



# Rio Metro Regional Transit District Long-Term Strategic Vision Plan

**ABQ RIDE and RMRTD Staff Workshop**  
**April 14, 2015, 1 p.m. – 4 p.m.**

**Location: Indian Pueblo Cultural Center, Silver Room**  
**2401 12th St NW, Albuquerque, NM 87104**

## MEETING SUMMARY

### Meeting Objectives:

- Obtain ABQ RIDE’s input on the “vision framework” developed by the RMRTD Board, staff and stakeholders at the March Visioning Workshop
- Identify and record key issues, common goals, implementation opportunities and potential technical/financial challenges

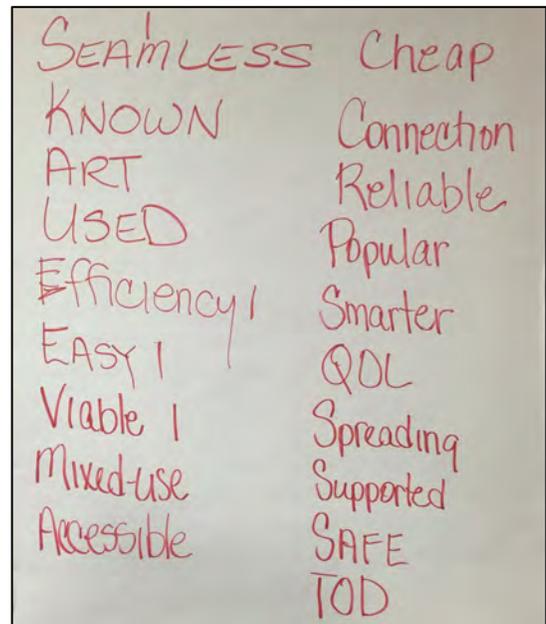
**Desired Outcome:** Gather input that can be used to inform the RMRTD Vision Plan and process.

**Attendees:** See sign-in sheet attached.

### 1. Introductions / Warm-Up Exercise

a. Participants were asked: “What is one word that describes your future vision for regional transit?” Answers given were:

- i. Seamless
- ii. Known
- iii. ART (Albuquerque Rapid Transit)
- iv. Used
- v. Efficiency
- vi. Easy
- vii. Viable
- viii. Mixed-use
- ix. Accessible
- x. Cheap
- xi. Connection
- xii. Reliable
- xiii. Popular
- xiv. Smarter
- xv. QOL (Quality of Life)
- xvi. Spreading
- xvii. Supported
- xviii. Safe
- xix. TOD (Transit Oriented Development)



2. **Presentation** (see full presentation attached)
  - a. Project Overview
  - b. Confirm Workshop Objectives and Agenda
  - c. Setting the Stage: Big Picture Context
  - d. The Vision Framework: Core Themes and Key Strategies
  
3. **Small Group Discussions on the Vision Framework**
  - a. Participants broke into small groups to discuss the Vision Framework developed by the RMRTD Board at their March Visioning Workshop. Focus was on:
    - i. Any fatal flaws or red flags that you see with the Core Themes and Key Strategies?
    - ii. Any major implementation opportunities or challenges you see when going from vision to implementation?
  - b. Small groups reported back highlights of their discussions to the large group.

## **EXECUTIVE SUMMARY OF KEY WORKSHOP TAKEAWAYS**

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### **CORE THEME 1: EXCEPTIONAL CUSTOMER EXPERIENCE**

ABQ RIDE staff generally agreed that exceptional customer service must continue to be a part of the RMRTD's and ABQ RIDE's vision for future services. An exceptional experience for customers was defined as time competitive with the automobile for an increasing number of trips, consistently positive interactions between the public and staff, and improvements to safety, reliability, comfort/amenity, and information for customers. While recognizing the importance of exceptional customer service, participants identified a variety of challenges (and opportunities) to achieving this vision, including: the differing service characteristics of urban, rural and regional transit service; the different travel needs of the various travel markets (for example, transit dependents, commuters, students, etc.); the required capital and maintenance capacity to achieve these service levels; and the various public interfaces of the region's different transit providers.

### **CORE THEME 2: TRANSFORMATIVE REGIONAL SERVICES**

ABQ RIDE staff felt that it was indeed important to have a "tiered network" approach so that the region's transit was seamlessly connected. There was support for the idea that the region's transit agencies must think of themselves as more than just rail and bus operators, and instead begin to think of themselves as multi-modal transportation service providers, including addressing first/last mile access barriers to and from the transit network. Some participants emphasized the importance of integrated regional transportation planning across the relevant agencies to avoid duplication; avoiding overpromising by each agency trying to be all things to all people; the competing service approaches of expanding service levels (frequency, hours, etc.) and geography; paratransit service expansion considerations; the need to have a regional coordinated foundation of equipment, maintenance and capital program; and a mechanism to ensure the coordination of service and operations by the region's service providers into the future.

### **CORE THEME 3: STRONG TRANSIT-CENTERED COMMUNITIES**

ABQ RIDE staff felt strongly that transit and land use needed to be better integrated and that regional transit agencies should have a more active role in land use planning and development entitlements at the local level. There was support for both incentive-based (i.e. carrots) and regulatory-based (e.g.

sticks) approaches, including partnerships with the private sector, development impact fees for transit, and “pay to play” in which transit service expansion would be prioritized based on local jurisdictions’ having transit-supportive land use plans. One emphasis was that there is a wide diversity of community types in the region, so it will be important to have locally-tailored metrics to define success for how transit and land use are integrated in different contexts. While the participants recognized that there park-and-ride’s may not be the preferred approach to providing access to transit service that they may be appropriate under some land use conditions (“West Side and Rio Rancho”) when serving a collector function for neighborhood circulators, bike and pedestrian paths, etc.

