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Introduction

One of the primary objectives of the New Mexico Department of Transportation’s (NMDOT) Transit and Rail Division is the establishment and maintenance of public and private non-profit transit systems. The Transit and Rail Division provides this assistance through a partnership with New Mexico’s transit providers and the Federal Transit Administration (FTA), as well as cooperation with Regional Transportation Planning Organizations (RTPOs), Metropolitan Planning Organizations (MPOs), and local and tribal governments.

NMDOT is authorized under New Mexico’s Public Mass Transportation Act Sections 67-3-67 to 67-3-70 NMSA 1978 (as amended by Sections 37, 37-8, and 39, Chapter 268, Laws of 1987) and has the primary authority and responsibility for administering the FTA’s rural and small urban formula and discretionary grant programs.

The Fixing America’s Surface Transportation Act (FAST Act), signed into law by President Obama on December 4, 2015 and effective October 1, 2015, applied new program rules to the Moving Ahead for Progress in the 21st Century Act (MAP-21) authorized funding for federal surface transportation programs beginning with ALL Federal Fiscal Year 2016 funding. The FAST Act legislation continued the coordinated transportation planning requirements established in previous laws. Specifically, MAP-21 noted that the projects selected for funding through the Section 5310 Program must be “included in a locally developed, coordinated public transit-human services transportation plan” and this plan must be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers, and other members of the public.” The FAST Act maintains this requirement.

The two primary formula grant programs NMDOT administers are Sections 5310 and 5311. Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities, is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and the Americans with Disabilities Act (ADA) complementary para-transit services. Section 5311, Formula Grants For Other than Urbanized Areas, provides capital, planning, administration, and operating assistance to states to support public transportation in rural areas (areas with a population of less than 50,000 people), where many residents often rely on public transit to reach their destinations.

As the statewide designated recipient of the Section 5310 and 5311 funds, NMDOT’s Transit and Rail Division coordinated with transit and human services transportation providers, the Southeast RTPO and the general public to develop this plan. The main purpose of this plan is to analyze the transit services currently available in the plan area.
and makes strategy recommendations for transit program and mobility coordination in the Southeast RTPO. Separate plans have been developed for each of the state’s RTPO areas. These plans include MPOs, as appropriate.

**Background**

This section provides an explanation of the coordinated transportation planning process based on FTA Section 5310 guidance, which was released in June 2014.

**Coordinated Plan Elements**

FTA guidance defines a coordinated public transit human service transportation plan as one that identifies the transportation needs of older adults, individuals with disabilities, households without vehicles, and persons living under the poverty line. The plan must also provide strategies for meeting the needs of these disadvantaged population groups and prioritize transportation services for funding and implementation.

In total, there are four required coordinated plan elements:

- **Assessment of Available Services** – identify current transportation providers from the public, private, and non-profit sectors.

- **Assessment of Transportation Needs** – identify the transportation needs of older adults, individuals with disabilities, households without vehicles, and persons living under the poverty line. This assessment can be conducted through public outreach, reviewing area transportation plans, data collection, and the assessment of gaps in current transit services.

- **Develop Strategies** – address the identified needs in addition to providing opportunities to increase efficiency within the transportation network.

- **Develop Priorities for Implementation** – address current resources, time frames, and feasibility for implementation

**Section 5310 Program**

MAP-21 established a modified FTA Section 5310 Program that consolidates the previous New Freedom and Elderly and Disabled Programs. The purpose of the Section 5310 Program is to enhance mobility for seniors and individuals with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Section 5310 Program recipients must continue to certify that projects selected are included in a locally
developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes input from seniors and individuals with disabilities, transportation providers, and other stakeholders; and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

**Funding**

Funds through the Section 5310 Program are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities, with 60 percent of the funds apportioned to designated recipients in urbanized areas with populations larger than 200,000, 20 percent to states for use in urbanized areas of fewer than 200,000 persons, and 20 percent to states for use in rural areas. The federal share for capital projects is 80 percent with a 20 percent local match, and for operating grants is 50 percent with a 50 percent local match.

