

# ABQ RIDE FORWARD NETWORK PLAN: Phase II Engagement Summary



August 2023

## Contents

Executive Summary .....	2
Background .....	3
Purpose of Public and Stakeholder Outreach.....	3
Overview of Activities .....	4
Stakeholder Advisory Group Meeting .....	6
Pop-up Events .....	7
Online Survey .....	8
Survey Results: Demographic Characteristics .....	8
Survey Results: Network Design Preferences.....	15
Survey Results: Themes from Open-Ended Questions .....	20
Focus Groups .....	21
Focus Group Participation .....	21
Interactive Polling.....	21
Discussion Themes.....	24
Community Meetings and Presentations .....	24
Appendix A: Survey Questions.....	25
Appendix B: Open-Ended Survey Responses .....	29
Appendix C: Focus Groups .....	64
Focus Group #1: March 20, 2023 .....	64
Focus Group #2: March 24, 2023 .....	66
Focus Group #3: March 30, 2023 .....	67
Focus Group #4: March 31, 2023 .....	68
Focus Group #5: April 4, 2023.....	70
Focus Group #6: April 7, 2023.....	71
Appendix D: Community Meeting Notes .....	75
Community Meeting – March 15, 2023 .....	75
Community Meeting – March 23, 2023 .....	76

## Executive Summary

The planning question before the City in this second phase is, ***“Should the bus network be changed so that it serves more riders? Or should it be changed to cover more areas? What is the right balance point, between those two conflicting goals?”***

**Within a limited budget for transit, moving towards one of those goals means moving away from the other.** In order to help the public understand what such changes would be like, contrasting Network Concepts, called “High Ridership” and “High Coverage,” were presented during Phase II.

The City will decide how to make this trade-off, and that decision will inform the Draft New Network. If the Draft New Network is expected to serve more riders, then it will offer better frequencies and more hours and days of service, but it will not cover as many places. If the Draft New Network is expected to cover more areas, it will offer more services on more streets, but with poorer frequencies and shorter hours of service.

**Input received during Phase II does not make this choice easy, as the public is broadly divided over which of these goals should take precedence.** Average opinions varied across different sources, settings, demographic groups and even across the different ways of describing the same trade-off.

- Among online survey respondents, slightly more people said they preferred the High Ridership Concept over the High Coverage Concept.
  - Among lower-income survey respondents only, there is a modest preference for the High Coverage Concept over the High Ridership Concept. Preference for the High Ridership Concept increases as the respondent’s household income increases.
  - While preferences of regular transit users are split, occasional and non-transit users tend to prefer the High Ridership Concept.
- When the trade-off was described in different terms (as a choice between a frequent route that is a farther walk away or an infrequent route that is nearby) then a majority of survey respondents, in every demographic group analyzed, preferred a frequent route with a longer walk.
- Among the Stakeholder Advisory Group, there was a strong preference for the High Ridership Concept.
- Among people who came to pop-up events, their opinions were highly divided between ridership and coverage goals.
- Among focus group participants, there was a strong preference for the High Ridership Concept.

Opinions given in Phase I are also different, on average, from opinions given in Phase II. This is normal, as people’s opinion about a transit choice typically changes when they go from thinking of it in the abstract to seeing a concrete proposal.

**One consistent through-line from Phase I to Phase II input is the importance of night and weekend service** to many respondents. In every setting, in both phases, many people expressed opinions that more routes should be available all day and all week.

Numerous people also expressed, in all settings, that the choice between these two positive outcomes should not have to be so stark. In various ways, they argued that if it is not possible to both offer useful frequencies and cover most neighborhoods, then there is not enough service available to meet the City’s minimal goals for transit. Many people examined the two Concepts (either of which would use all of the ABQ RIDE transit route budget) and pointed out that the network the city actually needs is the combination of the two Concepts – but such a combination is impossible in a budget-neutral redesign of the bus network.

## Background

### Purpose of Public and Stakeholder Outreach

---

The ABQ RIDE Forward Network Plan is a comprehensive effort to review existing transit services across the City of Albuquerque and to consider ways to enhance the bus network and service options. Engagement efforts for the ABQ RIDE Forward Network Plan are taking place across three phases:

- **Phase I** of community and stakeholder engagement 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** will focus on a single proposed network that could be implemented and potential next steps for implementation.

This document outlines the approach and results of the stakeholder and community engagement activities for Phase II of outreach for the ABQ RIDE Forward Network Plan. Unlike the initial phase of outreach, which focused on general preferences and policy priorities, the second phase required participants to think critically about and indicate their preferences on two hypothetical transit service design concepts: High Coverage and High Ridership. As such, outreach efforts were built around opportunities for participants to take their time and consider the benefits associated with each scenario. Primary outreach efforts included an online survey, as well as focus groups and community meetings where participants could ask critical questions and engage in a dialogue with Project Team members and other Albuquerque residents.

#### Defining Coverage and Ridership

A **coverage** approach spreads out services so that there would be a bus stop near everyone. Spreading it out sounds great, but it also means spreading it thin. The resources would be divided among so many routes that it wouldn't be possible to offer much service on any of them. As a result, almost all routes would be infrequent, even those on the main roads.

A **ridership** approach involves focusing service on the streets where there are large numbers of people, where walking to transit stops is easy, and where the straight routes feel direct and fast to customers. Because service is concentrated into fewer routes, frequency is high and a bus is always coming soon.

## Overview of Activities

**Stakeholder Advisory Group:** Phase II featured an in-person meeting of the Stakeholder Advisory Group on February 23, 2023 (following an initial workshop held on September 27, 2022). This meeting allowed Group members to compare and contrast the network concepts in detail and provide critical feedback, and it provided them with information to assist them in encouraging their different constituencies to participate in the engagement process over the following two months.

**Pop-up Events:** The Project Team held three pop-up events where individuals could view maps of the network concepts, ask questions, and provide input on how to allocate resources between the two concepts. Individuals could indicate how they believe ABQ RIDE should design its network by placing stickers on a spectrum between the ridership and coverage concepts. Two of the three pop-up events took place at the Alvarado Transportation Center; the third event took place at the Central & Unser Transit Center.

**Community Survey:** The Project Team developed a web-based survey that asked participants to review the two alternative network scenarios. The survey could be completed in English or Spanish and was posted online for a period of about two months. Advertising for the survey took place via social media, and a press release was issued to generate media coverage. ABQ RIDE also added notices on the [www.cabq.gov/transit](http://www.cabq.gov/transit) webpage linking directly to the community survey and project website. Email announcements were sent to all past participants in the survey, and a survey flyer was created for distribution to raise awareness and encourage participation.

**Focus Groups:** The Project Team facilitated a series of six small group discussions regarding the tradeoffs associated with each network design concept. Past participants were given the first opportunity to sign up and participate. Following a dedicated sign-up period, participation in the focus groups was opened up to the general public; interested parties could sign-up through the project website. The focus groups took place in the later stages of the engagement period to allow time for recruitment and registration. All focus groups were conducted virtually at various different times of day and days of the week and were approximately one hour in duration.

**Community Meetings:** The Project Team hosted two public meetings during Phase II. The meetings were conducted in a hybrid format, with options to attend online or in-person at the Alvarado Transportation Center. The meetings featured a short presentation on results of the first phase of engagement and an introduction to the alternative network scenarios. The meetings included interactive polling questions and opportunities for questions and answers. Summary notes from the meetings are included in Appendix D.

**Bernalillo County Public Meetings:** Bernalillo County hosted two additional public meetings in April 2023 in the North Valley and South Valley to provide opportunities for residents of unincorporated areas to more easily attend public meetings.

**Transit Advisory Board:** Phase II included two updates to the Transit Advisory Board, the citizen committee that provides feedback on ABQ RIDE programs and services. The meeting in February summarized the results from engagement during Phase I and provided a schedule and overview of activities for Phase II. The meeting in March focused on the two network concepts.



### Online Community Meetings

There were two community meetings held in October. If you weren't able to attend, here is a link to a recording to watch the meeting and learn more about the project.

### Study Purpose

**Presentations to Community Organizations:** Project Team members made presentations to the following community organizations:

- Albuquerque Bus Riders Union
- Urban 2 Wild Coalition
- MRCOG Active Transportation Committee

**Project Website and Stakeholder Correspondence:** The project website ([www.abgrideforward.com](http://www.abgrideforward.com)) was updated to include recent products and materials related to Phase II, including the second community survey. Participants were able to sign up for focus groups 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.

**Newsletter Articles:** An update on the project and invitation to participate in the community survey, focus groups, and community meetings were included in the MRCOG Travel Times and Bike ABQ newsletters. The ABQ RIDE Forward Project was also highlighted in the Downtown Albuquerque News.

**Survey Flyer Distribution Events:** Project Team staff distributed flyers with links to the community survey and project website at various locations, including the Alvarado Transportation Center, Central & Unser Transit Center, and the Student Union Building at the University of New Mexico. Bernalillo County staff also distributed flyers at the Pride Event in April and left stacks of flyers in the breakrooms at their office.

**Outreach to Motor Coach Operators:** ABQ RIDE posted maps of the network concepts at the Daytona Facility driver's break room in posters and encouraged employees to indicate how they believe ABQ RIDE should design its network between ridership and coverage using stickers on a spectrum.

## Stakeholder Advisory Group Meeting

The Stakeholder Advisory Group Meeting, hosted on February 23, invited participants to compare and contrast the network concepts in detail and provide critical feedback. A total of 29 Advisory Group members were in attendance. This was the second meeting of the Group. Their first meeting, during Phase I, was an intensive workshop that included a transit network training and polls on key choices.



This Phase II meeting was intended to introduce the members of the Group to the Concepts and generate discussion about the pros and cons of each. During the question-and-answer period, a number of participants indicated a preference for a network that would fall between the two extremes illustrated by the Concepts, though attendees overall favored the High Ridership Concept.

The event included an interactive exercise where participants were asked to indicate their preference on a continuum of network service types between the High Coverage Concept and the High Ridership Concept. All but a few participants preferred a network somewhere on the ridership end of the spectrum.

### Role of 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.

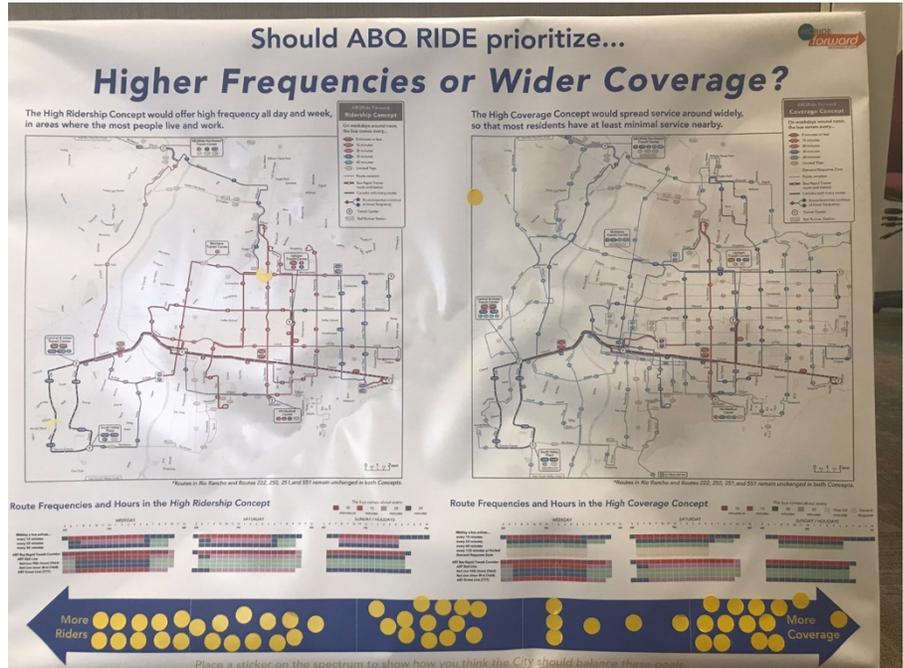


## Pop-up Events

The Project Team held three pop-up events where individuals could view maps of the network scenarios and ask detailed questions of team members. Two of the three pop-up events took place at the Alvarado Transportation Center; the third event took place at the Central & Unser Transit Center.