#### **CORE THEME 4: SOUND FINANCIAL STEWARDSHIP**

ABQ RIDE staff felt that fiduciary responsibility and financial efficiency were clearly an important part of both agencies’ mission, and that the agencies should develop performance measures to monitor and report progress on key goals in this area. Staff in general supported greater coordination and/or potential consolidation, with some concerns about whether there would be a force reduction or changes to compensation (salaries and benefits). There was consensus that coordination of the agencies could lead to cost reductions in some areas (e.g. admin, IT, marketing, and procurement) but that full consolidation of the agencies would reduce the City’s transit costs but not necessarily the region’s transit costs as a whole (determining the magnitude of cost reductions from full consolidation would require a agency merger study to evaluate). ABQ RIDE raised the point that currently any operational cost savings they achieve don’t necessarily translate into additional resources for the agency, as those savings essentially just reduce the City’s General Fund subsidy to the agency. Participants also noted the importance of maintaining adequate levels of maintenance, capital, and “state of good repair” funding levels while evaluating and implementing service expansions.

#### **CORE THEME 5: INNOVATIVE PROGRAMS AND PARTNERSHIPS**

ABQ RIDE staff supported a more aggressive approach to both private-public and public-public partnerships. Partnerships with major employers and institutions in the areas of joint marketing and incentives for employees to take transit were identified as low-hanging fruit building on ABQ RIDE’s success in this area. Direct partnerships with developers on catalyzing transit-oriented development projects were noted as more difficult, due to the state’s anti-donation clause (which prohibits direct financial subsidy or transfer of property from public-sector to private sector unless specific conditions are met). Participants suggested that public and key stakeholder understand of the relationship between transit and economic development and fiscal impacts should be improved.

#### **CORE THEME 6: INDUSTRY-LEADING KNOWLEDGE AND PRACTICE**

ABQ RIDE staff felt that this theme was an essential goal for both agencies, especially in the following three areas: 1) professional development for staff (so that it is easier to recruit and retain staff); 2) interagency and interdepartmental coordination (including departments that affect transit operations such as traffic engineering, public works, etc.); and 3) expanding the capacity and representation of RMRTD’s board. On the latter point, discussion of both agencies’ experience with committees and boards led several small groups to conclude that getting board composition and function right will be a critically-important implementation question. Participants recognized that since successful transit service is contingent on other features of the built and policy environment (roadway design and signalization, land use, etc.) that improving knowledge and practice in organizations outside of the transit agencies themselves may also be necessary.

## **SUMMARY OF THE “REPORT BACK” ON ALL SMALL GROUP DISCUSSIONS**

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### **THEME 1: EXCEPTIONAL CUSTOMER EXPERIENCE**

- What is convenient?
- Single source of information
- Comfort & informed – signage, friendly
- Add reliability, dependability to Strategy 1.2
- Staff interaction with public
- Knowledge of drivers – help customer getting from A to B

### **THEME 2: TRANSFORMATIVE REGIONAL SERVICES**

- Cultural events – expand use & destinations
- Difficulty being everything to everyone
- Is Strategy 2.1 geographic of frequency/quality – both
- What is being connected
- Last mile
- Coordination with other law enforcement, emergency services
- Bridge services – connectors

### **THEME 3: STRONG TRANSIT-CENTERED COMMUNITIES**

- Nodes
- Impact fee for transit
- Strategic locations for park & riders
- Partnership – ex. Using Wal-Mart parking lot
- Use partnerships to help businesses
- Strategies 3.2 & 3.3: metrics, the why
- Larger role in planning
- Pay to play – financial contribution & land use contribution

### **THEME 4: SOUND FINANCIAL STEWARDSHIP**

- Clarify efficiency gains
- Strategy 4.1: Add performance measures
- Can efficiencies be returned to agency
- Coordinate technology, admin savings, procurement

### **THEME 5: INNOVATIVE PROGRAMS AND PARTNERSHIPS**

- Marketing partnerships
- Haven't invested public funds in land, etc. (anti-donation clause is a barrier)
- Partner with big business, Wal-Mart, Labs – employee incentives
- Caution – be sure you don't get burned
- Politics

### **THEME 6: INDUSTRY-LEADING KNOWLEDGE AND PRACTICE**

- Keep advisory committee advisory
- Get right people on boards – interest in transit

- Real time video to control center – smart technology
- Coordination with traffic engineering
- Interagency knowledge of transit
- Resource to region – other places come to us

## **IMPLEMENTATION OPPORTUNITIES & CHALLENGES**

### **Opportunities**

- Dispatch, scheduling – consolidate
- Training
- Technology
- Same grant management
- Tiered metrics – urban vs. rural
- Fare structure
- Marketing/branding – umbrella – Valley metro – Denver RTD
- HR system
- Regional transit plan
- Buying power

