


**ABQ RIDE FORWARD
NETWORK PLAN:
Phase III Engagement
Summary and Feedback on
the Draft Recovery Network**



November 2024

Table of Contents

Executive Summary	3
What is the Draft Recovery Network?	3
What Did People Say?	3
Who Was Involved?	4
Introduction	5
Background and Purpose.....	5
Overview of Activities	7
Phase III Promotion and Advertising.....	8
Stakeholder Outreach: Key Events and Takeaways.....	9
Community and Stakeholders Meetings and Presentations	10
Small Group Discussions	13
Pop-up Events.....	13
Phase III Survey.....	15
Survey Results: Respondent Characteristics	16
Survey Results: Impacts of the Recovery Network	22
Survey Results: Route Specific Comments.....	35
Appendix A: Small Group Discussion Notes.....	41
Small Group Discussion #1: August 6, 2024 – 12:00-1:00 PM	41
Small Group Discussion #2: August 14, 2024 – 5:30-6:30 PM	41
Small Group Discussion #3: August 15, 2024 – 5:30-6:00 PM	42
Small Group Discussion #4: August 23, 2024 – 12:00-1:00 PM	42
Appendix B: Phase III Survey Questions	44

Executive Summary

What is the Draft Recovery Network?

ABQ RIDE Forward is a review of the purpose and performance of Albuquerque’s bus network, and the resulting plan will inform future decisions about where bus routes go, at what times they run, and how frequently. The process has been a collaborative effort among the City, Bernalillo County, Rio Metro, transit stakeholders, and community members to decide the goals and purposes of the City’s investment in public transit service.

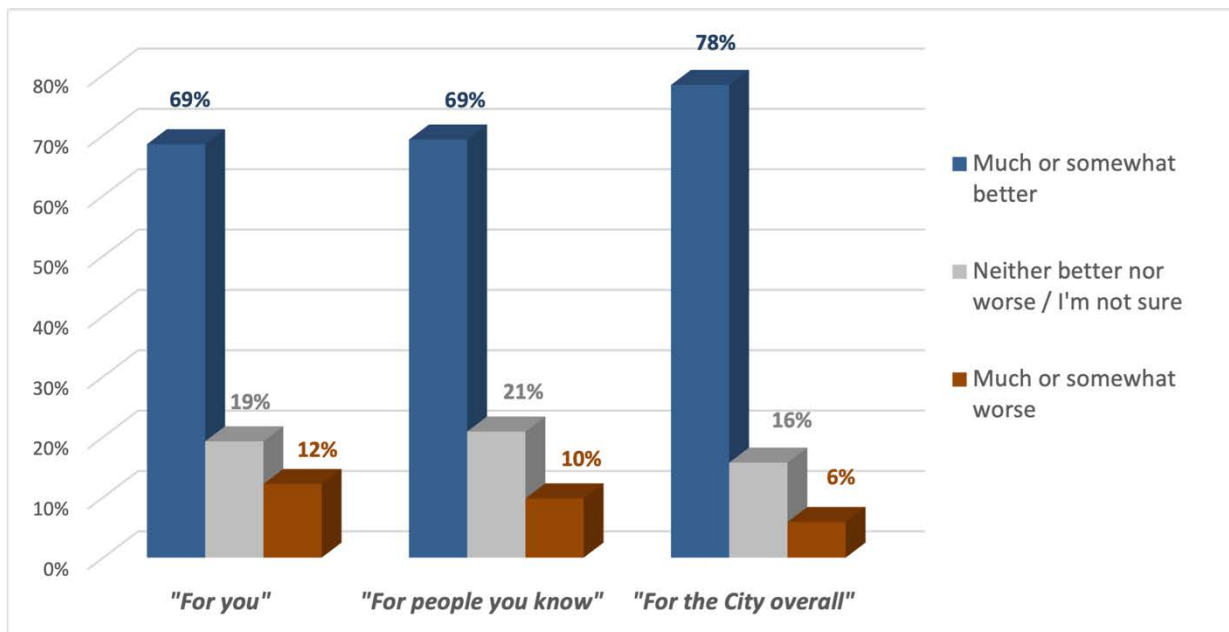
In the third round of public engagement, stakeholders and community members were presented with a draft Recovery Network that uses 95% as much service as the City was operating in 2019, which is more than it can currently provide due to staffing shortages. The draft Recovery Network does not represent the ideal network for the City of Albuquerque, nor does the Recovery Network achieve the levels of service seen in other cities. Instead, it is a network that the City could implement over the next several years, within its funding and workforce constraints. Key facets of the draft Recovery Network include:

- Seven-day-a-week frequencies on most routes.
- Better frequencies, including every 15 or 20-minutes on eight major routes on weekdays, six of which would continue to offer high frequency all weekend.
- Modifications of the ART routes to provide one-seat-ride service from Northwest Albuquerque and the Southwest Mesa to Downtown, UNM, and the Central Ave corridor.
- Elimination of very low-ridership routes that operated before the pandemic and introduction of demand response zones to provide service to areas that would otherwise not have transit coverage.

What Did People Say?

While some people have specific critiques of the draft Recovery Network, respondents said the draft Recovery Network would be beneficial for them individually, for people they know, and for Albuquerque as a whole. This was true within all categories of respondents whether low or high income, and whether they ride transit often or rarely.

Figure EX-1: Opinions About the Recovery Network from Survey Respondents



Overall, in the survey of 730 people, 69% of respondents said the Recovery Network would be “much better” or “somewhat better” for them *individually*; only 12% said the Recovery Network would be “somewhat worse” or “much worse.” When asked about impacts to the *City overall*, 78% of respondents said it would be “much better” or “somewhat better,” and only 6% said it would be “somewhat worse” or “much worse.”

Survey participants and attendees at public outreach events across Phase III recognized the benefits of better frequency, which makes it easier to arrive at destinations on time; of more hours of service on evenings and weekends, which makes transit relevant for more trips and more people. Specific locations where people said the Recovery Network would be more useful were at CNM Main Campus, the Gateway Center, and residential areas in Southwest Albuquerque. Areas where people requested additional service or a change to proposed routes included UNM Hospital, the Sunport, and Kirtland Airforce Base.

When asked what was missing from the draft Recovery Network, survey participants were likely to indicate “more high frequency routes” (42%) or “more routes in more places” (37%). When asked how they thought the City should address those needs, 69% said ABQ RIDE should “find a way to add more service in the future.” Only 15-20% of respondents said either that ABQ RIDE should shift services from other parts of the city, or that ABQ RIDE should shift services from other times of the day or week, to add in the services they had hoped to see in the Recovery Network. In other words, few survey respondents thought that the City should cannibalize the routes proposed in the draft Recovery Network in order to improve frequencies or add more routes elsewhere.

Who Was Involved?

ABQ RIDE Forward Network has been a collaborative and community-driven process to reimagine the City’s transit network. The draft Recovery Network reflects input from three rounds of public engagement, each of which included multiple public meetings, dozens of pop-up events, workshops with stakeholders, focus groups, and a community survey. Efforts were led by ABQ RIDE staff with major input from:

- Existing riders
- Members of the general public
- Advocate and non-profit organizations
- Governmental partners such as Bernalillo County, the Mid-Region Council of Governments, and the Rio Metro Regional Transit District
- Central New Mexico Community College, University of New Mexico, and UNM Hospital staff

In response to specific comments and requests, which are detailed below in this report, ABQ RIDE staff are considering small modifications to the network where possible without jeopardizing features of the proposal that the public broadly supported. ABQ RIDE staff will present these proposed modifications in early 2025. Further modifications can be considered over future years, as the plan is implemented, and then-current operating constraints are known.

Introduction

Background and Purpose

Overview of ABQ RIDE Forward Network Plan

ABQ RIDE Forward is a review of the purpose and performance of Albuquerque’s bus network, and the resulting plan will inform future decisions about where bus routes go, at what times they run, and how frequently. The process has been a collaborative effort among the City, Bernalillo County, Rio Metro, transit stakeholders, and community members to decide the goals and purposes of the City’s investment in public transit service. The ABQ RIDE Forward Next Plan development process included:

- Consultation of residents, workers, transit riders and advocates about what the City should prioritize in the future.
- Planning for changes to the Albuquerque transit network.
- Guidance for the City and its partners about how development and street design decisions can make public transit more useful, less costly and more relevant.

Purpose of Phase III: Presentation of the Draft Recovery Network

The Recovery Network was developed using input from the first two phases of outreach, including prior surveys, as well as input from stakeholder groups and staff from various City departments and partner agencies. The final phase of outreach for the ABQ RIDE Forward Network Plan presented the draft Recovery Network – a formal proposal for the reconfiguration of ABQ RIDE transit services – for review and consideration by stakeholders and community members. See the [Phase III Recovery Network Report](#) for a complete overview of the Recovery Network. Key objectives for Phase III of outreach included:

- Gather comprehensive input on overall impacts of the Recovery Network.
- Build an understanding of how community feedback and priorities established during prior phases were integrated into service design choices, including the desire for additional evening and weekend service.
- Solicit feedback on individual routes.

Engagement strategies for this final phase promoted in-depth discussions and created opportunities for detailed feedback. Much of the feedback was highly specific and revolved around the frequency and alignment of specific routes.

This report summarizes the methodology for collecting public and stakeholder input; the qualitative input received through various community events, meetings, and presentations; and findings from a comprehensive public

Phases of Public Outreach

The ABQ RIDE Forward Network Plan was developed from early 2022 through the end of 2024 and contained three phases of public outreach.

Phase I focused on education and gathering information about community needs and preferences. The results of this phase provided an initial baseline of community opinions to help guide the Network Plan through subsequent phases of work, including the development of two contrasting network concepts for community feedback in Phase II. The initial phase of community engagement was conducted from early September to early November 2022.

Phase II asked for general feedback on the High Coverage and High Ridership Concepts, including general preferences and where the ABQ RIDE network should be on a spectrum between the two concepts. Phase II of outreach took place from February to April 2023.

Phase III focused on components of the proposed draft Recovery Network that could be implemented in the next several years. This phase of outreach took place from June to September 2024.

survey. The survey provided a rich source of quantitative data and qualitative feedback about perceived impacts – both positive and negative – of the draft Recovery Network.

Key Assumptions and Components of the Recovery Network

The draft Recovery Network proposes routes, frequencies, hours and days of service, and is approximately “budget neutral,” using 95% of the amount of service that was provided in 2019, a large increase over the roughly 65% of pre-pandemic service provided in 2024 due to staffing shortages. Because it would represent a large step in returning to a pre-pandemic quantity of service, it is called the “Recovery Network.” The draft Recovery Network does not represent the ideal network for the City of Albuquerque, nor does the Recovery Network achieve the levels of service seen in other cities. Instead, it is a network that the City could implement over the next several years, within its funding and workforce constraints and consistent with input from the public.

Framing of the Recovery Network

General outreach and presentation materials for Phase III framed the proposed network changes as the Recovery Network for the following reasons:

- ABQ RIDE has cut service due to a shortage of bus drivers and maintenance workers since the pandemic, but ridership is bouncing back.
- Ongoing labor shortages mean it will take time to return to pre-pandemic service levels. Higher labor costs also mean that pre-pandemic service will cost more than it did, so ABQ RIDE’s budget will also need to grow.

Key Principles

The Recovery Network is based on results of the first two phases of stakeholder and community engagement and features three main principles:

1. More frequent routes
2. More service on evenings and weekends
3. Restructuring and reconfiguration of routes in select areas

These three principles were presented as a strategic package to address community priorities and create a transit system that is as user-friendly as possible using available resources. Community presentations and outreach efforts emphasized that all proposed routes would run all-day, seven-days-a-week with longer span of service (i.e., hours per day in which buses operate) for most routes. As a result, there is a significant increase in evening and weekend service options and less emphasis on peak service than before the pandemic. Where very low-ridership routes that operated before the pandemic are not included, the Recovery Network proposes demand response zones to provide service to areas that would otherwise not have transit coverage. The resulting Recovery Network provides little loss of coverage at midday relative to 2019 service levels. See the Recovery Network Report for additional details.

Desired Feedback for Phase III

Public events and the Phase III survey sought to capture the following types of feedback on the Recovery Network:

- **General impacts** of the Recovery Network and whether the proposal would be better or worse for individual respondents, people they know, and the City as a whole.
- Consideration of the **components from the Recovery Network that respondents like or dislike**
- **Missing elements or opportunities** to build upon the Recovery Network in the future.
- Comments and feedback about **specific routes**.

Overview of Activities

Stakeholder Advisory Group: Phase III featured an in-person meeting of the Stakeholder Advisory Group on June 5, 2024 (following prior workshops held in September 2022 and February 2023). This meeting allowed Advisory Group members – comprised up public agency staff, transit advocates, and interested community members – to consider the components and recommendations of the Recovery Network in detail, clarify how the Recovery Network would impact local agencies and specific areas within the ABQ RIDE service area, and discuss outreach strategies.

Community Survey: The Project Team developed a survey that allowed participants to consider whether the proposed service changes are better or worse for the individual respondent, people they know, and the City overall, and to provide detailed feedback on components of the Recovery Network. The survey could be completed in English or Spanish and was posted online from July 3 through September 15, 2024. ABQ RIDE also added notices on the www.cabq.gov/transit webpage linking directly to the community survey and project website. Hardcopy versions were available at pop-up events and community meetings. A total of 730 individuals participated in the survey.

