



OHKAY OWINGEH PLANNING DEPARTMENT

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Responses to the 2022 Ohkay Owingeh Community Needs Assessment PoPay Messenger Transit Program

Dear Ohkay Owingeh Community Members: Thank you to everyone in the Community that completed the Survey for the Transit Program! We have reviewed each of the surveys and are providing the following responses. If you feel that your questions or concerns have not been addressed, please contact our department (contact information is below).

Q1. Do you or your family utilize the PoPay Messenger Service?

72 Total Responses

51% - Yes

49% - No

Q2. What is the main reason for utilizing the service?

58 Total Responses

31% - Medical

16% - Schooling

14% - Bill Paying

10% - Employment

2% - Shopping

26% - Other (Car not working; lack of vehicle)

Q3. Do you feel the program needs improvement and how?

1. Several of the responses requested extended hours and weekend Service
 - On April 4, 2022, the Program advertised for a full-time Driver for the Program. Once a third Driver is hired, we will be doing a Pilot Project by extending hours and providing services on Saturday's. We will do the Pilot Project for one month to evaluate what ridership will be and if it is cost effective for the program to offer extended and Saturday services
2. Several responses requested more and new vehicle: Two new vans were purchased in 2019 and are being utilized. The Planning/Transportation Department was awarded a grant from the Federal Transit Administration (FTA), and a new mini-van is being purchased. We will receive the new vehicle Summer 2022.

3. Several responses requested fixed routes. Ohkay Owingeh is funded for an “On Demand” Transportation Service. Meaning it is first-come-first-serve. The Regional Transit District has fixed routes that are offered in Ohkay Owingeh – the stops are at the Tsigo Bugeh Apartments, The Ohkay Casino, and the PoTsawa Community Library. Please visit their website at www.ridethebluebus.com or contact Rainbird Taylor at PoPay Messenger if you need assistance with coordination and scheduling.
4. Better outreach to Seniors: the PoPay Messenger Program will distribute information to the Ohkay Owingeh Senior program to be sure they are informed about our Transit Services.
5. More women Drivers: Ohkay Owingeh adheres to a strict non-discrimination policy. Male and females are encouraged to apply for positions with PoPay Messenger.
6. If the program’s schedule is “booked;” please be sure to make an appointment for the next available time, or call well in advance to make an appointment

Q4. Do you feel the program demonstrates safety precautions regarding COVID guidelines?

50 Total Responses

96% - Yes

4% - No

Q5. Do you feel the hours of operation are acceptable?

As stated in Question #3, once the PoPay Messenger Transit Program hires a third driver, we will be doing a “Pilot Project” to extended services on Saturdays.

Q6. How has your overall experiences been with the Transit Program?

52 Total Responses

On a Scale of 1 to 5 (with 1 being Unacceptable and 5 being Outstanding)

1 – 6%

2 – 4%

3 – 11%

4 – 23%

5 – 56%

Average overall experience = 4

Q7. Any other Comments?

1. Consider investing in hybrid buses: Hybrid buses are utilized by large inner-city Transit programs. In the future, PoPay Messenger Program will research the possibility of electric buses. There is a huge influx across the Country with the Biden administration for electric vehicles; therefore, it is currently taking up to five years to order/receive electric vehicles; and charging stations/infrastructure is still being initiated across the Country.

2. Please be ready at your pick up time; our Drivers do not leave immediately but will wait for a brief period if they are informed that you “are on the way out.”
 3. Work with other programs to get kids & family out and about (skiing, museums, etc):
The PoPay Messenger Program will assist all riders with connectivity to the Rail Runner, Park & Ride, and the NCRTD.
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