### **Challenges**

- Human resources – communication with employees
- Jurisdiction – if vehicle from one jurisdiction breaks down in another
  - Bridge service
  - Guaranteed ride home
- Organizational culture
- Politics & funding implications
- Union/non-union – how would that change
- Influence things don't control – land use
- Different customers
- Who pays for what, what control do they get – ABCWUA & jail examples
- Ownership – who owns what
- How does the regional district affect funding

## **SMALL GROUP 1: DISCUSSION SUMMARY NOTES**

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### **THEME 1: EXCEPTIONAL CUSTOMER EXPERIENCE**

- “Exceptional” – yes – need to strive for that vs. alternative to car
- Safety, cleanliness, comfort
- Add communication – not just agency staff – whole region
- Communication is important in all themes
- Attention to fringe agencies
- Underserved communities – contract service
- Find best way to link across sparsely populated area – Isleta, Sandia



### **THEME 4: SOUND FINANCIAL STEWARDSHIP**

- Where does the money come from?
- Can smaller communities help?
- Need other relationships & cost sharing partnerships
- One agency more cost effective than multiple small ones
  - Purchasing Power
  - Ease of training
  - Parts – centralized inventory
  - Standard facilities & maintenance
- Need voter support
- Benchmarking – how did other systems do this
- Denver – light rail, shuttle – free, how financed light rail hub in downtown

## **IMPLEMENTATION OPPORTUNITIES & CHALLENGES**

### **Challenges**

- Cultural
  - Communities with own identities – rural valley different from downtown or Pueblos. Need outreach to see how to meet needs
- Explore different options
- Transit can work for everyone, maybe not every day
- Education – encourage one day per week to start
- Technical
  - Trip planning – internet access, integrate software
- How would paratransit work regarding Federal funds
- Political – communication
- Finance – political issues with funding
- Also funding limitations in rural areas, will they contribute?
- How would a merger work for staff positions, salaries, benefits, PERA
- Will there be more staff? Union contracts
- Would a bigger system increase Federal funds available?

- Different types of vehicles
- Security – are there different rules in different jurisdictions? How to get whole region on same page
- Political – who will be in charge?
- Need an org chart
- How would agency function if not from under the city – what about transfer of assets
- How to replace City subsidy?

**MOST IMPORTANT IDEAS**

- Exceptional – yes
- Communication across all themes
- Best ways to connect between sparsely populated areas, multiple jurisdictions
- Need voter support on every theme & strategy. Political issues
- Benchmark with peer systems – don’t reinvent the wheel
- Money – need to know how this will work
- Union contracts, personnel issues
- Need to understand why agency does things the way it does – regulations Federal standards
- Need to understand how any change will impact the big picture
- Cultural differences, financial resources vary across jurisdictions – how to get region together & how best to serve each situation
- Different rules in each area is a concern for security staff, operations across jurisdictions

**SMALL GROUP 2: DISCUSSION SUMMARY NOTES**

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**THEME 1: EXPECTIONAL CUSTOMER EXPERIENCE**

- General:
  - Define “Convenient”
    - May differ for different rider segments
    - Do we mean: preferable to the auto?
  - Safety should be its own theme?
    - Importance = Job #1
    - Focal point of FTA \$
    - Agency funding
    - Covering all aspects
    - Standardized across the region
  - Do we need the word “Time” in Time – competitive?
    - Time may not matter to some user groups
  - Technology is missing



**THEME 2: TRANSFORMATIVE REGIONAL SERVICES**

- Strategy 2.1:
  - Look at what is being connected

- Strategy 2.3
  - Politically challenging
  - Technically challenging

### **THEME 3: STRONG TRANSIT-CENTERED COMMUNITIES**

- General:
  - We're really two regions
  - Need to coordinate with NCRTD
- Strategy 3.1
  - Use "transit services" or transit "investment" not "transit planning"
- Strategy 3.2
  - For TOD we need to bring land or \$ or incentives
  - Need to address the Anti-donation clause
- Strategy 3.3
  - Federal role?
  - Need resources/staff to do
  - Unified Development
  - Transit Needs to have = or > influence to road projects in development review process

### **THEME 4: SOUND FINANCIAL STEWARDSHIP**

- Strategy 4.1
  - Add "performance measures"
  - Currently, Efficiency savings doesn't necessarily translate to more resources for ABQ ride

### **THEME 5: INNOVATIVE PROGRAMS AND PARTNERSHIPS**

- **General:**
  - This may be the most esoteric
  - What do we do the least of
- **Strategy 5.2/5.3**
  - Economic development rationale could be increased
  - Metrics for subsidized transit passes program/value for subsidy
  - Dispersed residents
  - Marketing partnerships
- **Strategy 6.3**
  - Be cautious/strategic about who you ask to be advisory members
  - Make sure members are knowledgeable/savvy
  - No personal axes to grind
  - People who are willing to work/influential to get things done

### **THEME 6: INDUSTRY-LEADING KNOWLEDGE AND PRACTICE**

- Qualifications for board?
- Change the appointment selection/evaluation process?
- Training for board/staff is critical because we need to train up our homegrown talent for retention
  - Resources for salaries

- Provide implementation responsibility
- We need to become an org that people from other regions want to join

**IMPLEMENTATION OPPORTUNITIES & CHALLENGES**

+ indicates a potential opportunity

– indicates a potential challenge

- Politics
- Funding
- Org culture/structure: staff and board
- + Dispatchers
- ABQ Ride – City Dept.
- + Marketing/Branding
- + Training
- + Maintenance
- + Technology
- + Grants writer/manager
- + Fares: structure/media
- Transit/land use coordination (need to address anti-donation clause)
- HR systems
- Union/non-union
- + Tiered metrics

**SMALL GROUP 3: DISCUSSION SUMMARY NOTES**

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**THEME 1: EXCEPTIONAL CUSTOMER EXPERIENCE**

- General:
  - Missing personal interaction component
  - Missing training component
- Strategy 1.1
  - Define convenient
  - Question – priorities, convenient for who? And when?
- Strategy 1.2: Should “reliability” be added? (i.e., pullout – mechanical breakdowns)
- Strategy 1.3: Who are the providers?