Pop-up Events: The Project Team held numerous pop-up events where individuals could view maps of the existing system and draft Recovery Network and ask questions of ABQ RIDE staff. Community members were invited to complete the survey and provide input directly to Project Team members. Events were held across the city to ensure interactions with a wide range of stakeholders and community members, including at transit centers, libraries, and events at the University of New Mexico and Central New Mexico Community College main campuses. See Table 2 for a full list of pop-up event dates and locations.

Bernalillo County-Specific Outreach Events: Bernalillo County hosted additional events in August 2024 in the South Valley to capture the input of current riders who may be affected by service changes to County-funded routes. These activities included intercept surveys at bus stops and a tabling event at a regularly scheduled open house at the Gutierrez-Hubbell House.

Project Website and Stakeholder Correspondence: The project website (www.abqrideforward.com) was updated to include recent products and materials related to Phase III, including the community survey, [Phase III Recovery Network Report](#), and [online interactive map](#) depicting the components of the Recovery Network and changes in differences in jobs access from the 2024 transit network. Participants were able to sign up for the small group discussions and access the virtual community meetings via the website. The Project Team also managed and responded to comments received via the website and the project email address.

Small Group Discussions: The Project Team facilitated a series of four small group discussions that allowed for a detailed review of components of the Recovery Network. Participation was solicited through the contact list, announcements at public and stakeholder meetings, and direct invitations to attendees at pop-up events. A total of 30 individuals registered for the four meetings. The small group discussions took place in the latter stages of the engagement period to allow time for recruitment and registration. Interested parties could sign up through the project website. Discussions were held virtually and utilized the online interactive map developed as part of the Phase III Recovery Network Report to review existing services and the draft Recovery Network.

Formal Community Meetings: The Project Team hosted two community meetings during Phase III, one meeting in-person and one virtual. The meetings featured an overview presentation on results of initial phases of engagement, general principles of the Recovery Network, and detailed consideration of proposed service changes. The meetings included opportunities for discussion and questions and answers. A [recording of the community meeting presentation](#) and [presentation slides](#) were posted to the project website.

Presentations to Boards and Community Groups:

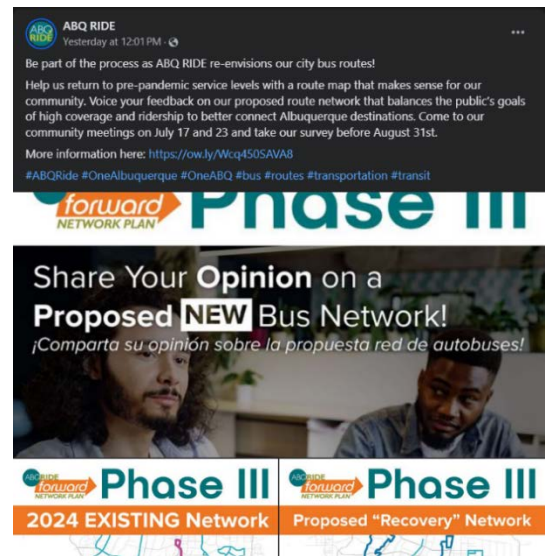
- Transit Advisory Board: Phase III included a formal overview presentation and updates to the Transit Advisory Board, the citizen committee that provides feedback on ABQ RIDE programs and services. The meeting in May 2024 summarized the initial two phases of the project and outlined the principles and recommendations of the Recovery Network. A second meeting in June 2024 provided additional time for questions and answers.
- Public Agency Committees: Project Team members presented to the following committees to encourage coordination among public agencies in the Albuquerque area:
 - Greater Albuquerque Active Transportation Committee – facilitated by the City of Albuquerque; meetings are open to the public
 - Land Use Transportation Integration Committee – facilitated by the Mid-Region Council of Governments
- Community Organizations: As part of efforts to reach a wide range of stakeholders and interested parties, Project Team members made presentations to the following organizations:
 - Albuquerque Transit Riders Union
 - Strong Towns Albuquerque
 - Urban Land Institute – New Mexico Chapter
 - Catholic Charities NM – Center for Refugee Support

Additional Outreach to External Stakeholders and Committees: Project Team members conducted targeted outreach to staff from the University of New Mexico and Central New Mexico Community College and coordinated with Council Services to provide briefing materials to City Councilors.

Phase III Promotion and Advertising

Project Team staff utilized a variety of promotional materials to advertise the final phase of the project and encourage feedback on the draft Recovery Network through the community survey and other events. Key activities included updates on the project and invitations to participate in the Phase III survey on ABQ RIDE social media feeds (see example to the right); mass emails to the ABQ RIDE Forward distribution list, which contains more than 500 email addresses; articles in the City of Albuquerque Neighborhood News from the Office of Neighborhood Coordination and the MRCOG Travel Times Newsletter; and a press release that was issued to generate media coverage. In about half a dozen radio and television interviews, members of the Project Team discussed the proposal and how the public could give feedback.

Other activities included sandwich boards at the Alvarado Transportation Center, a notification banner on the Transit app (with about 7,000 unique monthly users), and placing posters inside all ABQ RIDE buses, at transit centers and major bus stops, and at the Main Library, with additional posters provided for distribution to branch locations. Together 4 Brothers, an Albuquerque based community organization that has been actively involved in transit-related issues, also distributed flyers to its partners and community members.



Stakeholder Outreach: Key Events and Takeaways

Stakeholder Advisory Group Meeting

Background: The Stakeholder Advisory Group Meeting, hosted on June 5, 2024, invited participants to provide detailed feedback on the draft Recovery Network and input on outreach strategies for Phase III.

Key Takeaways: Key discussion takeaways, benefits, and issues and concerns identified by stakeholders during the meeting included:

- *Access to education/job sites:* Stakeholders expressed interest in quantifying access to destinations, including educational facilities, and not just jobs. Project Team members clarified that job sites serve as a proxy for key destinations and that access to educational institutions was a consideration in the Recovery Network, as evidenced by improved service to CNM Main Campus.
- *Outreach approach:* Multiple stakeholders expressed a desire that the community outreach efforts in Phase III ensure a survey sample as representative as possible current riders.
- *Span of service:* Greater span of service was generally viewed positively; some stakeholders expressed concern that standardizing service hours across all routes would result in a loss of late-night service along Central Ave.
- *Service losses:* Stakeholders expressed concern about service losses to Kirtland Air Force Base and along Carlisle Blvd between Central Ave and Gibson Blvd.
- *Unmet needs:* Stakeholders expressed a desire for additional access to recreational destinations, such as the Valle de Oro National Wildlife Refuge and Balloon Fiesta Park.
- *Service benefits:* Stakeholders appreciated service improvements to the Gateway Center along Gibson Blvd and to the CNM Main Campus.

Role of the Stakeholder Advisory Group

The Stakeholder Advisory Group is comprised of community members, representatives of social service agencies, transportation advocates and public agency staff. Advisory Group members are expected to play an active role advising on the project by participating at key points in each of the three phases and spreading information about the project to their respective communities.

UNM and CNM Representatives

Phase III outreach included in-depth conversations with stakeholders at UNM and CNM. These representatives emphasized several considerations and priorities:

- Connections between UNM Main Campus and CNM Main Campus
- Direct service to UNM Hospital and the impacts of the proposed reconfiguration of service along Route 5 to travel north-south through the UNM area along University Blvd instead of east-west along Lomas Blvd
- Impacts of proposed service changes to satellite campuses.

Other considerations included the fact that CNM does not generally offer evening classes, though facilities are open from 7 AM to 10 PM, and the majority of activity on campus occurs from 10 AM to 3 PM.

Access to UNM Hospital: For UNM stakeholders, access to the hospital is critical for the more than 8,000 employees and there is a strong preference for service that provides direct access to UNM Hospital entrances. Stakeholders have observed an increase in visitors accessing UNM Hospital via transit, and hospital expansion is expected to attract additional visitors.

Connections to CNM and UNM Main Campuses: Representatives from both institutions indicated that additional service along University Blvd would be beneficial. Stakeholders pointed out that many students take

classes at both institutions, so improved connections between the campuses are highly beneficial. As an institution that caters to commuters, transportation access to CNM is critical.

Access to Satellite Campuses: CNM is interested in improved transit access to satellite campuses, though staff acknowledged that the locations of some campuses make it difficult to provide quality transit service. Access to the Montoya Campus would improve through increased frequency along Route 5. The South Valley Campus would experience a reduction in service due to the lower frequency proposed for Route 53. The Westside Campus does not have any service today or as part of the draft Recovery Network.

Community and Stakeholders Meetings and Presentations

Overview

Community meetings provided an overview presentation on the principles and proposed changes associated with the draft Recovery Network followed by a question-and-answer session. As part of the presentations, Project Team members described the “budget-neutral” approach in which the Recovery Network aims to restore the 2019 systemwide level of service in a way that responds to public input from previous phases. The Project Team also outlined the main principles of the Recovery Network and emphasized that the reconfiguration of service helps pay for more frequent routes and greater span of services, though it may negatively impact a limited number of existing riders.

The presentations described areas with significant route reconfigurations, providing more details about the proposed services changes along the Central Ave, Coors Blvd, and University Blvd corridors, as well as throughout west Albuquerque and the Southwest Mesa. The presentations then described the draft Recovery Network’s proposals for demand response zones and concluded by highlighting the overall increase in the number of residents and jobs within ½-mile of frequent service compared to the existing network.

A complete list of presentations is provided in Table 1. Key takeaways from a select set of meetings are provided below.

Table 1: Summary of Community Meetings and Presentations

Date	Day	Time	Event Name	Approximate Number of Attendees
5/9/2024	Thursday	4:00-5:30 PM	Transit Advisory Board	20
6/5/2024	Wednesday	4:30-6:30 PM	Stakeholder Committee Workshop	30
6/10/2024	Monday	4:00-5:30 PM	Greater Albuquerque Active Transportation Committee	15
6/13/2024	Thursday	4:00-5:30 PM	Transit Advisory Board	20
6/19/2024	Wednesday	5:30-7:00 PM	Strong Towns Albuquerque	40
7/17/2024	Wednesday	5:30-6:30 PM	Community Meeting	10
7/19/2024	Friday	4:00-5:00 PM	Albuquerque Transit Riders Union	5
7/23/2024	Tuesday	12:00-1:30 PM	Community Meeting	20
8/13/2024	Tuesday	4:00-6:00 PM	ULI-New Mexico Sip & Social	40
8/28/2024	Wednesday	2:30-4:00 PM	MRCOG Land Use Transportation Integration Committee	6
9/13/2024	Friday	5:00-6:30 PM	Catholic Charities NM – Center for Refugee Support	20

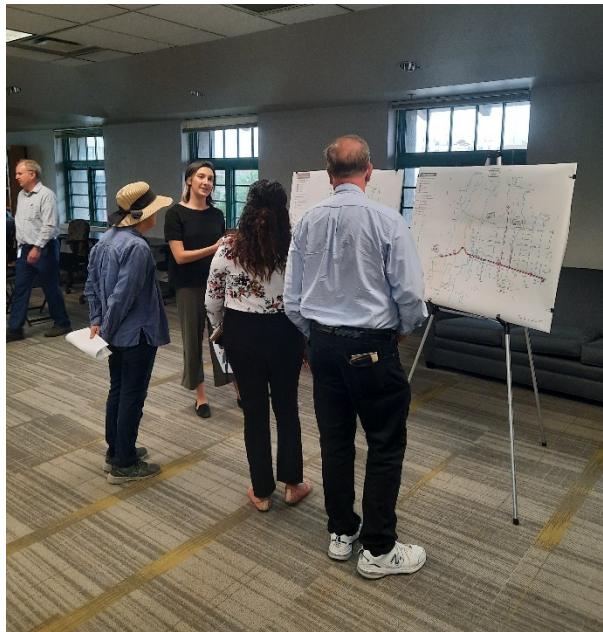
Key Takeaways

Community Meetings

Background: Phase III featured an evening in-person meeting and virtual session during the lunch hour. The meetings featured identical presentations.

Discussion Items:

- *Demand response zones:* Multiple attendees requested clarifications on the demand response zones. Project Team members emphasized that the proposed demand response service is not Uber that would take riders anywhere they desire in the entire city. Rather, the purpose is to take participants to destinations within the demand response zone, including transfer points where users can connect to the rest of the ABQ RIDE system for travel outside the zone.
- *Implementation:* An attendee asked what specifically needs to happen to make the Recovery Network policy and how to increase funding for ABQ RIDE. Another attendee asked about the timeline for implementation and whether the Recovery Network will be implemented in phases or all at once. Project Team members replied that the Recovery Network will require increased funding and staffing capacity, which will take place over the coming years, so implementation will take place in phases. ABQ RIDE staff indicated there will be opportunities to refine the Recovery Network over time.
- *Underserved destinations:* Locations where attendees expressed a desire for additional service beyond the levels proposed in the Recovery Network include along Eubank Blvd and improved access to Kirtland Air Force Base.
- *Evening and weekend service:* Attendees expressed a high level of support for evening and weekend service.
- *ART reconfiguration:* Attendees raised no concerns with proposed changes to service along Central Ave and the ART routes.
- *Other items:* Multiple attendees asked whether free fares will continue and their impact on the Recovery Network. Project Team members indicated that the free fare policy is now permanent and ABQ RIDE is not expecting any changes to the policy.



