



Richard J. Berry Mayor
Mayor



Bruce Rizzieri
Director

ABQ RIDE

2014 Title VI Program

**City of Albuquerque
Transit Department**

July 2014

ABQ RIDE

2014 Title VI Program

Overview

As a recipient of financial assistance from the Federal Transit Administration (FTA), the City of Albuquerque Transit Department (“ABQ RIDE”) follows the requirements of the U.S. Department of Transportation’s Title VI regulations. The requirements are described in FTA’s Circular C 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” issued October 1, 2012. In keeping with those requirements and their specified update schedule, this 2014 Title VI Program describes ABQ RIDE’s program to comply with these regulations and replaces ABQ RIDE’s previous 2011 program.

ABQ RIDE operates the Albuquerque metropolitan area's primary operator of fixed route bus service, as well as complementary paratransit service. The department’s service area is 235 square miles, home to a population of about 662,000 people (*2010 Census*). With a fleet of 157 buses, the department operates 40 fixed routes, including twenty-one “local” routes with all-day service, sixteen “commuter” routes with service only during peak times, and three “Rapid Ride” routes with frequent service, limited stops, and distinctive vehicles and stations. ABQ RIDE operates several routes under contract to two other governmental entities that fund their operations, the County of Bernalillo and the Rio Metro Regional Transit District. Total ridership on all fixed routes was 12.9 million trips in FY2013.

ABQ RIDE’s paratransit operations (“Sun Van”) use a fleet of 70 unleaded gasoline-powered cut-away vans. Paratransit ridership in FY2013 was 244,000 trips.

Fixed-route full fares for adults are \$1.00 one-way or \$30 for a monthly pass. Reduced fares are available for low-income citizens, students, senior citizens, and Medicare card holders. Paratransit fares are \$2.00 one-way; a discount is available for buying 10 one-way trip tickets. The department offers a wide variety of additional fare products from daily passes to yearly passes.

ABQ RIDE’s facilities include both operations facilities and public transit centers and park and rides as shown in Figure 1. Two facilities house the department’s vehicles, provide maintenance facilities, and serve as operations centers for drivers and their supervisors. The Alvarado Transportation Center in downtown is an intermodal transportation hub, served not only by ABQ RIDE, but by the New Mexico Rail Runner Express commuter train, AMTRAK trains, and inter-city bus lines. The department also has five transit centers and park-and-ride facilities.

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General Reporting Requirements

1. Notice to Beneficiaries of Protection under Title VI:

ABQ RIDE provides notice in English and Spanish to the public that indicates that the department complies with Title VI and informs them of the protections against discrimination afforded to them by Title VI. Notice is provided on ABQ RIDE's website (<http://www.cabq.gov/transit/our-department/title-vi-civil-rights>) as well as on posters placed on all of ABQ RIDE's buses. The text of the notices is below.

ABQ RIDE operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subject to unlawful discrimination under Title VI may file a complaint with ABQ RIDE. Complaint procedures and a complaint form are available [here](#) [link to complaint form].

For more information on ABQ RIDE's Title VI program and the procedures to file a complaint, please contact us at:

Attn: Title VI Coordinator
ABQ RIDE / City of Albuquerque
100 First Street, SW
Albuquerque, NM 87102
505-724-3100
abqrideTitleVI@cabq.gov
myabqride.com

A complainant may file a complaint directly with the Federal Transit Administration:

Office of Civil Rights, Federal Transit Administration
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
Or call (817) 978-0550

For information in Spanish, please call 505-724-3100 or email abqrideTitleVI@cabq.gov.

2. Title VI Compliant Procedures:

ABQ RIDE's complaint procedures are below, followed by the complaint form. These procedures are available to the public on ABQ RIDE's Title VI web page.

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ABQ RIDE Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Albuquerque Transit Department (ABQ RIDE) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. ABQ RIDE investigates complaints received no more than 180 days after the alleged incident. The agency will process complaints that are complete.

The complaint should be submitted to the following address:

Attn: Title VI Coordinator
ABQ RIDE / City of Albuquerque
100 First Street, SW
Albuquerque, NM 87102

Alternatively, the complaint may be scanned and emailed to:
ABQRIDETitleVI@cabq.gov

Once the complaint is received, ABQ RIDE will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

ABQ RIDE typically completes investigations within 90 days. If more information is needed to resolve the case, ABQ RIDE may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, ABQ RIDE can administratively close the case. A case also can be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigation is completed, ABQ RIDE will issue a letter to the complainant. The letter will include a summary of pertinent information gathered during the investigation, a conclusion that the complaint is substantiated or unsubstantiated, and action(s) the agency will take to address any substantiated discrimination.

A person may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

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100 1st St. SW
Albuquerque, NM 87102
505-724-3100
abqrideTitleVI@cabq.gov

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please contact us.

Complete, sign, and return this form to ABQ RIDE's Title VI Coordinator at the address above by mail, in person, or scanned and emailed.

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone Number: _____
5. Email Address: _____
6. Person discriminated against (if someone other than the complainant):
 Name: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Relationship to you: _____
 Reason why you have filed for someone else: _____
 If you are filing on someone else's behalf, please confirm that you have obtained that person's permission: Yes No

7. Which of the following best describes the reason you believe the discrimination took place?
 a. Race b. Color e. National Origin

8. What date did the alleged discrimination take place? _____

9. Describe the alleged discrimination as clearly as possible. Explain what happened, why you believe you were discriminated against, and who you believe was responsible (if known). Please include names and contact information for any witnesses. If more space is needed, please attach additional pages.

10. Have you filed this complaint with any other federal, state or local agency or with any federal or state court? Yes No

If yes, check each box that applies:

- Federal agency Federal court State agency
 State court Local agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Telephone Number: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant Signature _____ Date _____

3. Title VI Investigations, Complaints, and Lawsuits:

Appendix A contains a list of Title VI investigations, complaints and lawsuits filed against the Transit Department in the past three years.

4. Public Participation Plan and Outreach Since Previous Title VI Program:

Over the last three years, ABQ RIDE's outreach efforts have primarily centered on gathering public feedback on ABQ RIDE's proposed Central Avenue Corridor Bus Rapid Transit (BRT) project. Central Avenue carries over 40% of ABQ RIDE's fixed route ridership and currently is served by two Rapid Ride routes and one local route. All three are both minority routes and low-income routes as shown later in this Program. The BRT project would in effect upgrade all or a portion of the current Rapid Ride service to a full BRT.

ABQ RIDE has used a variety of outreach methods to engage the public in this project, now in its environmental clearance phase. ABQ RIDE has held 12 public meetings so far. In an effort to educate the public about the project concept and encourage their feedback, the department delivered about 15,000 "door-hanger"

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notices, in English and Spanish, to all addresses within ½ mile of Central Avenue in traditionally low-participation areas. The notices invited recipients to attend one of the public meetings and gave instructions on other methods to provide comments. Notices announcing the meetings were also emailed to all neighborhood associations, placed on all buses in English and Spanish and in advertising spaces on bus shelters throughout the corridor, half in English and half in Spanish. In addition, department maintains information about the project on its website, and staff have attended numerous meetings of business, neighborhood, professional, and development groups to explain the project and gather feedback.

ABQ RIDE made extensive efforts in gather more targeted public input on a project to update procedures for verbally and visually announcing locations on fixed routes to improve compliance with ADA. The agency held a facilitated public meeting, included information about the project and ways to participate on its website, posted notice on social media, placed an advertisement in the city's major newspaper, reached out to groups serving people with disabilities, and consulted with the NM Commission for the Blind.

ABQ RIDE occasionally conducts surveys on specific issues. In one such effort over the last several years, ABQ RIDE gathered public input about a potential transit-oriented development project at the department's Uptown Transit Center. Surveys were collected in person at the transit center, and notices were delivered throughout the area encouraging employees and residents to participate in the survey online or in person.

Similarly, ABQ RIDE conducted a survey of the students and faculty at a new high school as well as area residents to gauge interest in potential service changes to provide more service to the school and adjacent neighborhoods. The department worked with the Southwest Area Neighborhoods coalition, a County Commissioner, an Albuquerque Public Schools board member, and faculty at the school. With the help of those groups, surveys were gathered on paper and online and were available in both English and Spanish.

ABQ RIDE routinely posts notices on all buses regarding upcoming schedule changes, and ABQ RIDE's annual operating budget goes through the City Council's public hearing process. Through the City's 311 call center, ABQ RIDE receives and responds to public input on an ongoing basis, and the department uses Facebook and Twitter to reach out to constituents through social media.

ABQ RIDE's Public Participation Plan is provided in Appendix B.

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5. Meaningful Access to Persons with Limited English Proficiency:

Transit service information, such as system route schedules, route maps, and other transit and paratransit service information, is available in English and Spanish. Route schedules and other written information is accessible at major employment centers, shopping centers, public libraries, educational facilities, medical facilities, senior centers, web site and other public buildings, where feasible. In addition, the Department has individuals fluent in Spanish who are available to assist Spanish-speaking constituents with limited English abilities. Most day-to-day transit questions are now handled by the city's 311 Call Center which provides information in Spanish. ABQ RIDE's web site provides a tool on every page to translate into Spanish, Vietnamese, French and German. Please see Appendix C for ABQ RIDE's LEP Plan.

6. Non-Elected Advisory Committees:

As a City department, ABQ RIDE operates under the direction of the elected Mayor and City Council, but ABQ RIDE has two non-elected advisory committees appointed by the Mayor and approved by the City Council. These committees are the Transit Advisory Board (TAB) and the Advisory Committee on Transit for the Mobility Impaired (ACTMI). The TAB does not have specific geographic or other requirements for representation from specific interest groups, while the ACTMI has six positions for members with mobility impairments from the community at large and six positions for representatives from agencies serving people with mobility impairments. Meeting agendas, minutes, and notice of vacancies on these committees are posted in ABQ RIDE's website. Tables showing the racial breakdown of these committees are below.

Membership of Advisory Committees By Race

Committee	Asian American	Black / African American	Hispanic	Native American	Pacific Islander	White
Transit Advisory Board	0%	11%	0%	0%	0%	89%
Advisory Committee on Transit for the Mobility Impaired	0%	0%	0%	13%	0%	88%

The opportunity to serve on these committees is posted on the City's website, with an online form for interested individuals to submit for consideration. Opportunity to serve on the ACTMI is also posted on ABQ RIDE's website with Sun Van information.

7. Compliance by Subrecipients and Equity Analysis for Locating New Facilities:

ABQ RIDE has no subrecipients and has not located a new storage, maintenance, or operating facility since the last Title VI program submission.

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Requirements for Fixed Route Transit

1. Demographic Data

A. Demographic and Service Profile Maps and Charts: The following items are provided for this program update:

- 1) Base Map: A scaled map of ABQ RIDE's service area is provided. The base map contains: Census block groups, major streets and highways, transit routes, transit stops and stations, maintenance and garage facilities, and administrative buildings, as well as major activity centers or transit trip generators (major activity centers and transit trip generators can include, but are not necessarily limited to, the central business district, outlying high employment areas, schools, and hospitals). The map also highlights those transit facilities that were recently modernized or are scheduled for modernization in the next five (5) years (2014 – 2019).
- 2) A demographic map follows that plots the above information and also shades those Census block groups where the percentage of the total minority population residing in these areas exceeds the average for the service area as a whole. A similar map is provided showing where the percentage of low-income residents exceeds the average for the service area as a whole.

The demographic maps include a route legend with transit routes identified as minority and/or low-income routes based on FTA's definition for minority routes. By this definition, twenty-nine (72.5%) of ABQ RIDE's 40 routes are minority routes; therefore one-third or more of the revenue miles for these routes (not including freeways) are in areas with higher percentage minority populations than the service area as a whole. The average minority population in the service area is 59% of the total population; any Census block group with a higher minority percentage is considered a minority area for this Title VI program.