**THEME 2: TRANSFORMATIVE REGIONAL SERVICES**

- Strategy 2.1: OK = Expansion of geography or quality of services? (explanation)
- Strategy 2.2: See difficulty with “being everything to everyone”
- Strategy 2.3: No changes

**THEME 3: STRONG TRANSIT CENTERED COMMUNITIES**

- Strategy 3.1-3.3: OK

**THEME 4: SOUND FINANCIAL STEWARDSHIP**

- Strategy 4.1: Maybe a conflict with strategy 2.1
- Strategy 4.2: OK
- Strategy 4.3: OK (union vs. non-union)

**THEME 5: INNOVATIVE PROGRAMS AND PARTNERSHIPS**

- Strategy 5.1: OK
- Strategy 5.2: Be aware of conflict with 4.2
- Strategy 5.3: Great/Nice!

**THEME 6: INDUSTRY-LEADING KNOWLEDGE AND PRACTICE**

- Strategy 6.1: OK
- Strategy 6.2: Board should be advisory only:
  - Too many people that may not have transportation experience
  - May have own agenda
- Strategy 6.3: OK

**IMPLEMENTATION OPPORTUNITIES & CHALLENGES**

**Opportunities**

- Good communication/working relationship now between us
- More cost effective
- Customer point of view – consolidated brand = seamless – don't know that there is a differentiation
- Customer Key
  - More service
  - Better service
  - More efficient service
  - Consolidated data stream
- Less duplication of services
- Potential for better salaries (drivers)
- Consolidated personnel = less redundancy
- Potential for increase ridership – more people would want to use it!
- Potential for less bureaucracy (i.e. faster hiring procedures)
- Potential for better equipment placement
- Improved efficiency

**Challenges**

- Duplication of services
- If under same umbrella, diversity in services and markets
- Personnel challenges (i.e. union vs. non-union)
- Potential layoffs?
- Policies and Procedures

- Coordination dispatch
  - Do we do a good job now?
  - Where are they housed?
- Facilities
- Who pays for what?
- Complementary paratransit service
- City of Albuquerque – Would City of Albuquerque be able to let go of prior investments? How does this impact boards, etc. and the City’s status (i.e., no off positions on board) = City Major stakeholder
- Use Water Utility Authority & MDC jail for potential model
- Need clear sense of ownership
  - Negative - neither organization is invested in the other
  - Positive – consolidation would lead to more investment

**SMALL GROUP 4: DISCUSSION SUMMARY NOTES**

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**THEME 1: EXCEPTIONAL CUSTOMER EXPERIENCE**

- General:
  - “Time Change” – time limit on equipment
  - Prevent maintenance rebuilds
  - Services Hours
  - Rider info
  - Seamless customer interface



**THEME 2: TRANSFORMATIVE REGIONAL SERVICES**

- General:
  - Coordinated transit service to important cultural events
  - Concern – paratransit expansion need
  - Regional transit plan
  - P&R’s – servicing as transfer from feeders
  - Capacity at ATC
  - Authorities – coordination of policy, fire, operation

**THEME 3: STRONG TRANSIT-CENTERED COMMUNITIES**

- General:
  - Impact fees for transit cap & ops
  - P&Rs are part, could use as tool
  - PPP for parking spots

**THEME 4: SOUND FINANCIAL STEWARDSHIP**

- General:
  - Admin savings with regional system
  - Procurement

- Take care of equipment
- Technology – have the budget
- Coordinate on technology & equipment
- Fueling & facilities – regional plan
- Financial impacts of “consolidation?”

**THEME 5: INNOVATIVE PROGRAMS AND PARTNERSHIPS**

- General:
  - Create a brand of transit – YouTube, social media, market to key markets
  - Work through big businesses to promote ridership
  - Local law enforcement

**THEME 6: INDUSTRY-LEADING KNOWLEDGE AND PRACTICE**

- General:
  - Training – all aspects of transit – real life training scenarios
  - Manufacture guidelines
  - Traffic engineering, signal coordination
  - Technology for safety

**IMPLEMENTATION OPPORTUNITIES & CHALLENGES**

- General:
  - Equipment compatibility (inter jurisdictional)
  - Human resources
    - Seniority
    - PERA
    - Faculty compatibility
  - Opportunity – Paratransit?
  - GRH – Break down, “bridge service”



