional Transit District has begun an update of its Transit Service Plan. A Request for Proposals (RFP) was issued and the project was awarded to KFH Group, an experienced firm of transportation professionals dedicated to providing assistance to local, state, and federal organizations to improve public transportation services.

Public and Tribal Council meetings were held in 22 communities, including seven of the eight Northern Pueblos. Officials from KFH also conducted a series of one-on-one meetings with transit officials and stakeholders, as well as ridealongs on the RTD routes. Feedback from these meetings and rides will be incorporated into the plan. The plan addresses the general needs of the traveling public as well as the specific needs of sub-groups including businesses, university

students, K-12 school-aged children, elderly, veterans and people with special needs.

The plans, proposals and recommendations in the service plan address not only mobility issues, but also related topics such as economic development, air quality, housing, job creation, environmental sustainability and energy consumption. The final document will be presented to the NCRTD Board in calendar 2020 for adoption following a presentation of the plan's findings and recommendations.

The plan will begin to be implemented shortly thereafter and include modifications to a number of routes to provide for additional stops, better planned connections, adding or eliminating service at times of day to better meet existing needs, elimination of duplication with other transit services and ensuring that all routes are operating at their most cost effective.

## **News from**



## **North**

## **Central**

## **Regional**

## **Transit**

## **District**

## NCRTD ESTABLISHES FARE-FREE DAYS ON RTD 255 MOUNTAIN TRAIL ROUTE IN PARTNERSHIP WITH THE SANTA FE NATIONAL FOREST

In partnership with the Santa Fe National Forest, the North Central Regional Transit District will waive fares on its RTD 255 Mountain Trail route on three National Forest fee-free days.

At its September Board meeting, the NCRTD passed a resolution designating three National Forest fee-free days as fare-free days on the Mountain Trail route: National Public Lands Day, Veterans Day and National Get Outdoors Day. By providing fare-free service on these days the NCRTD demonstrates its commitment to cooperate with the Forest Service, enhance access to the forest, and promote health and awareness of public lands.

On those days, the Santa Fe National Forest waives fees at many recreation sites and campgrounds. In cooperation with other federal agencies and under the Federal Lands Recreation Enhancement Act, the forest service

encourages "fee-free days" to create an opportunity for more Americans to connect with their public lands and participate in outdoor activities.

The Santa Fe National Forest has been a valuable partner in the design and service of the Mountain Trail route. The RTD Mountain Trail provides year-round service, seven days a week, including holidays, from downtown Santa Fe up Hyde Park Road, to trailheads through the Santa Fe National Forest concluding at Ski Santa Fe.



## News from



## Rio Metro Regional Transit District

### Rio Metro's Freedom Pass Program Expanded



The Freedom to Ride program, an extension of the Rio Metro's Veterans Annual Pass program, was recently expanded to include active duty military as well as veterans and anyone with a federally issued veteran or military

photo ID. The program allows these individuals to ride the New Mexico Rail Runner Express for free.

"More than anything, this program is focused on breaking the barrier of isolation for our military and veteran population," says Michael Jiron, Senior Designer and Special Services Supervisor for the Rio Metro Regional Transit District. Learn more about Freedom to Ride at [www.riometro.org/freedomtoride](http://www.riometro.org/freedomtoride).

### Seniors 62+ Ride Free Continuing Through 2020

Due to its popularity, Rio Metro is continuing our Seniors Ride Free program through 2020! The program allows seniors age 62+ to ride any New Mexico Rail Runner Express train at no cost every Wednesday through the entire year. Passengers taking advantage of this program can also make a free bus connection to any ABQ RIDE, Santa Fe Trails or Rio Metro bus, or connect to one of the already-free North Central Regional Transit District buses.

This is a great opportunity for residents and visitors to explore New Mexico's outstanding local restaurants, museums, and shops, as well as the great outdoors using transit! Learn more at [www.riometro.org/seniorsridefree](http://www.riometro.org/seniorsridefree).



## Santa's Village



is encouraged to take the Rail Runner to the event, and

On Saturday, December 14, 2019, Rio Metro is hosting our annual Santa's Village at the Santa Fe Railyard. This free, family-friendly event features games, crafts, interactive displays, mini-train rides, and, of course, pictures with Santa. Everyone

extra trains are added to the regular schedule to accommodate visitors.

Now in its 7<sup>th</sup> year, Santa's Village has become a highly anticipated holiday event for children and families in Central New Mexico. While all of the activities are free, everyone is encouraged to bring a new, unwrapped toy as a donation to the U.S. Marine Corps Toys for Tot program. Find out more at [www.riometro.org/santasvillage2019](http://www.riometro.org/santasvillage2019).

