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## FISCAL IMPACT REPORT

ORIGINAL DATE 1/21/08

SPONSOR Lopez LAST UPDATED \_\_\_\_\_ HB \_\_\_\_\_

SHORT TITLE 9-County Regional Transit Call Center SB 304

ANALYST Propst

### APPROPRIATION (dollars in thousands)

Appropriation		Recurring or Non-Rec	Fund Affected
FY08	FY09		
	\$150.0	Non-recurring	General Fund

(Parenthesis ( ) Indicate Expenditure Decreases)

### SOURCES OF INFORMATION

LFC Files

#### Responses Received From

Department of Transportation (DOT)

Department of Finance and Administration (DFA)

### SUMMARY

#### Synopsis of Bill

Senate Bill 304, Making an Appropriation for a Regional Transit Call Center Covering Nine Counties, appropriates \$150.0 thousand from the general fund to DFA for the purpose of providing a technical plan for a regional transit call center.

### FISCAL IMPLICATIONS

The appropriation of \$150.0 thousand contained in this bill is a non-recurring expense to the general fund. Any unexpended or unencumbered balance remaining at the end of FY09 shall revert to the general fund.

### SIGNIFICANT ISSUES

DFA noted that with all of the mass transit system initiatives being implemented throughout the mid region of the state, having a regional call center that would provide local residents with one central place to call for route and connection information would be beneficial and may actually increase the number of commuters that would take advantage of the transit systems.

Currently, the Mid Region Council of Governments (COG) is acting as both the fiscal and administrative agent for the independent Mid Region Transit District. According to the Mid Region COG, all transit operations within the nine counties involved (Taos, Rio Arriba, Santa Fe, Sandoval, Bernalillo, Valencia, Torrance, Cibola and Los Alamos) will be invited to participate in the technical planning of the call center. It is anticipated that the participating local transit agencies would determine how the recurring costs of the call center will be funded.

DOT notes that a “one-call” call center (866-551-RIDE) has been in operation by Santa Fe Trails for two years covering the North Central Regional Transit District boundaries (Santa Fe, Los Alamos, Rio Arriba, and Taos Counties). The call center handles all Santa Fe Trails and rural transit related calls within these boundaries. The call center also handles all NMDOT Park and Ride service related calls in the northern part of the State, which includes service in Bernalillo County and Albuquerque, as well as connections to the RailRunner. NMDOT partially funds the call center through Federal Transit Administration grants.

The technical plan proposed by SB 304 should address the existing 4-county (plus Park and Ride) call center by including measures to coordinate with it, gather information and otherwise learn from its 2-years of operations. Coordination of operations (i.e., a single phone number that guides the caller to an options menu and then directs the call) between the already established call center and a new one covering the remaining 5 counties should be thoroughly explored. Additionally, the Mid-Region Regional Transit District should coordinate with NMDOT and Santa Fe Trails through their planning process in development of the plan.

WEP/mt