# ABQ Ride and RMRTD Staff Workshop

Meeting Date: April 14, 2015 | Meeting Time: 1 pm – 4 pm

PLEASE PRINT LEGIBLY

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# RIO METRO RTD LONG-TERM STRATEGIC VISION PLAN ABQ RIDE WORKSHOP

APRIL 14<sup>TH</sup>, 2015



RIO METRO  
REGIONAL TRANSIT DISTRICT



**The Mercer Group, Inc.**  
Consultants To Management

*With:*

SITES SOUTHWEST

FELSBURG HOLT ULLEVIG

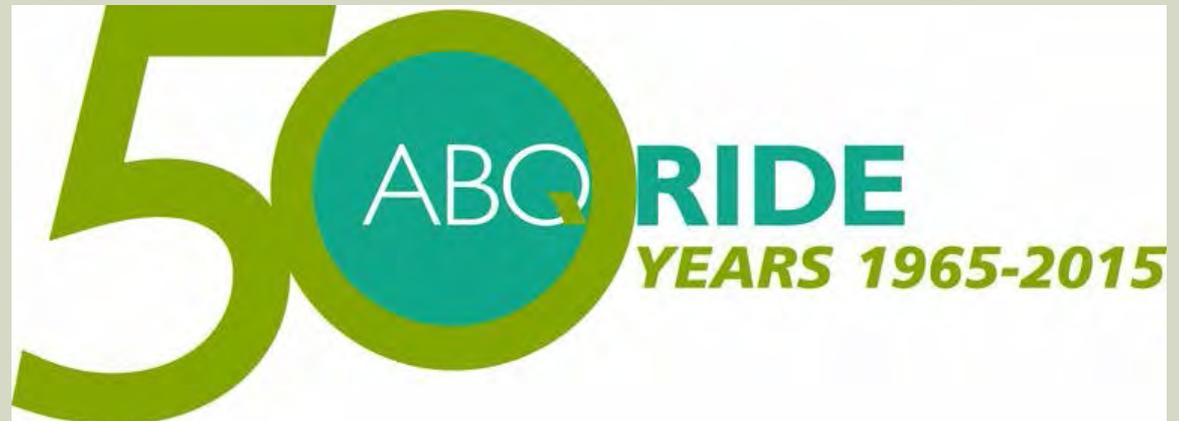
STRATEGIC ECONOMICS

GB PLACE MAKING

RENAISSANCE PLANNING  
GROUP

# INTRODUCTIONS

- Welcome!
- Please introduce yourself and your role
- Share your **1** word response to this question:
  - *What's your vision for regional transit in 2040?*



# CONSULTANT TEAM

## The Mercer Group



**Gary Suiter:** *Principal-in-Charge,  
Project Manager, Lead  
Facilitator*

## Sites Southwest



**Phyllis Taylor:**  
*Outreach Lead*  
**Strategic  
Economics**

## Felsburg Holt & Ullevig



**Holly Buck:** *Transit  
Planning Lead*

## GB Place Making



**GB Arrington:**  
*National Best  
Practices Lead*

## Renaissance Planning Group



**Katie Rooney:**  
*Peer Review  
Lead*



**Jeremy Nelson:**  
*Deputy Project  
Manager*



**Gus Cordova:**  
*Outreach  
Support*



**Nadine Fogarty:**  
*Economic Dev. Lead*

**Several of the key team  
members are here today...**

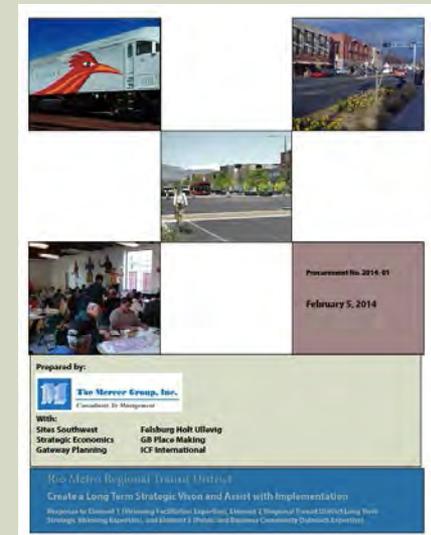
# PROJECT GOALS

- Develop a *bold vision* for regional transit
- Determine *RTD's role* in achieving that vision
- Build *broad-based support* for the vision
- Identify *new tools* to fund & implement the vision
- Begin *phased implementation* of the vision



# SCHEDULE & DELIVERABLES

- Staff & Stakeholder Visioning (underway)
- Board Visioning:
  - One-on-one interviews (Fall 2014)
  - Best practice seminars (November 2014; 2 more pending)
  - Vision Workshop (March 2015)
- Vision Framework (March)
  - Core values, consensus vision
  - Peer review and best practices
  - Challenges and opportunities
- Public & Business Outreach (April – May)
- Draft (July) and Final (September) Vision Plan



# WHO WE'VE ALREADY MET WITH

- **Local & Regional Elected Officials**
- **Public Agency Management & Staff from:**
  - RMRTD
  - ABQ Ride
  - MRCOG
  - City of Albuquerque
  - City of Belen
  - City of Rio Rancho
  - Village of Los Ranchos de Albuquerque
  - Bernalillo County
  - Valencia County
- **Real Estate Developers (ULI members)**
- **Transit Riders**

# CONFIRM OBJECTIVES & AGENDA

## ■ Confirm objectives:

- Set the context for RMRTD's vision planning process
- Get ABQ RIDE input on RMRTD's Vision Framework
  - Any red flags, fatal flaws, or sins of omission?
- Identify implementation opportunities & challenges:
  - Technical
  - Financial
  - Political
  - Other?
- *Is there agreement on these objectives?*