Transit Advisory Board

Background: Project Team members provided an overview presentation in May 2024 and attended a supplemental question and answer session during the monthly meeting in June 2024 in which TAB members submitted questions in advance.

May 2024 Discussion Items:

- *Engagement techniques:* Primary feedback from the overview presentation in May 2024 was a request that Phase III outreach include events that target regular riders and strive for a representative sample in the community survey.

June 2024 Discussion Items:

- *Sunday service:* Attendees expressed interest in expanding the span of service on Sundays.
- *Coverage losses:* The gap in service between Yale Blvd and San Mateo Blvd to the south of Central Ave.
- *Destination access:* TAB members wanted to make sure that key destinations and schools were considered as part of the Recovery Network.
- *Kirtland Air Force Base access.* TAB members inquired about the level of coordination with Kirtland Air Force Base and options for providing additional service to and within the site.
- *Fleet:* TAB members inquired about opportunities for utilizing smaller vehicles where ridership is low; ABQ RIDE staff indicated there are many steps that would need to be taken to set up Sun Vans for fixed route service, such as head signs, bike rack, and the ability to make audible announcements, that all would require costly upgrades.

Albuquerque Transit Riders Union

Background: Project Team members presented and discussed elements of the Recovery Network at a bilingual meeting in English and Spanish held in-person at the International District Library (an online option was also available).

Discussion Items:

- *Route 66 Central reconfiguration.* Attendees provided generally positive feedback about Route 66 running through the neighborhood between San Pedro Dr and Wyoming Blvd, though there was interest in limiting impacts to residential streets.
- *Lighting.* One attendee asked whether the City could install additional lighting on neighborhood streets along the 66 route. Attendees expressed a desire for improved street lights at bus stop locations.
- *Safety and security.* An attendee raised concerns about personal security and indicated it affects people's comfort levels and willingness to ride on City buses.

Small Group Discussions

Background: Attendees at the four small group discussions were prompted to share how the draft Recovery Network would impact their own travel needs and whether the proposed changes would be beneficial for the City of Albuquerque overall. Attendees were also asked specifically about proposed changes to the ART lines and Route 66, including the deviation from Central Ave through the International District. Common themes and takeaways across the four discussions are described below. See Appendix A for detailed notes from each of the events.

Key Themes and Takeaways:

- *General benefits of the Recovery Network:* Attendees expressed wide support for the greater span of service and improved frequency on numerous routes.
- *Modifications to the ART routes:* Attendees provided generally positive input to the proposed changes to the ART routes, though some attendees raised concerns about the speed of service for the ART Green Line (777) to the east of Louisiana Blvd where stops would be spaced closer together.
- *Positive impacts:* Locations identified by attendees that would benefit from the service improvements include CNM Main Campus, Sawmill, the Gateway Center, as well as improved connections between Downtown and UNM.
- *Negative impacts:* Attendees also identified issues and concerns about where service would be impacted, including the area between Yale Blvd and San Mateo Blvd and between Central Ave and Girard Blvd. Several attendees who commute to Kirtland Air Force Base urged greater frequency on north-south routes in east Albuquerque and expressed concern about the lack of direct access to the base.

Pop-up Events

General Overview and Takeaways

The Project Team held a total of two dozen pop-up events across the ABQ RIDE service area to provide information about the draft Recovery Network and encourage individuals to participate in the survey. Many events were targeted toward existing transit riders and included tabling at resource fairs held at the Alvarado Transportation Center, community facilities such as the International District Library, and major transit centers, including the Central & Unser, Uptown and Northwest Transit Centers. Other events directly targeted UNM and CNM students and staff at their main campuses. A full list of events is provided in Table 2. Hardcopies of the survey were available in both English and Spanish at all events.

Common themes among interactions at pop-up events included:



- *General benefits:* Numerous individuals expressed support and appreciation for more overall service, and the emphasis on greater frequency and additional service on weekends in particular. However, many community members expressed frustration at the current 2024 level of service, with increased time between buses as well as recurring issues with buses not showing up and creating a major time penalty.
- *Areas of concern and service impacts:* Common areas of concern included access to key destinations and changes to specific routes, including:

- Access to the main part of UNM Hospital along Route 5 (Montgomery-Carlisle)
- Loss of service east of Tramway Blvd along Route 11 (Lomas)
- Lack of proposed additional service to the Albuquerque Sunport.

Table 2: Inventory of Phase III Pop-up Events

Date	Day	Event Name	Number of Interactions
6/22/2024	Saturday	Refugee Resource Fair	30
6/29/2024	Saturday	"Street Fair" at ATC	40
7/19/2024	Friday	Pop-up at International District Library	40
7/20/2024	Saturday	Summer at the Alvarado	40
7/24/2024	Wednesday	Summer at the Alvarado	40
7/25/2024	Thursday	Pop-up at Mountain View Community Center*	12
7/27/2024	Saturday	"Street Fair" at ATC	25
7/30/2024	Thursday	Pop-up at Valle Del Sol Shopping Center*	25
8/6/2024	Tuesday	National Night Out – Gutierrez Hubbell House*	5-10
8/6/2024	Tuesday	National Night Out - Southeast Albuquerque	5-10
8/9/2024	Friday	Food Hub by IDHCC in International District	40
8/17/2024	Saturday	State of the City	25
8/20/2024	Tuesday	UNM Welcome Back Days	25
8/21/2024	Wednesday	ART platform surveying - UNM Popejoy station	20
8/21/2024	Wednesday	UNM Welcome Back Days	25
8/23/2024	Friday	UNM Welcome Back Days	50
8/29/2024	Thursday	Platform surveying at Central & Unser Transit Center	20
8/31/2024	Saturday	"Street Fair" at ATC	55
9/3/2024	Tuesday	Platform surveying at Uptown Transit Center	30
9/5/2024	Thursday	Platform surveying at Northwest Transit Center	10
9/9/2024	Monday	Suncat Days at CNM	25
9/10/2024	Monday	Suncat Days at CNM	25
9/12/2024	Thursday	SIPI Fall Resource Fair	25

*Event hosted by Bernalillo County

Bernalillo County-Specific Events

Bernalillo County staff held three events in the South Valley to generate input specific to services funded by Bernalillo County. In addition to the events described below, County staff posted flyers for the ABQ RIDE Forward website and Phase III survey at all bus shelters along Atrisco Dr and Isleta Blvd.

Northbound Bus Stop at Isleta Blvd and Rio Bravo Blvd: Bernalillo County staff hosted a pop-up event near the Valle Del Sol Shopping Center at a frequently used bus stop along Isleta to gather perspectives on proposed route changes that would affect current users of Routes 51 and 53. Staff interacted with more than two dozen transit users. Among Route 53 users, community members expressed concerns about the proposed service not continuing south of Don Felipe Rd (Route 53 currently travels south along Isleta Blvd to Malpais Rd.) and indicated a strong desire to see service continued to the Los Padillas neighborhood. Route 51 users indicated a desire to be able to cross the Rio Grande from the Mountain View neighborhood to the shopping center at Isleta

Bldv and Rio Bravo Blvd. None of the community members who were interviewed indicated they use Route 51 to access Central Ave.

Mountain View Community Center Bus Stop: The pop-up event at the Mountain View Community Center was intended to gather feedback on the proposed changes to existing Route 51 as the proposed Route 57 would provide more direct service from Mountain View to Downtown but would remove the trip across the Rio Grande and service along Atrisco Dr to Central Ave.

The interactions with a dozen community members produced mixed reactions. Some community members liked being able to go more directly to Downtown, while other users travel along Route 51 to the shopping center and grocery store at Rio Bravo Blvd and Isleta Blvd. Stakeholders from Valle de Oro National Wildlife Refuge also attended to advocate for service to the refuge.

Gutierrez Hubbell House Open House: Bernalillo County set up a table the existing Neighborhood Night Out event to gather additional input on potential changes to the existing Route 53. About half a dozen community members from the Pajarito and Los Padillas neighborhoods expressed a desire for ABQ RIDE to maintain service along Route 53 to the Los Padillas area.

Phase III Survey

Phase III included a survey that asked participants to provide feedback on the overall impacts of the draft Recovery Network as well as comments (positive or negative) on specific routes. The survey could be completed in English or Spanish and was posted online from July 3 through September 15, 2024. Hardcopy versions were also available at pop-up events and community meetings. A total of 730 individuals participated in the survey, though not all respondents answered all survey questions.

The survey was the primary means of gathering feedback on the Recovery Network and of comparing the perspectives, preferences, and concerns of different user groups. Attendees at community events were encouraged to complete hardcopy versions of the survey or were given flyers with a link to the website to complete the survey online. The survey included questions related to the Recovery Network and allowed participants to provide open-ended comments about the overall network and individual routes. Appendix B provides a complete set of survey questions.

Advertising for the survey took place via social media, newsletters, mass emails to the ABQ RIDE Forward email list, and a press release was issued to generate media coverage. In about half a dozen radio and television interviews, members of the Project Team discussed the proposal and encouraged the public to fill out the survey to provide feedback. ABQ RIDE also added notices on the www.cabq.gov/transit webpage linking directly to the community survey and project website.

Other activities included sandwich boards at the Alvarado Transportation Center, a notification banner on the Transit app (with about 7,000 unique monthly users), and placing posters inside all ABQ RIDE buses, at transit centers and major bus stops, and at the Main Library, with additional posters provided for distribution to branch locations. Together 4 Brothers, an Albuquerque based community organization that has been actively involved in transit-related issues, also distributed flyers to its partners and community members. All of these notices encouraged community members to visit the project website for more information and to fill out the survey.

Survey Results: Respondent Characteristics

Similar to prior phases, the Phase III survey included several questions related to demographic characteristics, transit usage, and languages spoken. This data is directly comparable to questions in the decennial census, the American Community Survey, and ABQ RIDE's 2022 on-board rider demographic survey and can be used to understand the characteristics of individuals who participated in the survey. Questions about respondent characteristics also allowed for analysis of the ways in which opinions about the Recovery Network vary among different respondent groups. Demographic questions were optional and were completed on about 70-80% of the surveys.

Overall, survey respondents were more likely to ride transit regularly and be members of lower-income households than the Albuquerque population at large. At the same time, survey respondents had higher income levels on average than current ABQ RIDE users. To ensure consistency with previous surveys, and to understand the preferences and priorities among critical groups, responses to key questions about the Recovery Network are organized by total respondents, by typical transit usage, and by household income.

Transit usage patterns. More than four out of five (82%) of survey respondents rode ABQ RIDE services in the past year, and 58% rode at least once a week. The most common services that respondents said they rode were ABQ RIDE local buses and ART.

Race/Ethnicity: The racial and ethnic makeup of survey respondents comprised similar shares of white and African American/Black respondents, a higher share of American Indian/Native American respondents, and a lower share of Hispanic or Latino respondents than the City overall. Respondents could select all categories that applied.

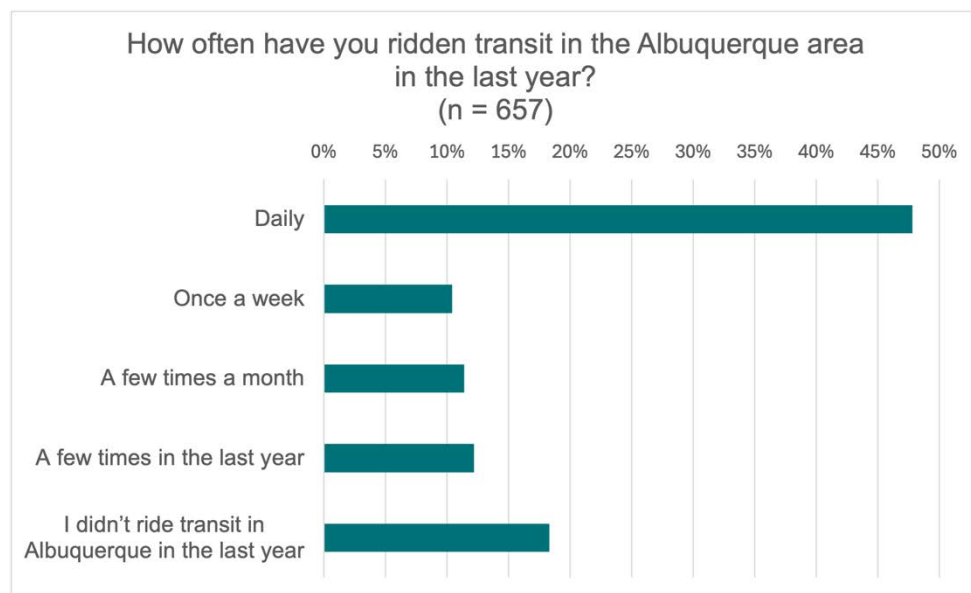
Age: Survey respondents reflected a broad cross section of age categories, with the exception of individuals under 18, who were not targeted as part of survey outreach efforts. Age groups that were somewhat disproportionately represented in the Phase III survey included persons aged 25-34 and 35-44. Residents 65 and older were slightly underrepresented (15% of survey respondents, compared to 17% of the City overall).