Like in the Stakeholder Advisory Group meeting and the online survey, participants were asked to indicate where they believe the City of Albuquerque transit system should be on the coverage-ridership spectrum.

Participants at pop-up events exhibited a wide distribution of preferences, with no average preference for one concept over the other. This distribution of responses is consistent with both the responses of regular transit users and members of lower-income households in the online survey.



## Online Survey

Phase II included an online survey that asked participants to provide feedback on the two alternative network scenarios.

The survey was available in both English and Spanish for a period of eight weeks from February to April 2023. ABQ RIDE advertised the survey at public engagement events and via social media, a press release, direct links on the ABQ RIDE and Forward Network Plan webpages, email notifications sent to participants in the Phase I survey, announcements in transportation newsletters, and flyers distributed at transit hubs and the University of New Mexico.

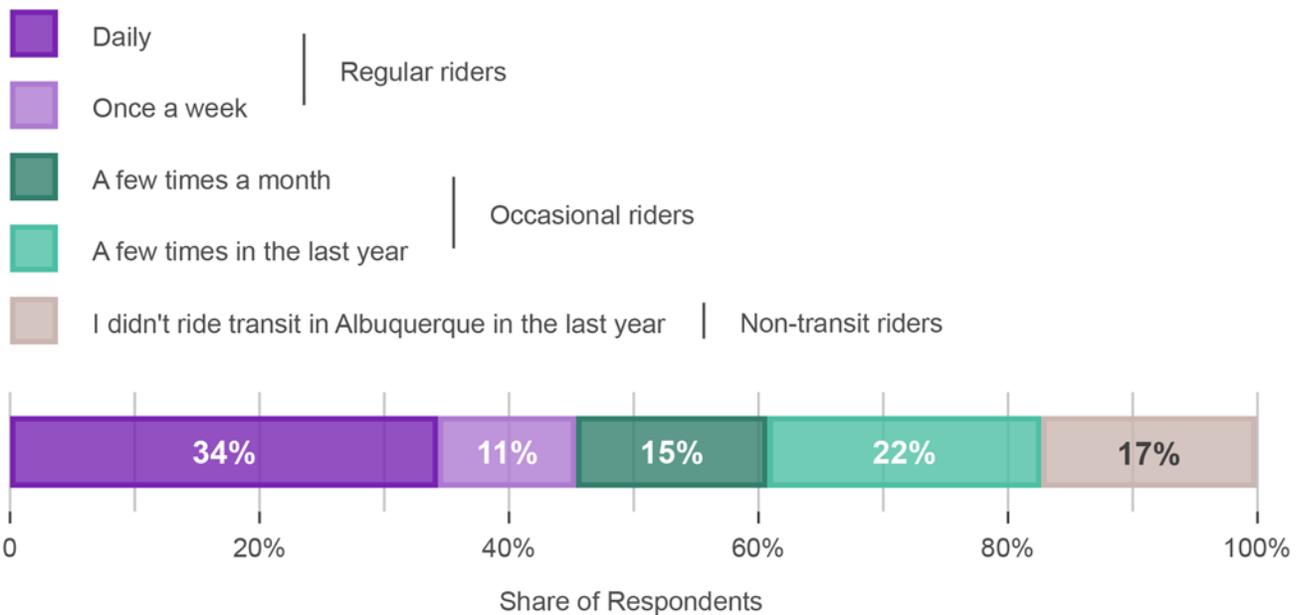
All survey questions are listed in Appendix A.

### Survey Results: Demographic Characteristics

The survey included several questions related to transit use, demographic characteristics, and primary languages spoken.

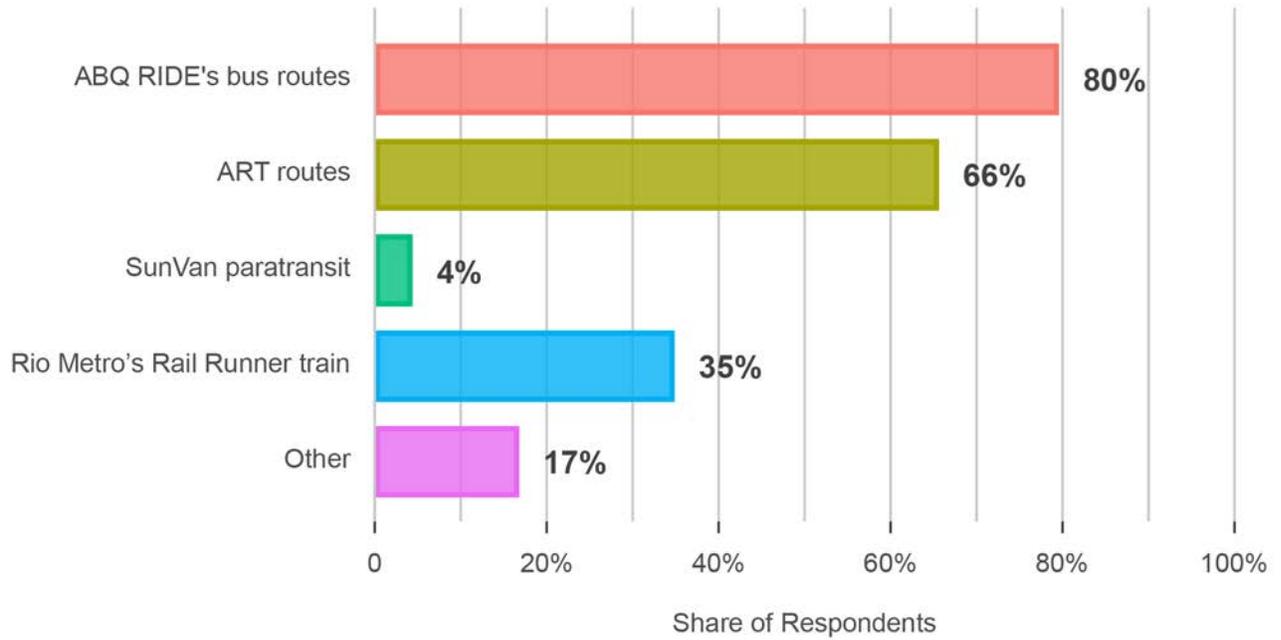
*Transit use.* More than four out of five (83%) of survey respondents rode ABQ RIDE services in the past year, and 45% rode at least once a week. The most common services that respondents said they rode were ABQ RIDE local buses and ART.

#### How often have you ridden transit in the Albuquerque area in the last year?



- Respondents: 469
- Response Rate: 83%
- Did not answer: 17%

**Which transit services have you ridden in the last year?**



- Respondents: 387
- Response Rate: 68%
- Did not answer: 32%

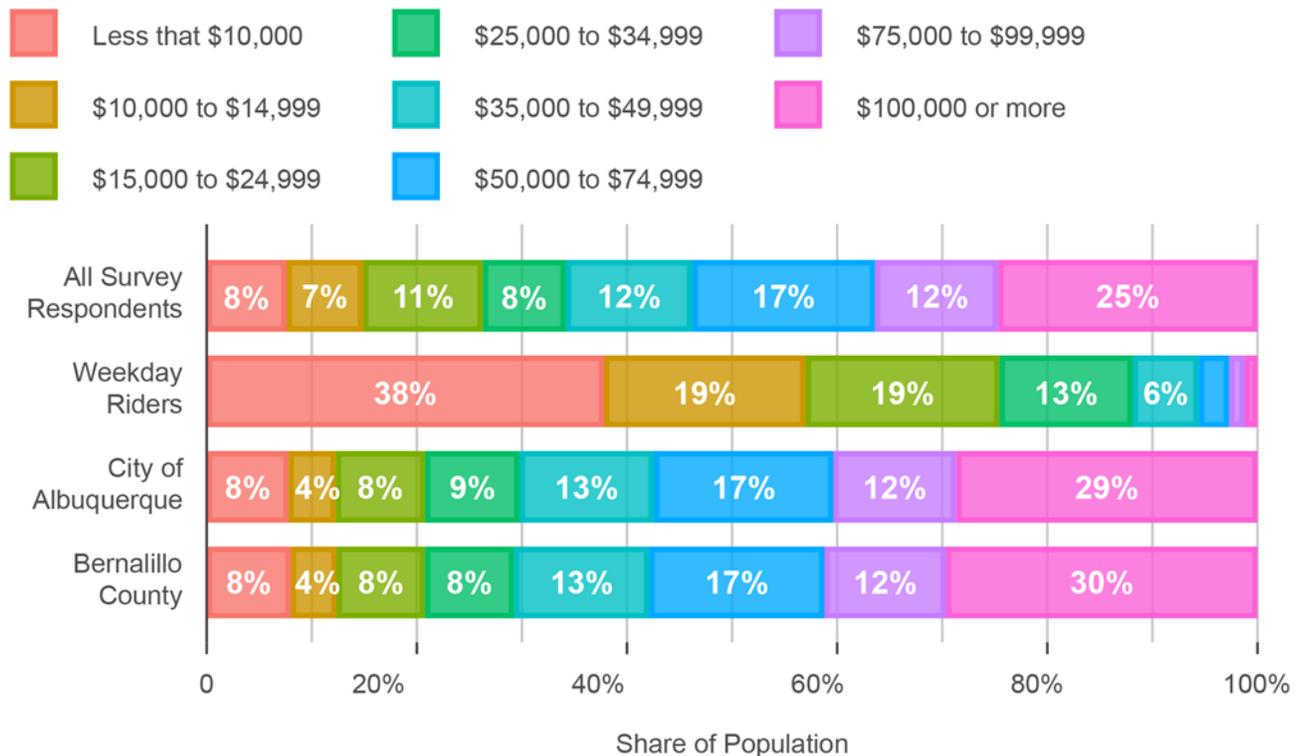
Note: Question was asked only to respondents who said they rode transit in Albuquerque in the past year

*Demographic characteristics.* The survey included several questions related to demographic characteristics that are directly comparable to questions in the decennial census, the American Community Survey, and ABQ RIDE’s 2022 on-board rider demographic survey. These analogous questions shed light on the extent to which survey respondents represent the people who currently use ABQ RIDE services, as well as the larger populations of the City of Albuquerque and Bernalillo County. Understanding the degree to which survey respondents reflect the communities ABQ RIDE aims to serve can, in turn, inform the interpretation of survey respondents’ priorities and preferences regarding the design of the system.

Overall, people who responded to the Phase II survey were more likely to have higher household incomes and to identify as female than ABQ RIDE riders. Although the Phase II survey respondent group is different in this way from the group of who use ABQ RIDE services, in certain respects the Phase II respondents are more representative of the city- and county-wide populations overall.

With respect to income, Phase II survey respondents have on average higher household incomes than ABQ RIDE riders. Just over one in four (26%) survey respondents indicated earning a household income below \$25,000, whereas more than three quarters (76%) of riders have household incomes below this threshold. However, Phase II survey respondents have on average lower household incomes than the city and county as a whole: only 20% of the city- and county-wide populations earn household incomes under \$25,000.

