

APPENDIX F: EXISTING PUBLIC TRANSPORTATION SERVICES

This appendix provides an overview of transportation services and resources available to adults with disabilities. This includes Developmentally Disabled Waiver Service Standards for Nonmedical Transportation Services, the DVR Whatever It Takes (WIT) Project, the types of public transit services offered in the State, and the transit providers in each New Mexico community. Persons needing transportation should call the provider listed in their area for detailed information on how to access transit services.

Long Term Services Division Nonmedical Transportation Service

Effective July 1, 2002 the nonmedical transportation service (part of the *DD Waiver Service Standards, New Mexico Department of Health Long Term Services Division (LTSD), Medicaid Home and Community-Based Waiver Services for the Developmentally Disabled*) assists the individual in accessing other waiver supports and nonwaiver activities identified in the Individual Service Plan (ISP). The following synopsis of the service is excerpted from the Developmentally Disabled Waiver Standards. The primary goals of the nonmedical transportation service are to facilitate greater inclusion in community life and to promote self-determination. Nonmedical transportation services enable individuals to gain physical access to nonmedical community services and resources that promote individual opportunity and responsibility in carrying out ISP activities. Nonmedical transportation is accessed through an LTSD approved nonmedical transportation provider. This service is to be considered only when transportation is not available through the State Medicaid Plan or when other arrangements cannot be made.

Scope of Service – Nonmedical transportation services shall include, but not be limited to:

- Transportation services between the individual’s home and nonmedical services, resources or activities such as:
 - Community events or activities
 - Work or volunteer site
 - Homes of family or friends
 - Civic organizations or social clubs
 - Public meetings or other civic activities
 - Spiritual activities or events

Service Criteria

- Need for service documentation
- Nonmedical transportation providers may use funding to purchase a pass for public transportation when determined appropriate to support or fulfill identified activities.
- The service is only available to individuals who receive Supported Living, Supervised Living, or Home-Based services and is dependant on various situational scenarios.
- Nonmedical transportation services may be provided to/from any location, with the exception that they may not be used for transportation to a location that is covered by Medicaid medical transportation.

Administrative requirements for transportation are also contained within the Developmental Disability Waiver Service Standards. This includes agency record management, reporting requirements, staffing qualifications, and vehicle requirements. Reimbursements rules, processes, and procedures are also detailed. A complete list of requirements can be found at the following Web site: [www.health.state.nm.us/ website.nsf/frames?ReadForm](http://www.health.state.nm.us/website.nsf/frames?ReadForm).

The DVR WIT Transportation Program Grant

The “Whatever-It-Takes” (WIT) Transportation Program is a five-year, federally funded program of the New Mexico Technical Assistance Program (NMTAP) that provides affordable transportation to persons with a disability who need to maintain employment, seek employment, receive vocational rehabilitation services, or prepare for employment, but who are without transportation. Statewide services focus on geographic areas where public transportation either is not accessible or is not available to individuals with disabilities.

WIT has four sites that currently provide transportation services. These sites are:

1. Chavez County JOY Center, Inc. (Roswell and surrounding areas)
Contact: Ms. Charlie Phillips, Phone: 505-623-4866
2. Carlsbad Mental Health Association (Carlsbad and surrounding areas)
Contact: Eve Flanigan, Phone: 505-885-4836 ext.113
3. Zuni Entrepreneurial Enterprises, Inc. (McKinley and Cibola Counties)
Contact: Larry Alflen, Phone: 505-782-5796

4. GO-FORS, Inc. (Albuquerque and surrounding areas, including Moriarty)

Contact: Mary Jean White, Phone: 505-332-0124

For persons with a disability outside these four areas, WIT will contract with drivers-for-hire and offer long-term, low-interest financial loans to purchase accessible vehicles or driver-adapted vehicles. WIT also assists and coordinates with public transportation providers.

For statewide information and referral services, clients may call WIT at 800-866-2253, a toll-free number. At a minimum, based on a client's disability and transportation needs, the WIT staff will develop an Individualized Transportation Access Plan (ITAP) with the client. The plan is essentially a statement of the transportation problem and a description of how WIT will work with the client to bring about a new transportation solution.