## Highlighting Rail Safety

As part of our ongoing commitment to educate the public and passengers about the importance of safety on and around the train tracks, Rio Metro launched a Rail Safety Week campaign in September 2019. The campaign, which was held in conjunction with Operation Lifesaver's annual Rail Safety Week, featured messaging on the New Mexico Rail Runner Express, at station platforms, on social media, and through other means of passenger communications such as the Rio Metro website and e-newsletter.

The campaign also featured stories, pictures and social media messages with safety tips from Rail Runner staff and crew. Profiles of staff members who deal with safety-sensitive issues continue to be posted monthly to the Rio Metro website through the end of 2019, and a [Staff Safety Recommendations](#) page was added to the Rio Metro website.



## Rio Metro / MRCOG Employees of the Year

Three staff members were recognized as Employees of the Year during this year's annual event for the Rio Metro Regional Transit District (RMRTD) and Mid-Region Council of Governments (MRCOG). Congratulations to Nicole Perches, Program Support Coordinator for RMRTD (rail), Grant Brodehl, Special Projects Planner for MRCOG,

and Denise Kurtz, Dispatcher for RMRTD (bus). The employees were nominated by their peers for their contributions to the organizations, and received an award of recognition as well as some well-deserved time off.



## Docents Explore the Roads Less Traveled of Valencia County



of Los Lunas staff, were given the opportunity to learn about the history and culture of the region during this unique and interactive experience. The day, which was

On Friday, October 18, docents from La Fonda on the Plaza in Santa Fe were treated to a familiarization tour of Los Lunas and Valencia County. Twenty-three docents, along with La Fonda, Rio Metro and Village

book-ended with trips on the New Mexico Rail Runner Express, included visits to museums, galleries, and historical sites.

"This was a great opportunity to get people on the Rail Runner and bring them down to Los Lunas to explore the region," said Ed Pulsifer, Director of Sales for La Fonda. The tour was developed as a trial run for future tourism and travel groups visiting Los Lunas and Valencia County.



## News From ABQ Ride



### ABQ RIDE Prepares Riders and Other Drivers for ART Launch on Small Business Saturday, Nov. 30

With the launch of ART service on Saturday, Nov. 30, 2019, ABQ RIDE is continuing its outreach on the basics of the ART bus for the safety of riders and other people using the road.

When ART service launches on November 30, riders will be able to ask questions and get demonstrations on all things ART from ambassadors stationed at the ART platforms throughout the day.

ART service consists of two routes, the #766, which runs from the Central and Unser Transit Center to Louisiana before turning north to service Uptown and the Uptown Transit Center, and the #777 which will serve Central Avenue all the way from Unser to Tramway.

Schedules and route information are available at [abqride.com](http://abqride.com) by clicking on “Routes and Schedules” at the top left of the page. Just scroll down to the #766-ART Red Line and the #777-ART Green Line for either weekday, Saturday or Sunday schedules. During most times, buses are scheduled to be at the platform every 10 minutes.

You can catch ART at any one of 19 platforms between the West Central (Coors) station to the International District (Louisiana) station. You can also pick up the bus at the Central and Unser Transit Center on the Westside or at the Uptown Transit Center in the Northeast Heights. North of Central on Louisiana, and along Central east of Louisiana, ART will still utilize the curbside Rapid Ride stops.

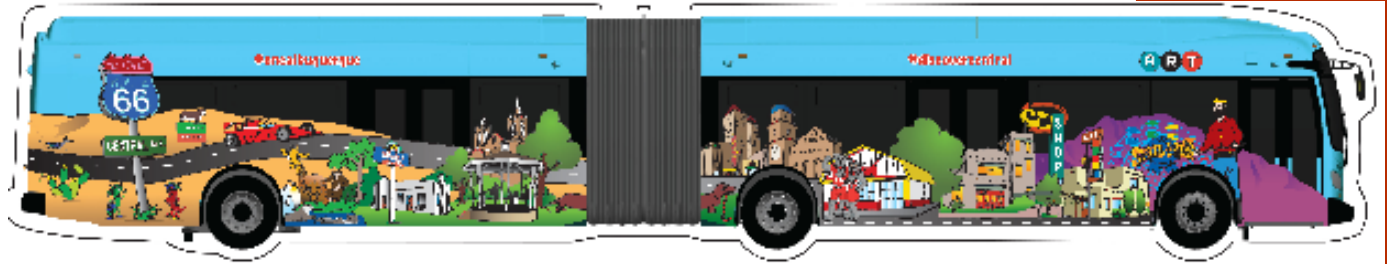
ART will be free from Saturday, November 30 through Tuesday, Dec. 31, 2020. Starting January 2, you can buy passes using your mobile device through the *ABQRidetix* mobile app, from ticket vending machines at any of the 19 ART stations, as well as at the Uptown Transit Center and Unser Transit Center. If you board at a curbside stop, you can buy your ticket at the fare box on the bus. All machines have audio instructions to help you along, as well as instructions in Braille for visually-impaired riders.