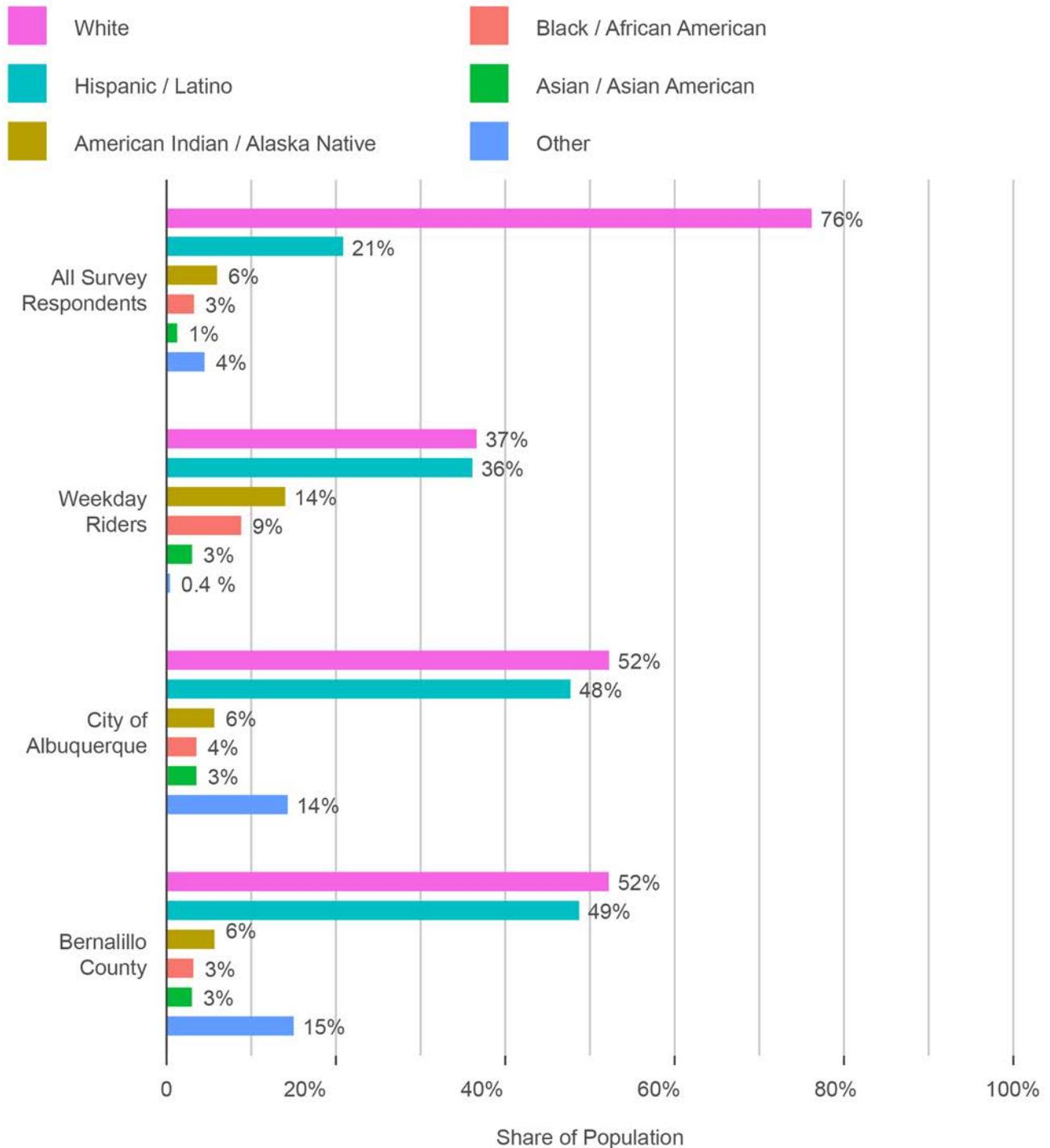
### What is your household income?



- Respondents: 316
- Response Rate: 56%
- Selected prefer not to answer: 5%
- Did not answer: 40%

With respect to race and ethnicity, Phase II survey respondents were more likely to identify as White and less likely to identify as Hispanic or Latino than ABQ RIDE riders, as well as the city- and county-wide populations overall.

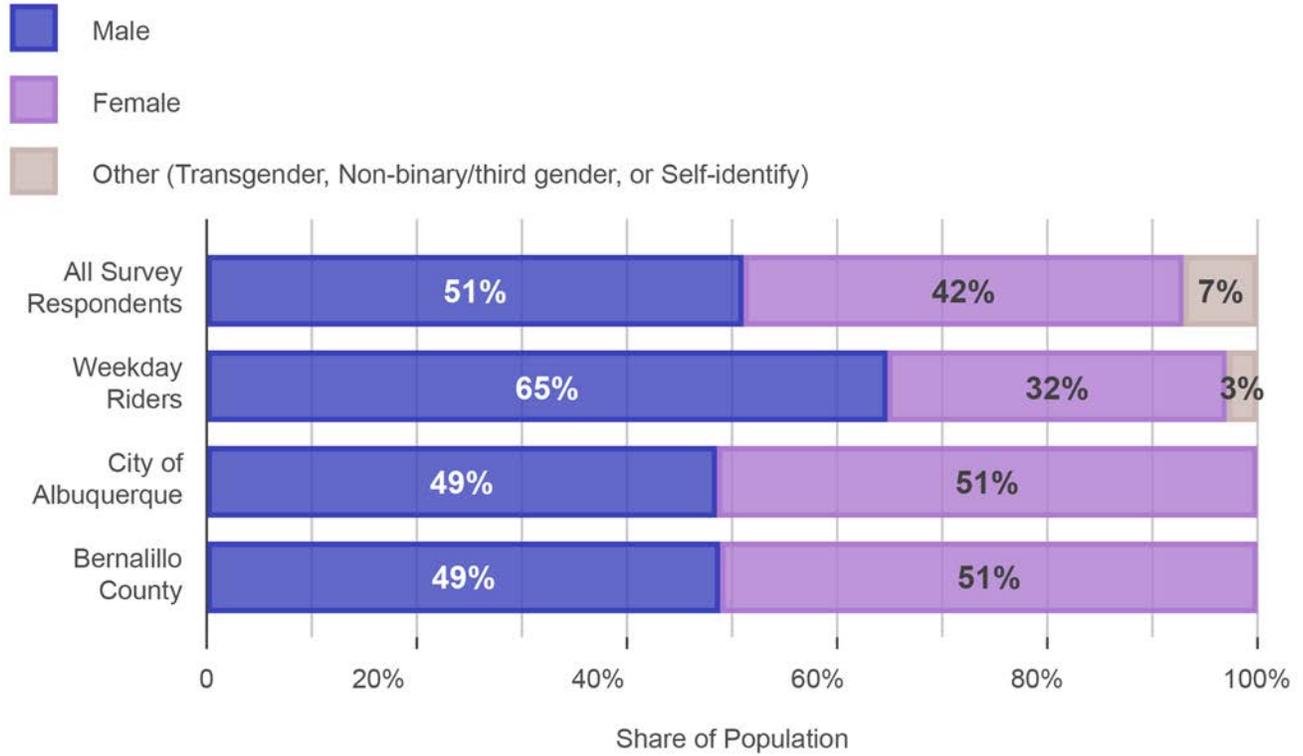
### What is your race or ethnicity?



- Respondents: 403
- Response rate: 71%
- Selected prefer not to answer: 6%
- Did not answer: 23%

With respect to gender, Phase II survey respondents more closely resemble the city- and county-wide populations than ABQ RIDE riders. Just over half (51%) of survey respondents identified as male, whereas nearly two thirds (65%) percent of riders identify as male.

**You identify your gender as:**



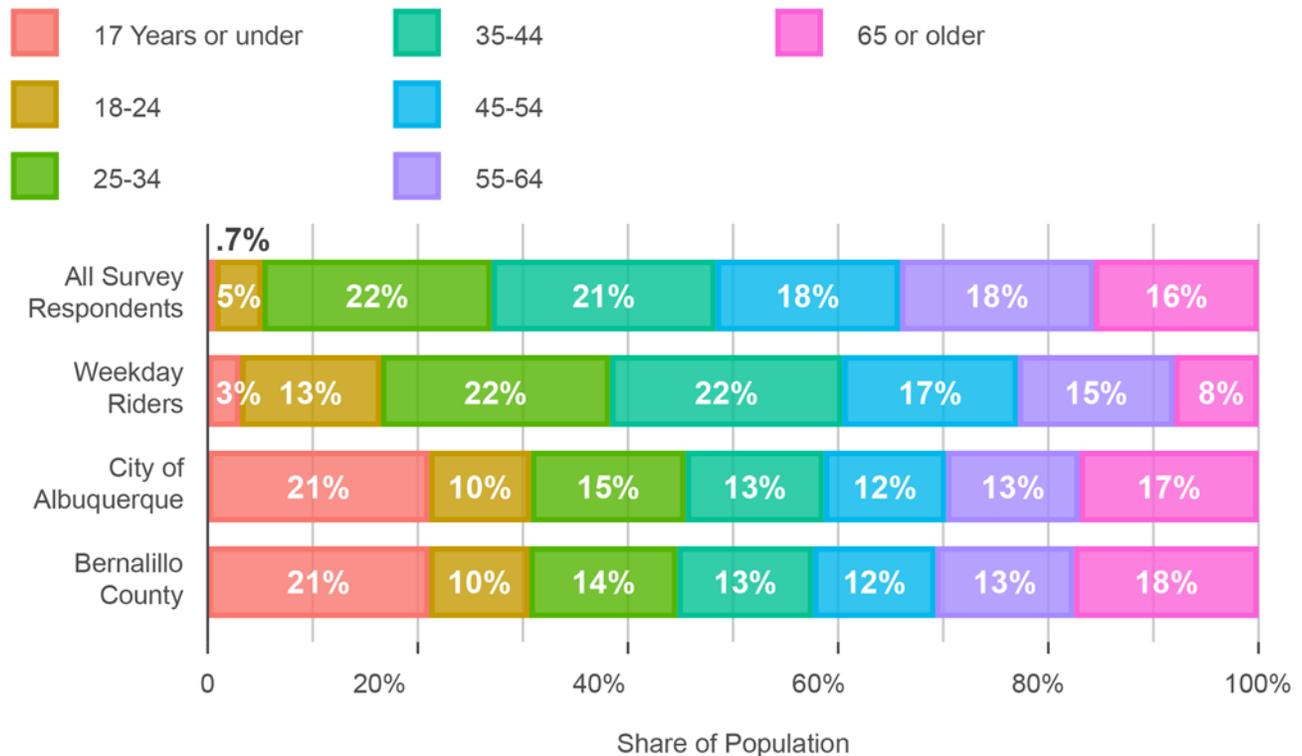
- Respondents: 413
- Response rate: 73%
- Selected prefer not to answer: 4%
- Did not answer: 23%

Phase II survey respondents include adults across all age categories. However, people under the age of 25 are underrepresented among the Phase II survey respondents, compared to both ABQ RIDE riders and the city- and county-wide populations. Just over 5% of Phase II survey respondents are under the age of 25, whereas 16% of riders and 31% of Burqueños are under the age of 25.

Phase II survey respondents were more likely to be between the ages of 25 and 44 than the general population, and more likely to be 65 or older than ABQ RIDE riders.

Strategies to solicit more feedback from younger people, including riders, should be considered for Phase III of engagement.