To apply for the WIT Program, clients may go to the WIT Web site at <http://www.nmtap.com/projects.html#1> to download and complete the DVR/WIT application form. Clients should mail the completed application form to: DVR/WIT, 435 St. Michael's Drive, Building D, Santa Fe, NM 87505. Clients may call Caroll Cadena at 800-866-2253 for assistance in completing the application form by telephone.

Types of Public Transit Bus Services Provided in New Mexico

Intercity Bus Services: Intercity bus service is regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity. More than one carrier may provide transportation service for passengers and their baggage along the route. There are two intercity bus services operating in New Mexico: Greyhound Lines and Texas, New Mexico and Oklahoma Coaches, Inc. (TNM&O). TNM&O Coaches is based in Lubbock, Texas and provides service in Texas, New Mexico, Oklahoma, Kansas, Colorado, and Wyoming. Their routes connect with Greyhound Lines which provides transportation to destinations across the nation. Both carriers provide services to travelers with disabilities. An overview of each carriers routes in New Mexico is located at <http://www.greyhound.com/>. At this web sit, go to Travel Planning, click on Route Maps, and then click on New Mexico. For a list of 40 New Mexico towns and cities served by intercity buses, go to the above web site, click on Travel Planning, click on Terminals, select New Mexico, and click on the town. The street address, phone number, and hours of operation of each intercity bus stop are provided.

Greyhound Lines: Fare & Schedule Information

1 (800) 229-9424

1 (800) 752-4841 (Assistance for passengers with disabilities)

1 (800) 345-3109 (TDD)

Calls are answered 24 hours daily.

<http://www.greyhound.com/>

Texas, New Mexico and Oklahoma Coaches

PO Box 1800

Lubbock, Texas 79408

806-763-5389

<http://www.tnmo.com/>.

Municipal Bus Services: These are bus or van services operated by a city, town, or county and with service areas that are usually limited to a small geographic area, such as within the city limits or county lines.

Fixed-Route Bus/Van Service: New Mexico's three largest cities and several smaller towns offer fixed-route municipal bus service. On a fixed-route, buses/vans travel on a set route and at scheduled times throughout the day. Most fixed-route bus/van stops are marked with bus stop signs that indicate the route name and number. Some systems allow passengers to flag down a bus/van along the route. Passengers on a fixed-route system can call the bus service to request a map and a schedule of all routes, along with individual fare and monthly pass information.

Demand-Response Bus/Van Service: Many smaller towns do not offer fixed-route transit service. Instead, they offer rides only in response to a passenger's request or demand. This is called demand-response service. Passengers must call in advance to schedule a ride. Some systems require 24-hour notice for a trip, while others may be able to provide immediate response service.

Demand-response service may be provided under the name Public Transportation System, Dial-A-Ride, or Taxi Program. Some systems use demand-response to meet the transportation needs of elderly and disabled riders. Vehicles used for demand-response service are usually small buses, vans, or sedans.

Hybrid Deviated-Demand-Response Service: A few transit providers offer a service that is a cross between fixed-route and demand-response. On a deviated-fixed route, a passenger calls in advance to schedule pickup at a location that is off the regular bus route, but in the immediate service area. All passenger drop-offs must occur at regular bus stops.

Specialized Transportation for the Elderly and Disabled: While fixed-route and demand-response service are open to all riders, some communities offer specialized transportation for elderly and disabled passengers who are enrolled in a human-services program, such as a senior center or a sheltered workshop. These transport services may be funded through a human-services agency, an agency on aging, or a transportation department.

Welfare-to-Work and Low-Income Transportation: Some municipalities and counties offer transportation services for welfare recipients and low-income people (up to 150% of the federal poverty level) who are moving into the work force. These services are flexible and allow trip chaining. For example, a parent and her/his dependent children may board a van in front of their house and go to a day-care center, where the children are dropped off, then on to a job site, where the parent is employed. At the end of the work day, the parent boards the van, which returns to the day-care center to pick up the children, and from there to the family's home.