The local share for Section 5310 Program projects can be derived from other federal non-DOT transportation sources. Examples of these programs that are potential sources of local match include employment training, aging, community services, vocational rehabilitation services, and Temporary Assistance for Needy Families (TANF). More information on these programs is available on the Coordinating Council on Access and Mobility Website at [https://www.transit.dot.gov/ccam](https://www.transit.dot.gov/ccam).

**Eligible Subrecipients and Activities**

Under MAP-21, eligible subrecipients for the Section 5310 Program include states or local government authorities, private non-profit organizations, or operators of public transportation services that receive a grant indirectly through a recipient. MAP-21 also modified eligible activities under the Section 5310 Program:

- At least 55% of program funds must be used on capital projects that are:
  - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.

- The remaining 45% may be used for purposes including:
  - Public transportation projects that exceed ADA requirements.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.
Planning Context

The following section provides an overview of the demographic composition of the Southeast Regional Transportation Planning Organization. As displayed in Figure 1, this RTPO includes Chaves, Curry, De Baca, Eddy, Lea, Lincoln, Otero, and Roosevelt Counties. Table 1 provides a summary of existing transit providers serving the RTPO.

Table 1: Service Providers

<table>
<thead>
<tr>
<th>Name</th>
<th>Area of Service</th>
<th>Service Type(s)</th>
<th>Funding Program(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carlsbad Municipal Transit System (CMTS)</td>
<td>City of Carlsbad, Eddy County, and Village of Loving</td>
<td>Fixed Route and Demand Response</td>
<td>S. 5311</td>
</tr>
<tr>
<td>Clovis Area Transit System (CATS)</td>
<td>City of Clovis</td>
<td>Demand Response</td>
<td>S. 5311</td>
</tr>
<tr>
<td>Hobbs Express</td>
<td>City of Hobbs</td>
<td>Fixed Route, Modified Fixed Route and Demand Response</td>
<td>S. 5311</td>
</tr>
<tr>
<td>Pecos Trails Transit</td>
<td>Chavez County and the City of Roswell</td>
<td>Fixed Route and Paratransit</td>
<td>S. 5311</td>
</tr>
<tr>
<td>Portales Area Transit</td>
<td>City of Portales and a five mile radius of the city limits into Roosevelt County</td>
<td>Demand Response</td>
<td>S. 5311</td>
</tr>
<tr>
<td>Z Trans</td>
<td>City of Alamogordo, Bent CDP, Boles Acres CDP, Village of Capitan, Town of Carrizozo, Village of Cloudcroft, Dona Ana County, Holloman AFB, Hondo, La Luz CDP, City of Las Cruces, Mescalero CDP, Mescalero Indian Reservation, Nogal CDP, Otero County, Village of Ruidoso, Ruidoso Downs, Village of Tularosa, Apache Reservation, the Inn of the Mountain Gods, and Lincoln County</td>
<td>Fixed Route, Demand Response, Deviated Demand Response and Intercity</td>
<td>S. 5310 &amp; S. 5311</td>
</tr>
</tbody>
</table>
Figure 1: Southeast RTPO Regional Geography

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
Fixed Route providers in this region include Carlsbad Municipal Transit System, Hobbs Express, Pecos Trails Transit, and Z-Trans. Brief descriptions of these services are provided below.

**Carlsbad Municipal Transit System**

The City of Carlsbad provides both fixed route and demand response service. The areas served include the City of Carlsbad, a small portion of Eddy County immediately adjacent to Carlsbad, and the Village of Loving. Demand Response service is available, with a one day prior advance reservation, from 5:00 a.m. to 9:30 p.m. Monday through Friday at $2.00 per one way trip. The Carlsbad Municipal Transit System operates three fixed routes running from 7:00 a.m. to 5:45 p.m. Monday through Friday with a fare of $0.50 per one way trip. More information on Carlsbad Municipal Transit System may be found at: [https://www.cityofcarlsbadnm.com/departments/community-development/carlsbad-municipal-transit-system/](https://www.cityofcarlsbadnm.com/departments/community-development/carlsbad-municipal-transit-system/)