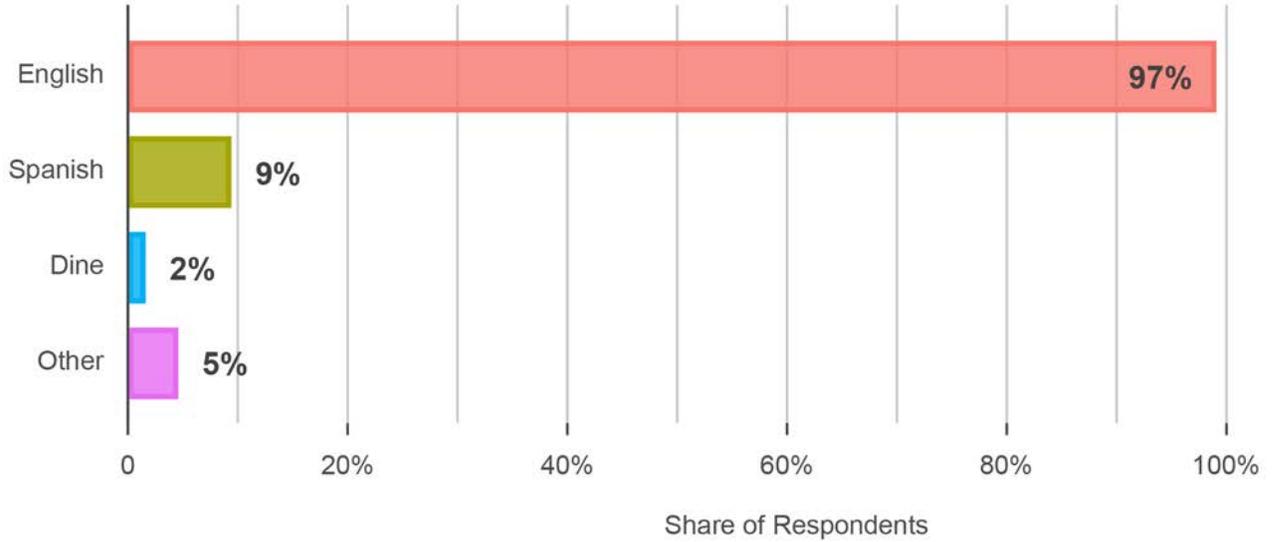
### What is your age?



- Respondents: 422
- Response Rate: 74%
- Did not answer: 26%

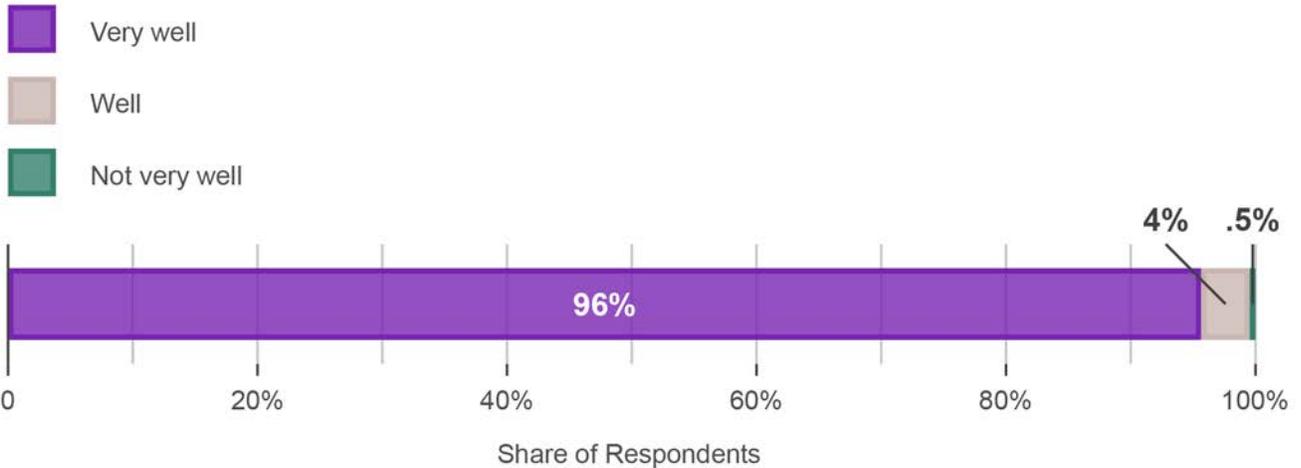
*Language.* The Phase II survey included two questions related to language, and was available in both English and Spanish. The overwhelming majority of survey respondents indicated that English was among the primary languages spoken in their home and that they spoke English very well. Of the 567 survey respondents, two people completed the Spanish version of the survey.

### What are the primary languages spoken in your home?



- Respondents: 436
- Response Rate: 77%
- Did not answer: 23%

### How well do you speak English?



- Respondents: 437
- Response Rate: 77%
- Did not answer: 23%

## Survey Results: Network Design Preferences

---

The Phase II survey focused on two contrasting network concepts, both of which are budget-neutral reconfigurations of ABQ RIDE’s local bus and BRT network. One of two concepts presented as a part of the survey is the High Ridership Concept, which concentrates ABQ RIDE’s operating resources on frequent routes through the densest areas of town, which evidence shows is the best strategy for having more people use transit. The second of the two concepts is the High Coverage Concept, which spreads service across Albuquerque and Bernalillo County in order to get some amount of transit service close to more people, but as a result the frequencies on most routes cannot be very good.

One of the goals of the outreach process is to gauge how the Albuquerque community values the goals of ridership and coverage – which trade-off against one another within a limited budget for transit service. Transit agencies can optimize their system to reflect the right balance of these two goals, which means establishing how much budget to devote to high-ridership services and how much to use to provide coverage in low-ridership areas. Choosing the appropriate place on the ridership-coverage spectrum is a matter of values and priorities – and a decision that will come from the City’s leadership with input from the community.

The survey asked three multiple choice questions about this trade-off in the design of the network. On average, survey respondents expressed a slight preference for the High Ridership Concept over the High Coverage Concept: 45% of respondents said they “strongly prefer” or “lean toward” the High Ridership Concept, whereas 37% of respondents expressed a preference for the High Coverage Concept.

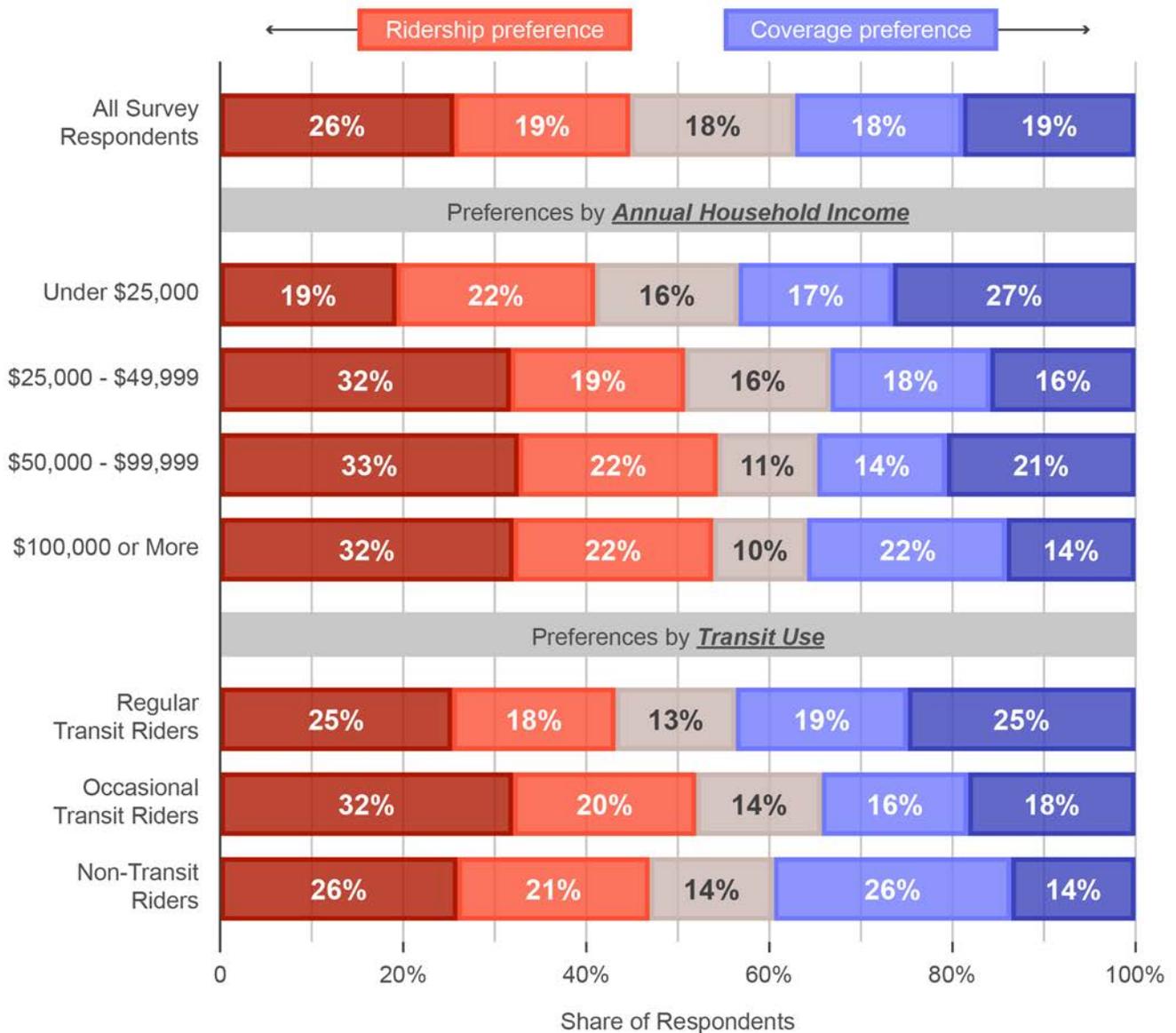
Preferences varied among people with different household incomes and based on how often people ride transit. People with higher household incomes, occasional transit riders, and non-transit riders all expressed a preference for the High Ridership Concept. Occasional transit riders (who ride transit a few times each month or a few times each year) were more likely than regular riders and non-riders to prefer ideas associated with the goal of ridership – namely, routes that are farther away but frequent, focusing service into frequent routes, and the High Ridership Concept itself.

Compared to people with higher incomes, people with annual household incomes under \$25,000 were more likely to say they preferred ideas associated with the goal of coverage rather than ridership – routes that are close by but infrequent, spreading service out to cover all areas, and the High Coverage Concept itself. Regular transit riders (who ride transit at least once a week) were also more likely than occasional transit riders and non-riders to prefer ideas associated with coverage. These groups’ preferences varied by question:

- *Route type.* When asked what types of routes they prefer, all groups expressed a preference for routes that are farther away but coming soon over routes that are close by but infrequent. However, the preference for frequent routes is not as strong among low-income respondents (with household incomes under \$25,000) and regular rider respondents (who ride at least weekly) as it is among higher-income respondents and occasional transit riders.
- *Service priorities.* When asked what they think ABQ RIDE should do, low-income respondents said they prefer spreading service out over focusing into frequent routes, and regular riders were evenly split. In contrast, higher-income respondents, occasional transit riders, and non-riders expressed a preference for focusing service into frequent routes
- *Network Concepts.* People with household incomes under \$25,000 and regular transit riders expressed a very slim preference for the High Coverage Concept over than the High Ridership Concept. Fully 44% of survey respondents with household incomes under \$25,000 as well as 44% of regular transit riders preferred the High Coverage Concept, whereas 41% of the lowest-income respondents and 43% of regular transit riders preferred the High Ridership Concept.