Welfare-to-Work transportation is jointly funded by federal dollars from the Federal Transit Administration through Job-Access and Reverse-Commute grants, the U. S. Department of Health and Human Services through Temporary Assistance for Needy Families (TANF) grants, and the U.S. Department of Labor through Welfare-to-Work grants.

Accessible Transportation Services: Under the Americans with Disabilities Act (ADA) of 1990, all publicly funded transportation providers must offer transportation services that are accessible to individuals who are unable to ride regular bus service because of a disability. This service is referred to as paratransit or accessible transit for the mobility impaired.

Paratransit is more personalized than fixed-route service, and drivers pick up and drop off passengers curb-to-curb (from one specific address to another). Usually, a trip must be scheduled 24 hours in advance, and passengers must be certified as eligible for ADA services and must be able to document eligibility to arrange for paratransit service.

Ridesharing: Ridesharing occurs when two or more people get together to share a ride, usually either by carpool or vanpool. Ridesharing helps alleviate the stress and hassle of the everyday commute,

reduces the personal cost of transportation, and benefits the environment. Carpooling is sharing a ride with two or more people. Individuals may alternate as drivers and riders. Vanpooling is sharing a ride with a larger group of people, who usually travel longer distances. Riders share the cost, and in some cases the driver rides for free in exchange for overseeing the vanpool.

Larger transit systems provide rideshare services by offering a computerized matching service that pairs those who want to rideshare with those who have similar commuting needs.

Local rideshare agencies can help commuters on long or short trips taken every day or once a month. Even if only two people share a ride, each will reduce personal commute costs by about fifty percent.

Guaranteed Ride Home: A guaranteed-ride-home program is a free service provided by some urban public transit agencies to people who travel to work or school at least three days per week using an alternate mode of transportation: carpool, vanpool, bicycle, or bus. Riders must be registered with the transit agency to be eligible for this service. The transit agency will guarantee the registered rider a free ride home (usually in a taxi) in case of an emergency, such as a family illness, personal illness, or unscheduled overtime.

List of Providers

The PTPB administers various grants from the FTA that support general and specialized transportation programs in the State. These programs are named for the section of the federal transportation law that created them.

5311 Program

Section 5311 is an FTA program that funds capital, administrative, and operating costs for public transit systems in rural areas and towns that have a population less than 50,000. These funds are apportioned annually to the states by a formula based on the number of persons living in nonurbanized areas within each state.

The goals of the nonurbanized formula program are: to enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation; to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; to encourage and facilitate the most efficient use of all federal funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and

services; to assist in the development and support of intercity bus transportation; and to provide for the participation of private transportation providers in nonurbanized transportation to the maximum extent feasible. Funds are provided on an 80/20 match ratio for capital and administrative expenses and a 50/50 match for operating expenses. Eligible applicants include local governments and private not-for-profit providers.

Section 5311 Providers in New Mexico:

Alamogordo:	Zia Therapy Center Inc.	505-437-3040
Angel Fire:	Village of Angel Fire/The Magic Bus	505-377-7004
Belen:	City of Belen/Mid-Rio Grande RSVP	505-864-8630
Carlsbad:	Carlsbad Municipal Transit System	505-887-2121
Clovis:	Clovis Area Transit System	505-769-7910
Española:	Española Transit	505-747-6080
Farmington:	City of Farmington/Red Apple Express (general)	505-599-8221
Farmington:	Presbyterian Medical Services Dial-A-Ride (disab)	505-325-3409
Hobbs:	City Clerk's Office/ Hobbs Express	505-397-9230
Laguna:	Pueblo of Laguna/Shaa'srk'a Shuttle	505-552-6652
Las Vegas:	City of Las Vegas/Meadow City Express	505-454-8163
Los Alamos:	Los Alamos Bus System Inc.	505-662-2080
Los Lunas:	Village of Los Lunas Public Transportation	505-866-8047
Portales:	Portales Area Transit	505-356-8576
Red River:	Village of Red River/Miner's Transit	505-754-2277
Roswell:	City of Roswell, Pecos Trails Transit	505-624-6766
Silver City:	Grant County/Corre Caminos Transit	505-388-3180
Taos:	Town of Taos Transit, Chile Line	505-751-4459
Window Rock:	Navajo Nation Transit System	520-729-4114
Zuni:	Zuni Entrepreneurial Enterprise	505-782-5798

5310 Program

Section 5310 is an FTA program that funds specialized transportation to meet the needs of the elderly and people with disabilities. Funds are apportioned to states based on the number of elderly and disabled persons, based on the most recent Census. The New Mexico Highway and Transportation

Department's PTPB distributes these funds to nonprofit organizations. Funds may be used for capital acquisition, such as vehicles, radios, and wheelchair lifts. Funds are provided on an 80/20 federal/local match ratio.