## ■ Confirm agenda

- *Anything else you had hoped to discuss today?*



# THE BIG BICTURE: OUR REGION'S FUTURE

## ■ Futures 2040 Preferred Scenario

- Centers
- Corridors
- Transit Nodes

## ■ Established with Input from:

- Local Agencies & Municipalities
- ULI, NAIOP, Chambers of Commerce
- Public



### DRAFT Preferred Scenario Activity Centers, Transit Stops and Commercial Corridors

#### Activity Centers

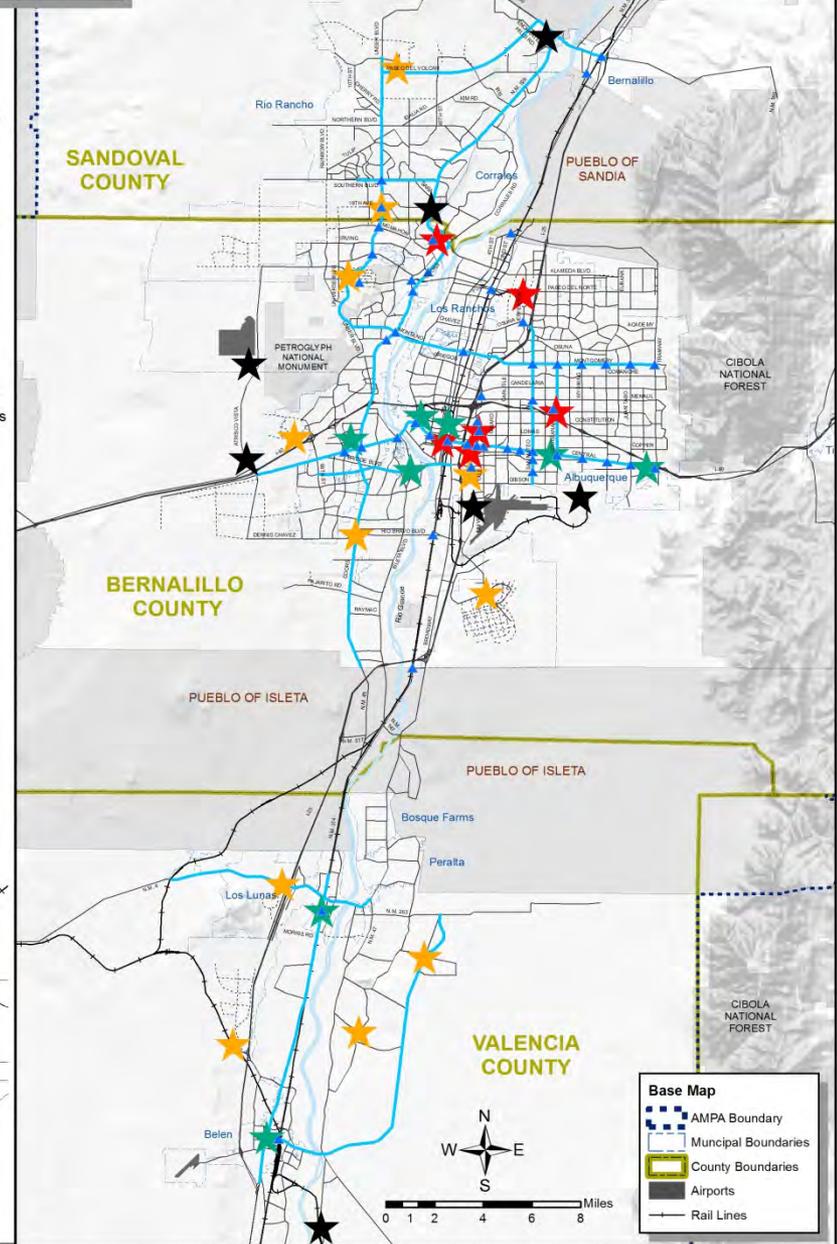
- ★ Regional Center
- ★ Opportunity Center
- ★ Reinvestment Center
- ★ Employment Center
- ▲ Key Transit Stops
- Key Commercial Corridors
- ⋯ Proposed Future Roadways

**Regional Center**  
 a. Large regional market with existing employers and mix of uses  
 b. Existing transit connections

**Opportunity Center**  
 a. Currently vacant or growing center  
 b. Opportunity to become a mixed use destination

**Reinvestment Center**  
 a. Existing node of activity  
 b. Targeted for redevelopment  
 c. Central location for sub-regional market

**Employment Center**  
 a. Large existing single employer or business center  
 b. No plans for housing  
 b. Not targeted for change