**Hobbs Express**

The City of Hobbs provides modified fixed route and demand response transportation services through the Hobbs Express. The Hobbs Express serves any location within the city limits of Hobbs and within a five mile radius of the city; some major destinations include the Lea County Airport, New Mexico Junior College, Lea Regional Hospital, and the University of the Southwest. Fixed route and demand response services are available from 7:00 a.m. to 5:00 p.m. Monday through Saturday. Fares range from $1.00 per one way trip for fixed route service and $2.00 per one way trip for curb to curb demand response service. All vehicles are ADA accessible. Demand response riders are encouraged to arrange their trip at least 24 hours in advance, although same day trips are provided if space is available. More information on the Hobbs Express may be found at: [https://www.hobbsnm.org/hobbs_express.html](https://www.hobbsnm.org/hobbs_express.html)

**Pecos Trails Transit**

The City of Roswell’s Pecos Trails Transit provides both fixed route and demand response service. Operating hours include 6:00 a.m. to 10:30 p.m. Monday through Friday, 7:10 a.m. to 10:00 p.m. on Saturdays, and 10:28 a.m. to 7:02 p.m. on Sundays. The fare for a one way trip is $0.75 with discounted fares for children under 14 years of age and seniors over the age of 60. Pecos Trails also utilizes color coded tokens and monthly passes. More information on Pecos Trails Transit may be found at: [https://roswell-nm.gov/287/Pecos-Trails-Transit](https://roswell-nm.gov/287/Pecos-Trails-Transit)
Z Trans

Z Trans is the public transportation provider for the Tularosa Basin and surrounding areas. Z Trans operates fixed route service from Holloman Air Force Base to Alamogordo (Purple Route), fixed route service in Alamogordo, Ruidoso and Lincoln County (Green, Yellow, and Red Routes), and demand response and paratransit services in support of these routes.

Service spans Monday through Friday from 6:00 a.m. to 6:00 p.m. with a $1.00 fare for each one way trip. Reduced fares are available for children and seniors. Z Trans also provides deviated fixed route service from Alamogordo to the Mescalero Apache Reservation (Blue Route) from 6:00 a.m. to 5:45 p.m. Monday through Friday. The fare for this service is $1.00 per one way trip with discounts available. Additionally, intercity service is available from Alamogordo to Las Cruces (Orange Route) Monday through Friday with three round trips daily. Fares for the intercity service are $3.00 each way with discounts for university students. More information on Z Trans may be found at: http://www.ztrans.org/
Demographics

The demographic analysis in this section highlights to what extent existing services align with areas of potentially transit dependent populations. It examines population density as well as data on youth, seniors, individuals with disabilities, those living below the federal poverty level, and households without vehicles. It also presents two indices based on the density and percentage of transit dependent persons.

The analysis draws on recent data from American Community Survey five-year estimates (2017). For each potentially transit dependent population, block groups and census tracts are classified relative to the planning area as a whole, using a five-tiered scale of very low to very high. Mapped and summarized below, the results of the analysis highlight those geographic areas of the planning area with the greatest transportation need.

Population

Population (and population density) is an important indicator of the extent of urbanization, which in turn affects the types of transportation that may be most viable. While fixed-route transit is more practical and successful in areas with 2,000 or more persons per square mile, specialized transportation services are typically a better fit for rural areas with less population density.

