



July 24, 2025

Dear Village of Ruidoso,

It is with a heavy heart we announce the coming closure of our Ztrans Public Transportation services in the Village, effective August 30, 2025. In the years we have been providing this service, we have never been able to fully staff the system, as we had planned. The system requires at least seven drivers to function at full service. We have only two. We hire a driver and another quits. We are hearing rumors of one of our two leaving planning to leave.

We have done everything we know to do, including hiring non-CDL drivers with a program in place we arranged through ENMU and Workforce Solutions to get their CDL at no cost to the employee and a raise upon completion. (Nobody ever took advantage of the program.) We have also increased pay as high as we can, but it has made no difference. There are not enough workers available to provide the service.

But, we have truly enjoyed working with the village. We find the Village Counsel to be warm, open, and so kind to everyone, which is rare and exemplary in these days. We always welcomed the opportunity to come meet with you and will miss your wonderful, heart-warming village Counsel meetings.

We wish the Village nothing but the best and will keep you all in our thoughts and prayers as you navigate these tough burn-scar/flooding times. Should you ever decide to run a municipal shuttle service in the future, we would be happy to help with your planning process. Thank you for everything.

Sincerely,

A handwritten signature in blue ink, appearing to read "Peggy O'Neill", is written over a printed name. To the left of the signature is a small, stylized blue mark that looks like the letters "Zor".

Margaret S. (Peggy) O'Neill, CEO