Section 5310 Providers--Transportation for Elderly and Clients with Disabilities:

Alamogordo

- Alamogordo Seniors 505-439-4243
- Betty Dare Good Samaritan Center 505-434-0033
- Counseling Center Inc. 505-434-7404
- Zia Therapy Center 505-437-3040

Albuquerque

- Adelante Development Center 505-541-2000
- Casa Angelica 505-877-5763
- Easter Seals Society 505-888-3811
- PB&J Family Services 505-877-7060
- Share Your Care 505-881-8982
- St. Martin's Hospitality 505-766-6876
- Transitional Living Services, Inc. 505-268-5295

Artesia

- Door of Opportunity 505-746-9642
- Lending Hands 505-746-9642
- Pecos Valley Senior Center 505-746-2731

Brimhall

- Coyote Canyon 505-735-2261

Carlsbad

- Carlsbad Mental Health Association 505-885-4836

Carrizozo

- New Horizons Development Center 505-648-2379

Casa Blanca

- Laguna Rainbow Nursing 505-552-6034

Clovis

- ENMRSH 505-762-5988
- Plains Regional Medical Center 505-769-7581

Española

- Hoy Alcoholism 505-753-2204
- Las Cumbres Learning Center 505-753-4123
- Senior Center 505-753-5194

Farmington

- Northwest New Mexico Seniors 505-326-7462

Fort Bayard

- Fort Bayard Medical Center 505-537-3302

Gallup

- City of Gallup 505-863-1295
- MORE

Isleta

- Pueblo of Isleta 505-869-3124

Laguna

- Shaa'srk'a Transit 505-552-6652

Las Cruces

- Dona Ana County 505-647-7263
- TRESKO, Inc. 505-528-2214

Las Vegas

- Las Vegas Medical Center 505-454-5125

Los Lunas

- Pecos Valley Regional Center Cooperative (PVRCC) 505-748-6101
- Valencia County 505-866-6313
- Valencia Counseling 505-865-3350

Mora

- Helping Hands 505-387-2289

Portales

- Community Service Center 505-356-8576

Santa Fe

- Ayudantes, Inc. 505-438-0035

- Open Hands 505-982-4258
- Pojoaque Pueblo 505-455-3254
- Presbyterian Medical Services MAIN 505-982-5565

Silver City

- Border Area Mental Health Services, Inc. 505-388-4497
- Life Quest, Inc. 505-388-1976

Socorro

- Socorro Mental Health Foundation 505-835-2444

Taos

- Casa Corazon 505-751-7037
- Dream Tree Project 505-758-9511
- Taos Bridges Project for Education 505-758-5074
- Taos/Colfax County Community Service, Inc. 505-758-5857
- Taos County ARC 505-758-4274

Tohatchi

- Tohatchi Area of Opportunity and Services, Inc. 505-733-2200

Zuni

- Zuni Entrepreneurial Enterprises 505-782-5798

3037 Program

Section 3037 of the Transportation Equity Act for the Twenty-First Century (TEA-21) is an FTA program that is awarded to states, urbanized areas, and large urbanized areas on a nationally competitive basis. An urbanized area is a city with a population of 50,000-200,000 persons; a large urbanized area is a city with more than 200,000 people. Job-Access grants are intended to provide transit service to assist welfare recipients and low-income individuals (up to 150% of the federal poverty level) in getting to jobs and training. Reverse-Commute grants are designed to develop transit services to transport urban or rural workers to suburban job sites. Job-Access and Reverse-Commute grants require a 50/50 percent federal/local match ratio. Federal funds other than those from the U.S. Department of Transportation may be used for the match.