Gender: Phase III survey respondents generally resembled the gender identities of the City of Albuquerque overall. A slight plurality of respondents identified as male (47%), whereas a slight majority of City residents identified as female (51%) in the most recent decennial census.

Household Income: Respondents to the Phase III survey were disproportionately likely to have household incomes below the City median; about 57% of respondents reported household incomes below the City median (\$61,503) and about one-third of respondents (32%) reported household income levels below \$25,000. (By contrast, about 26% of respondents to the Phase II survey had household incomes below \$25,000.) However, survey respondents reported higher household incomes than ABQ RIDE users, as three quarters of ABQ RIDE users reported annual household incomes below \$25,000 in the 2022 on-board survey.

Language. The Phase III survey included two questions related to language, including language spoken at home and how well the respondent speaks English. The overwhelming majority of survey respondents indicated that English was among the primary languages spoken in their home and that they speak English very well, though 16% of respondents indicated that Spanish is spoken at home. Eight surveys were completed in Spanish.

Transit Usage: How often have you ridden transit in the Albuquerque area in the last year?



Category	Answer Choices	Total	Percent
Regular Rider	Daily	314	48%
	Once a week	68	10%
Occasional Rider	A few times a month	75	11%
	A few times in the last year	80	12%
Non-transit User	I didn't ride transit in Albuquerque in the last year	120	18%
Total respondents		657	100%

- Response rate 90%

Transit Usage: Which transit services have you ridden in the last year? Pick all that apply.

Answer Choices	Total	Percent
ABQ RIDE's bus routes (such as Routes 66, 141, 5, 8, 157.)	473	69%
ART routes 766 or 777	384	56%
Rio Metro's Rail Runner train	176	26%
SunVan paratransit	62	9%
Other (please specify)	62	9%
None	99	15%
Total respondents	685	N/A

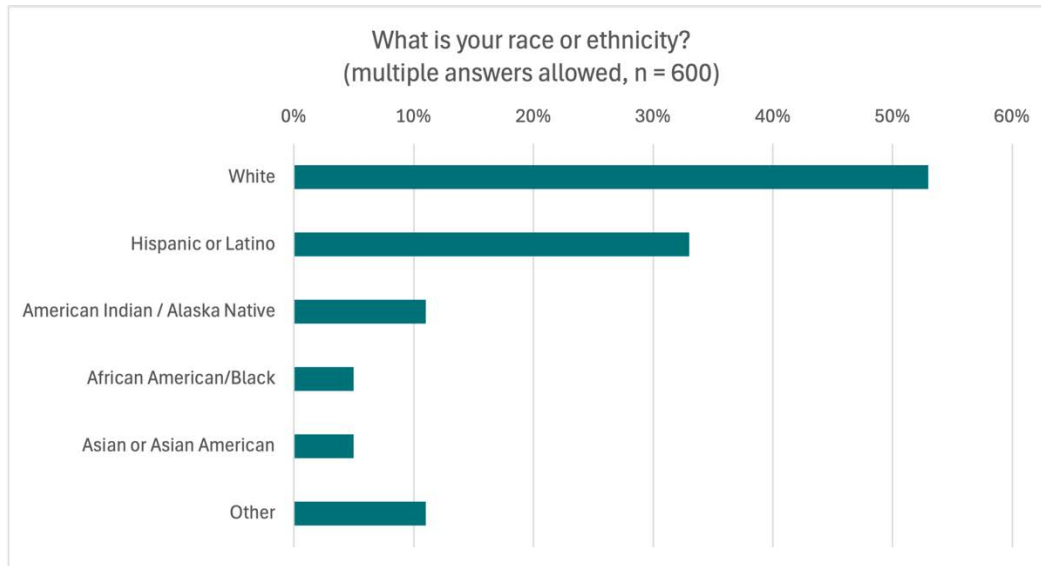
- Response rate: 94%
- Respondents could select multiple answers, so the sum of responses is greater than 100%.

What is your age?

Answer Choices	Survey Total	Survey Percent	City of Albuquerque	Bernalillo County
17 Years or under	6	1%	21%	21%
18-24	62	10%	10%	10%
25-34	117	20%	15%	14%
35-44	145	24%	13%	13%
45-54	94	16%	12%	12%
55-64	86	14%	13%	13%
65 or older	88	15%	17%	18%
Total respondents	598	100%	100%	100%

- Response rate: 82%

What is your race or ethnicity? Select all categories that apply.



Answer Choices	Total	Percent	City of Albuquerque	Bernalillo County
White	316	53%	52%	52%
Hispanic or Latino	189	33%	48%	49%
American Indian / Alaska Native	66	11%	6%	6%
African American/Black	28	5%	4%	3%
Asian or Asian American	28	5%	3%	3%
Other	64	11%	14%	15%
Total respondents	600	N/A		

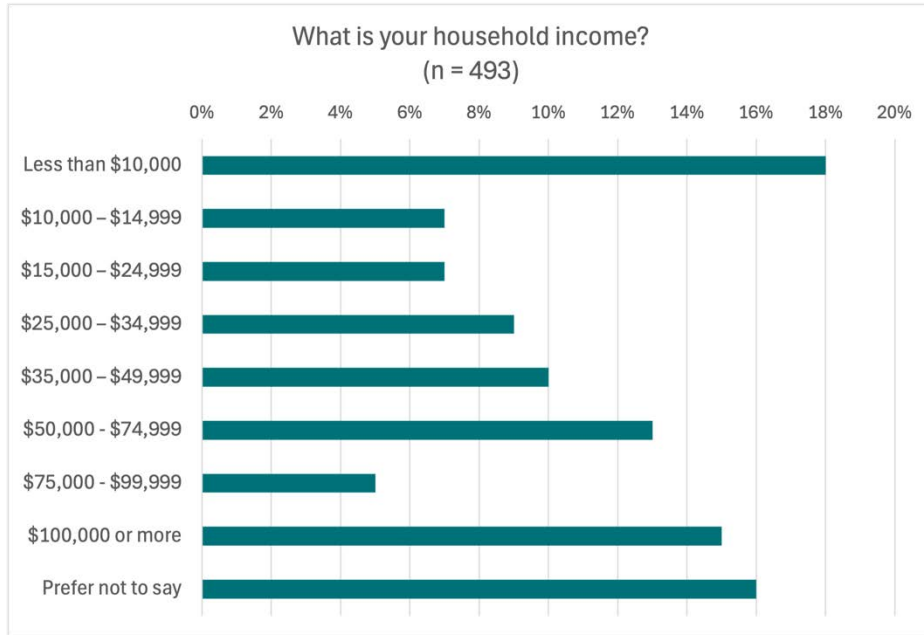
- Response rate: 82%
- Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

How do you identify your gender?

Answer Choices	Total	Percent	City of Albuquerque	Bernalillo County
Female	261	44%	51%	51%
Male	281	47%	49%	49%
Other (Transgender, non-binary/third gender, or self-identify)	33	5%	No data	No data
Prefer not to answer	25	4%	No data	No data
Total respondents	600	100%		

- Response rate: 82%

What is your household income?



Answer Choices	Total	Percent
Less than \$10,000	90	18%
\$10,000 - \$14,999	35	7%
\$15,000 - \$24,999	33	7%
\$25,000 - \$34,999	43	9%
\$35,000 - \$49,999	49	10%
\$50,000 - \$74,999	65	13%
\$75,000 - \$99,999	24	5%
\$100,000 or more	74	15%
Prefer not to say	80	16%
Total respondents	493	100%

- Response rate: 68%

Language spoken: *What are the primary languages spoken in your home?*

Answer Choices	Total	Percent
English	570	98%
Spanish	90	16%
Diné	12	2%
Chinese (Mandarin or Cantonese)	7	1%
Vietnamese	1	<1%
Korean	2	<1%
Dari	2	<1%
If another, please specify:	15	3%
Total respondents	581	N/A

- Response rate: 80%
- Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

Language spoken: *How well do you speak English?*

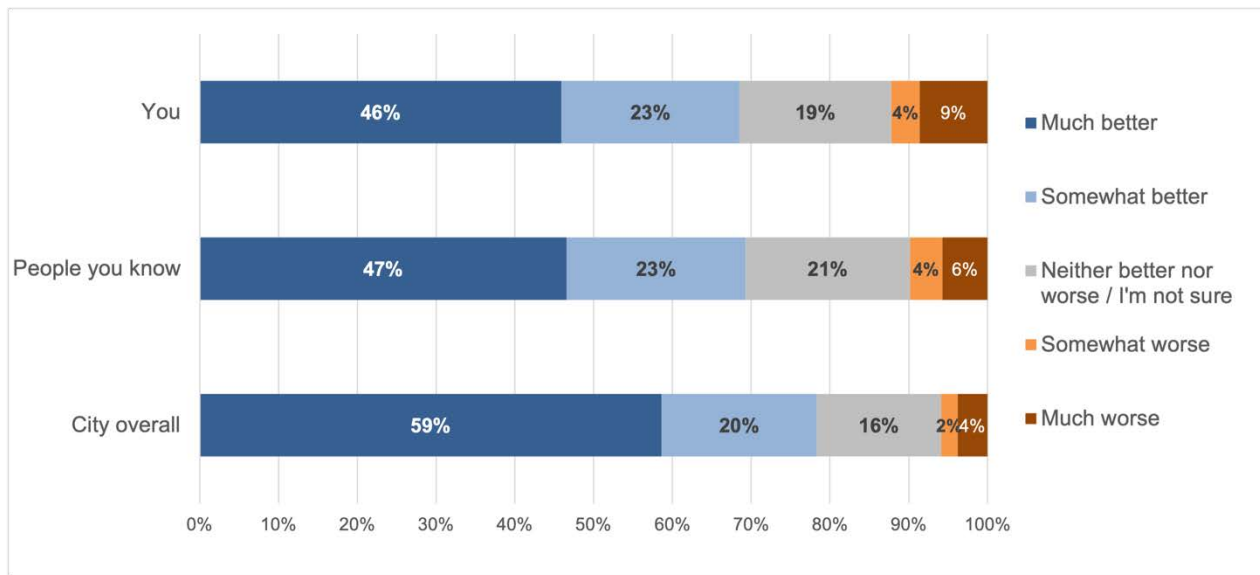
Answer Choices	Total	Percent
Very well	550	93%
Well	35	6%
Not very well	6	1%
Not at all	3	<1%
Total respondents	594	100%

- Response rate: 80%

Survey Results: Impacts of the Recovery Network

Across all income categories and rates of transit usage, survey respondents consistently indicated the draft Recovery Network would be beneficial for them individually, for people they know, and for Albuquerque as a whole. This section summarizes responses to questions related to the impacts – both positive and negative – of the draft Recovery Network and considers how perspectives vary among respondents by household income and level of transit usage.

Figure 1: Opinion About the Recovery Network



Impacts for Respondents, People they Know, and the City Overall

Impacts to Individuals: Overall, 69% of respondents indicated the Recovery Network would be “much better” or “somewhat better” for them individually, and only 12% of respondents overall said the Recovery Network would be “somewhat worse” or “much worse” for them individually. The highest approval rates were among the *lowest-income respondents*, where more than three quarters (77%) of respondents indicated the Recovery Network would be “much better” or “somewhat better” for them individually.

Similarly, *regular and occasional transit users* were especially likely to say the Recovery Network would be “much better” or “somewhat better” (7% and 74% respectively) for them individually. Only 15% of regular transit users and 10% of occasional transit users indicated the draft Recovery Network would be “somewhat worse” or “much worse” for them individually. *Non-transit users* were less likely to say that the Recovery Network would benefit them personally: just over half (53%) of non-transit users indicated the draft network would be “much better” or “somewhat better” for them individually, while only 9% indicated the Recovery Network would be worse for them. Non-transit users were also more likely than transit riders to say they were neutral or unsure about how the network would impact them, as 39% of non-transit users said the Recovery Network would be “neither better nor worse” for them or that they were “not sure” about its impacts.

Impacts to People You Know: Survey respondents had similarly positive reactions to the impacts of the Recovery Network for people they know, as 69% of overall respondents said the Recovery Network would be “much better” or “somewhat better” for people they know. Respondents by *income levels* indicated the Recovery Network would be beneficial for people they know, with about 70-80% of respondents indicating the Recovery Network would be “much better” or “somewhat better.” Respondents with higher household income levels were more likely to indicate the Recovery Network was neither better nor worse for people they know.