Using a similar process to identify low-income routes, thirty-four (34) routes (85%) are considered low-income routes. Following FTA's guidance to define "low-income" inclusively, ABQ RIDE defined "low-income" to be average household income less than 150% of the poverty level for a three-person household, the approximate average household size for the service area. This definition allows the use of 2008 – 2012 American Community Survey (ACS) data for Census block groups. Overall, low-income households make up 24.6% of the total households in the service area. Low-income routes have more than one third of their

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revenue miles (not including freeways) in areas where more than 24.6% of households have low incomes.

ABQ RIDE Service Area Overview

ABQ RIDE serves the City of Albuquerque, which contains the majority of the population of Bernalillo County, New Mexico. Under contract to the Rio Metro Regional Transit District, ABQ RIDE provides service to the southeastern portion of Rio Rancho. Similarly, under contract to Bernalillo County, ABQ RIDE serves portions of the unincorporated County. The ABQ RIDE system map below illustrates the extent of fixed bus routes.



For more detailed information visit www.myabqride.com or call 243-7433 (243-RIDE)

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Minority Population

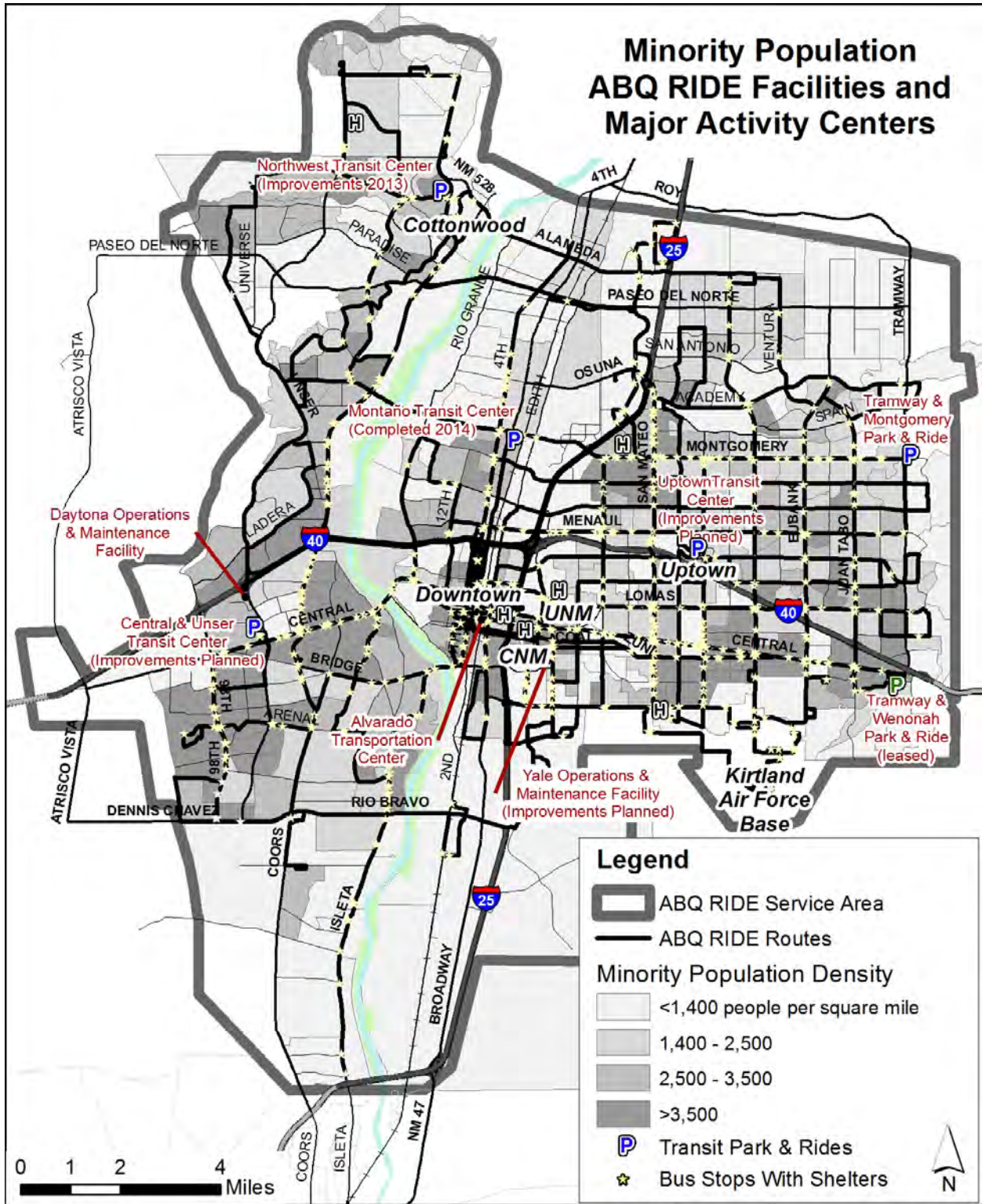
Information about the minority status of the population within ABQ RIDE's service area was taken from the 2010 US Census data. The White (Not Hispanic) population is 263,830, which makes up less than half population at 41.0%. Minorities numbered 379,746 or 59.0% of the total. The Hispanic population of any race makes up the majority of the minority population at 312,991 and almost half of the total population (48.6% of total population). Below is a summary of the Census Data.

2010 Census Data By Block Group

	Population	Percent
ABQ RIDE Service Area	643,576	100.0%
Hispanic	312,991	48.6%
Not Hispanic	330,585	51.4%
White	263,830	41.0%
Black	16,250	2.5%
American Indian or Alaska Native	22,420	3.5%
Asian	14,756	2.3%
Hawaiian or Other Pacific Islander	483	0.1%
Other	1,460	0.2%
Two or more races	11,386	1.8%
Total Minority Population	379,746	59.0%

The service area map on the following page shows current ABQ RIDE routes, bus stops with shelters, transit centers, park & rides, intermodal centers and operations and maintenance facilities. The map also shows minority population density (people per square mile) by 2010 census block groups.

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Source: 2010 United States Census - Block Groups

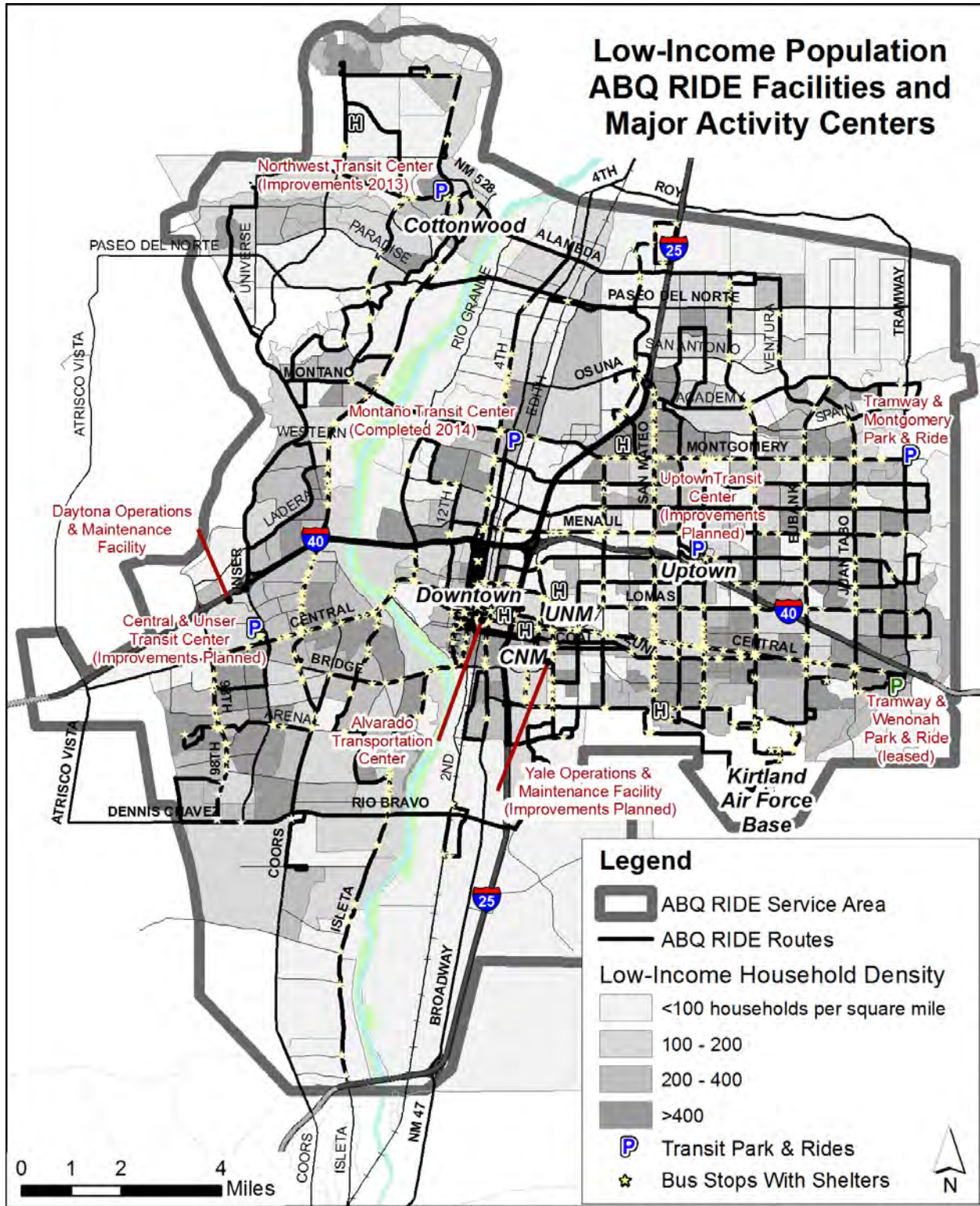
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Low-Income Population

Following FTA's guidance to define "low-income" inclusively, ABQ RIDE defined "low-income" to be average household income less than 150% of the poverty level for a three-person household, the approximate average household size for the service area. This definition allows the use of 2008-2012 5-year American Community Survey (ACS) estimates for Census block groups. Low-income households make up 24.6% (38,577 households) of the total households in the service area (157,112).

The low-income status of households within Census Block Groups served by ABQ RIDE is detailed in the following map, showing the density of households in each block group that have low incomes. The map also shows the ABQ RIDE service area, current bus routes, bus stops with shelters, transit centers, park & rides, intermodal centers and operations and maintenance facilities.