Fares will be just \$1 for adults to ride (\$2 for a day pass), 35 cents for citizens ages 62+ or mobility-impaired and ages 10 through high school (70 cents for a day pass). You can also buy the passes at the Alvarado Transportation Center customer service windows from 8 a.m. to 5 p.m., Monday through Friday. You can go to [abqride.com](http://abqride.com) and click on “Tickets and Passes” on the left side of the screen to find the different kinds of passes and information on how to purchase yours.

Starting Jan. 2, tickets and discount eligibility are subject to random inspection by Transit Security. Be ready to present valid fare while on the bus or at the station. UNM and CNM students, faculty and staff with the proper sticker on their ID may ride for free. Passengers may board through the front and back doors. Wheelchairs board at the front door only. Bikes load at the back door only to access the on-board bike racks.





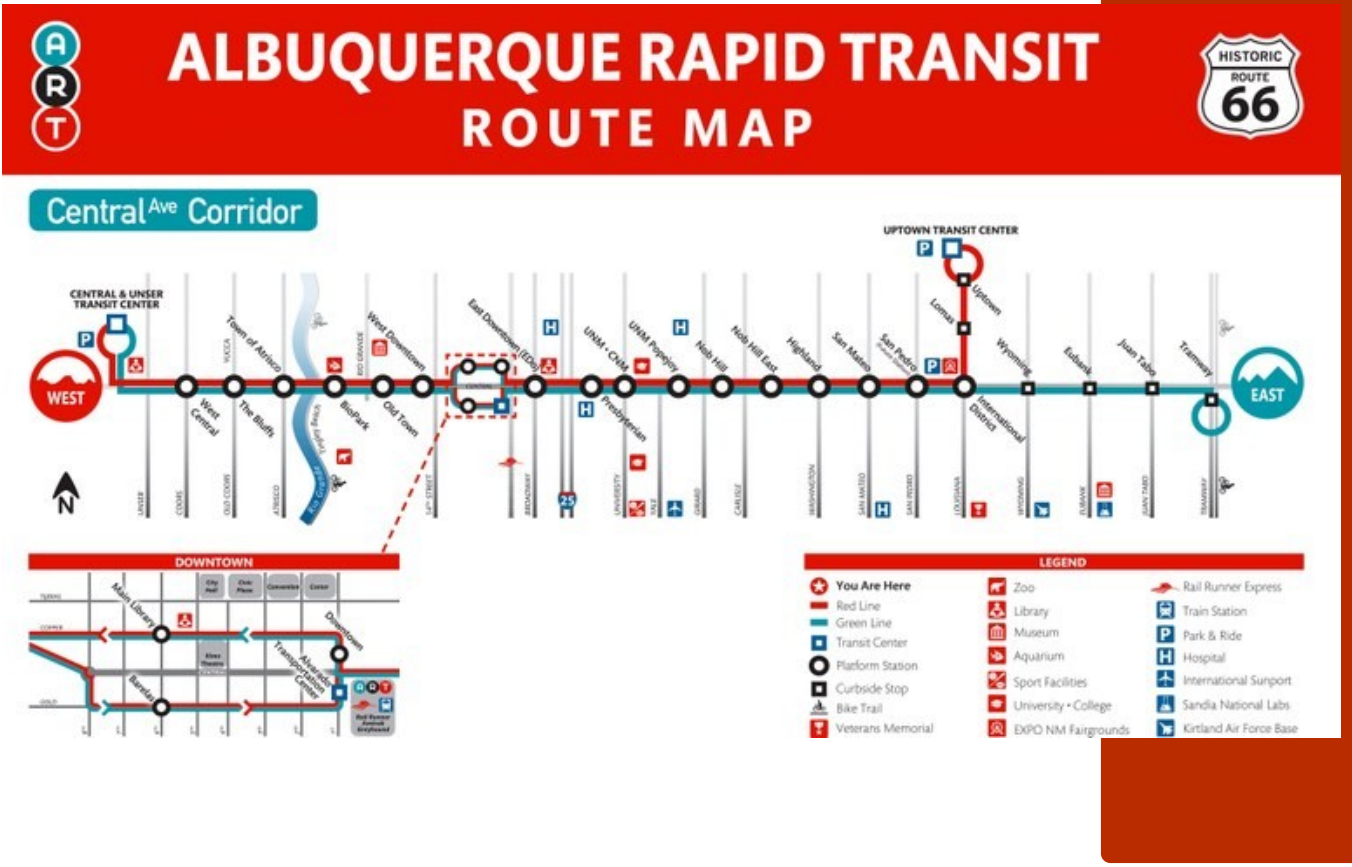


For the safety of drivers, bus riders, and Transit workers, the public is urged to stay out of the ART lanes and avoid crossing the double lines to make left turns along the ART corridor. During the first month of service, public drivers who violate the ART lane will continue to get warnings. However, on January 2, 2020, APD will begin issuing tickets for prohibited use of an ART lane and for crossing a double white line, which could cost drivers up to \$160 in fines.