Individuals with developmental disabilities who meet the income eligibility requirements or who live in rural areas can make use of the 3037 program for travel to work and work-related support activities.

Section 3037 Providers in New Mexico:

Alamogordo:	Zia Therapy Center	505-437-3040
Albuquerque area:	Albuquerque Transit Department (city)	505-843-9200
	Go-Fors, Inc. (Moriarty--Mountainair)	505-332-1919
Angel Fire:	Village of Angel Fire	505-337-7004
Bernalillo:	Sandoval County	505-867-7500
Carlsbad:	Carlsbad Municipal Area Transit	505-877-2121
Cibola:	Cibola County	505-285-3542
Clovis:	Clovis Area Transit System	505-769-7910
Cuba:	Village of Cuba/550 Express	505-289-2166
Espanola:	Rio Arriba County/Los Valles	505-753-5956
Farmington:	City of Farmington/Red Apple Express	505-599-8221
	Presbyterian Medical Services	505-325-3409
	San Juan Junior College	505-566-3214
Fort Sumner:	Fort Sumner Housing Authority	505-355-2986
Gallup:	Na’Nizhoozhi Center	505-722-2177
Hatch--Anthony:	Ben Archer Health Center	505-267-0221
Hatch--T or C:	South Central Council of Governments	505-744-4585
Hobbs:	New Mexico Junior College/ ACCEL	505-391-9466
Las Cruces:	City of Las Cruces/ Road Runner Transit	505-541-2500
Las Vegas:	City of Las Vegas, Meadow Express	505-454-8163
Los Lunas:	Village of Los Lunas	505-866-8047
Questa:	Village of Questa Transit	505-586-0694
Rio Arriba:	Rio Arriba County/Los Valles Transit System	505-753-3143
Roswell:	Pecos Trails Transit	505-624-6766
Santa Fe:	City of Santa Fe/ Santa Fe Trails Transit	505-955-2001
Silver City:	Grant County/Corre Caminos Transit	505-388-3180
Socorro:	South Central Council of Governments	505-744-4585
Taos:	Town of Taos/Chile Line	505-751-4459
Zuni:	Zuni Entrepreneurial Enterprises	505-782-5798

5307 Program

Section 5307 is an FTA-formula grant program that allocates funds to every urban and large urban area in the country, based on a federal formula. An urban area is a city with a population of 50,000-200,000 persons; a large urban area is a city with more than 200,000 people. Funds are provided on an 80/20-match ratio. Transit systems in urban and large urban areas, including Albuquerque, Las Cruces, and Santa Fe, receive their funds directly from the FTA.

The ATR Institute provided 5307 programs in New Mexico with a brief survey to retrieve information on existing transportation services for people with disabilities. The surveys were completed by the City of Albuquerque Sun Van, the City of Las Cruces Dial-A-Ride, and the City of Santa Fe Transit, Santa Fe Trails Transit personnel.

Section 5307 Providers in New Mexico:

Albuquerque:	City of Albuquerque Transit Department	
	Sun Tran	505-843-9200
	Sun Van	505-764-6165
Las Cruces:	Las Cruces Area Transit	505-541-2500
	Dial-A-Ride (paratransit)	505-541-2777
Santa Fe:	Santa Fe Trails, Public Transit	505-955-2001
	Santa Fe Ride Paratransit Program	505-955-2030