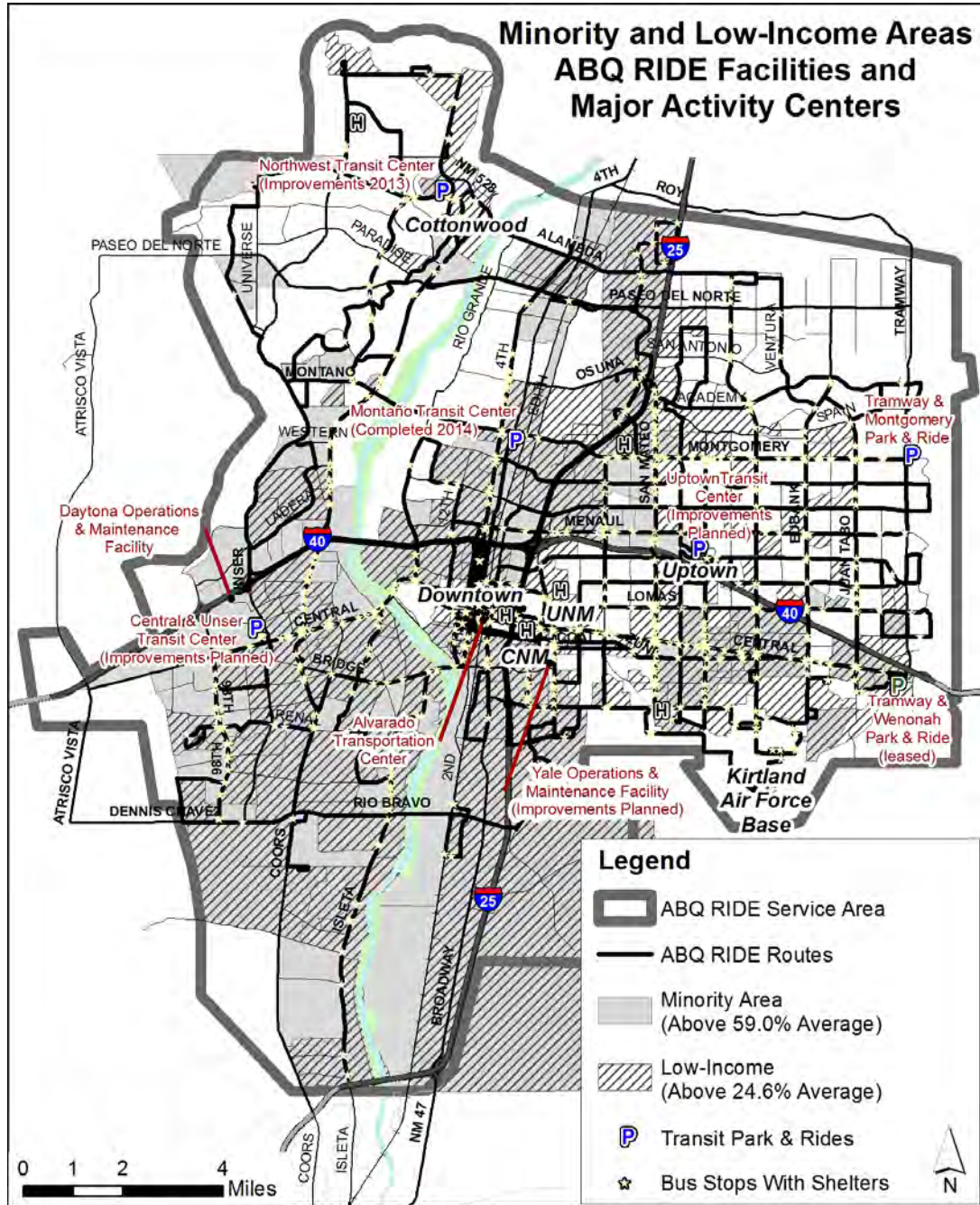
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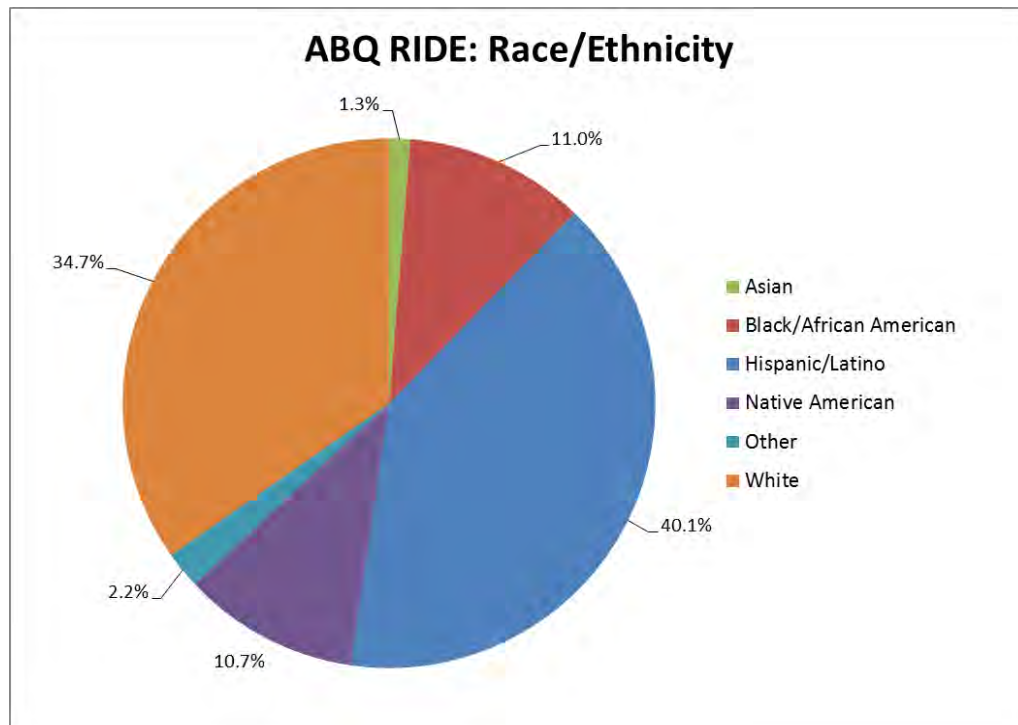
Minority and Low-Income Areas

The following map shows Census block groups within the ABQ RIDE service area that contain higher than average percentages of minorities (greater than 59.0% of population) and low-income households (greater than 24.6% of households).



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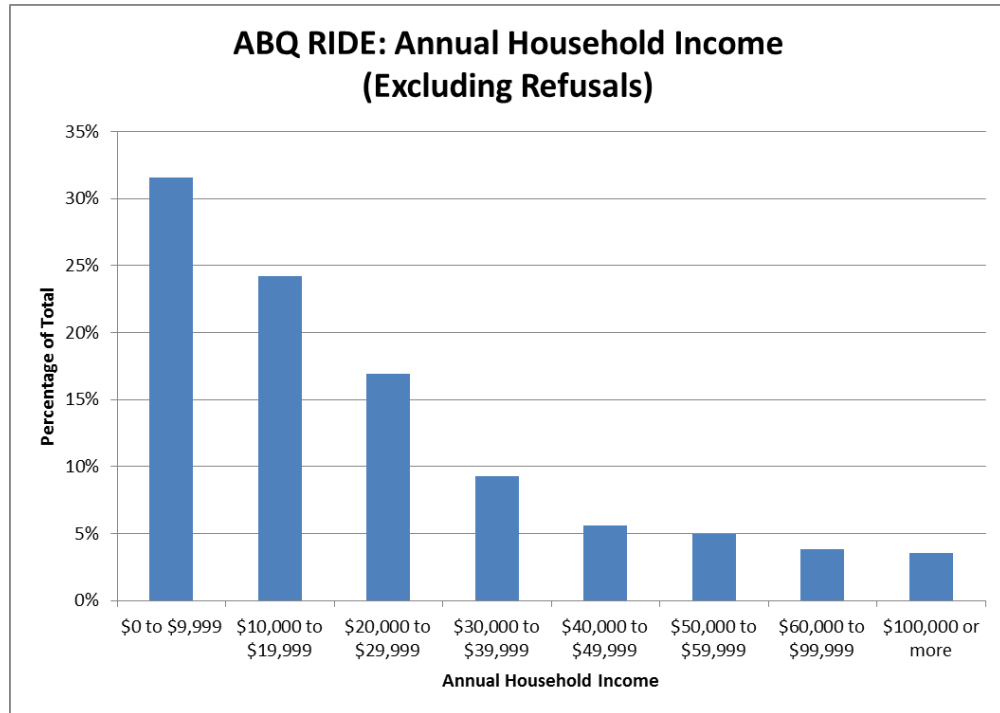
B. Demographic Ridership and Travel Patterns: As part of the update of a regional travel demand model, ABQ RIDE worked with the Mid-Region Council of Governments to conduct an on-board survey of ABQ RIDE's riders in 2012. Surveys were offered in English and Spanish. Over 4,700 surveys were collected. The major results of the surveys for relevant characteristics are presented below.



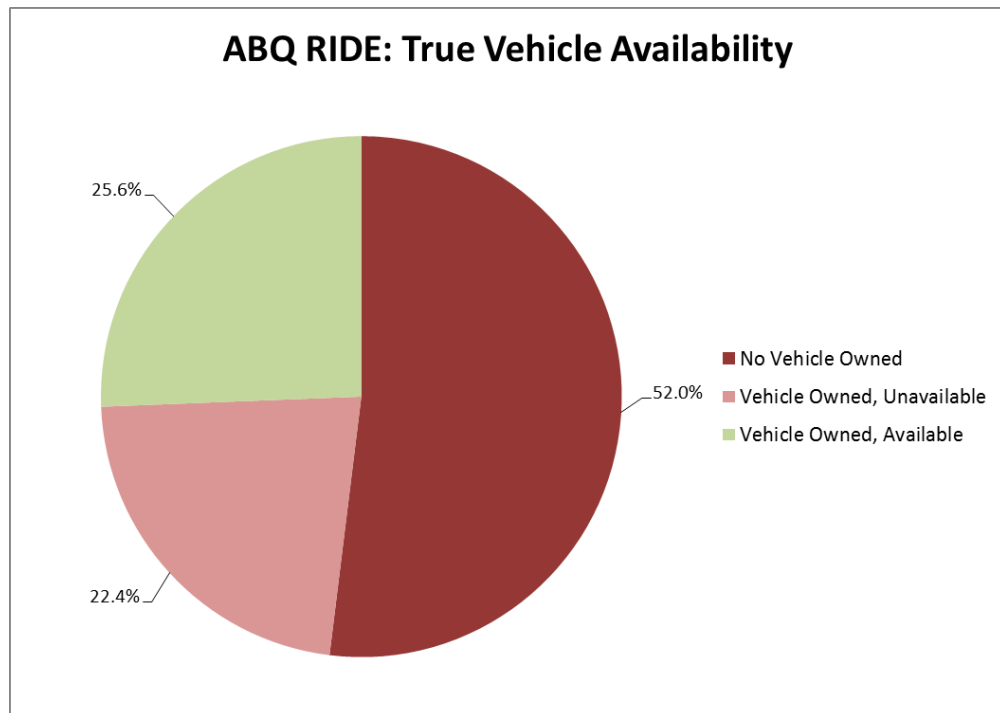
As indicated above, the largest group of riders identified themselves as Hispanic, followed by white/non-Hispanic. Minorities represent a slightly larger share of ridership (65%) than they do of the overall population in the service area (59%).

Household income for riders is relatively low, with a majority of riders (73%) reporting annual household income less than \$30,000. Excluding students, 39% of riders were unemployed. Students (all ages, both employed and unemployed) represent 36% of all riders. Survey data for household annual income is shown in the following graph.