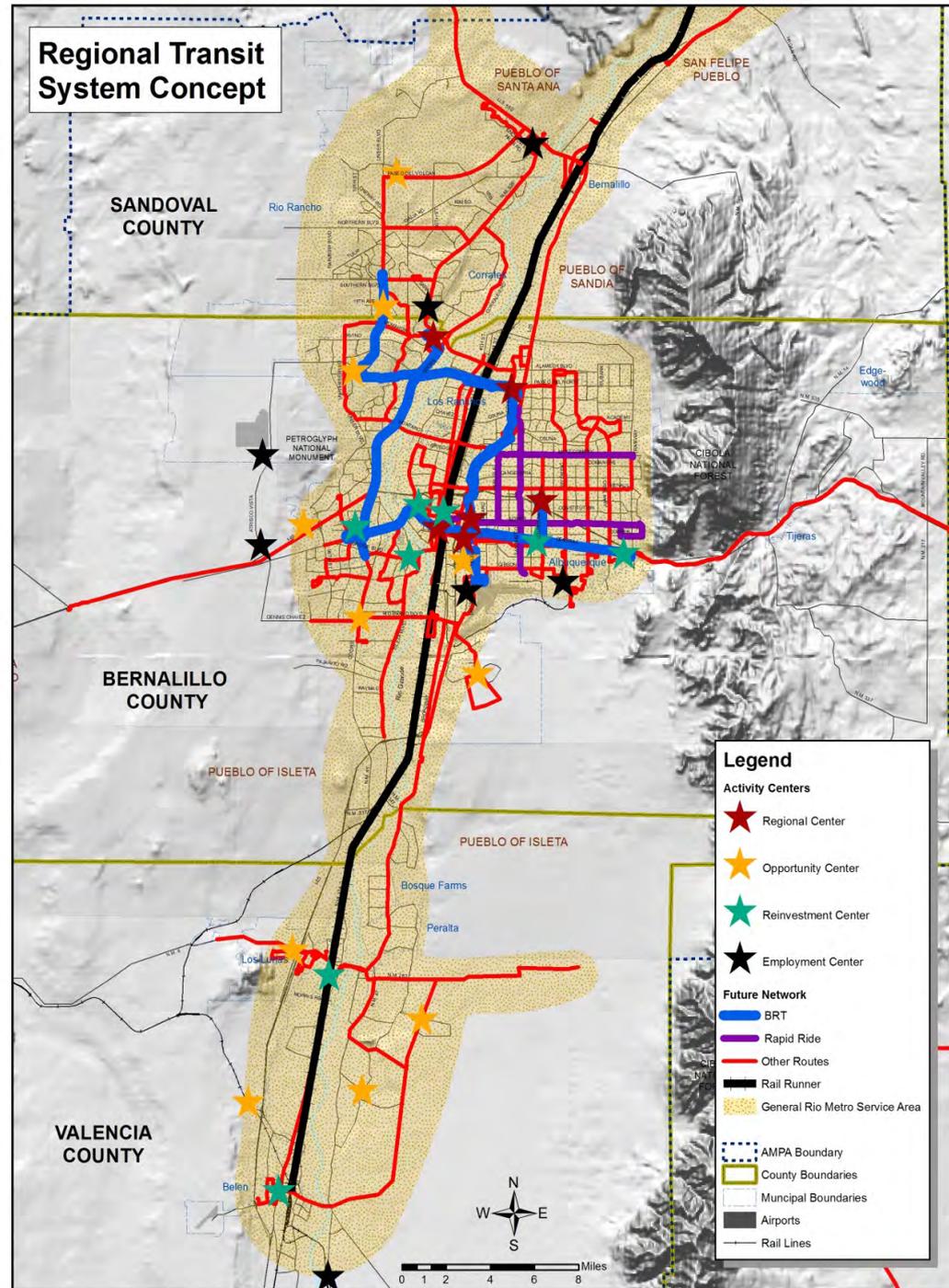


**Base Map**

- ▣ AMPA Boundary
- ▭ Municipal Boundaries
- ▭ County Boundaries
- ✈ Airports
- Rail Lines

# THE BIG PICTURE: TIERED TRANSIT NETWORKS

- A tiered approach to provide regional connectivity:
  - BRT network: sub 10-minute headways
  - Rapid Ride network: sub 15-minute headways
  - Small urban to BRT/Rapid network connections: 20-40 minute headways
  - Rural to small urban/BRT/rapid network feeders: more peak period focus
  - NMRX frequency increases
  - Neighborhood feeders
  - Seamless transfers
  - Complementary paratransit



# VISION PLAN: BUILDING BLOCKS



# VISION PLAN: BUILDING BLOCKS

## Core Theme

- **EXCEPTIONAL CUSTOMER SERVICE**

## Key Strategy

- **Make the transit trip more competitive with the auto trip**

## Implementation Tactics

- **More direct transit routes linking key destinations**
- **Improve transfer efficiency**
- **Transit Priority Solutions (Signal Priority, Queue Jumps, Dedicated Lanes)**

## Performance Measures

- **Reduce transfers by XX% (TBD)**
- **Decrease transfer wait time by XX% (TBD)**
- **Decrease Route times by XX% (TBD)**

# VISION PLAN: IMPLEMENTATION-FOCUSED DOCUMENT

## Implementation Tactic: Improve Transfer Efficiency



- **The “Four Cs” Continuum:**
  - Many possible tools to achieve any given strategy
- **Today’s small group discussion:**
  - How can RMRTD and ABQ RIDE best work together on implementation on key strategies in the Vision Framework?

# TODAY'S DISCUSSION: DEFINITION OF TERMS



# VISION FRAMEWORK: CORE THEMES & KEY STRATEGIES

## Theme 1:

### Exceptional Customer Experience

- **Strategy 1.1:** Make transit trips as convenient and time-competitive as auto trips.
- **Strategy 1.2:** Focus on safety, attractiveness, cleanliness, comfort, and tailored amenities both on vehicles and at stops/stations.
- **Strategy 1.3:** Expand service availability through improved schedule coordination with other providers.