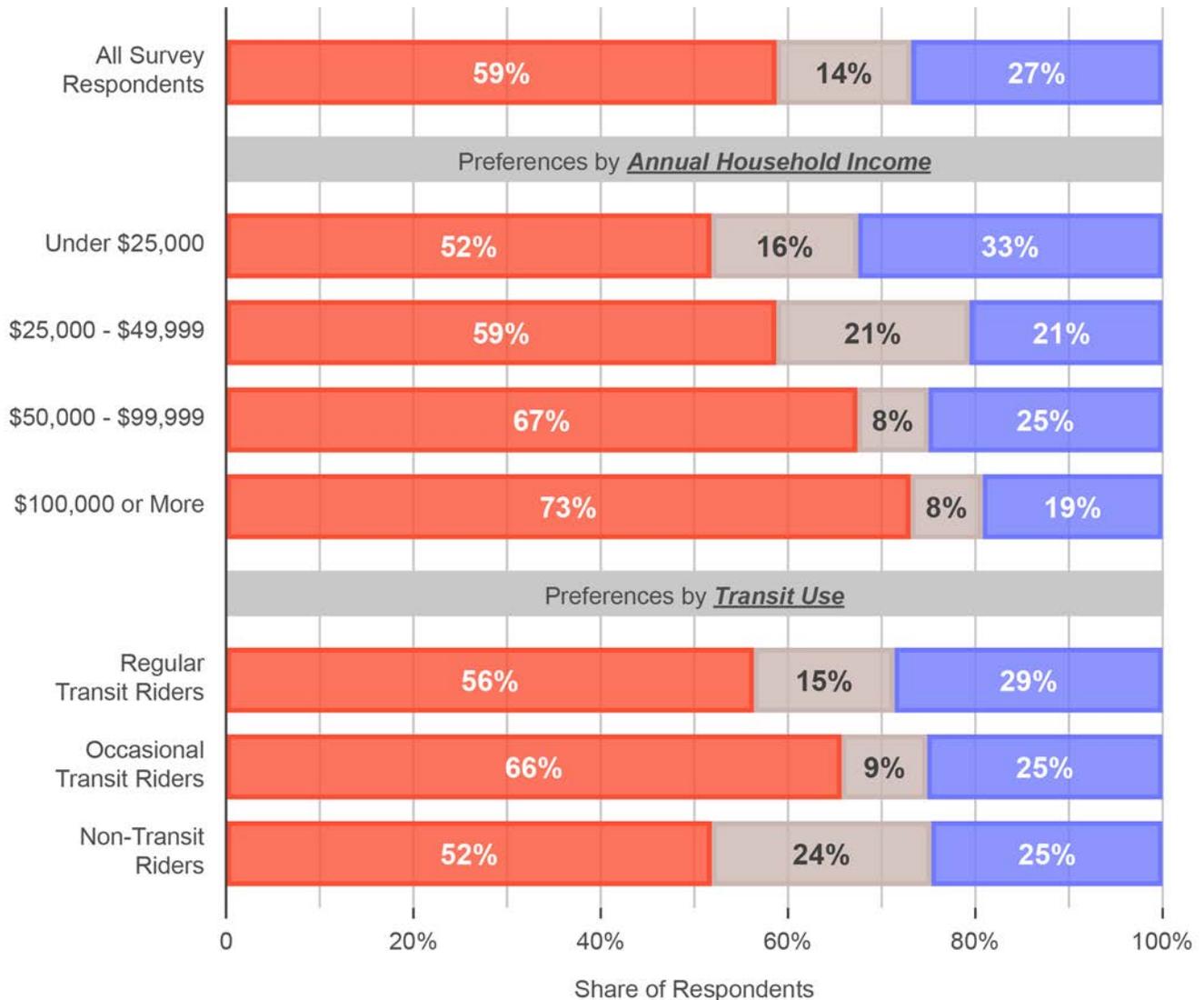
### Which concept do you prefer?

- I strongly prefer the High Ridership Concept, with high frequencies but no service in areas with few people.
- I lean towards the High Ridership Concept.
- I'm halfway in between.
- I lean towards the High Coverage Concept.
- I strongly prefer the High Coverage Concept, with more areas covered but poorer frequencies.



### What kind of transit routes do you think are better?

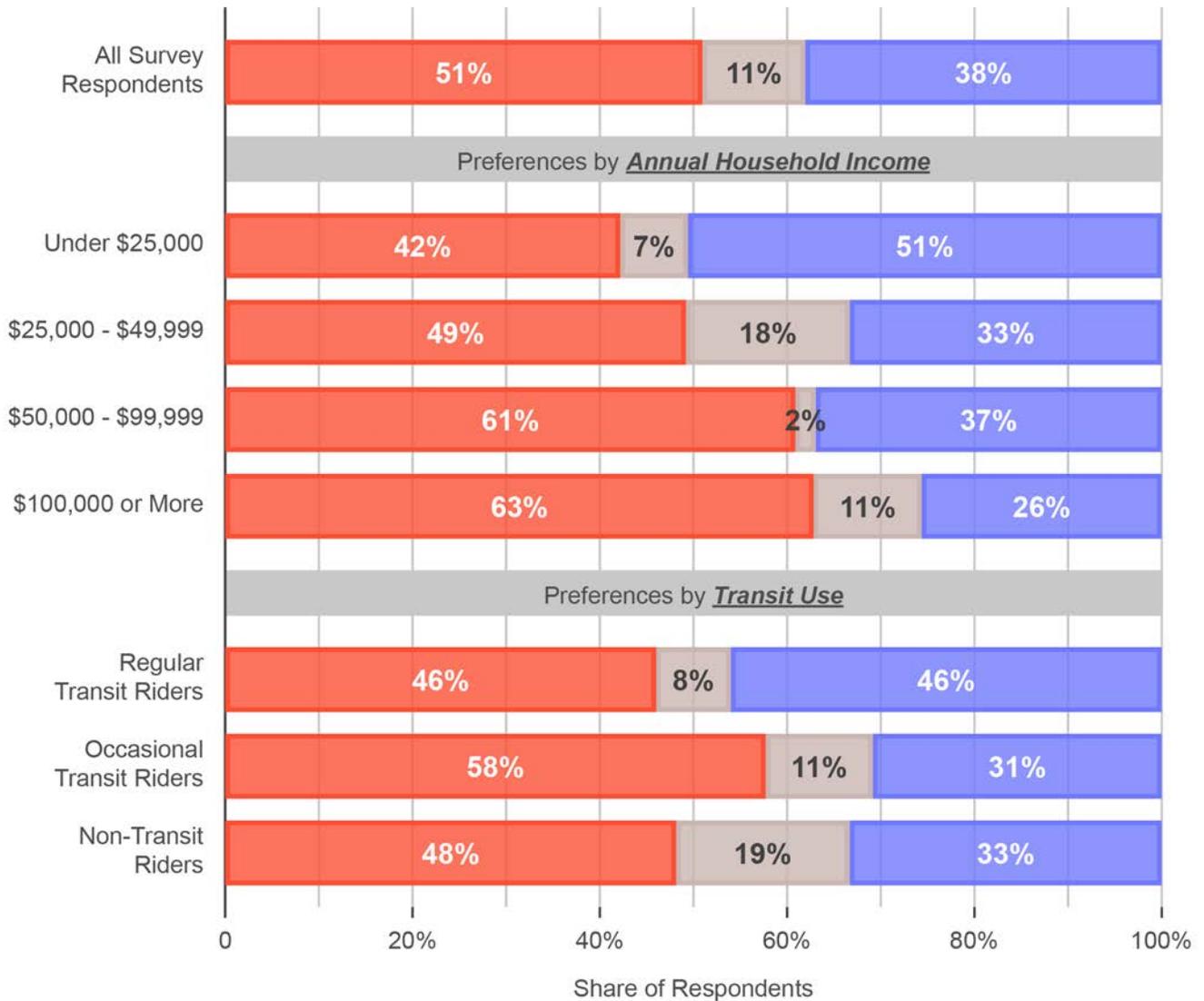
- Routes that are a farther walk away, but the buses are always coming soon.
- Not sure.
- Routes that are close by, but you have to wait a long time for the bus.



When the trade-off is described in different terms (as a choice between a frequent route that is a farther walk away or an infrequent route that is nearby) then the preference for frequent routes is higher for all sub-groups of respondents than was the preference for the High Ridership Concept with its frequent routes. This implies a willingness among many respondents to walk farther for a shorter wait, even as they worry about some areas of the City losing service coverage entirely or about vulnerable people who cannot walk far losing access to a nearby bus stop.

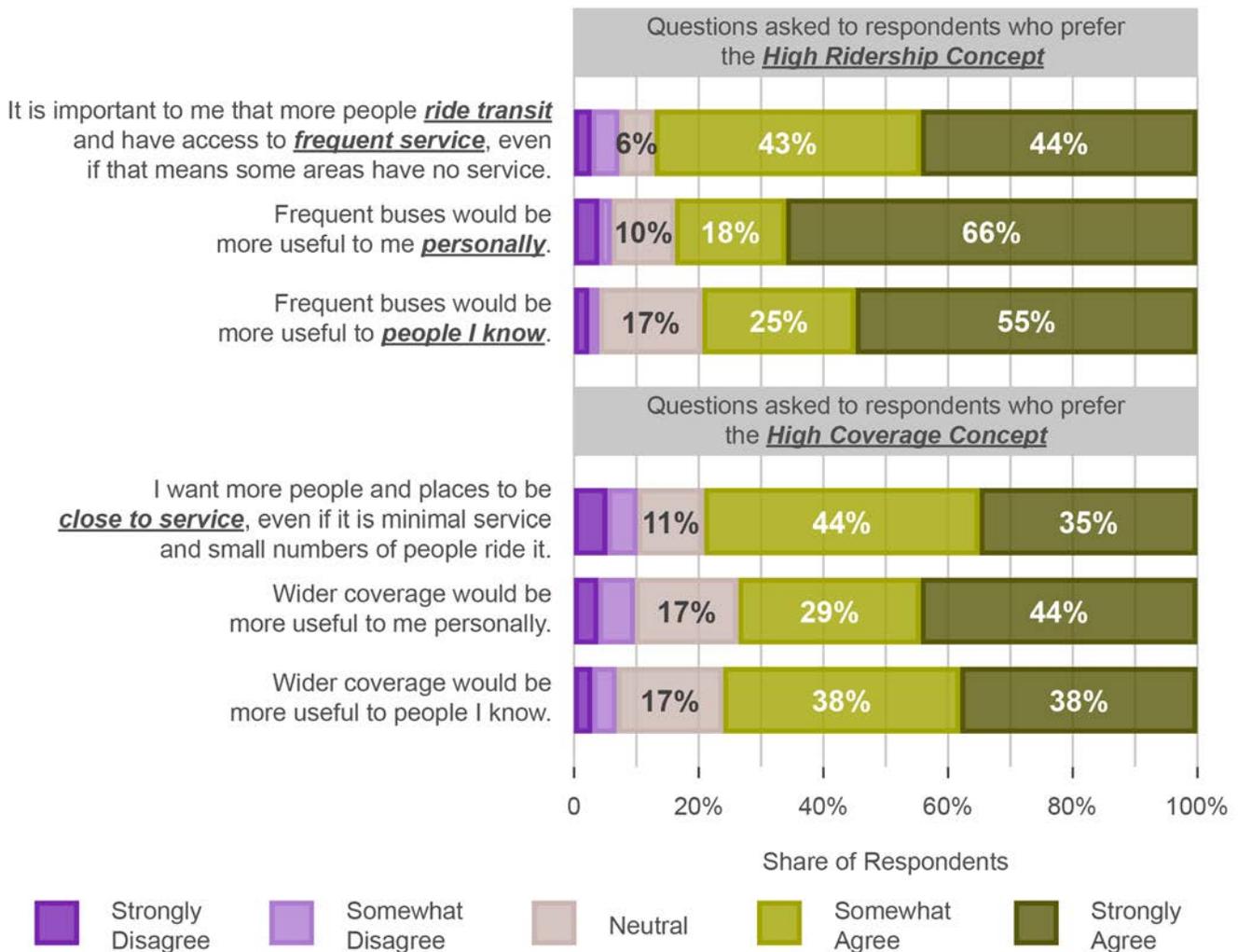
**In general, which of these do you think ABQ RIDE should do?**

- Focus service into frequent routes, in places where large numbers of people will use the service.
- Not sure.
- Spread service out to cover all areas, so that everyone in the city is close to minimal service.