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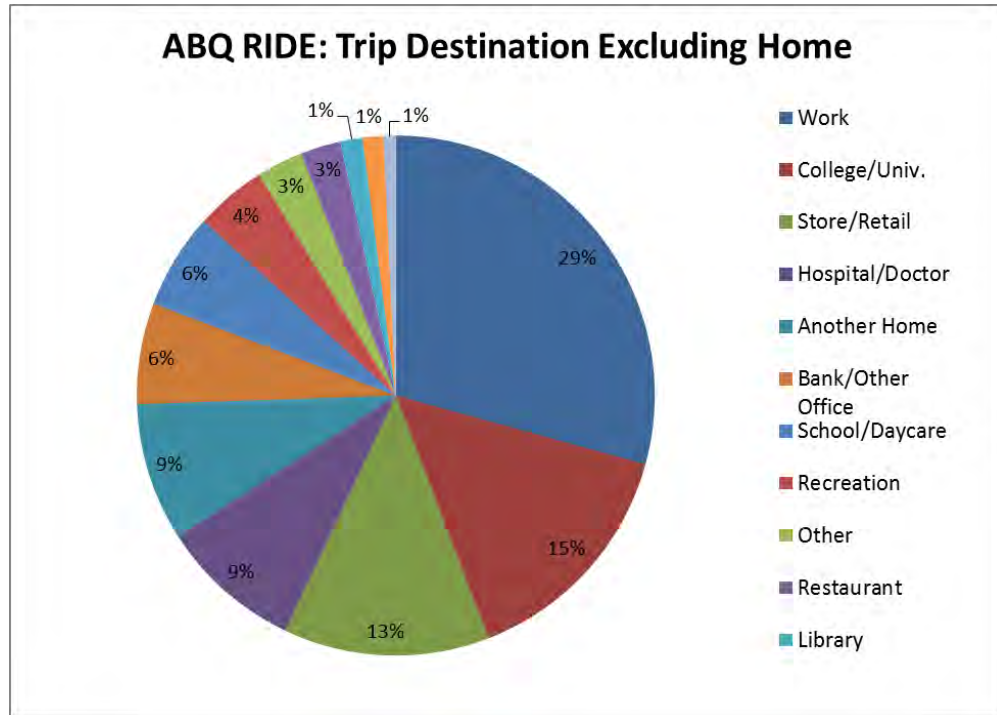


A slight majority of riders (52%) come from households without a car. Of those with one or more household vehicles, almost half did not have access to a vehicle for the trip they made on transit.



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Excluding trips to home, work trips represent about 30% of riders' trip purposes, with college and university trips following at 15%.

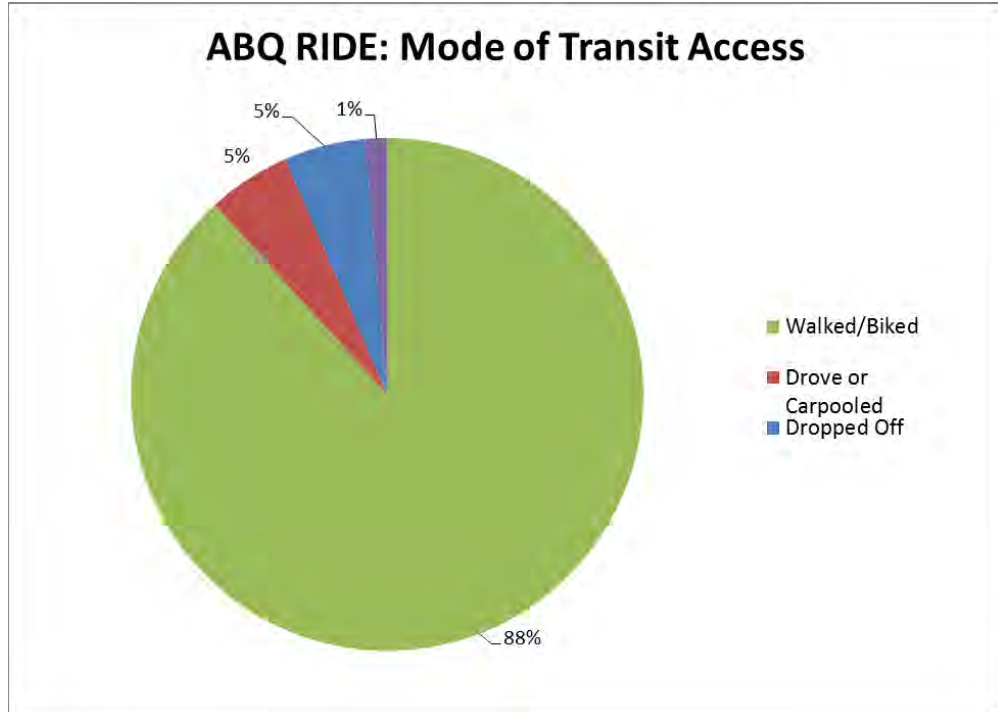


Below is a breakdown of destination types (i.e. trip purposes) by demographic category.

Destination Type By Demographic Category	Low-Income	Not Low-Income	Minority	Non-Minority
WORKPLACE	27%	42%	29%	31%
COLLEGE/UNIV	15%	18%	13%	17%
STORE/RETAIL PLACE	15%	8%	12%	15%
ANOTHER HOME	9%	8%	10%	5%
HOSPITAL/DOCTOR	9%	7%	9%	9%
SCHOOL/DAYCARE	6%	5%	7%	2%
BANK/OTHER OFFICE	6%	5%	6%	7%
RECREATION PLACE	5%	4%	4%	5%
RESTAURANT	3%	2%	2%	3%
OTHER	3%	1%	4%	2%
LIBRARY	2%	1%	1%	2%
PLACE OF WORSHIP	1%	0%	1%	2%
HOTEL	1%	1%	1%	0%

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The vast majority of riders walk or bike to get to the bus.



Of those who walk or bike to the bus, over 80% reported walking less than a quarter mile (3-4 blocks). Over half (55%) of ABQ RIDE passengers transfer to complete their trips.

ABQ RIDE offers a wide range of fare products. Most ABQ RIDE passengers pay full fare, followed by students and then reduced-fare riders (for low-income riders, seniors or people with disabilities). Below is a summary of survey data by demographic category.

Fare Type by Demographic Category	% of Low-Income	% of Non-Low-Income	% of Minorities	% of Non-Minorities
Full Fare - Pass	29%	30%	29%	29%
Full Fare - Short-Term	36%	32%	40%	33%
Student/Educational Fare - Pass	19%	24%	17%	19%
Student/Educational Fare - Short-Term	4%	6%	5%	4%
Reduced Fare - Pass	8%	4%	6%	10%
Reduced Fare - Short-Term	1%	0%	1%	1%
Other	3%	3%	3%	4%

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2. System-Wide Service Standards and Policies

The following system-wide service standards and policies, particularly those related to vehicle headways and service availability, apply to the service ABQ RIDE provides within the City of Albuquerque. Service outside of City limits is generally funded by Bernalillo County or the Rio Metro Regional Transit District, and ABQ RIDE does not control the funding decisions which directly impact vehicle headways and service availability.

A. Vehicle Load: ABQ RIDE's standard is not to exceed 150% of seating capacity on a consistent basis.

B. Vehicle Headway: Headways are established according to a route's ridership levels. System routes are continually reviewed in an effort to reduce headways and increase ridership. Most all-day routes have a standard headway of 20 to 45 minutes during peak hour service and 60 minutes during off peak hour service hours. Commuter routes have a minimum of two one-way trips per peak period.

C. On-Time Performance: "On-time" for fixed-route service is defined as vehicles arriving up to 4 minutes after scheduled times and departing 0 minutes earlier scheduled times. On-time performance is assessed at designated timepoints (as shown on public timetables). ABQ RIDE's goal is for service to be on-time 80% of the time or more.

D. Service Availability: ABQ RIDE's goal is to provide fixed-route service within ½ mile of 90% of the population living in areas with a density of 5,000 or more residents per square mile and service within 1 mile of 90% of residents living in areas with a density between 2,000 and 5,000 people per square mile. However, routes that do not achieve at least 20 boardings per in-service vehicle-hour may be candidates for service reduction or elimination. (An "in-service hour" is one hour that an individual bus is operating in service for people to ride. If two buses are used on a route for an hour each, whether at the same time or at different times, that is two in-service hours.)

As noted previously, Bernalillo County and Rio Metro fund several routes that operate outside the City of Albuquerque. Since ABQ RIDE does not control this funding, ABQ RIDE may adjust its service area or its service availability goals if these entities no longer fund these routes.

E. Distribution of Transit Amenities: At a minimum, it is the Transit Department's policy that all designated bus stops be clearly marked with a painted curb and signage, indicating a bus stop. The selection for transit amenities such as

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shelters, benches, trashcans, and printed signs, schedules and maps are based on the following criteria:

- 1) The average number of daily boardings at a bus stop,
- 2) The existence of a transfer point between two or more routes,
- 3) Site suitability, including right-of-way and easement considerations, non-impedance of traffic, and preservation of pedestrian safety.

F. Vehicle Assignment:

ABQ RIDE's current fleet consists of the following vehicles, all ADA accessible, air-conditioned, and equipped with security cameras:

- At the Daytona Operations & Maintenance Facility:
 - 60' articulated buses – 24:
 - 2004 – 12
 - 2006 – 6
 - 2009 – 6
 - 40' standard low-floor buses – 58 (all 2007)
- At the Yale Operations & Maintenance Facility (as soon as buses currently going into service replace buses from 1996):
 - 40' standard low-floor buses – 55 (2009 and 2014)
 - 40' standard high-floor buses – 23 (all 1996)

ABQ RIDE will assign vehicles to particular blocks as follows:

- Rapid Ride routes:
 - Must have an articulated bus
 - Any articulated bus can be assigned to any route. No route will consistently get the same series bus.
- For all other routes:
 - Blocks will be pulled out of garages based on the goal of minimizing total deadhead time.
 - Low-floor 40' buses will be assigned to blocks with higher passenger volumes, because of the faster, easier boarding than high-floor buses.
 - 40' high-floor buses will be assigned to blocks with lower passenger volumes.

4. Monitoring of Transit Service

A. Vehicle Load

On-board surveyors conduct ridership counts, which provide detailed accountings of boarding and alighting in the system by route, trip, time, and direction.

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Given below are the peak vehicle loads observed for selected routes – both minority and non-minority. As shown, no routes are exceeding ABQ RIDE’s load standards. Most “commuter” routes are not included due to data limitations for maximum loads. However, ABQ RIDE’s route performance data (boardings per in-service vehicle-hour) shows that these routes do not have enough boardings to exceed load standards even if all passengers were on the bus at the same time.

ABQ RIDE - MAXIMUM VEHICLE LOADS ON WEEKDAYS (*Shaded routes are non-minority routes.*)

Route	Name	Max Load
1	Juan Tabo	54%
2	Eubank	52%
5	Montgomery/Carlisle	79%
8	Menaul	72%
10	North Fourth Street	68%
11	Lomas	86%
16/18	Broadway/University/Gibson	52%
31	Wyoming	49%
36	12 th St./Rio Grande	67%
40	D-Ride Downtown Circulator	56%
50	Airport/Downtown	74%
51	Atrisco	56%
53	Isleta	74%
54	Bridge/Westgate	47%
66	Central	95%
96	Crosstown (Commuter)	50%
97	Zuni Express	88%
98	Wyoming (Commuter)	47%
140/141	San Mateo (<i>operated as route pair</i>)	92%
155	Coors	59%
157	Montaño/Kirtland	65%
198	98 th Street – Dennis Chavez	36%
217	Downtown – KAFB Limited	45%
222	Rio Bravo/Sunport	41%
251	Rio Rancho/ABQ Rail Runner Cnx	41%
766	Red Line Rapid Ride	90%
777	Green Line Rapid Ride	83%
790	Blue Line Rapid Ride	99%

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B. Vehicle Headway

Generally, headways are established according to a route's ridership levels, System routes are continually reviewed in an effort to reduce headways and increase ridership. Most routes have a standard headway of 20 to 45 minutes during peak hour service, and 60 minutes during off peak hour service hours. Only two of the department's routes have headways slightly exceed 60 minutes with the exception of routes specifically timed to meet the NM Rail Runner Express train operated by the Rio Metro Regional Transit District, in which case their schedules coincide with the train schedule.

Peak hour and off-peak hour headways for each route are as follows. In addition, Appendix D analyzes weekly trips by route and shows that minority routes, representing 72.5% of all routes, have about 85% of total weekly trips.