Upgrades to Transit security are also coming with the launch of ART. All ART buses and platforms feature security cameras that are connected directly to the Real Time Crime Center. ART buses will also be manned by city security officers in many cases.

The City of Albuquerque is encouraging people to try out ART when it opens, and use it to shop on the ART corridor on Small Business Saturday, November 30. And for the next month, people are encouraged to become familiar to the service, learn the route, and buy local for all their holiday shopping.

For more information, visit <http://www.cabq.gov/transit/art-information>.





## News From Santa Fe Ride



## City of Santa Fe

### City Of Santa Fe Santa Fe Trails/Santa Fe Pick-up Transit System Launches On Google Maps - Users Can Plan Transit And Rail Trips Throughout Northern New Mexico

**SANTA FE, November 4, 2019**--The City of Santa Fe Transit Division is now offering a fast and user friendly trip planning tool through a partnership with Google Maps. With the addition of Santa Fe Trails and Santa Fe Pick-up services on the Google Maps Platform, users can plan transit and rail trips not only within the City's transit service area, but throughout Central and Northern New Mexico.

Within Google Maps users can specify origins and destinations, and departure and arrival times and in seconds be provided with a menu of transit and/or rail options for the desired trip. Santa Fe Trails/Santa Fe Pick-up joins the North Central Transit District, New Mexico DOT Park and Ride, Rio Metro Transit District, Farmington Red Apple, ABQ Ride, New Mexico Rail Runner Express and Las Cruces RoadRUNNER on the Google Maps platform in New Mexico.

If you do not have access to a computer or smart phone to access Google Maps, call 505-955-2001 and one of our call center representatives will use this tool to quickly and accurately relay your trip options.

Among the many features that riders, visitors and the public in general can enjoy:

- **Data rich integration:** The online mapping service will also provide other useful information, such as real imagery, business listings, user reviews, and street-level views. It gives users a thorough understanding of the neighborhood before they set foot on it.
- **Information accessible by mobile device:** Google Maps for Mobile makes transit trip planning available on mobile phones and smart devices so users can access information from wherever they are.
- **Using business names or place names instead of addresses:** With integrated local search results, you can search by landmark or business name – or even type of food (“pizza”); in the “to” and “from” fields, you can enter a business name (“Century Bank”) or category (“medical center”) even if you don’t know the address.
- **Street View imagery of locations:** Google Maps offers Street View ground-level images in hundreds of cities and towns across the country; this allows riders to preview a transit center or bus stop, to see things such as whether there is a covered shelter or bench, where exactly the stop is located, how far it is from a business, and other practical uses.
- **Support for over 40 languages:** Google Maps provides support in multiple languages which makes it very convenient for foreign language riders, whether residents or international tourists, to find directions and information in their spoken language.
- **Customize your route:** Riders don’t have to sort through timetables and schedule brochures — one can simply enter the date and time that they need to arrive at their destination (or depart for the trip) and the trip planner will provide the most convenient options.
- **Walking directions:** Google Maps can provide walking directions, so you can find out exactly how to get to the nearest transit stop, and how to get to your destination once you exit the bus.





## **Save the Date!!!**

### **Announcements:**

#### **Upcoming Quarterly Training Sessions and Annual Conference...**

##### **Winter Quarterly Training:**

Emergency Management and Preparedness

Facilitated by Ream Lazaro

When: Wednesday, February 5, 2020

Where: Nusenda Credit Union Training Center

4100 Pan American Fwy NE

Albuquerque, NM 87107

##### **Summer Quarterly Training:**

Fleet Management: Maintenance Records - Pre-trip/Post-trip records, Recall Follow up, Warranties and Bus Upkeep

Facilitated by: Halsey King

This training will be held in May or June. Exact time and location will be announced as confirmed.

##### **2020 NM Transit Road-ee, Conference and Expo**

Road-ee: Sunday, April 19th

Conference and Expo: Monday, April 20th - Tuesday, April 21st

Where: Santa Ana Star Casino and Hotel

54 Jemez Canyon Rd.

Santa Ana Pueblo, NM 87004

##### **More From NMTA...**

**Please check [nm-ta.com](http://nm-ta.com) regularly for upcoming news, upcoming legislative agendas, events in transit and more.**

**The Myth Busters Brochure is also available for your review and use at the [nm-ta.com](http://nm-ta.com) website .**

##### **Follow us on Social Media:**

**Facebook @New Mexico Transit Association**

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