Albuquerque Sun Van Survey¹

City of Albuquerque Sun Van, Section 5307 Complementary Paratransit Service	
<p>City of Albuquerque, Sun Van Peter Behrman, Director, Transit Department</p> <p>Sun Van Services Contact: Annette Paiz-Trujillo 505-764-6165 x 2002</p> <p>To schedule a ride: 505-764-6165</p>	<p>Days and Times of Service:</p> <p>Monday through Saturday: First pickup 5:30 a.m. Last pickup 10 p.m.</p> <p>Sunday: First Pickup 7 a.m. Last Pickup 7:30 p.m.</p>
<p>Fare: \$2.00 per one-way trip. Book of 10 coupons: \$18.00</p>	
<p>Description of Service: Sun Van is a share-a-ride, curb-to-curb public transportation service for ADA eligible persons with mobility impairments who are unable to ride the regular bus.</p>	
<p>Eligibility: By ADA criteria—mobility impaired who cannot access regular fixed route service, SunTran. Certification is required before a person can schedule a ride.</p>	
<p>Service Area: City of Albuquerque and most of Bernalillo County (except East Mountains)</p>	
Operational Information	
<p>Number of paratransit vehicles: 47</p>	<p>Number of wheelchair accessible: By wheelchair lift: 24 By low floor/ramp: 30</p>
<p>FY 2001</p> <p>Number of trips: 160,429</p> <p>Total vehicle hours: not given</p> <p>Total costs: \$4,010,000</p>	<p>FY 2001</p> <p>Number of passenger miles/year: FY01 – 1,397,025 (revenue miles)</p> <p>Number of vehicle miles/year: FY01 – 1,719,337 (total miles)</p>
<p>Cost/Trip: Approx. \$25.00²</p>	<p>Cost/Vehicle-hour: not given</p>
<p>Cost/Passenger-Mile: \$2.87</p>	<p>Trips/Vehicle-hour: not given</p>
<p>FY01 Average number of trips/day: Weekday 624 Saturday 179 Sunday 139</p>	

¹ The survey information was gathered from the City of Albuquerque Transit Department Web site and from Mr. Bruce Rizzieri, Systems and Facility Development Division Manager.

² ATR Institute calculated this value from data supplied by Albuquerque Transit Department.

Survey of Albuquerque Sun Van Paratransit Service Continued

- 1. How far in advance (maximum and minimum time) is needed to schedule a trip?** Passengers must call at least one day (24 hours) and up to seven days in advance.
- 2. Does Sun Van take standing orders (a person can call in once to schedule regular pickups and drop offs for their entire workweek for example)?** Yes, we offer subscription trips.
- 3. Does demand for paratransit service exceed supply?** Demand for service has exceeded supply, but Sun Van maintains a zero denial rate.
- 4. If so, about how many trips go unfilled each day?** Zero denial rate.
- 5. How does Sun Van deal with customer complaints?** Sun Van has a dedicated position, a Community Liaison, who handles most of Sun Van's complaints. Sun Van has never done a comprehensive customer survey. However, each person is sent a customer survey yearly with their renewal sticker.
- 6. What are the most frequent customer complaints?** My van was late, no show issues and I waited a long time or I could not get through on the telephone line for a reservation.
- 7. What innovations has Sun Van implemented in the last three years (for example, automatic vehicle location, mobile data terminals, swipe cards)?** Sun Van operations has used automatic vehicle location equipment and mobile data terminals for several years.
- 8. What innovations does Sun Van plan to implement in the next three years?** Trapeze windows based scheduling/ dispatching program.
- 9. From your perspective, what are Sun Van's major problems?** The challenge is the increasing use of paratransit service.
- 10. What do you need to adequately address these problems?** Transit department staff is evaluating methods and procedures that could be utilized to meet these challenges.

Las Cruces Dial-A-Ride Survey³

City of Las Cruces, Dial-A-Ride, Section 5307 Complementary Paratransit Service	
Michael Bartholomew, Director, Transit Department Administrative Phone: 505-541-2500 Nellie Garcia, Supervisor of Paratransit Services To Schedule Paratransit Service: 505-541-2777	Days and Times of Service: Monday through Saturday: Hours: 6:30 a.m. to 6:30 p.m. Saturday: Hours: 9:00 a.m. to 6:00 p.m. Sunday: No service
Fare: 75¢ per trip Passes may be purchased at the Transit Office	
Description of Service: Demand response, curb-to-curb service, shared ride, non-emergency trips.	
Eligibility: By ADA criteria—mobility impaired who cannot access regular fixed route service, Roadrunner Transit, and seniors age 60 and older.	
Service Area: City of Las Cruces	
Operational Information	
Number of paratransit vehicles: 11	Number of wheelchair accessible: By wheelchair lift: 9 By low floor/ramp: 0
FY 2001 Number of trips: 74,369 Total vehicle hours: 15,572 Total costs: \$812,853.17 ⁴	FY 2001 Number of passenger miles/year: 157,708 Number of vehicle miles/year: 146,698
Cost/Trip: \$10.93	Cost/Vehicle-hour: \$ 52.20
Cost/Passenger-Mile: \$5.15	Trips/Vehicle-hour: 4.8
Average number of trips/day: 180	

³ The survey information was gathered from the City of Las Cruces Dial-A-Ride Web site and from Ms. Nellie Garcia, Supervisor of Paratransit Services.