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ABQ RIDE - WEEKDAY HEADWAYS (MINUTES) BY ROUTE (*Shaded routes are non-minority routes.*)

Route	Name	AM	Midday	PM	Evening
1	Juan Tabo	25	70	25	
2	Eubank	30	60	30	
5	Montgomery/Carlisle	20	25	20	45
6	Indian School (Commuter)	2 trips		2 trips	
7	Candelaria (Commuter)	2 trips		2 trips	
8	Menaul	25	25	25	45
10	North Fourth Street	20	20	20	45
11	Lomas	20	20	20	45
12	Constitution (Commuter)	2 trips		2 trips	
13	Comanche (Commuter)	2 trips		2 trips	
16/18	Broadway/University/Gibson	50	50	50	
31	Wyoming	30	45	30	45
34	San Pedro (Commuter)	2 trips		2 trips	
36	12 th St./Rio Grande	60	60	60	
40	D-Ride Downtown Circulator	7.5	7.5	7.5	
50	Airport/Downtown	30	30	30	30
51	Atrisco	65	65	65	
53	Isleta	45	45	45	45
54	Bridge/Westgate	45	45	45	50
66	Central	15	15	15	30
92	Taylor Ranch (Commuter)	2 trips		2 trips	
93	Academy (Commuter)	2 trips		2 trips	
94	Unser (Commuter)	2 trips		2 trips	
96	Crosstown (Commuter)	5 trips		5 trips	
97	Zuni Express	60	60	60	
98	Wyoming (Commuter)	2 trips		2 trips	
140/141	San Mateo (<i>route pair</i>)	15	15	15	35
155	Coors	30	30	30	50
157	Montaño/Kirtland	20	20	20	45
162	Ventana Ranch (Commuter)	3 trips		3 trips	
198	98 th Street – Dennis Chavez	30	30	30	40
217	Downtown – KAFB Limited	3 trips		3 trips	
222	Rio Bravo/Sunport	65	1 trip	65	
250	Downtown – Sunport Express	Varies	Varies	Varies	

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Route	Name	AM	Midday	PM	Evening
251	Rio Rancho/ABQ Rail Runner	20-50	120	20-50	50
551	Paseo Del Norte Express	2 trips		2 trips	
766	Red Line Rapid Ride	16	16	16	20
777	Green Line Rapid Ride	16	16	16	20
790	Blue Line Rapid Ride	15	20	15	30

C. On-time Performance

The Transit Department uses Operations Road supervisors to monitor on-time performance of all routes and relay concerns to management on a regular basis. In addition, the Department uses feedback from drivers and riders to identify routes that require timing changes to improve on-time performance.

The Department has recently implemented an Automatic Vehicle Location (AVL) system for all buses to improve our ability to monitor on-time performance from a central location and correct any problems. ABQ RIDE currently achieves a 70% average on-time performance for both minority and non-minority routes. Likewise, both low-income and non-low-income routes achieve an average of 70% on-time performance.

Based on on-time issues reported by drivers and riders or observed through the department's AVL system, ABQ RIDE has re-timed routes 1, 5, 7, 8, 10, 11, 13, 36, 50, 53, 66, 92, 93, 96, 97, 155, 157, 198, 766, 777, and 790 as part of an on-going effort to maintain and improve on-time performance since the last Title VI program.

D. Service Availability

ABQ RIDE's service meets its service availability goals. Routes are currently within ½ mile of 95% of residents living in areas of 5,000 people or more per square mile, and they're within 98% of residents living in areas with densities between 2,000 and 5,000 people per square mile. Fourteen routes currently have lower productivity than ABQ RIDE's threshold of 20 boardings per in-service vehicle-hour and are therefore potential candidates for service reductions in the future. Four of those routes are funded entirely by Rio Metro.

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E. Distribution of Transit Amenities

The Transit Department continues to work diligently to place proper and adequate transit amenities in both the minority and non-minority areas of the city. ABQ RIDE recently completed a major capital project to install over 419 bus shelters around the service area.

An analysis of the location of current amenities shows that ABQ RIDE has located a large share of amenities on routes that serve minorities and low-income residents. While 72.5% of ABQ RIDE's routes are classified as minority routes, 79% of the benches, 84% of the shelters, 86% of the trash cans, and 87% of the public schedule postings at bus stops are on minority routes. Low-income routes are 85% of all system routes and have 93% of the benches, 95% of the shelters, 95% of the trash cans, and 96% of the public schedule postings at bus stops. A similar analysis showed that more amenities are located in or adjacent to minority and low-income areas (not just on routes serving those areas) than those areas represent as a share of the service area. See Appendix D for a detailed analysis of amenity locations.

F. Vehicle Assignment

ABQ RIDE's vehicle assignment procedures comply with its policy to place articulated buses on Rapid Ride routes and use low-floor buses on higher ridership blocks.

5. Evaluating Service and Fare Changes

A. Service Equity Analysis for Minority Populations

Major Service Change Policy: ABQ RIDE defines a major service change as one that increases or decreases service on a route by 35% or more of the revenue hours of service or adds or eliminates service to 35% or more of the bus stops on a route. If a service change exceeds this threshold, ABQ RIDE will conduct a service equity analysis for the proposed change.

The service equity analysis begins with identifying adverse effects of the proposed major service change. Service reductions may have adverse effects and may result in a disparate impact. Service additions might have adverse effects if the additions come at the expense of reductions of service on other routes.

Disparate Impact Policy: The disparate impact policy establishes a threshold for determining when adverse effects of a major service change are borne

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disproportionately by minority populations. ABQ RIDE's threshold for statistically significant disparity is when the percent of minorities adversely affected by a major service change is greater by 10% than the average percent of minorities in the service area. ABQ RIDE will assess this impact by route using Census data to compare the percent of minorities along the impacted route to the percent of minorities in the service area as a whole.

Since minorities make up 59% of the population in ABQ RIDE's service area, a major service change that affected Census block groups with more than 69% minority population would be considered to have a disparate impact. ABQ RIDE will include Census block groups any portion of which intersect the affected route to conduct this analysis in order to include all block groups containing population that might walk to the route.

If a disparate impact is identified, ABQ RIDE will consider modifying the proposed changes in order to avoid, minimize, or mitigate the disparate impacts of the proposed changes. Any proposed modifications to the original proposal will also be analyzed to assess whether disparate impacts would result. If, after considering alternatives, ABQ RIDE finds that a disparate impact will still result from the major service change, ABQ RIDE will implement the change only if:

- there is a substantial legitimate justification for the proposed change, and
- there are no alternatives that would have a less disparate impact on minority riders while still accomplishing the legitimate goals for the proposed change.

B. Service Equity Analysis for Low-Income Populations

Major Service Change Policy: ABQ RIDE defines a major service change as one that increases or decreases service on a route by 35% or more of the revenue hours of service or adds or eliminates service to 35% or more of the bus stops on a route. If a service change exceeds this threshold, ABQ RIDE will conduct a service equity analysis for the proposed change.

The service equity analysis begins with identifying adverse effects of the proposed major service change. Service reductions may have adverse effects and may result in a disparate impact. Service additions might have adverse effects if the additions come at the expense of reductions of service on other routes.

Disproportionate Burden Policy: The disproportionate burden policy establishes a threshold for determining when adverse effects of a major service change are borne disproportionately by low-income populations. ABQ

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RIDE's threshold for statistically significant disparity is when the percent of low-income households adversely affected by a major service change is greater by 10% than the average percent of low-income households in the service area. ABQ RIDE will assess this impact by route using Census data to compare the percent of low-income households along the impacted route to the percent of low-income households in the service area as a whole.

Since low-income households make up 24.6% of the population in ABQ RIDE's service area, a major service change that affected Census block groups with more than 34.6% low-income households would be considered to have a disproportionate burden. ABQ RIDE will include Census block groups any portion of which intersect the affected route to conduct this analysis in order to include all block groups containing population that might walk to the route.

If a disproportionate burden is identified, ABQ RIDE will consider modifying the proposed changes in order to avoid, minimize, or mitigate the disparate impacts of the proposed changes. Any proposed modifications to the original proposal will also be analyzed to assess whether disproportionate burden would result.

- C. Evaluating Fare Changes: In accordance with FTA guidelines, ABQ RIDE will conduct an equity analysis of any proposed fare changes to assess whether the changes would cause a disparate impact on minorities or a disproportionate burden for low-income individuals. ABQ RIDE will use the same thresholds for determining disparate impact and disproportionate burdens as used in service change equity analyses.

If a disparate impact is identified, ABQ RIDE will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin. ABQ RIDE will then implement the alternative with the smallest disparate impact that still achieves the legitimate objectives of the fare change.

If a disproportionate burden is identified, ABQ RIDE take steps to avoid, minimize or mitigate impacts where practicable. ABQ RIDE will describe alternatives available to low-income populations affected by the fare changes.

ABQ RIDE has not had a fare change since the last Title VI submission in 2011 and therefore does not present a fare change equity analysis in this Program.

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APPENDICES

**ABQ RIDE
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APPENDIX A

List of Title VI Investigations, Lawsuits, and Complaints

ABQ RIDE 2014 Title VI Program

ABQ RIDE List of Title VI Investigations, Lawsuits, and Complaints Since 2011 Title VI Program Submission

Date	Summary	Status	Action(s) Taken
Investigations			
<i>None</i>			
Lawsuits			
<i>None</i>			
Complaints/Allegations			
1.	1/7/2014	On 12/24/2013, driver called complainant a racial slur. (Basis: color)	Closed - not substantiated City Office of Diversity and Human Rights investigated; notified complainant of no findings.
2.	1/16/2014	On four occasions during July and August 2013, complainant alleged she was denied service by two drivers due to her religion. (Basis: national origin)	Investigation found no evidence to substantiate claim; complainant notified.

**ABQ RIDE
2014 Title VI Program**

**APPENDIX B
Public Participation Plan**



Richard J. Berry Mayor
Mayor

ABQ RIDE Public Participation Process



Bruce Rizzieri
Director

ABQ RIDE strives to engage the public in planning and operations through a variety of efforts and communication channels. Outreach methods vary depending on the purpose of ABQ RIDE's communications. The following are examples of the variety of issues for which ABQ RIDE seeks to communicate with and engage its riders or potential riders:

- Daily operational issues, such as detours, service interruptions, or bus stop changes
- Promotional events
- Service changes, from routine, minor changes to improve on-time performance to major service changes
- Annual program of projects for grant-funded capital projects
- Fare changes
- Significant policy changes
- Planning and implementation of major capital projects

ABQ RIDE may use any or all of the following methods to engage the public, with the specific process used depending on the type of issue and public participation appropriate for that context:

- Posters at bus stops
- Social media posts and responses
- Information on ABQ RIDE's website
- Posters inside buses and/or at transit centers
- Advertisements on bus shelters
- Use of the City of Albuquerque's 311 call center and customer response management system
- Mail or email to targeted lists
- Contact with neighborhood representatives through the City's extensive list of neighborhood associations
- Contact with other community groups
- Press releases and media interviews
- Advertisements in newspapers, radio and/or TV with consideration of media outlets that serve audiences with limited English proficiency
- Surveys of targeted markets
- Public comment periods, typically 14 to 30 days, with opportunity for written or verbal comments
- Public meetings – to the extent possible:

- held at times when members of the public are most likely to be able to attend, such as evenings or weekends
- held in locations accessible by transit and/or in directly affected areas
- using a format for the meeting appropriate to the content, such as presentations with time for questions and answers and general public comment, small group sessions, or open houses
- City Council meetings, with opportunity for public comment, for approval of budgets, fare changes, and/or grant applications and program of projects

Communications inviting public participation will, at a minimum, include the phrase, “para más información,” followed by contact methods such as phone numbers, website or email addresses, and/or physical addresses to notify Spanish-speaking members of the public with limited English proficiency that information is available in Spanish.