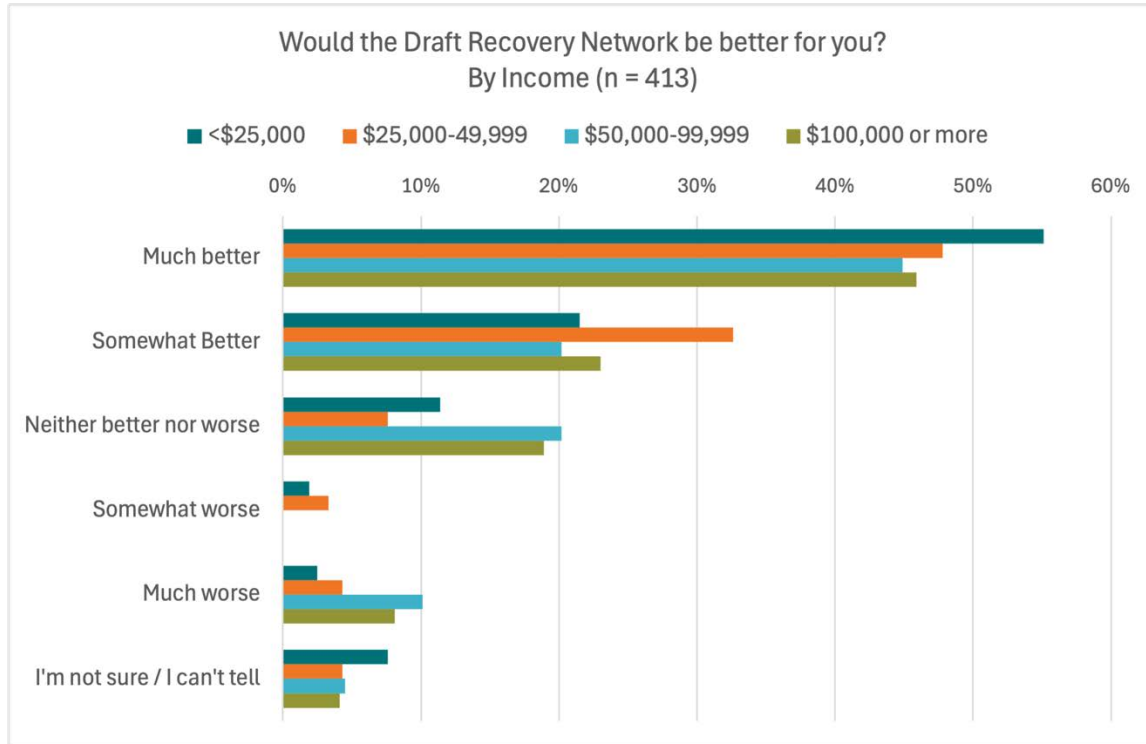
Combined, 70% of *regular transit users* and 75% of *occasional transit users* indicated the Recovery Network would be either be “much better” or “somewhat better” for people they know – similar to how these groups answered the network would impact them personally. *Non-transit users* were less likely than transit riders to see benefits for people they know. However, non-transit riders were more likely to indicate the draft Recovery Network would be beneficial for people they know than for themselves individually; 62% of non-transit riders said the Recovery Network would be either be “much better” or “somewhat better” for people they know, compared to just 53% who saw benefits for themselves individually.

Impacts for the City Overall: Survey respondents across income categories and transit usage rates indicated at consistently high rates – including 78% of all respondents – that the Recovery Network would be “much better” or “somewhat better” for the City of Albuquerque overall. The high rates of approval are noteworthy as they indicate that survey respondents were more likely to see benefits for the City as a whole, even if they did not see benefits for themselves or the people they know. This is especially true for *non-transit users*, where respondents were 20% points more likely to indicate that the Recovery Network was “much better” or “somewhat better” for the City overall than for the respondents individually.

Note: Only 57% of respondents provided income data; respondents who did not provide income data were the least likely to have positive impressions of the Recovery Network.

Would the Draft Recovery Network be better for you?

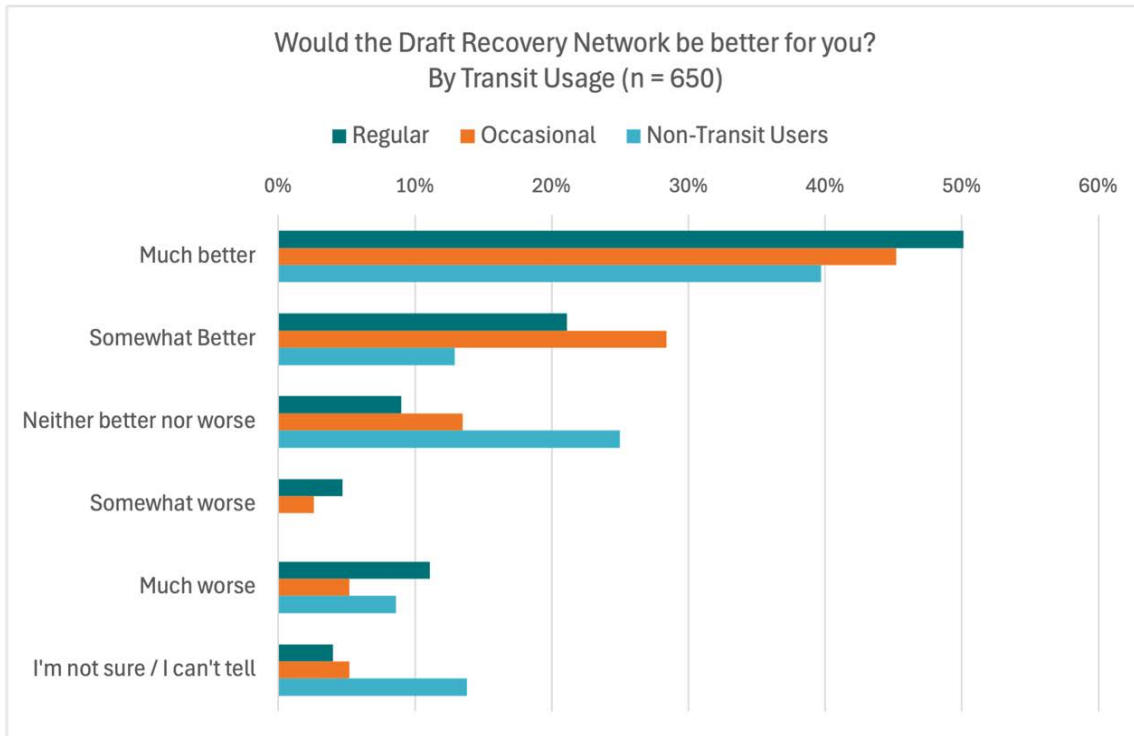
By Income



Answer Choices	All Respondents	<\$25,000	\$25,000-49,999	\$50,000-99,999	\$100,000 or more
Much better	46%	55%	48%	45%	46%
Somewhat Better	23%	22%	33%	20%	23%
Neither better nor worse	13%	11%	8%	20%	19%
Somewhat worse	4%	2%	3%	0%	0%
Much worse	9%	3%	4%	10%	8%
I'm not sure / I can't tell	6%	8%	4%	5%	4%
Total share	100%	100%	100%	100%	100%
Total respondents	721	158	92	89	74

Respondents by income: 413

By Rate of Transit Usage



Answer Choices	All Respondents	Regular	Occasional	Non-Transit Users
Much better	46%	50%	45%	40%
Somewhat Better	23%	21%	28%	13%
Neither better nor worse	13%	9%	14%	25%
Somewhat worse	4%	5%	3%	0%
Much worse	9%	11%	5%	9%
I'm not sure / I can't tell	6%	4%	5%	14%
Total share	100%	100%	100%	100%
Respondents by usage level	721	379	155	116

Respondents by transit usage: 650

Would the Draft Recovery Network be better for people you know?

By Income

Answer Choices	All Respondents	<\$25,000	\$25,000-49,999	\$50,000-99,999	\$100,000 or more
Much better	47%	52%	47%	47%	49%
Somewhat Better	23%	23%	34%	24%	31%
Neither better nor worse	9%	10%	7%	10%	10%
Somewhat worse	4%	1%	4%	2%	4%
Much worse	6%	2%	3%	9%	1%
I'm not sure / I can't tell	12%	11%	5%	8%	5%
Total share	100%	100%	100%	100%	100%
Total respondents	713	158	92	89	74

Respondents by income: 413

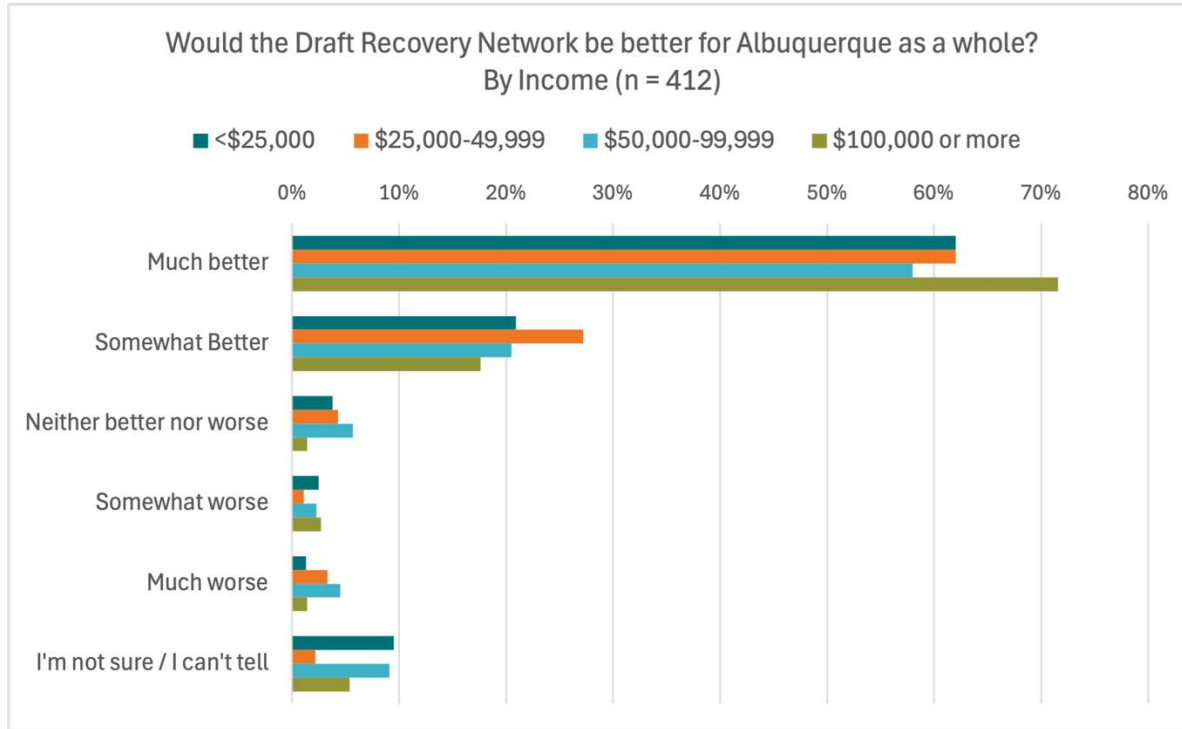
By Rate of Transit Usage

Answer Choices	All Respondents	Regular	Occasional	Non-Transit User
Much better	47%	49%	48%	44%
Somewhat Better	23%	21%	28%	18%
Neither better nor worse	9%	8%	9%	16%
Somewhat worse	4%	5%	4%	2%
Much worse	6%	7%	3%	7%
I'm not sure / I can't tell	12%	11%	9%	14%
Share	100%	100%	100%	100%
Respondents by usage level	713	371	155	116

Respondents by transit usage: 642

Would the Draft Recovery Network be better for Albuquerque as a whole?