The Phase II survey asked three follow-up questions to people who expressed a preference for either the High Ridership Concept or the High Coverage Concept.

Perhaps unsurprisingly, respondents who expressed preferences for the High Ridership and High Coverage Concepts each supported statements that reflect the value of frequent service and widespread coverage respectively. However, respondents who prefer the High Ridership Concept were more likely to indicate they “strongly agree” with statements supporting frequent service, while respondents who prefer the High Coverage Concept were more likely to only “somewhat agree” with statements supporting a wider distribution of service. This suggests that respondents who prefer the High Ridership Concept hold that preference more consistently and resolutely than respondents who prefer the High Coverage Concept – which is consistent with the higher percentage of people who say they “strongly prefer” (rather than “lean toward”) ridership compared to coverage.



## Survey Results: Themes from Open-Ended Questions

---

The Phase II survey included several open-ended questions intended to solicit feedback on the specifics of the High Ridership Concept and the High Coverage Concept, both of which are viable budget-neutral networks that ABQ RIDE could implement in the near term. The survey also included a very broad open-ended question about respondents' high-level ideas and goals for the transit system over the next five years.

These open-ended responses elicited a wide range of responses, which are documented and categorized at a high-level in Appendix B. Many responses described a general preference for overarching design principles, such as frequency, associated with either the High Ridership Concept or the High Coverage Concept, while other open-ended comments expressed opinions about specific routes and neighborhoods, the span of service throughout the week, fares, transit funding, potential capital projects, and other topics. Key themes that emerged from the open-ended survey questions include:

- Support for increasing ABQ RIDE's annual operating budget so that the agency can fund elements of both the High Ridership Concept and the High Coverage Concept
- Support for measures to resolve the current operator shortage and improve reliability, including higher pay for drivers
- Interest in extending the span of service, particularly to support second-shift workers and provide late-night ART service
- Interest in increased weekend and holiday service
- Interest in providing coverage in areas west of the Rio Grande, including northwest Albuquerque and the South Valley
- Interest in service to Kirtland Air Force Base
- Mixed opinions about fares, including:
  - Interest in maintaining the free fare policy
  - Interest in reinstating fares for most people, based on perceptions that doing so could:
    - Fund commuter service to and from northwest Albuquerque
    - Fund additional service systemwide, reducing the need to choose between ridership and coverage goals
    - Improve safety and security for people riding transit
- Concerns about safety and security at bus stops, ART stations, and on buses
- Interest in capital investments that support transit including additional ART corridors and improvements to bus stops, sidewalks, and bikeways

## Focus Groups

The Project Team facilitated six virtual focus groups over a period of three weeks to generate in-depth feedback on transit service priorities. The table below includes the dates, times, and number of participants for each meeting.

Interested individuals registered to participate in a focus group via the project website. Based on their availability, they were assigned to a focus group, with each group capped at 12 participants. Participants were recruited through community and stakeholder meetings, announcements made on social media, advertising flyers, and through follow-up emails to individuals who participated in the community survey and in focus groups during Phase I of engagement.

At each focus group meeting, the Project Team presented an overview of the study, demonstrated the impacts of the High Ridership and High Coverage Concepts for specific locations using the online map, and facilitated interactive polling and discussion.

### Focus Group Participation

Event	Meeting Date	Participants
1	March 20 <sup>th</sup> , 2023, 5:30-6:30 PM	6
2	March 24 <sup>th</sup> , 2023, 12-1 PM	6
3	March 30 <sup>th</sup> , 2023, 5:30-6:30 PM	10
4	March 31 <sup>st</sup> , 2023, 12-1PM	8
5	April 4 <sup>th</sup> , 2023, 5:30-6:30 PM	5
6	April 7 <sup>th</sup> , 2023, 12-1 PM	4
<b>Total Number of Focus Group Participants</b>		<b>39</b>

### Interactive Polling

Focus groups included interactive polling, conducted using Mentimeter, an online platform that provides data visualizations of polling results as people submit their responses. The polling questions were intended to generate discussion as well as input.

Polling results from the first five focus groups are summarized below. In the sixth focus group, participants discussed the polling questions in a small group without using the Mentimeter platform; notes from this sixth group are documented in Appendix C.

Compared to online survey respondents, focus group participants were more likely to express a preference for the High Ridership Concept.

#### 1: How often have you ridden transit in the Albuquerque area in the last year?

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
Daily	2	5	1	1	1	10	37%
Once a week	0	0	0	2	0	2	7%
A few times a month	1	0	0	0	0	1	4%
A few times in the last year	2	1	4	2	1	10	37%
I didn't ride transit in Albuquerque in the last year	0	1	0	1	2	4	15%
<b>Respondents</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>27</b>	<b>100%</b>

**2. Did you participate in Phase I of outreach (September/October 2022)? Select all that apply.**

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
I took the survey	5	5	4	5	3	22	79%
I attended a meeting	2	3	3	4	0	12	43%
I participated in a focus group	2	2	1	2	0	7	25%
I visited the website	4	3	4	4	1	16	57%
I did not participate	0	1	1	0	1	3	11%
<b>Respondents</b>	5	7	6	6	4	28	100%

**3. Have you participated in Phase II of outreach? Select all that apply.**

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
I took the survey	4	5	4	3	2	18	67%
I attended a meeting	0	3	3	3	0	9	33%
I visited the website	0	4	4	4	1	13	48%
I read a report or reviewed maps online	0	4	4	4	4	16	59%
This is my first event/activity	1	1	1	0	1	4	15%
<b>Respondents</b>	5	7	5	6	4	27	100%

**4. What is the most amount of time that you would be willing to spend traveling to get to a job or to school?**

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
No more than 15 minutes	0	0	0	0	0	0	0%
Up to 30 minutes	2	4	2	4	3	15	50%
Up to 45 minutes	1	0	3	2	0	6	20%
Up to 60 minutes	1	0	0	1	0	2	7%
Whatever is necessary	1	3	1	0	2	7	23%
<b>Respondents</b>	5	7	6	7	5	30	100%

**5. Which of these two metrics should be prioritized most highly for transit service investments?**

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
Access to jobs and related activities (e.g. schools, shopping, etc.)	4	4	5	6	5	24	83%
Proximity to some level of transit service	1	2	1	1	0	5	17%
<b>Respondents</b>	5	6	6	7	5	29	100%

### 6. How important is it to provide service on evenings and weekends?

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
Very important	1	4	4	5	4	18	62%
Not if it means less frequent service during the day	3	2	2	1	1	9	31%
Not important	0	0	0	0	0	0	0%
Not sure	1	1	0	0	0	2	7%
<b>Respondents</b>	5	7	6	6	5	29	100%

### 7. Which Network Concept is better for you personally?

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
Coverage Concept	1	0	0	0	0	1	3%
Some combination of the two, but favoring Coverage	0	1	1	0	0	2	7%
A hybrid approach that is halfway in between	0	2	1	0	0	3	10%
Some combination of the two, but favoring Ridership	1	4	2	4	5	16	55%
Ridership Concept	3	0	2	2	0	7	24%
<b>Respondents</b>	5	7	6	6	5	29	100%

### 8. Which Network Concept is better for the Albuquerque area overall?

	Focus Group #1	Focus Group #2	Focus Group #3	Focus Group #4	Focus Group #5	Total	Percent
Coverage Concept	1	0	0	0	0	1	3%
Some combination of the two, but favoring Coverage	1	2	0	0	0	3	10%
A hybrid approach that is halfway in between	0	2	3	0	0	5	17%
Some combination of the two, but favoring Ridership	1	2	0	5	4	12	41%
Ridership Concept	2	1	3	1	1	8	28%
<b>Respondents</b>	5	7	6	6	5	29	100%

## Discussion Themes

---

The Phase II focus groups included open-ended discussions about the High Ridership Concept and the High Coverage Concept, and the appropriate balance between ridership and coverage goals. These discussions are documented in more detail in Appendix C. Key themes that emerged include:

- An interest in a hybrid network concept with elements of both the High Ridership and High Coverage concepts, as well as concern that ABQ RIDE does not have sufficient annual operating funding to successfully serve both goals
- Interest in extending the span of service and weekend service to accommodate a wider range of commuting trips and general travel needs
- Interest in providing coverage to northwest Albuquerque, potentially through park-and-ride services that charge a fare
- Interest in providing coverage in lower-income areas, especially the South Valley, and concern about the reduction of coverage in the South Valley in the High Ridership Concept
- Interest in a wider range of services in the International District
- Interest in investments in sidewalk and bikeway infrastructure, particularly in the context of the High Ridership Concept, which asks riders to travel farther to reach their bus stop or final destination

## Community Meetings and Presentations

Two community meetings took place in March 2023 as part of Phase II. The meetings were conducted in a hybrid format, with options to attend online or in-person at the Alvarado Transportation Center and were advertised via social media and the project website, as well as email announcements that were sent to the project participant list. The meetings featured a short presentation on results of the first phase of engagement and an introduction to the two network concepts. The meetings included interactive polling questions and opportunities for questions and answers.

Discussions generally focused on benefits and limitations of each Network Concept. Many participants indicated they appreciated the freedom that comes from increased frequency and greater span of service, though some attendees expressed concerns about their ability to access specific destinations. Other concerns included the ability for mobility-limited individuals to access frequent routes that are farther away. Summary notes from the meetings are included in Appendix B.

Bernalillo County staff also held two meetings in April 2023 – one apiece in the North Valley and South Valley – to create additional opportunities for residents of unincorporated areas to provide input. These meetings were conducted in an open house style.

Additional presentations were given to community groups, including the Albuquerque Bus Riders Union and Urban to Wild Coalition, and to public sector agency advisory committees, including the Transit Advisory Board, Greater Albuquerque Active Transportation Committee, and the MRCOG Active Transportation Committee.

## Appendix A: Survey Questions

*Which concept do you prefer? (Required)*

- I strongly prefer the High Ridership Concept, with high frequencies but no service in areas with few people.
- I lean towards the High Ridership Concept.
- I'm halfway in between.
- I lean towards the High Coverage Concept.
- I strongly prefer the High Coverage Concept, with more areas covered but poorer frequencies.

*It is important to me that more people ride transit and have access to frequent service, even if that means some areas have no service. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Ridership Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*Frequent buses would be more useful to me personally. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Ridership Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*Frequent buses would be more useful to people I know. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Ridership Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*I want more people and places to be close to service, even if it is minimal service and small numbers of people ride it. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Coverage Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*Wider coverage would be more useful to me personally. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Coverage Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*Wider coverage would be more useful to people I know. (Conditional: asked only of respondents who said they lean toward or strongly prefer the High Coverage Concept)*

- Strongly disagree
- Somewhat disagree
- Neutral
- Somewhat agree
- Somewhat disagree

*Do you see any route or service ideas, in either Concept, that you really dislike? Any ideas you dislike in the High Ridership Concept? (Comment)*

*Do you see any route or service ideas, in either Concept, that you really dislike? Any ideas you dislike in the High Coverage Concept? (Comment)*

*Do you see any route or service ideas, in either Concept, that you really like? Any ideas you like in the High Ridership Concept? (Comment)*

*Do you see any route or service ideas, in either Concept, that you really like? Any ideas you like in the High Coverage Concept? (Comment)*

*What kind of transit routes do you think are better? (Required)*

- Routes that are a farther walk away, but the buses are always coming soon.
- Routes that are close by, but you have to wait a long time for the bus.
- Not sure.

*In general, which of these do you think ABQ RIDE should do? (Required)*

- Focus service into frequent routes, in the places where large numbers of people will use the service.
- Spread service out to cover all areas, so that everyone in the city is close to minimal service.
- Not sure.