For major service changes or fare changes, ABQ RIDE uses the following procedures.

1. A major service reduction is defined as the reduction in the service hours of any route of at least 35 percent of the revenue hours operated or the elimination of at least 35 percent of the stops on a route.
2. When a fare increase (excluding temporary, experimental fares as defined by City ordinance) or major service reduction is proposed, the following steps, at a minimum, will be taken to ensure an adequate public comment process to inform ABQ RIDE’s decision-making process:
 - a. Notice will be placed, at a minimum:
 - i. on buses
 - ii. on paratransit vans (if changes apply to paratransit)
 - iii. on ABQ RIDE's website
 - iv. Notices may also be placed in the Albuquerque Journal or other print media as appropriate, social media, or through other distribution means as determined necessary and appropriate to notify affected public.
 - b. Notices will contain the following information:
 - i. the proposed changes with sufficient detail to alert affected riders of the general changes proposed, with additional details as space permits;
 - ii. where to get more detailed information (e.g. website and phone number);
 - iii. when the changes are proposed to take effect;
 - iv. how to request a public meeting (if applicable), and
 - v. how to provide feedback, including methods (e.g. website, phone, email, public meeting) and any meeting dates/times/locations or deadlines for comments.
 - c. At least two weeks will be allowed for public comment starting when notice is posted on ABQ RIDE’s website.
 - d. Public meetings:
 - i. At a minimum ABQ RIDE will hold a public meeting upon request; the department typically may decide to hold a public meeting

without request if the department anticipates more than minimal public comments.

- ii. ABQ RIDE staff will conduct the meetings except in cases where ABQ RIDE elects to use a facilitator. Information will be provided to attendees about the proposed changes and the reasons for the changes, and an opportunity will be provided for the public to provide comments.

**ABQ RIDE
2014 Title VI Program**

APPENDIX C

Plan to Provide Language Assistance



Richard J. Berry Mayor
Mayor



Bruce Rizzieri
Director

ABQ RIDE Limited English Proficiency (LEP) Plan

**City of Albuquerque
Transit Department**

July 2014

Introduction

ABQ RIDE's Limited English Proficiency Plan has been prepared to address the City's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. Individuals who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP." ABQ RIDE utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a four-factor analysis to develop its LEP Plan.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. The Supreme Court, in *Lau v. Nichols*, 414 U.S. 563 (1974), interpreted Title VI regulations promulgated by the former Department of Health, Education, and Welfare to hold that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. According to the 2000 U.S. Census, more than 10 million people reported that they do not speak English at all, or do not speak English well. Among limited English speakers, Spanish is the language most frequently spoken.

1. The number or proportion of LEP persons eligible to be served or likely to encounter an ABQ RIDE program, activity, or service.

ABQ RIDE serves the City of Albuquerque, which contains the majority of the population of Bernalillo County, New Mexico. In early 2011, ABQ RIDE extended service into the City of Rio Rancho, which is in Sandoval County, New Mexico.

The Marketing and Planning departments at ABQ RIDE partnered to identify community organizations that serve the LEP population and distribute bus passes and schedules. Among the organizations selected were a hospital, a local employer, a career-training center and an unemployment office. In addition, organizations that work with immigrants and homeless individuals as well as a food and clothing donation center were surveyed. All of the organizations work with bus passengers and predominantly LEP individuals who speak Spanish as a first language. The most common request for Spanish language services was schedule translation and simplification.

ABQ RIDE staff reviewed the 2012 5-Year American Community Survey to determine the number of limited English proficient (LEP) persons in its service area.

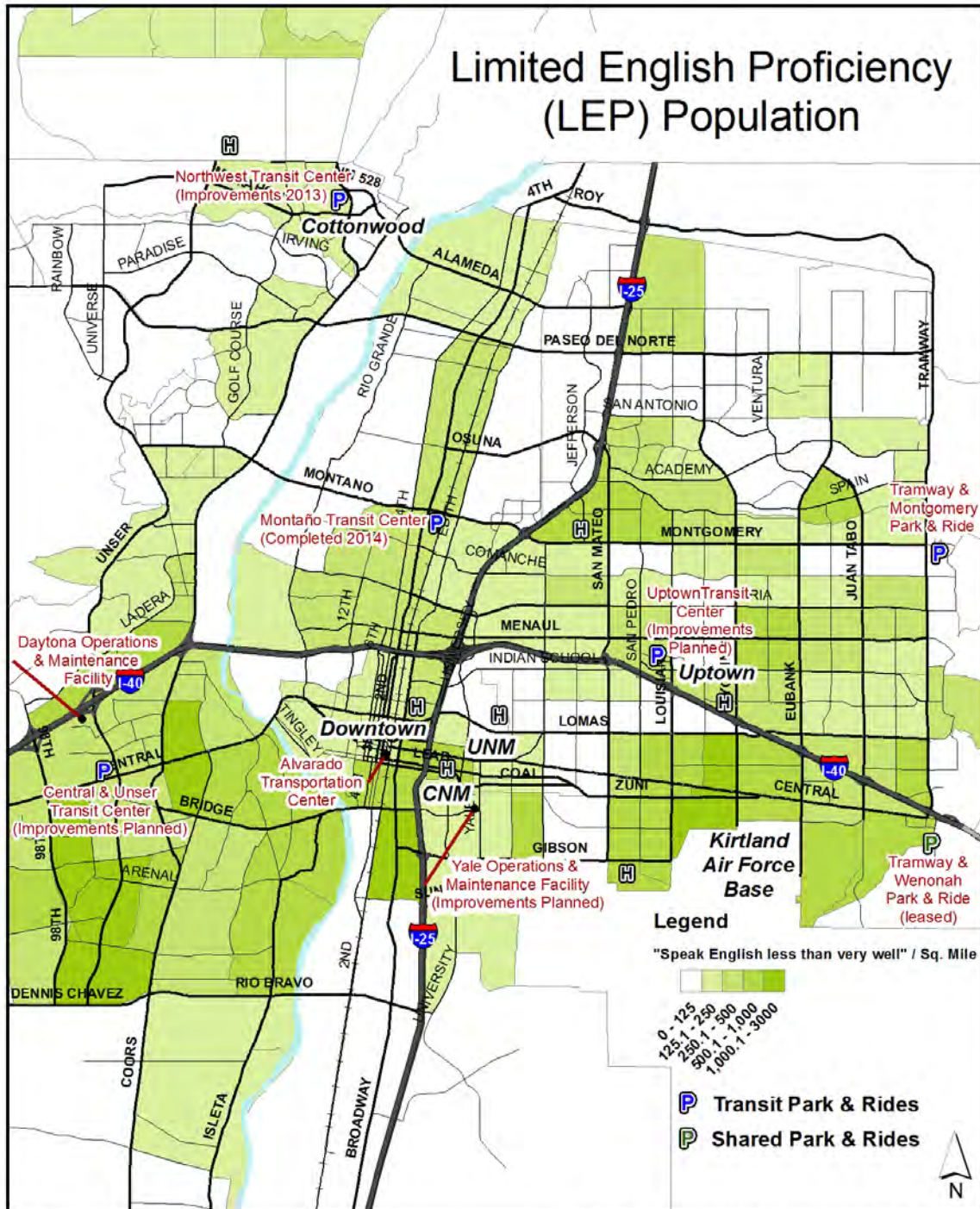
A. 2012 American Community Survey (ACS)

The population of Census tracts in the ABQ RIDE service area was 587,682 when the 2012 5-Year American Community Survey (ACS) was conducted. The survey reveals that over 403,000 (69%) of the residents speak English solely, and more than 184,000, or 31% of respondents speak languages other than English. Of those that speak another language, 51,000 of them speak English less than “very well.” This segment makes up 8.7% of the overall population and over 28% of those who speak languages other than English. Approximately 155,000 people (26%) speak Spanish as their primary language and 29,500 (5%) speak a language other than English or Spanish. Of those whose primary language is not English, over 44,000 (8%) of Spanish speakers and almost 7,000 (1%) of those who speak another language, speak English less than “very well.”

2012 5-Year American Community Survey (ACS)		
Population 5 years and over		
	Total	Percent
ABQ RIDE Service Area	587,682	100.0%
Speak only English	403,399	68.6%
Speak Spanish:	154,767	26.3%
Speak English "very well"	110,730	18.8%
Speak English less than "very well"	44,037	7.5%
Speak languages other than English or Spanish:	29,516	5.0%
Speak English "very well"	22,552	3.8%
Speak English less than "very well"	6,964	1.2%
Speak languages other than English:	184,283	31.4%
Speak English "very well"	133,282	22.7%
Speak English less than "very well"	51,001	8.7%

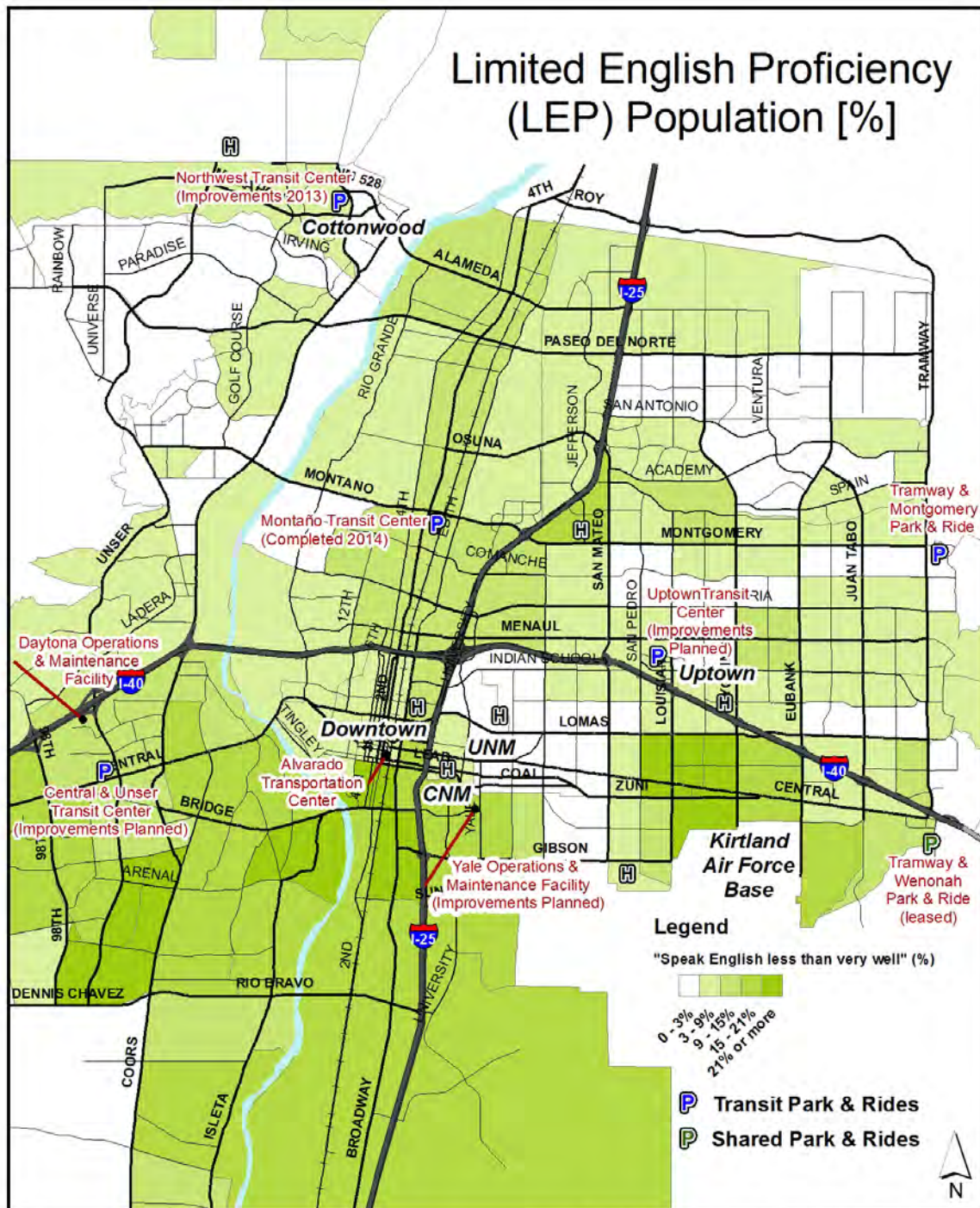
Data based on Census tracts in ABQ RIDE service area

The map below shows the location, by Census tracts, of residents with Limited English Proficiency, as shown by the number of such residents per square mile.