Figure 2 and 3 display population and population density, respectively. Figure 2 shows that populated areas are typically found grouped along the perimeter of the region’s major cities. One anomaly that exists in this analysis is the southern block group in Otero County, while this area is predominately rural in nature the large size of the block group large serves to inflate the actually population of the area. This anomaly is addressed in Figure 3, which displays population density. Figure 3 shows that the population centers of the region are found in incorporated areas such as Alamogordo, Artesia, Carlsbad, Clovis, Hobbs, Lovington, Portales, Roswell, and Ruidoso. In addition, Table 2 allows for a comparison of county population within the RTPO to other counties in New Mexico.
Figure 2: Southeast RTPO Population by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
Figure 3: Southeast RTPO Population Density by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
<table>
<thead>
<tr>
<th>County</th>
<th>2017 Estimate</th>
<th>2040 Projection</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bernalillo</td>
<td>679,827</td>
<td>799,465</td>
<td>17.6%</td>
</tr>
<tr>
<td>Catron</td>
<td>3,581</td>
<td>2,418</td>
<td>-32.5%</td>
</tr>
<tr>
<td>Chaves</td>
<td>65,727</td>
<td>73,393</td>
<td>11.7%</td>
</tr>
<tr>
<td>Cibola</td>
<td>27,160</td>
<td>29,058</td>
<td>7.0%</td>
</tr>
<tr>
<td>Colfax</td>
<td>12,399</td>
<td>11,397</td>
<td>-8.1%</td>
</tr>
<tr>
<td>Curry</td>
<td>50,024</td>
<td>59,581</td>
<td>19.1%</td>
</tr>
<tr>
<td>De Baca</td>
<td>1,859</td>
<td>1,520</td>
<td>-18.3%</td>
</tr>
<tr>
<td>Doña Ana</td>
<td>216,637</td>
<td>273,074</td>
<td>26.1%</td>
</tr>
<tr>
<td>Eddy</td>
<td>57,901</td>
<td>58,233</td>
<td>0.6%</td>
</tr>
<tr>
<td>Grant</td>
<td>28,168</td>
<td>24,365</td>
<td>-13.5%</td>
</tr>
<tr>
<td>Guadalupe</td>
<td>4,474</td>
<td>4,251</td>
<td>-5.0%</td>
</tr>
<tr>
<td>Harding</td>
<td>698</td>
<td>462</td>
<td>-33.8%</td>
</tr>
<tr>
<td>Hidalgo</td>
<td>4,412</td>
<td>3,535</td>
<td>-19.9%</td>
</tr>
<tr>
<td>Lea</td>
<td>70,463</td>
<td>81,635</td>
<td>15.9%</td>
</tr>
<tr>
<td>Lincoln</td>
<td>19,601</td>
<td>16,915</td>
<td>-13.7%</td>
</tr>
<tr>
<td>Los Alamos</td>
<td>18,749</td>
<td>16,426</td>
<td>-12.4%</td>
</tr>
<tr>
<td>Luna</td>
<td>24,456</td>
<td>24,348</td>
<td>-0.4%</td>
</tr>
<tr>
<td>McKinley</td>
<td>72,772</td>
<td>75,365</td>
<td>3.6%</td>
</tr>
<tr>
<td>Mora</td>
<td>4,593</td>
<td>3,774</td>
<td>-17.8%</td>
</tr>
<tr>
<td>Otero</td>
<td>65,858</td>
<td>64,402</td>
<td>-2.2%</td>
</tr>
<tr>
<td>Quay</td>
<td>8,469</td>
<td>7,323</td>
<td>-13.5%</td>
</tr>
<tr>
<td>Rio Arriba</td>
<td>39,350</td>
<td>38,496</td>
<td>-2.2%</td>
</tr>
<tr>
<td>Roosevelt</td>
<td>19,409</td>
<td>22,719</td>
<td>17.1%</td>
</tr>
<tr>
<td>San Juan</td>
<td>128,125</td>
<td>138,762</td>
<td>-8.3%</td>
</tr>
<tr>
<td>San Miguel</td>
<td>28,037</td>
<td>24,123</td>
<td>-14.0%</td>
</tr>
<tr>
<td>Sandoval</td>
<td>142,705</td>
<td>213,929</td>
<td>49.9%</td>
</tr>
<tr>
<td>Santa Fe</td>
<td>149,694</td>
<td>175,242</td>
<td>17.1%</td>
</tr>
<tr>
<td>Sierra</td>
<td>11,305</td>
<td>8,368</td>
<td>-26.0%</td>
</tr>
<tr>
<td>Socorro</td>
<td>17,323</td>
<td>16,812</td>
<td>-2.9%</td>
</tr>
<tr>
<td>Taos</td>
<td>32,975</td>
<td>32,336</td>
<td>-1.9%</td>
</tr>
<tr>
<td>Torrance</td>
<td>15,728</td>
<td>14,684</td>
<td>-6.6%</td>
</tr>
<tr>
<td>Union</td>
<td>4,250</td>
<td>4,413</td>
<td>3.8%</td>
</tr>
<tr>
<td>Valencia</td>
<td>75,789</td>
<td>80,655</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