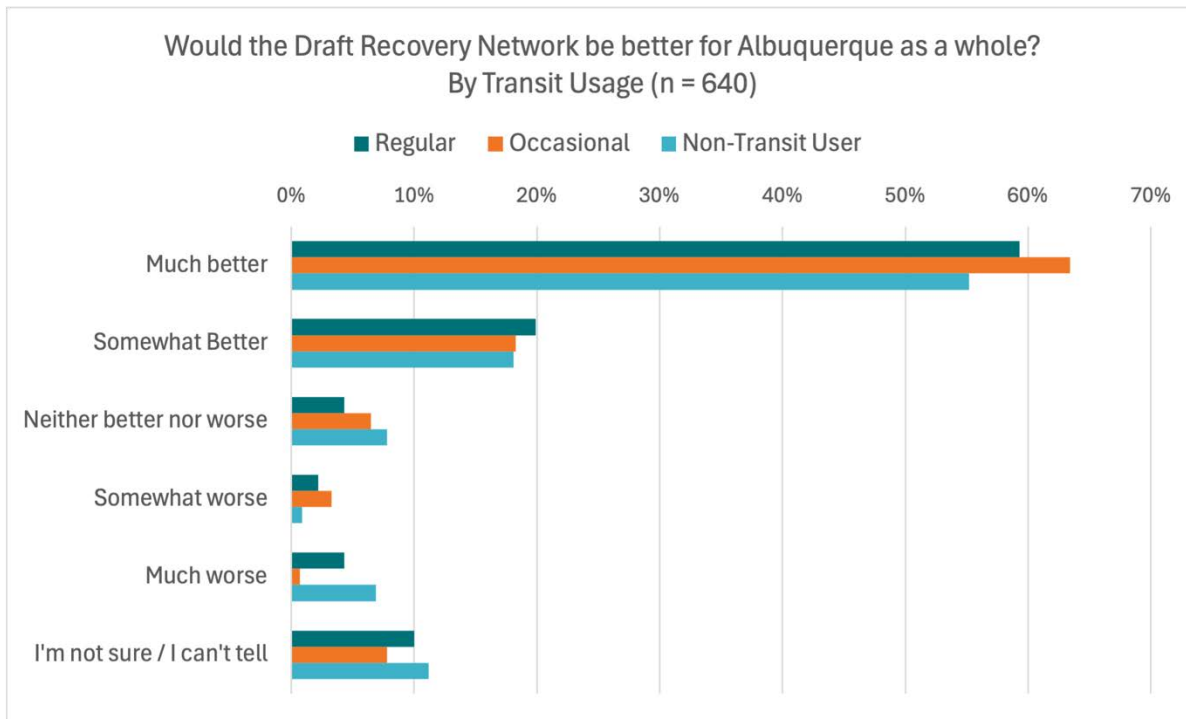
By Income



Answer Choices	All Respondents	<\$25,000	\$25,000-49,999	\$50,000-99,999	\$100,000 or more
Much better	59%	62%	62%	58%	72%
Somewhat Better	20%	21%	27%	21%	18%
Neither better nor worse	6%	4%	4%	6%	1%
Somewhat worse	2%	3%	1%	2%	3%
Much worse	4%	1%	3%	5%	1%
I'm not sure / I can't tell	10%	10%	2%	9%	5%
Total share	100%	100%	100%	100%	100%
Total respondents	711	158	92	88	74

Respondents by income: 412

By Rate of Transit Usage



Answer Choices	All Respondents	Regular	Occasional	Non-Transit User
Much better	59%	59%	63%	55%
Somewhat Better	20%	20%	18%	18%
Neither better nor worse	6%	4%	7%	8%
Somewhat worse	2%	2%	3%	1%
Much worse	4%	4%	1%	7%
I'm not sure / I can't tell	10%	10%	8%	11%
Share	100%	100%	100%	100%
Respondents by usage level	711	371	153	116

Respondents by transit usage: 640

Open Ended Comments on the Draft Recovery Network

Nearly 400 respondents provided comments to each of two open-ended questions in the survey:

- Is there anything you dislike, or that concerns you, in the Draft Recovery Network?
- Is there anything that you like, or that you think is a good idea, in the Draft Recovery Network?

Comments were categorized based on their general content. Any comments specific to individual routes were evaluated alongside the responses to the route-specific comments (see additional details below).

Dislikes and Concerns: About 55% of survey participants (399 total respondents) provided input on the question related to items they dislike or concern them about the Recovery Network. More than a quarter of these respondents (111 out of 399 individuals, or 28%) identified concerns about impacts to specific routes, while another 24% of the individuals expressed disapproval with the Recovery Network or with ABQ RIDE services in general without providing a specific concern.

Respondents provided a total of 69 comments about *specific areas or destinations* that would be underserved or where service would be impacted negatively through the Recovery Network. These locations include:

- South Valley/Mountain View (18)
- UNM/UNM Hospital (14)
- Kirtland Air Force Base (12)
- Westside (12)
- East-west corridors in northern Albuquerque (6)
- Northeast Heights (3)
- Sunport (3)
- Tramway Blvd (3)
- Carlisle Blvd, south of Indian School Rd (3)

The remaining comments included requests for additional services above and beyond the resources identified for the draft Recovery Network, as well as a significant number (44 comments or 11%) related to security concerns beyond the scope of this project – primarily related to drug usage, issues related to people experiencing homelessness on City buses, and fares. While these important concerns are not within the scope of the Network Plan, ABQ RIDE is nearing completion of a Long Range Security Study as well as taking other measures to address these concerns and will use these comments to help inform those efforts. About one in six of the comments (17%) provided to this question explicitly indicated no issues or concerns with the Recovery Network.

Positive Aspects: About 54% of survey participants (392 total respondents) provided input on the question related to items they like or think are a good idea in the Recovery Network. More than 150 of these respondents (40%) highlighted increased frequency as something they liked about the draft Recovery Network, while another 69 comments (17%) were related to positive impacts to specific routes. Smaller numbers of respondents highlighted the additional span of service (23 comments), and demand response zones (5 comments) included in the draft Recovery Network.

Respondents provided 19 comments about specific areas or destinations where service will be improved through the Recovery Network. These locations include:

- UNM/CNM Corridor (5)
- South Valley/Mountain View (4)
- Westside (4)

A total of 115 respondents (29%) provided comments as to the benefits of the Recovery Network without specifying a particular reason.

Is there anything you dislike, or that concerns you, in the Draft Recovery Network?

Tag	Description	Comments	Share
Route specific	Comments and concerns about impacts to specific existing or proposed routes	111	27.8%
General (negative)	General indicating general disapproval of the Recovery Network or some aspect of ABQ RIDE services without identifying specific concerns	94	23.6%
Area-specific / Destinations	Comment about service for a general geographic area or destination that is underserved or where proposed service could be modified	69	17.3%
Security	Comments specific to security concerns on ABQ RIDE buses	44	11.0%
Additional services needed	General comment about the need for greater investments than what is proposed in the Recovery Network	41	10.3%
Demand response	Comment related to proposed demand response service or demand response zones	1	0.3%
No concerns	Respondents specifically indicated no issues or concerns	67	16.8%

Total respondents: 399

Is there anything that you like, or that you think is a good idea, in the Draft Recovery Network?

Tags	Notes	Comments	Share
Greater frequency	Comment highlighting the benefits of greater frequency as part of the Recovery Network	156	39.8%
General (positive)	General positive comment about the Recovery Network	115	29.3%
Route specific	Comments about positive impacts to specific existing or proposed routes	61	15.6%
General (negative)	General negative comment about the Recovery Network	26	6.6%
Other	General comment that is unrelated to the Recovery Network, including concerns about security or reliability	26	6.6%
Greater span of service	Comment highlighting the benefits of greater span of service as part of the Recovery Network	23	5.9%
Area-specific / Destination	Comment about locations where service or access is improved as a result of the Recovery Network	19	4.8%
Demand response	Positive comment related to proposed demand response service or demand response zones	5	1.3%

Total respondents: 392

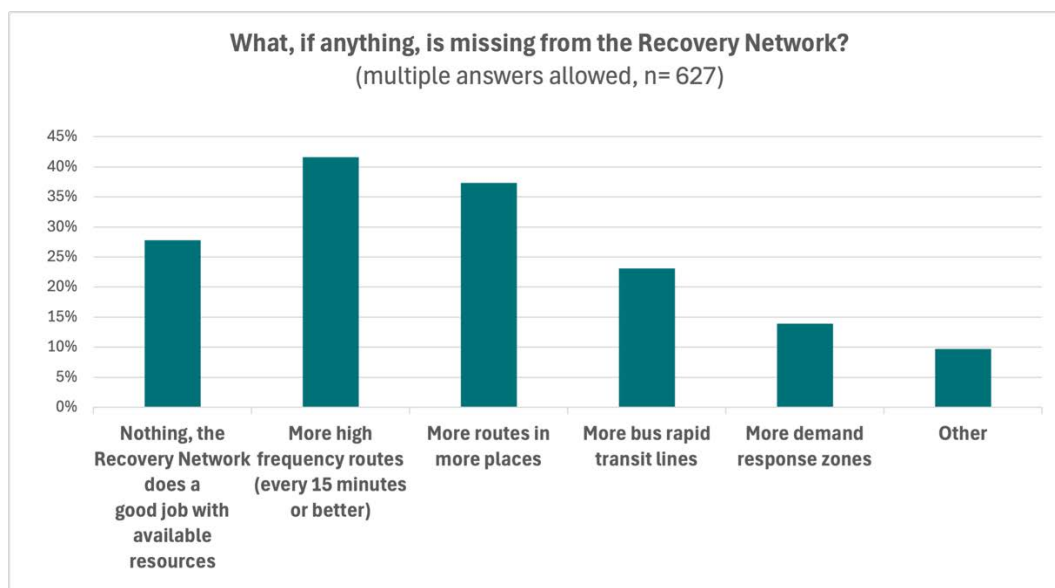
Missing From the Recovery Network

Missing elements from the Recovery Network: A total of 627 respondents (86%) answered the question: “What, if anything, is missing from the Recovery Network?” About one quarter (28%) indicated that the “Recovery Network does a good job with existing resources” and that no modifications are needed. Survey participants were most likely to indicate that “more high frequency routes” (42%) and “more routes in more places” (37%) were missing from the Recovery Network, reflecting a strong demand for more services oriented toward both ridership and coverage goals.

Higher-income respondents were more likely to express an interest in more frequent routes, though the highest income respondents were more likely than other income levels to indicate that the Recovery Network does a good job with existing resources. *Occasional riders* were more likely to indicate a desire for more frequent service and more bus rapid transit lines as part of the ABQ RIDE system, a likely indication of the investments needed to convert occasional riders into more regular riders.

Strategies for addressing elements missing from the Recovery Network: When asked how they thought the City should address their concerns, respondents who indicated something is missing (461 participants) overwhelmingly said they would like to see the City find a way to add more service in the future, rather than shift services away from other areas of the City, other times of day, or days of the week. Whereas 69% of overall respondents indicated ABQ RIDE should “find a way to add more service in the future,” only 15-20% of respondents indicated that ABQ RIDE should shift services from other parts of the city or shift services from other times of the day or week (e.g., reduce service on nights or weekends) to accommodate the missing elements from the Recovery Network. Responses were generally consistent across income categories and transit usage rates.

What, if anything, is missing from the Recovery Network? (check all that apply)



By Income

Answer Choices	Total	<\$25,000	\$25,000-49,999	\$50,000-99,999	\$100,000 or more
Nothing, the Recovery Network does a good job with available resources	28%	27%	29%	21%	44%
More high frequency routes (every 15 minutes or better)	42%	30%	41%	52%	48%
More routes in more places	37%	36%	41%	45%	29%
More bus rapid transit lines	23%	29%	17%	24%	25%
More demand response zones	14%	15%	14%	14%	14%
Other	10%	14%	4%	2%	6%
Total	627	151	90	87	73

Total respondents by income: 401

Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

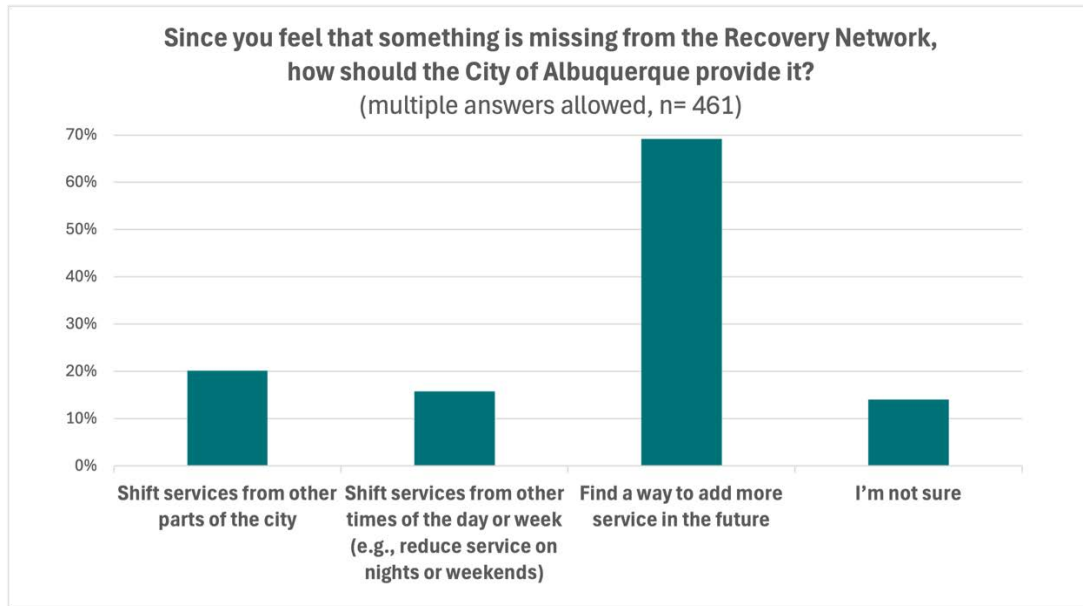
By Rate of Transit Usage

Answer Choices	Total	Regular	Occasional	Non-Transit User
Nothing, the Recovery Network does a good job with available resources	28%	29%	16%	28%
More high frequency routes (every 15 minutes or better)	42%	39%	45%	28%
More routes in more places	37%	30%	43%	36%
More bus rapid transit lines	23%	19%	32%	13%
More demand response zones	14%	14%	14%	8%
Other	10%	10%	4%	10%
Total Respondents	627	328	154	120

Total respondents by transit usage: 602

Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

Since you feel that something is missing from the Recovery Network, how should the City of Albuquerque provide it? (check all that apply)



By Income

Answer Choices	Total	<\$25,000	\$25,000-49,999	\$50,000-99,999	\$100,000 or more
Shift services from other parts of the city	20%	21%	20%	12%	15%
Shift services from other times of the day or week (e.g., reduce service on nights or weekends)	16%	15%	17%	10%	17%
Find a way to add more service in the future*	69%	69%	71%	76%	85%
I'm not sure	14%	17%	8%	17%	6%
Total	461	111	65	58	54

Total respondents by income: 288

Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

* Respondents who did not provide a household income were less likely to select "Find a way to add more service in the future" (61%) than other respondents.