Source: 2012 American Community Survey (ACS)

Below is a similar map, but this one shows the percent of the total population in each Census tract that has Limited English Proficiency.



2. Frequency that LEP individuals come in contact with the program

ABQ RIDE staff routinely interacts with LEP individuals. Personnel with primary contact include Motor Coach Operators (MCOs) and Customer Service Representatives (CSRs). Some MCO's speak and understand Spanish and often serve as a passenger's first line of communication with ABQ RIDE. They can provide valuable information to customers about routes, schedules, rules and procedures. Many day-to-day transit questions are handled by the city's 311 Call Center during business hours, which provides information about public transit in Spanish. All calls outside the 311 Call Center hours, paratransit scheduling calls, and all more complex questions (whether LEP or not) are transferred to the ABQ RIDE customer service, dispatch or marketing departments, which have at least one representative conversant in Spanish available to assist those with limited English skills.

3. The nature and importance of service provided by ABQ RIDE

As the primary public transportation provider in Albuquerque, ABQ RIDE provides important transportation options to the public through its fixed route and Sun Van paratransit services. ABQ RIDE's goal is to give LEP persons the ability to effectively use public transportation allowing them access to employment, education, healthcare and other opportunities.

4. Overview of resources available to the recipient

A variety of transit service information, such as route schedules, maps and some paratransit service information, is provided in English and Spanish and available to all City residents. Route schedules and other written information are accessible at major employment centers, public libraries, educational facilities, medical facilities, community centers and shopping centers, where feasible. Schedule change notices and marketing communications materials have standard instructions for contacting customer service for additional information in Spanish.

ABQ RIDE's website can be quickly translated into Spanish with major web browsers. Additionally, to assist the non-English speaking persons who may attend public meetings, the Transit Department provides an interpreter when requested.

5. ABQ RIDE LEP Plan

A. Current language assistance services

ABQ RIDE conducted an inventory of all language assistance measures used to communicate with the LEP population in its service area. The purpose was to perform a self-assessment and explore new LEP offerings and associated costs.

- I. 311 Information line – The City of Albuquerque’s citizen contact line is available to the general public. There are approximately seven customer service agents that take Spanish calls from other agents, including transit calls. The subject matter of each call is tracked in PeopleSoft, but language used is not tracked. The 311 Information line hours are:
 - Monday – Saturday: 6 a.m. - 9 p.m.
 - Sunday - 9 a.m. – 6 p.m. (Transportation and animal control calls only)
- II. Multilingual Facilities - The LEP community that ABQ RIDE serves predominantly speaks Spanish. It is the Transit Department’s goal to have at least one Spanish-speaking telephone operator available at all times to assist LEP customers.
 - a. ABQ RIDE Customer Service – All transit-related 311 calls during non-business hours are forwarded to ABQ RIDE customer service representatives who respond to service requests or provide bus route information.
 - b. ABQ RIDE Marketing Department – A Marketing Specialist handles emails and phone calls requiring special responses to requests for information and complex questions written in Spanish.
- III. Schedule Translation - A critical need of LEP transit customers is to understand bus routes and schedules. ABQ RIDE has recently added Spanish translation to its public schedules to include the following information:
 - a. Route numbers - The word “Route” is currently translated to “Ruta”.
 - b. Day of the week – Day of the week labels have been added in Spanish in vertical bars next to schedule times.
 - c. Military base access – The following is translated into Spanish on public schedule brochures: “NOTE: People without proper military clearance and identification may not be allowed to enter Kirtland Air Force Base.”
 - d. Bus One-Way Cash Fares – Fare information for Adult, Student, Honored Citizen and Children under age ten is translated into Spanish on all public bus schedule brochures. Pertinent instructions about fare payment using the on-board farebox is also translated: “Please have exact change ready before boarding the bus,” “The farebox will accept U.S. coins and \$1 bills.

Fareboxes do not give change” and “Drivers do not carry money and cannot open the farebox.”

- e. Rio Metro Rail Runner Connections - Instructions about transferring to or from the Rail Runner commuter train are written in English and Spanish on connecting bus route schedules operated by ABQ RIDE for Rio Metro.
 - f. Bus Passes – Prices and information about each fare type is translated into Spanish on public schedule brochures.
 - g. Animal Policy – ABQ RIDE’s policy regarding bringing animals on transit vehicles is translated in Spanish.
 - h. Holidays – The six days during the year that ABQ RIDE does not operate bus service are listed in Spanish: “New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.” The two holidays during which ABQ RIDE provides limited transit service are also listed in Spanish: “Martin Luther King Jr. Day and the day after Thanksgiving.”
 - i. Customer Service Phone number – The call center contact number is provided on the front of brochures. Instructions for calling ABQ RIDE are provided in Spanish. Instructions for contacting customer service are written in Spanish on Marketing and Planning communication materials.
 - j. Information About the Website – The URL for ABQ RIDE’s website is provided on the cover of all route brochures, and Spanish instructions for reaching the website are provided.
- IV. On-Board Written Language Communication – ABQ RIDE’s fleet of New Flyer buses are equipped with Spanish translation stickers, placards and decals with the following instructions, warnings and emergency procedures:
- a. Emergency Exit Instructions –
 - i. Window exit instructions written below and beside windows.
 - ii. Manual door opening instructions written on and beside doors.
 - b. Safety Warnings and Instructions –
 - i. “Stand behind the yellow line.”
 - ii. “Keep all body parts out of window opening.”
 - iii. “Unnecessary Conversation with Operator Is Prohibited By Law.”
 - c. Tripping hazards such as steps and ledges
 - i. “Watch Your Step.”
 - d. Rules and notices
 - i. “No smoking, eating or drinking” and “Keep Radios Silent.”
 - e. Security warnings
 - i. Notice that video surveillance and/or plain clothes security officers may be present.

- f. Operating instructions
 - i. Use of fare boxes – “Have Exact Fare Ready,” “No Change Made” and “No Tokens Sold on Bus.”
 - ii. Stop signaling – “Pull cord to request a stop.” (Located near cord)
 - iii. Exit instructions – “Wait for doors to open.”
- V. Transportation Center – Directions to various locations at the Alvarado Transportation Center in downtown Albuquerque, as well as general rules, are translated into Spanish on permanent placards affixed to exterior walls throughout the facility. The following messages are written in two languages accompanied by direction arrows:
 - a. “Customer Service” and “Administration”
 - b. “Transfer Island” with directions to stop locations for bus routes.
 - c. “FIRST STREET”
 - d. “Bicycle Parking”
 - e. “No Loitering”
- VI. Customer Surveys – ABQ RIDE occasionally conducts public surveys, which are available in two languages. Customer responses are compiled in a database, and comments in Spanish are tracked and analyzed.
- VII. City of Albuquerque public websites – Customers have the option to translate web pages on the ABQ RIDE website into Spanish, Vietnamese, French or German. All City of Albuquerque web pages come standard with this feature, which is supported by Microsoft Internet Explorer, Mozilla Firefox and Google Chrome.
- VIII. Press Conferences and Newspapers
 - a. Spanish news organizations are invited to ABQ RIDE press conferences.
 - b. Bilingual ABQ RIDE staff is available to provide interviews, demonstrations and translation services for articles and press releases.
- IX. No Smoking Signs – The universally recognizable symbol for “No Smoking” is used in public transit facilities.

B. Language assistance services not offered

ABQ RIDE determined that certain LEP measures were not practical due to cost constraints, physical space limitations or insufficient benefit to the community.

A scrolling electronic sign using information from Automatic Vehicle Location (AVL) delivers intersection information, date and time on-board buses. The system is driven by GPS location and audibly alerts passengers that the bus is approaching major intersections in English. Replacement of message board technologies would be too cost prohibitive and not provide a significant service improvement. Proper street names are

not to be translated into Spanish and the word “approaching” may be inferred from context and repetition.

Communications posters about some promotions and events are not printed in languages other than English. However, each poster includes the phrase, “Para más información,” followed by ABQ RIDE’s phone number and/or website address to notify passengers that information in Spanish is available.

C. New language assistance services

ABQ RIDE will include questions in on-board surveys to determine the languages spoken by riders and assess English proficiency. These surveys will help to determine the proportion of LEP individuals served.

Notification will also be made that websites can be fully translated into Spanish. Title VI notices to beneficiaries online and in print will be translated into Spanish, as well as the Title VI complaint procedures and complaint form.

In lieu of printing two copies of all in-house developed marketing materials, ABQ RIDE will have the following notation directing LEP individuals to contact customer service for translation of the printed communication: “Para mas informacion: 243-7433, <http://myabqride.com>.”

D. Evaluating and updating the plan

ABQ RIDE will review Census data as it relates to the changing LEP demographics of its service area as the data becomes available. Planning and Marketing staff will actively learn how to improve critical communication with the LEP population by surveying community organizations that serve LEP individuals. On a tri-annual basis, ABQ RIDE will contact at least five organizations with a survey. The first part of the survey seeks information about the frequency of transit related questions, specific languages spoken and request suggestions on helping those with LEP to better understand how to use public transit. The following questions are used for Title VI LEP Outreach to identify critical language services:

- How often do you get questions on public transit services from people with limited English proficiency (LEP)? Which services?
- Has the LEP population inquired about how to access public transportation or expressed a need for communication about transit in languages other than English? Which languages?
- Do you have any suggestions on helping people with LEP understand an interconnected public transit system?

The second part of the survey serves to educate these organizations about current LEP offerings so they can better communicate with their clientele. The questions on this portion will also lead the customer to make suggestions about current translation services on route schedules and maps as well as written translation on the City website and call center services in languages other than English.

- Are you aware that our schedules have information in Spanish?
- The City of Albuquerque's webpage on public transit can be translated into Spanish. Would it be helpful to let your clients know that this is possible?
- 311 and ABQ RIDE have Spanish-speaking customer service representatives. How can we get the word out about this service to your clients?

At least every five years, ABQ RIDE will also conduct an on-board survey of riders to determine the proportion of LEP individuals in the service area. This will include questions modeled after the Census to accurately estimate the proportion of bus riders that speak English "less than very well."

ABQ RIDE will use the information gathered from these surveys to inform future updates to the LEP Plan.

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APPENDIX D

Service Equity Monitoring

ABQ RIDE
2014 Title VI Program

Minority Bus Routes and Level of Service

ABQ RIDE created a list of bus routes that intersect Census block groups with above-average percentages of minorities for at least one-third of the route length as defined by FTA. Twenty-nine routes, or 72.5% of the total system, are classified as minority routes. As shown below, these routes account for about 84% of all weekly service.