Light grey depicts the counties included in the Southeast RTPO.
Source: New Mexico County Population Projections July 1, 2010 to July 1, 2040, Geospatial and Population Studies Group, University of NM. Released February 2017.
Youth, Seniors, Individuals with Disabilities, and Low-Income Individuals

Youth (10-17), seniors (65 and above), individuals with disabilities (18 and above), and low-income individuals (living below the federal poverty level) must be identified and accounted for when considering transit need.

Figures 4 through 7 display the youth, senior, individuals with disabilities, and low-income populations. The greatest numbers of youth are located around the incorporated areas of the region; additional areas with high proportions of youths are Otero County and the western section of Lea County. The senior population is dispersed throughout the region; however, large concentrations exist to the north of Alamogordo and north of Ruidoso. Individuals with disabilities are largely concentrated throughout Otero County and the area around Ruidoso. Block groups with the highest classification for low-income individuals are located to the north of Portales, the southern portion of Otero County, and scattered throughout the City of Roswell.

Households without Vehicles

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit and human service organizations than those households with access to a car. Figure 8 shows the distribution of households without vehicles in the Southeast RTPO. Areas with large concentrations of households without vehicles are found in the incorporated areas of Carlsbad, Clovis, Roswell, and Ruidoso.
Figure 4: Southeast RTPO Youth Population by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.

Youth Population
Per Block Group
- 0 - 50
- 51 - 100
- 101 - 200
- 201 - 300
- 301 and Above
Figure 5: Southeast RTPO Senior Population by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
Figure 6: Southeast RTPO Individuals with Disabilities by Census

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
Figure 7: Southeast RTPO Low Income Population by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.
Figure 8: Southeast RTPO Households without Vehicles by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.

Households Without Vehicles
By Block Group

- 0 - 10
- 11 - 25
- 26 - 50
- 51 - 100
- 101 and Above
Transit Dependence Indices

For each block group in the planning area, the socioeconomic characteristics described above were combined into aggregate measures of transportation need: the Transit Dependence Index (TDI) and the Transit Dependence Index Percentage (TDIP). Both measures are based on the prevalence of the vulnerable populations in the planning area. However, the TDI accounts for population density and the TDIP does not. By removing the persons per square mile factor, the TDIP measures degree rather than amount of vulnerability.

As shown in Table 3 below, the score of “very low” to “very high” is based on the relative concentration of these populations in relationship to the average of the planning area. A block group classified as “very low” can still have a significant number of potentially transit dependent persons; “very low” only means below the planning area average. At the other end of the spectrum, “very high” means greater than twice the planning area average.

<table>
<thead>
<tr>
<th>Vulnerable Persons/Households (# or %)</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ the planning area average</td>
<td>1 (Very Low)</td>
</tr>
<tr>
<td>&gt; Average and ≤ 1.33 times average</td>
<td>2 (Low)</td>
</tr>
<tr>
<td>&gt; 1.33 times average and ≤ 1.67 times average</td>
<td>3 (Moderate)</td>
</tr>
<tr>
<td>&gt; 1.67 times average and ≤ 2 times average</td>
<td>4 (High)</td>
</tr>
<tr>
<td>&gt; 2 times the planning area average</td>
<td>5 (Very High)</td>
</tr>
</tbody>
</table>

Figure 9 displays the overall TDI rankings for the RTPO. As shown in Figure 9, the block groups that have a TDI classification of very high are scattered throughout Alamogordo, Carlsbad, Clovis, Hobbs and Roswell. Using this analysis, the block groups with high and very high transit needs can all be found Alamogordo, Clovis, Hobbs, Roswell, and the northern portion of Otero County.
Figure 9: Southeast RTPO Transit Dependent Population by Block Group

Source: All census data is from American Community Survey (ACS), 2017, 5-year estimates.