By Rate of Transit Usage

Answer Choices	Total	Regular	Occasional	Non-Transit User
Shift services from other parts of the city	20%	21%	15%	23%
Shift services from other times of the day or week (e.g., reduce service on nights or weekends)	16%	18%	12%	15%
Find a way to add more service in the future	69%	70%	73%	58%
I'm not sure	14%	14%	14%	17%
Total Respondents	461	243	124	78

Total respondents by transit usage: 445

Note: Respondents could select multiple answers, so the sum of responses is greater than 100%.

Survey Results: Route Specific Comments

Overview

Survey questions: Route-specific comments were provided in the Phase III survey under three different prompts:

- Question 4. Is there anything you dislike, or that concerns you, in the Draft Recovery Network?
- Question 5. Is there anything that you like, or that you think is a good idea, in the Draft Recovery Network?
- Question 10. I want to provide feedback on the following proposed bus route: (Respondents could provide input on up to five routes.)

Classification of route-specific comments: The Project Team classified the comments by tone (i.e., positive, negative, neutral, or other) and tags capturing the following themes and topics:

- **Positive**
 - *Increased frequency:* Comment in support of the proposed increase in frequency for the route in the Recovery Network.
 - *Greater span:* Comment in support of the proposed increase in the span of service for the route in the Recovery Network.
 - *Route alignment:* Comment in support of the proposed realignment of the route in the Recovery Network.
 - *Destination or area served:* Comment in support of improved service to a specific location or general area.
 - *Connection/transfer opportunities:* Comment highlighting the ability to make connections or transfer between routes as a result of the increased frequency or realigned route(s) in the Recovery Network.
 - *General:* Positive comment in support of the proposed changes to the route with specifying a particular reason.
- **Negative**
 - *Route alignment:* Comment expressing disapproval of the proposed changes to the alignment of the route, leading to loss of coverage in an area or more limited access to a key destination or service area.
 - *Greater span desired:* Comment indicating a wider span of service (e.g., late night service) is desired above and beyond the service levels proposed in the Recovery Network.
 - *More frequency desired:* Comment indicating more frequent service is desired (e.g., 15-minute frequency instead of 20-minute) above and beyond the service levels proposed in the Recovery Network.
 - *Need to transfer:* Comment expressing that a proposed realignment would create a need for a new transfer longer travel times to reach key destinations.
 - *Loss of rapid service:* Comment indicating that the proposed service adjustments on Route 777 (east of Louisiana Blvd) and Route 777L would result in slower service under the Recovery Network than under current conditions.
 - *General:* Negative comment in response to the proposed changes to the route with specifying a particular reason.

Note: Issues with existing routes including low frequency, recurring delays, or limited service hours were classified as negative.

- **Neutral**
 - *Route alignment suggestion:* Comment providing a recommended stop location or additional destination for the route.
 - *BRT desired:* Comment indicating that bus rapid transit or elements of BRT such as dedicated transit lines or additional vehicle capacity are desired along a particular route.
 - *General/Other:* Other statement or suggestion that did not provide specific negative or positive input, such as a desire for bus routes to be timed to facilitate transfers at specific locations or requests that future service ensure a high level of reliability.
- **Other**
 - Comments unrelated to the Recovery Network, including input related to security and cleanliness.

Altogether, survey participants provided 502 comments related to 23 individual ABQ RIDE transit routes, including variations on the ART lines (e.g., 777 and 777L) and the proposed demand response zones. Despite high rates of positive feedback for the Recovery Network overall, comments on individual routes were more likely to be negative than positive, though many negative comments were about issues with existing services that would be addressed through greater frequency and span of service. Slightly more than half of the comments (265 or 53%) can be classified as “negative,” while 145 comments (29%) can be classified as “positive.” The remaining comments were classified as “neutral” or “other,” which includes comments unrelated to the Recovery Network.

Comments by Route

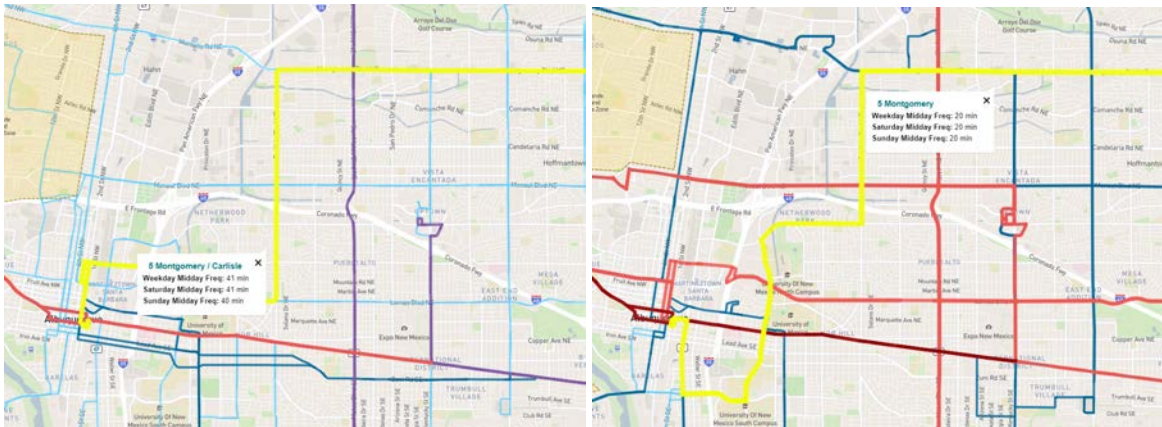
The highest number of comments were focused on Route 5 (71 total comments; 14%), followed by Route 777L (59 total comments; 12%), Route 66 (37 comments; 7%) and Route 157 (37 comments; 7%). Comments about routes that are not proposed in the recovery network (e.g., 97, 790) are categorized with the nearest parallel route or the proposed route that would provide the most similar service. See Table 3 at the end of this section for total comments by type.

North-South Routes in East Albuquerque (Routes 1, 2, and 31): Survey participants provided a high number of comments requesting greater frequency and improved service to Kirtland Air Force Base, while other comments expressed concerns about the service design at the northern portions of Routes 1 and 2, which excludes access to the shopping center at Juan Tabo Blvd and Eubank Blvd and creates the potential need to transfer among low frequency routes.

Route 4 (current Route 10): Comments about Route 4 were often about the desire for greater frequency above the 30-minute service levels included in the draft Recovery Network, while a small number of comments lamented the fact that the proposed route only travels as far north as Montañó Rd, whereas the existing route runs to the north of Alameda Blvd. (Note that the draft Recovery Network does propose a long version of the Route 4 covering the entire length of the current route 10, but at every 60 minutes it would run less frequently than the current frequency of 40 minute.) Multiple comments also took issue with renumbering the route from Route 10 to Route 4. Several positive comments highlighted the ability to make transfers at the Montañó Transit Center.

Route 5: The majority of negative comments were related to the proposed realignment and the loss of direct service to UNM Hospital along Lomas Blvd. Other negative comments highlighted the loss of coverage along the portion of Carlisle Blvd between Lomas Blvd and Indian School Rd. However, a high number of positive comments identified benefits to the proposed realignment, including direct service to CNM Community College. Various respondents highlighted the increased frequency along Route 5 as a benefit of the Recovery Network, while other respondents requested even more frequent service than what is currently proposed (e.g., 15-minute frequencies instead of 20 minutes).

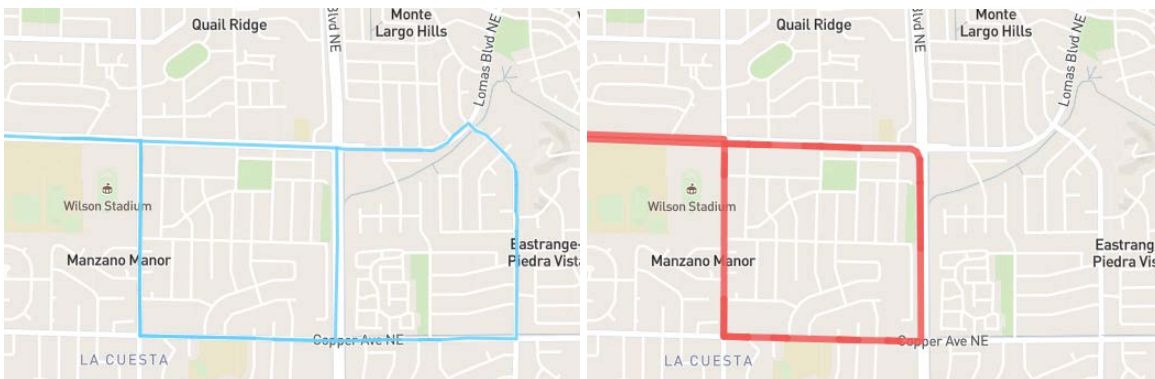
Existing and Proposed Alignments for Route 5



Route 8: Negative comments were disproportionately related to existing service, while there were various comments in support of increased frequency and the additional connection between Old Town and Downtown by the proposed route realignment.

Route 11: Survey respondents indicated high levels of support for increased frequency along Lomas Blvd (all positive comments were about the increase in frequency), though there were numerous comments about the loss of coverage from the proposed route alignment to the east of Tramway Blvd and along Turner Dr.

Existing and Proposed Alignments for Route 11



Route 16: Half of the total comments (10 out of 20) were from respondents indicating they would be negatively impacted by the realigning of Route 16 and loss of coverage from Carlisle Blvd to the south of Central Ave. Other negative comments reflected a desire for increased frequency on the proposed route. A small number of comments indicated support for the proposed alignment, including comments highlighting the benefits of more direct service between destinations along Gibson Blvd and Downtown as well as direct service to the Gateway Center/Gibson Health Hub.

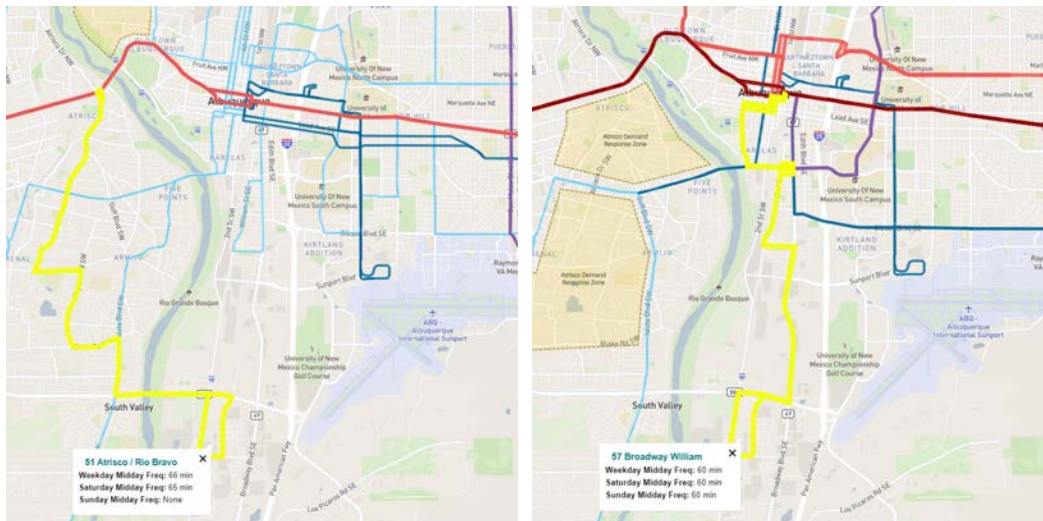
Route 50: Despite the fact that no meaningful changes are proposed in the Recovery Network, nearly all comments related to Route 50 were negative, with comments requesting additional frequency and greater span of service to the Albuquerque Sunport. Multiple comments lamented how the deviations to Encino House cause confusion and increase travel time.

Route 53: The majority of comments involved negative reactions to the proposed realignment of the route and the loss of coverage along Isleta Blvd south of Don Felipe Rd.

Route 54: The most common feedback was a desire for additional frequency beyond the service levels proposed in the Recovery Network.

Route 57: Various comments lamented the loss of connection between Mt. View and the shopping center at Isleta Blvd and Rio Bravo Blvd, while others expressed a desire for service to continue south along 2nd St to the Valle de Oro NWR, Joy Junction, and Mountain View Elementary School. None of the survey comments indicated a desire to maintain service along Atrisco Dr or to connect to Central Ave via that corridor.

Existing Alignment for Route 51 and Proposed Alignments for Route 57



Route 66: Comments on Route 66 focused primarily on proposed service changes along the East Central Ave corridor. Input was split between positive comments highlighting the benefits of the proposed realignment through the International District and the removal of duplicative service and negative comments from individuals who would prefer to keep Route 97 with service along Zuni Rd and/or respondents who prefer the duplicative (and local) service along East Central Ave.

Route 140: Survey respondents indicated high levels of support and/or requests for increased frequency and greater span of service, including late nights and weekends. A modest number of respondents indicated a desire for connections to Balloon Fiesta Park and the CNM Workforce Training Center (which would be served directly by the proposed route), while multiple comments requested buses with additional capacity or for BRT service along San Mateo Blvd.