*How often have you ridden transit in the Albuquerque area in the last year? (Required)*

- 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

*Which transit services have you ridden in the last year? Pick all that apply. (Required. Conditional: asked only of respondents who said they rode transit in Albuquerque in the past year)*

- 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
- Other (Comment)

*Is there anything else you think ABQ RIDE should be providing or changing in the next five years? (Comment)*

*Would you like to be engaged in this project in a bigger way? If so, please say how:*

- Going to a meeting or workshop
- Sharing this survey on social media
- Reading a report and giving comments
- Other (Comment)

*To receive more information about the project and to be entered into a gift card raffle for participating in the survey, please provide your email below.*

*What is your age?*

- 17 years or younger
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

*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

*You identify your gender as:*

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

*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

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

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

*How well do you speak English? (optional)\**

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

\*The survey was available in both English and Spanish.

## Appendix B: Open-Ended Survey Responses

*Do you see any route or service ideas, in either Concept, that you really dislike? Any ideas you dislike in the High Ridership Concept?*

### Specific routes and locations:

---

- I dislike the limiting of service for areas like the South Valley.
- Big areas west and north of the Northwest Transit Center, and north of Juan Tabo-Montgomery not served at all. Put demand-response here.
- Splitting #10 into A and B to serve Eubank & Juan Tabo - too confusing.
- ABQ needs more North - South coverage
- It still doesn't add more North/South Buses
- Poor airport transit
- Little coverage of some areas I visit like North and South Valleys and far NE Heights
- The west side has little coverage, which may be a hard sell. If there isn't much ridership now it may not matter
- I would like to see an east-west route in the Southwest Mesa area that serves folks who live in the Westgate community.
- High-ridership Carlisle/Montgomery no longer goes through ATC
- The Blue Line from NW Transit to UNM is eliminated.
- HRC dismisses need to service large areas of the city, such as those served by the 790 and 92. I don't like the fact that the Zuni bus is gone.
- The High Ridership Concept abandons most of the people on the west side of the river
- Bring back the blue line during school time at UNM
- Lack of a direct route from the West side to UNM
- I don't like no routes on Montgomery.
- The routes only show the South Valley as far as Gun Club. I live at Coors and Raymac but the only bus service we have is on Isleta
- The south valley beyond Rio Bravo is completely left off.
- Doesn't serve some low-income areas with senior population (South Valley)
- I cannot get to work easily. I live in Nob Hill and work on Juan Tabo and Montgomery
- Lack of bus routes connecting NW Unser is a missed opportunity to bring suburbia into the mix.
- A lack of access in the South Valley
- No routes down Isleta to I-25
- The #10 needs to go past Montañó
- Elimination of # 5
- Service south of Rio Bravo on Isleta cut. I personally depend on that system to get me where I need to go.
- Service South Rio Bravo on Isleta cut. The ridership consist of workers and accessibility to shops and library
- Not enough coverage for KAFB/Sandia
- Not enough routes to the west side & Route 66 is missing
- Girard Blvd should be a high frequency street
- No service on Girard Ave south of Central/Ernie Pyle library
- I dislike the 8 minute coverage on the ART routes, all routes should have a set 15-20 min wait.
- The heavy focus on Central as the main thoroughfare. Add more routes on Lomas, Carlisle, alameda

- You cut off the South Valley. You eliminated the route that takes people to Joy Junction.
- The lines do not go west enough. Buses have to go to the westside animal shelter on Central, to the edge of the city, 114th st
- 5 and 157 being removed is a weird choice, but thinking about it, makes sense to turn at 4th and have other routes handle the sprawled west side.
- No access into Rio Rancho just out. Walking and riding down 528 on the hill can kill someone. People can wait an extra 20 minutes no problem.
- Lack of coverage in NE should be replaced with park and ride lots with no transfer options to get to UNM/DT/KAFB.
- No service east of Jefferson
- Next to no routes on the west side
- Not enough connections on the Westside
- I feel like the westside, west of Coors is left out. That is where tons of families live in that area
- Increased burden for those commuting from the Westside to Downtown
- Not enough routes & too much focus most people live north of and south of central.
- If Singing Arrow were to be dropped, I'd have to walk a mile to the nearest stop, and I'm not in the best of health.
- It removes service from parts of the city. Esp the south valley where bus service is already limited.
- It leaves out many areas where service needed including ABQ's westside.
- Not direct (no transfer) service between Sunport and Downtown
- No service close to near heights
- Less convenient, no stops near many former (~2019) locations, eliminating coverage in a large portion of the N.E. Heights
- having to transfer from #8 at UTC to continue eastbound on Manual to Wyoming
- Hard to get from northern parts of the West Side to UNM. No service across Montano bridge.
- Elimination of route 157 connecting KAFB to NW ABQ is a bad idea. Please keep 157!
- Seems east and west side linkage is poor and focuses on central ave corridor.
- Does not reach Valle de Oro NWR
- Lack of coverage north of Academy on Wyoming
- I would love to see truly high frequency service (ART-style) along 4th St and University corridors and the Sunport
- Making ART on East Central a local bus could have some challenges. There should be stop consolidation to go along with it.
- I live near tramway on Montgomery and I would have to walk about 15 minutes to catch the bus down according to the map. Also should be more frequent
- I would miss it if the Montgomery #5 bus did not go all the way to Tramway, or did not go down Carlisle
- Completely cutting out NE Albuquerque
- Does not serve NW Albuquerque.
- There are less buses on the west side.
- Poor service on westside north of I-40.
- Route 157 is discontinued. There is no coverage for most of the entire northwest side of the city.
- That some people have long wait times
- Breaking up Central which is one of the busiest routes. These changes will throw everything into a frenzy.
- The lack of routes directly to UNM/CNM
- Some routes (e.g. Route 9) are winding back and forth which could be confusing
- Way less coverage on the north and west side

- The elimination of the 5, but its not a dealbreaker
- I didn't see the 198 in either route, and that's my primary route, it's the only route within an hours walking distance.
- Downtown needs buses in loop because walkable but long walks.
- It really leaves the west side underserved
- No one in the whole North or Northwest quadrants can take a bus West to East where the bulk of commuter traffic runs.
- Areas with large concentrations of jobs on the westside are almost unreachable.
- Westside would not have as much service.
- Lack of service on West side
- There is no NW coverage.
- No connections between the NE Heights and the North Valley & Westside. Shouldn't need to go downtown to cross the river
- Reduced freq on Coors might be an issue for Councilor Sanchez. But I think there are a solid 5 votes for the HR concept anyway.
- Traffic at times on central bus routes at times which may delay bus arrival and departure times.
- Would prefer more frequent service on Lomas route
- Does not include routes 790 or 92
- The elimination of the blue line from UNM to the Northwest Transit Center
- Both need to add a Tramway route.
- no rapidRide-esque routes in the south-valley adjacent area and the lack of 790
- The entire NE Heights, N Valley, And S Broadway having zero service feels wrong.
- International District
- Turning the 777 and 766 into local routes at the far ends - it will hurt reliability
- Removal of service to Sandia National Laboratories
- Poor coverage of Kirkland AFB.
- There's no real service to KAFB.
- Lack of coverage on KAFB
- Minimal service on base
- That line from CNM to VA is not continuous anymore and requires changing busses at Ellison
- I don't think we should limit The Poors to only being able to get to places on the SE side. I often bus from my neighborhood to NE heights, etc.
- No service in North Valley and NE, getting rid of #16, moving service off Yale near UNM

**Span:**

---

- Need late night service on Central to revitalize downtown and support students
- I don't like that the ART stops service at 10pm, ESPECIALLY on Friday and Saturday nights.
- Please add the last 2 buses back for second shift workers trying to get home
- Sunday evening service: ART Central corridor ends at 20:00, while others end at 23:00? This seems backwards
- Not late enough service
- They don't run earlier or later
- Service stops too early at night on Central
- For the sake of end-of-shift restaurant workers, if the bus is going to go till 10 it really should go till midnight.
- I would prefer more late night coverage, to get home from bars, etc

- Planes fly all day buses to airport must match planes
- That ART hours are still not present to 1am.

### **General network:**

---

- My biggest dislikes is no bus route in my area
- It seems like there are places in town where you would have to walk more than 3 miles to catch a bus.
- Low frequency
- Lots of the city is not covered
- I dislike the idea that “public transportation” is limited only to areas of current high ridership.
- More a thought of caution: ensuring the right neighborhoods get the right coverage is very important here.
- The fact that there's even less service than there is now. I have to walk three miles to the nearest stop.
- The necessity of leaving some city areas uncovered.
- Access to trails, parks, and recreation should be considered too
- I dislike the loss of service to residential areas that are not immediately next to a major roadway
- Can marginalize those living in areas without service, making it inaccessible to riders
- losing coverage for people with disabilities/high needs
- Some areas not covered anymore
- huge areas of town are missing coverage
- I dislike waiting and waiting for delayed routes
- I think the whole idea of a schedule needs to be revisited, since the city clearly does not have enough drivers to fulfill the promise of a schedule.
- Too far to walk to get onto system
- less coverage & isolation of those communities
- Less locations to use the bus system
- Many areas will have no service, and even some covered areas will have infrequent service
- Two-mile distance between lines doesn't take into consideration those that already have no access at all. Accessibility, not mobility, is the issue.
- It does NOT cover all of Albuquerque.
- Both directions
- Long wait times
- You aren't going to get high ridership. If you want to get people out of their cars and into mass transit, you're going about it all wrong.
- Transportation is the largest contributor to Climate Change, we should be expanding our bus routes, not limiting them.
- It ignores areas with fewer, poorer people.
- It would mean less service for areas with low ridership.
- That people will be walking with high heat and there isn't enough shade/ rests to provide relief.
- doing hourly routes, is difficult because sometimes you need to be where you need to be.
- This ignores those areas that had a good consistent ridership pre-COVID
- The poor city walking infrastructure makes it harder for people with disabilities to get to and from stops. More traffic from underserved areas.
- Too long of a frequency
- It would exclude certain sections of town (including my section) from being able to ride the bus.
- The idea that using this means we must ignore those living in the outer areas
- That some people might not have service

- This concept disadvantages folk who don't have other transportation and ultimately cuts them from areas of the city without service
- Low income residents that live in unserved areas are left high and dry. Unfair.
- Ideally everyone would have access to some level of bus service but I know tradeoffs must be made
- All routes should have a set 15-20 min wait.
- Too much of the city loses walking distance access to public transit
- It is already difficult to get to some areas of town. This would make it worse.
- Transit will not be a feasible option in large areas
- It leaves others behind in less populated areas.
- That another service is taking over.
- Provides fewer transportation options
- It takes away access to transit from a lot of areas. It requires longer walking and you might not even be able to walk to transit stops.
- High ridership concept is not ultimately going to grow ridership or serve the most people
- Bus being empty
- I would lose bus service at my house
- May take longer to get from one end of town to the other
- Entire sections being ignored
- High frequency in the core with no connection to other locations doesn't incentivize expanding ridership.
- No clear way to service folks outside the areas.
- Frequency
- Concerned the area served will shrink drastically over time
- Farther walks for people to get service
- Buses are rarely full anyway, so making them more frequent won't get more people where they want to go
- Reduced coverage will encourage more driving in car-owning areas.
- People in areas no longer have service; this will negatively affect the disabled or those who have few transportation options
- Not enough area covered
- Poor coverage
- Not enough coverage of areas worked by lower wage workers.
- Not enough bus stops route time management
- I think this model would serve the most riders
- Some farther from service, some longer walks, some no service. It's public transportation.
- Buses still wouldn't be frequent enough to be useful to me as a commuting option.
- Huge areas of Albuquerque are left without any service.
- Leaves so many areas unserved. If this is the best we can do, why bother?
- Quite a few major areas where it's nearly impossible to ride a bus
- I would be less likely to use the bus because I live far from main routes.
- It eliminates a lot of areas of the city!
- The high ridership concept cuts off so much of the city.
- Buses not that frequent.
- Seems too condensed. Would favor a slightly more expansive "20-minute" network.
- Not enough area to cover to be worth the rewards
- Changing bus route numbers. These changes will throw everything into a frenzy.
- That some people would never get service. Everyone deserves some service
- Bypasses certain city areas