Weekly Service By Minority Status and Route Number						
Minority Category and Route Number	Revenue Trips	Trips (% Total)	Revenue Hours	Rev Hrs (% Total)	Revenue Miles	Rev Miles (% Total)
Minority	8,006	84.3%	5,569	84.5%	87,617	82.2%
5	450	4.7%	392	5.9%	5,798	5.4%
7	20	0.2%	15	0.2%	240	0.2%
8	412	4.3%	388	5.9%	6,036	5.7%
10	485	5.1%	247	3.7%	3,759	3.5%
11	500	5.3%	357	5.4%	5,024	4.7%
13	20	0.2%	15	0.2%	262	0.2%
16/18	196	2.1%	188	2.8%	2,852	2.7%
34	20	0.2%	12	0.2%	202	0.2%
36	70	0.7%	50	0.8%	746	0.7%
40	435	4.6%	102	1.5%	869	0.8%
50	290	3.1%	110	1.7%	1,397	1.3%
51	150	1.6%	65	1.0%	1,251	1.2%
53	218	2.3%	128	1.9%	2,391	2.2%
54	231	2.4%	155	2.3%	2,598	2.4%
66	888	9.4%	906	13.7%	12,469	11.7%
92	20	0.2%	22	0.3%	441	0.4%
94	20	0.2%	17	0.3%	377	0.4%
97	130	1.4%	53	0.8%	844	0.8%
140	245	2.6%	208	3.2%	2,869	2.7%
141	395	4.2%	235	3.6%	3,076	2.9%
155	350	3.7%	297	4.5%	5,838	5.5%
157	491	5.2%	559	8.5%	9,374	8.8%
162	30	0.3%	10	0.2%	231	0.2%
198	412	4.3%	108	1.6%	2,705	2.5%
217	30	0.3%	14	0.2%	242	0.2%
222	60	0.6%	42	0.6%	739	0.7%
250	55	0.6%	14	0.2%	256	0.2%
766	695	7.3%	504	7.6%	8,430	7.9%
777	688	7.2%	359	5.4%	6,300	5.9%

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Minority Category and Route Number	Revenue Trips	Trips (% Total)	Revenue Hours	Rev Hrs (% Total)	Revenue Miles	Rev Miles (% Total)
Non-minority	1,488	15.7%	1,024	15.5%	18,994	17.8%
1	230	2.4%	112	1.7%	1,962	1.8%
2	220	2.3%	128	1.9%	2,195	2.1%
6	20	0.2%	14	0.2%	235	0.2%
12	20	0.2%	16	0.2%	234	0.2%
31	264	2.8%	159	2.4%	2,471	2.3%
93	20	0.2%	13	0.2%	281	0.3%
96	50	0.5%	66	1.0%	1,435	1.3%
98	20	0.2%	28	0.4%	489	0.5%
251	110	1.2%	114	1.7%	1,779	1.7%
551	20	0.2%	17	0.3%	317	0.3%
790	514	5.4%	358	5.4%	7,597	7.1%
Grand Total	9,494	100.0%	6,593	100.0%	106,611	100.0%

Minority Bus Stops and Amenities

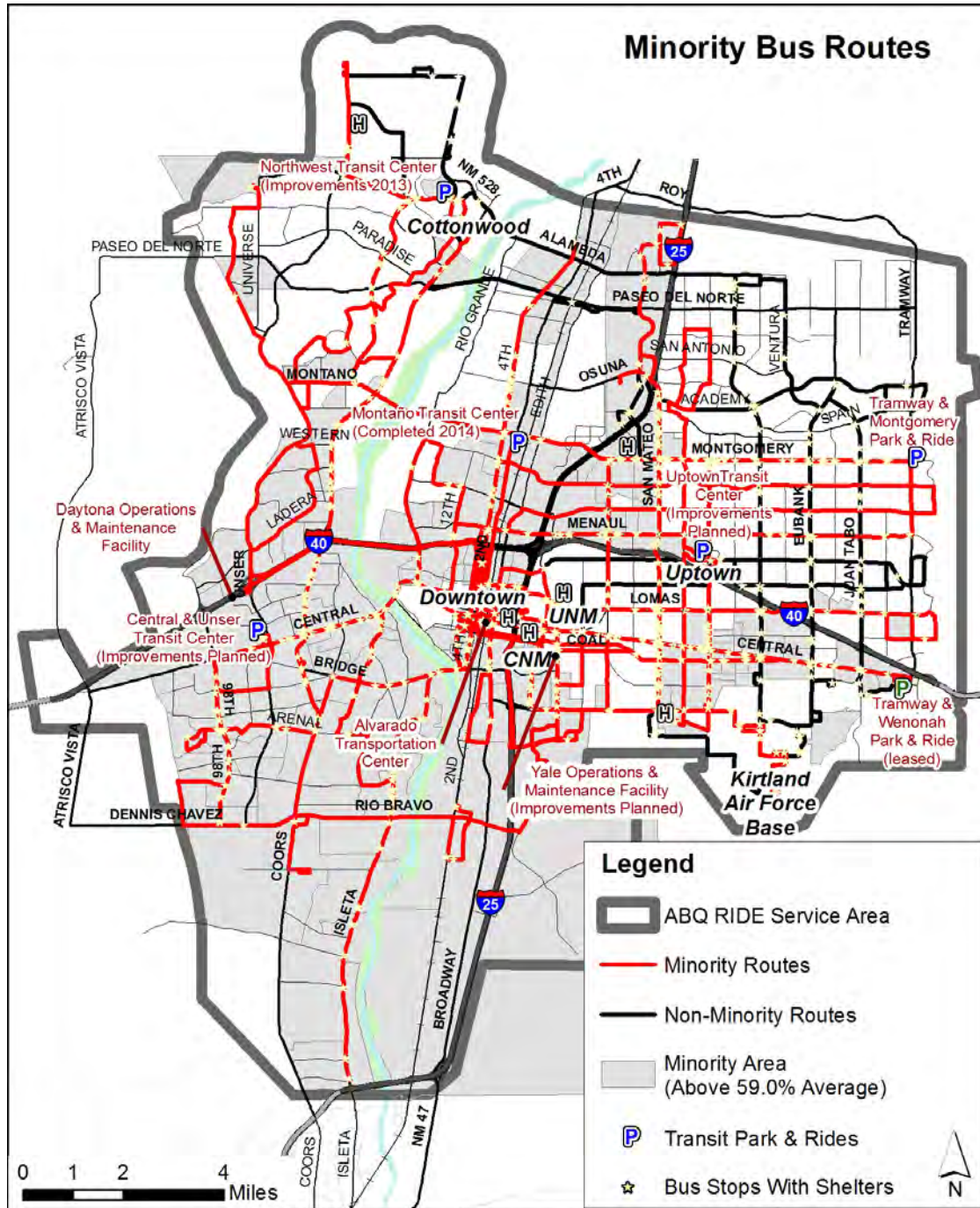
The number of stops and amenities including benches, shelters and trash cans on minority routes were totaled and compared to those system-wide. The analysis shows that, while minority routes represent 72.5% of system routes, 76% of the bus stops are on minority routes, and the proportion of amenities on minority routes is the same or higher than the overall percentage of stops. These routes have 79% of the benches, 84% of the shelters, 86% of the trash cans, and 87% of the public schedule postings at bus stops.

ABQ RIDE also examined the location of amenities in relation to minority areas (those with greater than average percent minorities), which represent 56% of the service area. This examination showed that 54% of bus stops are located in or next to these minority areas, as are 58% of the benches, 68% of the shelters, 68% of the trash cans, and 71% of the schedule postings.

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Minority Bus Route Map

The following map of ABQ RIDE's service area is overlaid with Minority areas and bus routes. These routes serve a large portion of the City of Albuquerque.



Source: 2010 United States Census and 2012 American Community Survey (5-Year Estimates) - Block Groups

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Low-Income Bus Routes and Level of Service

ABQ RIDE created a list of bus routes that intersect Census block groups with above average concentrations of low-income households for at least one-third of the route length. Thirty-four routes, or 85% of all routes, are classified as Low-Income routes. As shown below, these routes account for over 95% of weekly service.

Weekly Service By Low-Income Status and Route Number						
Income Category and Route Number	Revenue Trips	Trips (% Total)	Revenue Hours	Rev Hrs (% Total)	Revenue Miles	Rev Miles (% Total)
Low-income	9,134	96.2%	6,338	96.1%	101,651	95.3%
1	230	2.4%	112	1.7%	1,962	1.8%
5	450	4.7%	392	5.9%	5,798	5.4%
6	20	0.2%	14	0.2%	235	0.2%
7	20	0.2%	15	0.2%	240	0.2%
8	412	4.3%	388	5.9%	6,036	5.7%
10	485	5.1%	247	3.7%	3,759	3.5%
11	500	5.3%	357	5.4%	5,024	4.7%
12	20	0.2%	16	0.2%	234	0.2%
13	20	0.2%	15	0.2%	262	0.2%
16/18	196	2.1%	188	2.8%	2,852	2.7%
31	264	2.8%	159	2.4%	2,471	2.3%
34	20	0.2%	12	0.2%	202	0.2%
36	70	0.7%	50	0.8%	746	0.7%
40	435	4.6%	102	1.5%	869	0.8%
50	290	3.1%	110	1.7%	1,397	1.3%
51	150	1.6%	65	1.0%	1,251	1.2%
53	218	2.3%	128	1.9%	2,391	2.2%
54	231	2.4%	155	2.3%	2,598	2.4%
66	888	9.4%	906	13.7%	12,469	11.7%
97	130	1.4%	53	0.8%	844	0.8%
98	20	0.2%	28	0.4%	489	0.5%
140	245	2.6%	208	3.2%	2,869	2.7%
141	395	4.2%	235	3.6%	3,076	2.9%
155	350	3.7%	297	4.5%	5,838	5.5%
157	491	5.2%	559	8.5%	9,374	8.8%
198	412	4.3%	108	1.6%	2,705	2.5%
217	30	0.3%	14	0.2%	242	0.2%
222	60	0.6%	42	0.6%	739	0.7%

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Income Category and Route Number	Revenue Trips	Trips (% Total)	Revenue Hours	Rev Hrs (% Total)	Revenue Miles	Rev Miles (% Total)
Low-income (continued)						
250	55	0.6%	14	0.2%	256	0.2%
251	110	1.2%	114	1.7%	1,779	1.7%
551	20	0.2%	17	0.3%	317	0.3%
766	695	7.3%	504	7.6%	8,430	7.9%
777	688	7.2%	359	5.4%	6,300	5.9%
790	514	5.4%	358	5.4%	7,597	7.1%
Not low-income	360	3.8%	255	3.9%	4,960	4.7%
2	220	2.3%	128	1.9%	2,195	2.1%
92	20	0.2%	22	0.3%	441	0.4%
93	20	0.2%	13	0.2%	281	0.3%
94	20	0.2%	17	0.3%	377	0.4%
96	50	0.5%	66	1.0%	1,435	1.3%
162	30	0.3%	10	0.2%	231	0.2%
Grand Total	9,494	100.0%	6,593	100.0%	106,611	100.0%

Low-Income Bus Stops and Amenities

The number of stops and amenities including benches, shelters and trash cans on low-income routes were totaled and compared to those system-wide. The analysis shows that, while low-income routes represent 85% of system routes, 88% of the bus stops are on low-income routes, and the proportion of amenities on low-income routes is the same or higher than the overall percentage of stops. These routes have 93% of the benches, 95% of the shelters, 95% of the trash cans, and 96% of the public schedule postings at bus stops.

ABQ RIDE also examined the location of amenities in relation to low-income areas (those with greater than average percent low-income households), which represent 50% of the service area. This examination showed that 67% of bus stops are located in or next to these low-income areas, as are 73% of the benches, 78% of the shelters, 80% of the trash cans, and 83% of the schedule postings.

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Low-Income Bus Route Map

The following map of ABQ RIDE's service area is overlaid with low-income areas and bus routes. These routes serve a large portion of the City of Albuquerque.