⁴ ATR Institute calculated total cost from data supplied by City of Las Cruces Dial-A-Ride.

Las Cruces Dial-A-Ride Survey Continued

1. **How far in advance (maximum and minimum time) is needed to schedule a trip?** Two weeks-24 hours
2. **Does Dial-A-Ride take standing orders (a person can call in once to schedule regular pickups and drop offs for their entire workweek for example)?** Yes
3. **Does demand for paratransit service exceed supply?** Sometimes
4. **If so, about how many trips go unfilled each day?** The most we have had in one month has been 8. ADA is 0.
5. **How does Dial-A-Ride deal with customer complaints?** We take complaint then talk to driver about situation or get it corrected. We call the customer back when situation has been taken care of.
6. **What are the most frequent customer complaints?** The most frequent complaints are related to longer service hours and Sunday service.
7. **What innovations have you implemented in the last three years (for example, Automatic vehicle location, mobile data terminals, swipe cards)?** None
8. **What innovations do you plan to implement in the next three years?** None at this time
9. **From your perspective, what are Dial-A-Ride's major problems?** Shortage of vehicles when we have break downs and not enough drivers.
10. **What do you need to adequately address this problem?**
More funding for vehicles and drivers.

Santa Fe Transit, Santa Fe Ride Survey⁵

City of Santa Fe Transit, Santa Fe Ride, Section 5307 Complementary Paratransit Service	
<p>Tom Williams, Director Administrative Phone: 505-955-2004</p> <p>Sandra Sanchez, Santa Fe Ride Program Coordinator To schedule a ride: 505-955-2030</p>	<p>Days and Times of Service:</p> <p>Capital City Cab (505 438-0000): Seven days a week/24 hours a day</p> <p>Senior Van Service (City of Santa Fe Senior Srvs: Monday-Friday: 8:00 a.m. to 5:00 p.m. (no weekends or holidays)</p>
<p>Fares: ADA Participants \$1.50 per trip (one way) Senior/Low Income \$4.50 per trip (one way)</p>	<p>ADA participants may be accompanied on their trips by a program office approved personal attendant, at no additional cost. All other passengers must pay the prescribed flat rate per trips when accompanying a program participant.</p>
<p>Description of Service: Santa Fe Ride is a curb-to-curb demand response specialized transportation service that provides essential transportation, so without 24-hour advance reservations, the amount of service available may be limited. The Santa Fe Trails Transit web page provides a comprehensive paratransit guide (http://sfweb.ci.santa-fe.nm.us/sfweb/PublicWorks-Transit.htm#PARATRANSIT%20GUIDE).</p>	
<p>Eligibility: Senior citizens and those with disabilities or mobility impairments are eligible for the taxi and lift-equipped van services provided by the Santa Fe Ride Paratransit Program. In order to use this curb-to-curb transit service, you must be able to demonstrate that you are unable to use the fixed-route Santa Fe Trails bus service. To participate in the Santa Fe Ride Program, you must be certified to be 60 years of age or older, or have an Americans with Disabilities Act eligible certification from a physician or social service agency.</p> <p>Riders must have a program I.D. card to use the service.</p>	
<p>Service Area: Within the city limits and along fixed route corridors serving Santa Fe County.</p>	
<p>Operational Information</p>	
<p>Number of paratransit vehicles: 22</p>	<p>Number of wheelchair accessible: By wheelchair lift: 6 By low floor/ramp: 0</p>
<p>FY 2001 Number of trips: 97,802 Total Vehicle Hours: not given Total Costs: not given</p>	<p>FY 2001 Number of passenger miles: not given Number of vehicle miles: not given</p>
<p>Cost/trip: \$8.62</p>	<p>Cost/Vehicle-hour: \$24.30</p>
<p>Cost/Passenger-Mile: \$1.99</p>	<p>Trips/Vehicle-hour: 2.8</p>
<p>Average number of trips/day: not given</p>	

⁵ The following information was gathered from the City of Santa Fe, Santa Fe Trails Transit web site and from Mr. Jon Bulthuis, Santa Fe Trails Transit Transportation Planner.