Route 157: Respondents provided mixed comments on the proposed deviation of the route from Montañó Rd to the shopping destinations along Renaissance Dr, with some suggesting the realignment will cause delays and others voicing their support for improved access to key destinations. Other negative comments included a desire for additional frequency above the levels proposed in the Recovery Network and the lack of service onto Kirtland Air Force Base.

Route 766 and General ART Comments: A number of comments indicated general support for a return to higher frequencies and greater span of service as part of the Recovery Network. Some comments included requests for late night service above and beyond the evening service included in the Recovery Network.

Route 766L (ART Red Line Extension South to Coors Blvd/Rio Bravo Blvd): The small number of comments on the extension of the ART Red Line to the south of Central Ave were mostly positive and highlighted the improved connections between the Southwest Mesa and Downtown.

Route 777: Comments were primarily focused on the loss of rapid service and the potential impacts to service reliability of spacing stops closer together east of Louisiana Blvd.

Route 777L (ART Green Line Extension North along Coors Blvd to the Northwest Transit Center): Input was split among negative comments related to the loss of rapid service and requests to bring back Route 790 (which resumed during the survey period but is not included in its existing form in the Recovery Network), and positive comments in favor of extending ART service north of Central Ave. Both positive and negative comments reflected a demand for efficient service to the UNM area, while various respondents requested higher frequencies and more formal BRT service along Coors Blvd.

Table 3: Summary of Comments by Route and Type

Proposed Route	Sentiment				Total Respondents	Comment Type															
	Positive	Negative	Neutral	Other		Increased frequency	Route alignment	Connections / Transfer	Greater span	General	More frequency desired	Greater span desired	Route alignment	Need to transfer	Loss of rapid service	General/Other	BRT desired	Route alignment suggestion	General/Other	Other	
Route 1	1	12	1	1	15				1		8	2	3	1						1	
Route 2	3	22	2	1	26		2		1		14		9							2	
Route 4**	3	9	1	3	16			3			6		3				1			3	
Route 5	25	40	3	3	71	6	17	1		2	7	1	31	1		3			3	3	
Route 8	13	12	2	4	31	6	5	2			6	1	5				1		1	6	
Route 11	12	18	3	0	33	12					2	2	14						2		
Route 16	4	14	1	1	20		4				4		10			1			1	1	
Route 31	3	8	2		13	3					3		5			1			2		
Route 36^		3			3								3								
Route 50		14	3		17						8	4	4					2		1	
Route 53		9	3		12							2	8					1	2		
Route 54	3	5	1		9		2			1	4	1						1			
Route 57*	2	7		1	10		2						6			1				1	
Route 66	10	14	5	8	37	1	7			2	2	2	9			1			5	9	
Route 140	7	5	9	5	26	7					2	1	3				2	4	4	6	
Route 157	12	21	3	1	37	2	8	2		1	9	1	12						4	1	
Route 766	4	5	3	6	18	3				1		3				2		2	1	7	
Route 766L	4	1		2	7		3			1						1				2	
Route 777	6	14	3	7	29	2	2		1	2	3	2	1		6	2		3	2	7	
Route 777L	26	26	5	1	59	4	18			4	5		6	4	13	1	4	2	1	1	
ART (General)	5	4			9	5					1	2				1					
DRZ: Rio Grande	1	1			2					1						1					
DRZ: SW Mesa	1	1			2					1			1								

^Route not included in draft Recovery Network; comments provided as part of open-ended questions

**Includes comments provided as part of open-ended questions about Route 51*

***Includes comments provided as part of open-ended questions about existing Route 10*

Appendix A: Small Group Discussion Notes

Small Group Discussion #1: August 6, 2024 – 12:00-1:00 PM

- One attendee indicated that he was willing to walk slightly farther to access more frequent routes.
- All attendees indicated they liked the proposed changes to the ART lines. One attendee pointed out that 777L could serve a lot of the people going to UNM, and that improved frequency along Lomas Blvd would also make it easier to travel between Downtown/Huning Highland and UNM. The attendee also highlighted the improved service to CNM and cited access to the community college as a pathway to better jobs.
- One attendee asked about whether demand response zones could cover more areas of the city, and specifically mentioned the neighborhoods along Carlisle Blvd between Central Ave and Gibson Blvd
- One attendee raised a question about the impact of road diets on service operations. Project Team members indicated that proposed road diets were not actively considered in network development, but that they did not expect operations to be affected. Road diets could also improve conditions for pedestrians trying to access transit.
- Indicated that changes to Route 16, Route 53, and Route 66 would impact some users, though they understood the changes were part of tradeoffs that led to service improvements in other areas or times of the day.
- One attendee indicated they liked the ABQ RIDE Connect program and more frequent service along Route 5.

Small Group Discussion #2: August 14, 2024 – 5:30-6:30 PM

- One attendee raised concerns about the frequency of stops along East Central Ave and that ART buses would get bunched together where the proposed stop spacing would be reduced to every 2-3 blocks.
- One attendee raised concerns about the lower frequency for Route 1 and Route 2 and the potentially long waits to transfer from east-west routes such as Route 8 (Menaul).
- In response to a question about whether the Recovery Network “is headed in the right direction?” one respondent highlighted the increased service on evenings and weekends. They indicated that frequency is important and would probably use transit more than they do now, especially for non-work trips. Another attendee indicated the overall changes would make it much easier for them to get around.
- One attendee expressed a strong desire for improved service onto Kirtland Air Force Base, such as a shuttle from outside the gates to a series of connection points.
- One attendee expressed enthusiasm about the ART lines returning to their original frequency. The attendee believes that ART represents a huge portion of ABQ RIDE’s ridership because service is frequent and reliable.
- Multiple attendees expressed a desire for greater use of transit signal priority so buses are not waiting at signals as long. It is frustrating watching buses wait at 1st St and Central Ave to make a right turn.
- One attendee expressed some concern about the Route 11 not traveling east of Tramway Blvd, but is excited to see the increase in frequency of service along Lomas Blvd and would prefer to walk farther to access more frequent service.
- One attendee asked if there are issues when people take bikes on and off ART buses at stops with regular curb heights.
- One attendee expressed a desire for the City of Albuquerque to pursue a “moonshot” that is even more ambitious and wants to ensure that the Recovery Network does not suffer from a lack of funding.

Small Group Discussion #3: August 15, 2024 – 5:30-6:00 PM

- One attendee suggested additional service into the Sawmill area and to Explora area. Explora offers programs for teens that often finish after dark, and they are not sure about the safety of walking past Tiguex Park to Rio Grande Blvd. An attendee suggested extending the ABQ RIDE Connect zone to include Sawmill and the museums district. ABQ RIDE staff noted that ABQ RIDE Connect now covers that area.
- One attendee expressed her personal opinion that the proposed changes will be for the better, and more people will benefit from transit. Areas where she travels will be well served with the changes.
- An Albuquerque Transit Riders Union representative related that some people would like to be able to get to UNM Sandoval hospital in Downtown Rio Rancho. Attendees acknowledged that the distance to Downtown Rio Rancho is difficult for transit to cover, through it is also difficult for people trying to get there.
- One attendee related that they lived in Sydney, Australia for a year, and the frequency of buses was such that there was no need to use a schedule. There are fewer problems with drunk driving, which may be in part due to such good transit service. The attendee was supportive of more service on Thursday and weekend evenings and believes some service should be considered up to 3 or 4am.

Small Group Discussion #4: August 23, 2024 – 12:00-1:00 PM

- Attendees raised the following concerns about losses in transit service:
 - There may be a loss in capacity along Central Ave when Route 66 and the ART Green Line (777) no longer overlap.
 - The changes to Route 16 and elimination of Route 97 will create coverage gaps in the area from San Mateo Blvd to Yale Blvd and from Central Ave to Gibson Blvd. This gap will be especially challenging for families with kids. It would help a lot if Route 50 were more frequent.
- Route 16/Gateway Center
 - One attendee asked why Route 16 couldn't be continued through the International District
 - Attendees suggested continuing Route 16 through the International District instead of deviating 66 and providing service to the Gateway Center.
 - The area along Gibson Blvd that would be served as part of the reconfiguration of Route 16 isn't very active; maybe the route could serve another area instead.
 - Route 16 service to the Gateway Center is critical. There are 50 beds, services are expanding, and people can stay up to 90 days.
 - A lot of people going to Gateway have mobility issues or a lot of belongings. Service needs to get as close to the facility as possible.
 - The fact that the proposed network offers all-day all-week service is a big win for people accessing services at the Gateway Center
- General Comments:
 - More frequent service and more service and on evenings and weekends is great.
 - Multiple attendees indicated the route number system is confusing and could be a barrier for new users to transit. Attendees requested that the numbers be simplified.
 - The New system moves away from commuters to all-day, 7-day routes at the expense of people traveling to places like Kirtland Air Force Base. It would be ideal to have express as well as local routes.
 - One attendee requested greater connections between transit services and Rail Runner stations.
 - Demand response zones are good for covering some of those areas losing fixed route service.
 - An attendee expressed concern about the cost of microtransit and does not like replacing fixed routes with demand response zones. Using microtransit requires more planning and would prefer to not have to utilize Lyft if vans are not available.
 - University Blvd to the south of Cesar Chavez has multiple housing type destinations and is an area that should be covered.

- One attendee indicated that ART buses are not conducive to bringing bikes on board and that local buses (e.g., Route 66 are easier for bicyclists).
- Route 50/Airport: Multiple attendees support a more frequent route to the airport since it is a major transportation hub.
- Service to Kirtland Air Force Base and Sandia National Laboratories
 - One attendee asked about employer-provided shuttle services.
 - Past services made it easier to access Kirtland Air Force Base by bus.
- Journal Center
 - Transit service in the Journal Center is challenging. An attendee expressed concern about bus stop locations, while Route 141 ends near a car dealership, which is not a welcoming place to wait.
 - Transit service could help make the area more walkable and bikeable and improve access to the proposed stadium. Multiple attendees indicated they support improved transit service to Balloon Fiesta Park to serve New Mexico United games.
 - There are gaps in the bicycle network approaching the Los Ranchos Rail Runner station. One attendee requested that Route 141 (San Mateo) connect to destinations around 4th ST and Osuna Rd.

Appendix B: Phase III Survey Questions

1. *Would the Draft Recovery Network be better for you?*

- Much better
- Somewhat Better
- Neither better nor worse
- Somewhat worse
- Much worse
- I'm not sure / I can't tell

2. *Would the Draft Recovery Network be better for people you know?*

- Much better
- Somewhat Better
- Neither better nor worse
- Somewhat worse
- Much worse
- I'm not sure / I can't tell

3. *Would the Draft Recovery Network be better for Albuquerque as a whole?*

- Much better
- Somewhat Better
- Neither better nor worse
- Somewhat worse
- Much worse
- I'm not sure / I can't tell

4. *Is there anything you dislike, or that concerns you, in the Draft Recovery Network? (Open-ended question; 500 character limit)*

5. *Is there anything that you like, or that you think is a good idea, in the Draft Recovery Network? (Open-ended question; 500 character limit)*

6. *What, if anything, is missing from the Recovery Network? (check all that apply)*

- Nothing, the Recovery Network does a good job with available resources
- More high frequency routes (every 15 minutes or better)
- More routes in more places
- More bus rapid transit lines
- More demand response zones
- Other

7. *Since you feel that something is missing from the Recovery Network, how should the City of Albuquerque provide it? (check all that apply)*

- Shift services from other parts of the city
- Shift services from other times of the day or week (for example, reduce service on nights or weekends)
- Find a way to add more service in the future
- I'm not sure

8. *How often have you ridden transit in the Albuquerque area in the last year?*

- Daily
- Once a week
- A few times a month
- A few times in the last year
- I didn't ride transit in Albuquerque in the last year

9. Which transit services have you ridden in the last year? Pick all that apply.

- ABQ RIDE's bus routes (such as Routes 66, 141, 5, 8, 157.)
- ART routes 766 or 777
- SunVan paratransit
- Rio Metro's Rail Runner train
- None
- Other (please specify)

10. I want to provide feedback on the following proposed bus route:

- Respondents could provide input on up to five routes

11. What is your age?

- 17 Years or under
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

12. What is your race or ethnicity? (Select any and all that apply)

- African American/Black
- Asian- or Asian American
- White
- Hispanic or Latino
- American Indian / Alaska Native
- Native Hawaiian / Pacific Islander
- Other racial or ethnic group
- Prefer not to answer
- Other (please specify)

13. You identify your gender as:

- Female
- Male
- Transgender
- Non-binary/third gender
- Prefer not to answer
- Self-Identity

14. What is your household income? (optional)

- Less than \$10,000
- \$10,000 – \$14,999
- \$15,000 – \$24,999
- \$25,000 – \$34,999
- \$35,000 – \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more
- Prefer not to say

15. What are the primary languages spoken in your home?

- English

- Spanish
- Diné
- Chinese (Mandarin or Cantonese)
- Vietnamese
- Korean
- Dari
- If another, please specify:

16. How well do you speak English? (optional)

- Very well
- Well
- Not very well
- Not at all