## Theme 2:

### Transformative Regional Services

- **Strategy 2.1:** Expand “regional priority network” to connect key centers and corridors, including added Rail Runner service.
- **Strategy 2.2:** Expand:
  - Local circulators to connect residential areas and regional network.
  - Service in smaller/rural communities to connect to local circulators and regional network.
- **Strategy 2.3:** Support regional TDM, bicycle/pedestrian, and first/last mile programs to improve access to fixed-route transit.

# VISION FRAMEWORK: CORE THEMES & KEY STRATEGIES

## Theme 3: Strong Transit-Centered Communities

- **Strategy 3.1:** Integrate regional transit planning with regional/local land use planning and design.
- **Strategy 3.2:** Increase support for Transit-Oriented Development in areas well served by transit through grants, education, capacity building, and partnerships.
- **Strategy 3.3:** Become a commenting agency for land use plans/development applications and develop transit impacts/mitigations standards.

## Theme 4: Sound Financial Stewardship

- **Strategy 4.1:** Pursue efficiency gains across all modes.
- **Strategy 4.2:** Seek new and expanded revenues sources (including local & regional, state & federal, and public-private partnerships) to diversify funding base provide stable funding source for Vision Plan implementation.
- **Strategy 4.3:** Evaluate most cost-effective agency structure, including potential independence from MRCOG and potential coordination/consolidation with ABQ RIDE.

# VISION FRAMEWORK: CORE THEMES & KEY STRATEGIES

## Theme 5: Innovative Programs & Partnerships

- **Strategy 5.1:** Integrate transit investments with the regional economic development strategy.
- **Strategy 5.2:** Pursue Public-Public Partnerships (including school districts and UNM/CNM) to offer free/ discounted transit passes, joint marketing, and education.
- **Strategy 5.3:** Pursue Public-Private Partnerships (including major employers) to fund targeted service to employment centers, transit benefits to employees, and joint marketing.

## Theme 6: Industry-Leading Knowledge & Practice

- **Strategy 6.1:** Conduct orientation and on-going professional development for staff and board, including in-person visits with peer agencies.
- **Strategy 6.2:** Form Executive Leadership Committee with focused responsibilities, potentially including advisory members from private sector, educational institutions, and riders.
- **Strategy 6.3:** Become a resource to local jurisdictions to support best practice pilot programs, staff training, and implementation of Vision Plan priorities.

# NEXT STEPS & ADJOURN

- Summarize today's input on:
  - Vision Framework (Core Themes & Key Strategies)
  - Implementation (Opportunities & Challenges)
- Vision Framework will be:
  - Vetted with stakeholders (May)
  - Inform the development of Vision Plan (Summer)
- THANK YOU!





## VISION FRAMEWORK – CORE THEMES

### Theme 1: Exceptional Customer Experience

*“Keeping our existing riders and attracting new riders is central to our vision for the future. Area residents and visitors who choose transit over the private vehicle will make this decision based on their travel experiences. Was their journey on-time? Safe? Convenient? Enjoyable? A central theme of our regional transit vision is ensuring that transit is the preferred way to travel for growing segments of the population – including the elderly, millennials and professionals.”*

### Theme 2: Transformative Regional Services

*Our region is comprised of diverse communities, landscapes and cultures. As our metropolitan area grows, it is increasingly important for our residents to be able to travel between communities for employment, housing, services, tourism and other opportunities that cross jurisdictional boundaries. Additionally, our District’s transit services are integrated with others (NMDOT, private providers, non-profits, etc.) that serve areas beyond our District – such as Santa Fe and Socorro. A central theme of our regional transit vision is providing interconnected, seamless service throughout our District and to our neighbors.*

### Theme 3: Strong Transit-Centered Communities

*The region is recognizing the interconnectedness of land use and transit in creating new opportunities and potential for communities. Developing this interconnection not only results in increased transit ridership and more cost-effective and efficient service, but can also help our diverse communities – regardless if they are urban or rural – to achieve their unique visions. A central theme of our regional transit vision is appropriately leveraging our investment in transit to help our communities and neighborhoods meet their true development and business potential.*

### Theme 4: Sound Financial Stewardship

*Our region’s transit system requires dedicated, reliable and sustainable funding to maintain its current and future service levels and equipment. Our public funding requires us to be accountable to our taxpayers and operate as efficiently as possible while meeting our diverse transit needs. A central theme of our regional transit vision is establishing a reputation as a responsible steward of our existing funds and assets – and clearly defining a responsible fiscal path toward satisfying the region’s future transit needs.*

### #5 Innovative Programs & Partnerships

*Increase participation from a variety of sectors, including our riders, the business community, developers, public schools and universities, other public agencies and civic organizations. Additionally, there will need to be understanding, trust and creative new perspectives between our District and these new partners. A central theme of our regional transit vision is having innovative programs and partnerships in place to make transit a means to stimulate public and private sector economic development, improve quality of life, benefit the environment, and advance other regional goals.*

### #6 Industry-Leading Knowledge and Practice

*The transit improvements envisioned by the region will require new and proven state of practice technologies, financial tools, land use approaches, partnerships and other innovative strategies. A central theme of our regional transit vision is to ensure that the region’s transit providers and partners have the knowledge and skills necessary to navigate this transformation, and to empower our board members to lead in realizing this vision at both the regional and local levels*