Santa Fe Transit, Santa Fe Ride Survey Continued

1. **How far in advance (maximum and minimum time) is needed to schedule a trip?** On demand service is provided but not guaranteed. Service is guaranteed within fifteen minutes of scheduled time when a reservation is made at least twenty-four hour in advance.
2. **Does Santa Fe Ride take standing orders (a person can all in once to schedule regular pickup and drop offs for their entire work week for example)?** Yes
3. **Does demand for paratransit service exceed supply?** No
4. **If so, about how many trips go unfilled each day?** Not applicable
5. **How does Santa Fe Ride deal with customer complaints?** Complaints are taken by Santa Fe Ride coordinator and City of Santa Fe/Santa Fe Trails at 505-955-2040.
6. **What are the most frequent customer complaints?** No response
7. **What innovations have you implemented in the last 3 years (for example, Automatic Vehicle Location technology, mobile data terminals)?** No response
8. **What innovations are planned for the next 3 years?** New eligibility, reservation, and scheduling software.
9. **From your perspective, what are Santa Fe Ride's major problems?** Service demands stretch the available budget.
10. **What do you need to adequately address these problems?** No response

Pueblos and Tribes

Public transportation services on the Pueblos and Tribal lands are funded from multiple sources, including local and federal Native American programs, the State Agency on Aging, and the Public Transportation Programs Bureau (PTPB), through FTA Sections 3037, 5310, and 5311.

Pueblos and Tribes

Casa Blanca	Laguna Rainbow Nursing	505-552-6034
Isleta	Pueblo of Isleta	505-869-3124
Jemez	Jemez Valley Community Center	505-834-7630
Laguna	Pueblo of Laguna/Shaa'srk'a Shuttle	505-552-6652
San Fidel ⁶	Acoma Elderly Nutrition Program	505-552-6316
Santa Fe	San Ildefonso Senior Citizens Center	505-455-7283
Zuni	Zuni Senior Citizens Center	505-782-5541
Zuni	Zuni Entrepreneurial Enterprises, Inc.	505-782-2898

Navajo Nation

Gallup Native Resource Development ⁷	505-726-9054
Gallup Na'Nizhoozhi Center	505-722-2177
Ramah Senior Center	505-783-4696
Sheep Springs Senior Citizens Center ⁸	505-732-4247
Tohatchi Navajo Area Agency on Aging ⁹	505-733-2535
Window Rock Navajo Nation Transit System	520-729-4114

⁶ At this time only offering transportation service to the Elderly but would like to expand to offer services to the developmentally disabled.

⁷ Will offer transportation services to an individual with a developmental disability if the individual is enrolled in the Medicaid of Arizona Access program.

⁸ Will offer transportation to an individual with a developmental disability if that person currently resides with an elderly client who also needs transportation.

⁹ Will offer transportation to an individual with a developmental disability if that person currently resides with an elderly client who also needs transportation.

Ridepool Organizations

Albuquerque ¹⁰	Ridepool	505-243-7433
Las Cruces	Rideshare of Las Cruces	1-800-car-pool or 521-7433
Santa Fe ¹¹	Santa Fe City Ride Finders	505-988-7433

¹⁰ Does not provide special resources for an individual with a developmental disability, but they are not excluded from using the service. Individuals must set up their own transportation. Ridepool gives individuals the contact information about a ridepool in their area, but individuals must call and set up their own ride. Ridepool will also refer clients to Sun Van service, which can accommodate those with special needs.

¹¹ Does not provide special resources for an individual with a developmental disability, but they are not excluded from using the service. A person must set up their own transportation. Santa Fe City Ride Finders gives individuals the contact information about a ridepool in their area, but individuals must call and set up their own ride. Santa Fe City Ride Finders will also refer clients to paratransit service which can accommodate those with special needs.