Transit Dependent Index
By Block Group
- Very Low
- Low
- Moderate
- High
- Very High
Needs Assessment

While an analysis of demographic data is important for understanding overall mobility needs, it is vital to gain the insight of local stakeholders who are acutely aware of the transportation challenges faced by residents. Participants from the initial planning process provided input on specific unmet needs in the region. This information was gained by focusing on the targeted population groups for the Section 5310 (seniors, individuals with disabilities, people with lower incomes) and specific need characteristics (trip purpose, time, destination, etc.). The vast majority of needs identified could be described as cross-cutting the needs of all three population groups.

In addition to the demographic data presented in the previous section, the Southeast RTPO Long Range Plan, the New Mexico Statewide Multimodal Transportation Plan, and the New Mexico Statewide Public Transportation Plan were reviewed to provide a complete picture of the region’s needs, goals, and objectives.

The Southeast RTPO Long Range Plan included the following transit related needs:

- Provide a balanced multi-modal transportation system (air, rail, automobile, transit, bicycle/pedestrian/equestrian) for the state and efficient movement of people, freight and goods between rural and urban regions
- Promote efficient and thorough public involvement in the transportation planning process
- Promote a continuing, cooperative, and comprehensive transportation process and reduce institutional barriers between all governmental entities involved in providing transportation to southeastern New Mexico
- Take advantage of new opportunities in funding and flexibility afforded by the future federal funding and encourage enhanced funding through state legislation
- Promote and communicate a rational methodology for prioritizing transportation projects
- Promote planned integration of the interrelationships of existing and future transportation land use planning systems while incorporating environmental, conservation and quality of life issues
- Identify and utilize all potential source funds for transportation projects
- Ensure that transportation services meet the needs of diverse segments of the population such as the youth, seniors, and individuals with disabilities
The New Mexico Statewide Multimodal Transportation Plan included the following transit related goals and needs:

- Develop community-based transportation programs that include flexible and deviated fixed-route services to accommodate riders that require ADA accessibility.
- Promote and work with local agencies to coordinate transit schedules and provide web-based schedule information on a single user-friendly platform.
- Coordinate federal, state, tribal, and local programs that offer transit and human services to elderly populations.

**Strategies and Priorities**

Coupled with the need to identify unmet needs and gaps in transportation services is the need to identify corresponding strategies to improve mobility. Local stakeholders generated a variety of strategies through the previous coordinated transportation planning process. These strategies were reassessed and updated accordingly.

The following strategies and recommendations are broad in scope. This is intended to allow agency flexibility for funding and provider creativity in suggesting programs and services.

- Prioritize transit service to areas with higher concentrations of special needs populations
- Monitor trips by trip purpose and, where appropriate, reassign service using the most applicable funding source
- Increase service to special needs populations at a rate at least proportional to the growth in their numbers
- Provide new or additional service to unserved or underserved populations;
- Coordinate with appropriate agencies to assess the need for and to establish intercommunity, intercounty, and interstate services
- Establish or enhance transit and public transportation services beyond the minimum requirements of the ADA
- Seek opportunities to expand, combine or leverage funding sources to increase or improve service to smaller towns and rural areas
- Explore regional transit solutions for dispatch and maintenance facilities, and operations and administration processes, i.e. provide customers with one number to call for requests for various transportation services, information on services, and trip planning
- Expand accessibility by participating in voucher systems
- Explore and, where feasible, share vehicles for client trips
- Assess the need for and respond to transportation service needs in areas such as:
• Late night and weekend services
• Shuttle and feeder services
• Demand / response services
• Ridesharing and carpooling programs

• Increase access to employment and services for smaller towns such as the Village of Hope by providing public transportation services to larger towns such as Artesia
• Investigate the possibility of creating a Regional Transit District (RTD)
• Improve existing and construct new facilities, i.e. improvements to bus shelters for the comfort of riders and new transit facilities