- Serves far fewer people
- Have to change buses more often and walk more
- Ignoring completely low ridership areas
- Lower frequency
- If you rely on transit to travel out of high frequency areas it appears it that would become difficult
- Accommodations for those who find themselves unable to walk to a bus?
- Because it will discourage new ridership especially if they aren't close to a line.
- Infrequent service discourages use
- A lot of areas left unserved
- No service in some areas
- Too many areas cut off completely from service
- I don't like the idea of little to no coverage for some areas
- I don't like the lack of coverage for more far-flung areas. Some routes are not served much more frequently anyway.
- Eliminating the bus stop in front of my house
- It does not provide service equitably across ABQ!
- Equitable access to transit
- It would disenfranchise many people who need public transportation. The people who need this are also willing to wait.
- It forces poorer people to leave in limited areas, which already have usurious rental rates. This is a systemic problem and needs a systemic response.
- Some areas get low/no service, which makes it difficult to access without cars.
- It interferes with me getting where I need to go.
- Less routes
- Fewer routes
- Some service would be reduced or eliminated
- It would appear that several routes that are near to shopping areas would not be covered.
- The high ridership concept cuts parts of town completely out of the loop. If we want more people to take the bus, in needs to be at least an option.
- Less coverage
- Not enough coverage

***Other topics:***

---

- Bus service is a waste of public money.
- Run and hide if someone tells you they from the government and are here to help you.
- All the homeless
- Homeless is everyone. Homeless shouldn't ride
- Due to the large amount of homeless people caused more working people not to ride
- It only helps a drug addicts and thieves, transport, or stolen goods to their deal
- Too many homeless
- Homeless at bus stops
- There are already enough problems (vagrancy, safety) on high-ridership routes--need to address this first before increasing service in these areas.
- I don't want more buses coming to my neighborhood, as it brings the wrong kind of people.
- Safety
- Free to all

- Bus stops, pucks and bus signs need to be improved.
- Art lines ruining business along central

***Do you see any route or service ideas, in either Concept, that you really dislike? Any ideas you dislike in the High Coverage Concept?***

**Specific routes and locations:**

---

- There is too long a wait for Route 157. I would think every 30 minutes is reasonable
- Limited trip routes seem pointless, too much service on the NW side, Mesa del Sol doesn't need all day service
- Route 66 is missing
- Seems like more routes on East Menaul past Louisiana could help the many businesses in that corridor.
- dismissal of riders south of Rio Bravo, the folks are not depending on rides to work or grocery shopping
- better but still not enough coverage for KAFB/Sanida
- Having all buses stop at same time. Also not having North/South buses connect with the East/West buses with a minimum waiting time.
- Lack of a direct route from the West side to UNM
- Clarification on what "Demand Response Zones" entail would highlight how they fit into this map. I still personally need the (57) line, though!
- extend on Central Av to Atrisco to cover mesa presently being destroyed by housing and industry plans
- I don't like the fact that the Zuni bus is gone.
- Needs to have continuous rides between uptown to the valley areas. And to Westside areas.
- Fewer options to access the foothills
- The airport bus (9) not connecting at Alvarado to other routes and the rail runner
- that is 1 mile from my house why not have a bus down Coors to Malpais
- Not enough coverage of near and far North Valley, incomplete svc on Rio Grande Blvd, loss of Route 66
- The #16 would get me downtown quickly, but coming back would take forever (as it does now!).
- I don't like the route through Ridgecrest.
- Reduced frequencies on major thorough fare streets- such as Menaul, Montgomery/Montano
- The 17 route going through Ridgecrest rather than Zuni seems like it would be problematic given the roads.
- The lines do not go west enough. Buses have to go to the westside animal shelter on Central, to the edge of the city, 114th st
- Route 10 S of Montano, every 60 minutes only
- Long routing from NE would still be inconvenient
- Too much focus on the central corridor
- Minimal service on base
- Still lacks the service to Kirtland Air Force Base that existed ~2019, appears to avoid entry via Wyoming.
- I don't like that the routes don't service the airport more frequently
- I do not like seeing empty buses that drive up and down routes on Constitution or Indian School or other similar low-ridership routes all day.
- Only Central has extensive service.
- The route 2 needs to go through the intersection of Academy & Eubank, not skip that area.
- more frequent service on south Broadway
- It removes access for some communities like those in the South Valley who really use it
- Lack of coverage on KAFB

- Generally, service seems too diluted (e.g., route 55). The service criteria for the flex zones aren't well defined.
- The lack of routes directly to UNM/CNM
- I didn't see the 198 in either route, and that's my primary route, it's the only route within an hours walking distance.
- I dislike the idea of ending the Blue Line Service if we generally maintain the rest
- No service to KAFB via Wyoming.
- The elimination of the blue line from UNM to the Northwest Transit Center
- I cannot see easy route options from NW Transit to the UNM area.
- So infrequent that it's not very useful and the few useful lines like the 790 aren't available.
- Poor coverage of Kirkland AFB
- Less frequent coverage on the Lomas route
- Does not include routes 790 or 92
- It needs a Tramway route.
- no new ART routes e.g. the 8/766 loop which is only half-ART.
- I only use the ART bus because I know it will arrive quickly. I will not use the ART if it takes too long.
- No Coverage along rio grande avenue, weak n/s coverage along broadway corridor
- International District
- Did not see the 140 included in the route listing, would be concerning if such an important route were removed altogether
- That line from CNM to VA is not continuous anymore but requires two busses with change at Ellison
- The 157 would run less often north of Coronado/Uptown

### Span:

---

- on weekends and holidays
- some people need to get to work earlier and you cut the early times
- Demand-response not needed due to high coverage by routes. No significant increase in late Sunday service.
- Shorter service hours
- Having limited hours/coverage
- Nighttime schedules may be reduced, sacrifice weekends
- No Sunday service for South Valley
- Frequency or hours of service worsened.
- more Rides for weekend
- There needs to be more routes running past 9pm
- Span of service is way too short

### General network:

---

- Less frequent bus times and even under the current system it's hard to time a connection to another route without a long wait
- A lot of busses running only hourly seems like a very long interval.
- Long meandering bus routes, that is asking for delays
- Some routes need am/pm service, not all day.
- That the buses can't be more frequent
- it is too infrequent to be useful and I worry it would get cut
- The headways are too high for it to be useful for me

- I dislike the low to no coverage on the limited trips and demand zones, all routes should have equal time intervals to encourage ridership.
- Less frequent service
- Infrequent services disadvantage folks who rely on the bus by taking more time from their day
- Longer wait times can create dangerous situations jeopardizing one's safety.
- Utility of buses go up proportionally to frequency of service I suspect
- Possible neglect of bus stops. Unreliable schedules. Bus Hopping to get to different areas of the city (using 2 or more buses)
- Yes- connection times to buses would be too long to be practical for people to accomplish scheduled tasks efficiently
- You need more coverage in the Metro ABQ
- I think people like seeing more lines on the map, but they don't realize that line represents really poor service.
- It feels worse than what we have now.
- The drop from 30 min. intervals means only those who are big fans or desperate for mobility will use infrequent routes, hour intervals are useless.
- I don't trust ABQRide's ability to ensure connections aren't missed by delays
- The lack of frequency.
- Slower headways between buses
- if you miss the bus you have to wait a whole hour to catch the next bus can be VERY difficult.
- Obviously, the frequency is poor in outlying areas, but more in the densely populated areas receive frequent service.
- The poor frequency.
- We should expand the frequency as well as coverage areas. We need to expand in areas, like on the west side, which barely has coverage.
- It would cut service in high ridership areas.
- All of it? :)
- I feel high coverage concept will result in many of the more popular buses being too full to ride when they come.
- Less routes
- Taking mass transit needs to be as convenient as driving my car, otherwise I'm not getting on a bus.
- Not frequent enough busses per hour
- infrequent service :(
- Yes, more opportunity and locations to use the bus system
- While more coverage, if buses run hourly, might as well not have service anyway
- Frequency of buses
- obviously, frequency is terrible. these are terrible options. you need more budget.
- The people who most need the high coverage are met with the longest headways. How valuable is coverage if the bus never comes when you need it?
- It's still 100 years behind the times and doesn't necessarily take people where they need to go for work or school.
- it makes things harder for riders in high ridership areas and results in nearly-empty busses in low ridership areas.
- Not enough high service routes.
- The long wait times. I feel the buses won't be used in those areas

- The route frequency of ABQ ride is already poor and doesn't serve me well. I'd be irritated if that got worse.
- continued likelihood of inconsistent/infrequent service issue plaguing ABQ Ride currently
- Los coverage
- It takes forever to get anywhere.
- I live in a high ridership area, so I would dislike the less frequent service.
- Longer frequency between busses means more waiting either at the departure or arrival for scheduled commuters
- Waits too long. Weakens overall system so fewer will ride.
- Poor frequency is a very high barrier to use.
- That buses don't go as often
- Buses are too big. Should have small buses for small routes
- The infrequent service in many areas would mean I simply couldn't rely on transit to get most places.
- Covers neighborhoods where people are not likely to use the bus
- Waiting a long time for bus in public isn't safe for me as a gender nonconforming person
- It seems like there are places in town where you would have to carefully plan to get a bus to and from a grocery store in the same day.
- I have no idea what high coverage concept means: You did a poor job of explaining it to us.
- This shouldn't be an either-or proposition; public transportation can drive development as much as it is guided by it.
- Use of transit will be discouraged because of low reliability/ease of use.
- The waits for service are long.
- Waiting at a stop for a longer period of time with potential for confrontation by aggressive patrons. I see this often.
- That another service is taking over.
- I dislike that average wait time becomes hourly for most routes. That seems like a disadvantage.
- Any very infrequent buses, 60 minutes is too infrequent
- uses too much fuel
- Not frequent enough on most routes
- It provides service to areas that serve currently, but few people choose to ride those routes.
- Longer wait times
- Poor frequency.
- there's nothing to like about a reduced transit budget
- I feel that additional routes in some parts of town will not actually result in more ridership, which feels like a waste of resources.
- The limited times
- Low frequency with long waits between busses makes the penalty of missing your bus more severe and would depress ridership.
- Frequency is abysmal and will continue to encourage car dependency and play to the low view the bus system has.
- Poor timing
- Spending money on buses with one or two riders equates to a waste of tax dollars and more pollution.
- Still too much frequency but better
- Allocated routes need/ utility will fluctuate without the ability to accommodate easily.
- Frequency but I understand the trade off
- Don't like the decrease in frequency or the worsened time of service

- not frequent enough
- Please do not spread your assets too thinly.
- Buses are less frequent
- Infrequent service is useless to commuters and inconvenient for all riders.
- Longer wait times which will make rides that require a transfer to 1 or 2 busses extra hard and make for a long ride
- An evaluation of improving current routes should have been considered.
- The frequency
- Few people can count on reasonable service. It is unlikely to provide a frequency of service which allows people to reliably use public transit.
- Long waits
- Poor frequency
- Busses look pretty empty, as it is.
- Not enough frequency in available rides.
- Empty buses are tragic. Expensive, bad for the environment.
- the high coverage concept
- Reset time management so don't miss other buses forever
- Why must there be lower frequency? How does this encourage the use of public transin?
- A lot of route to cover for not a lot of riders
- The potential for spotty connections. Getting off the bus to find the next is 35 minutes out is unpleasant.
- More of the city should have coverage, with smaller buses for low ridership areas
- Service is really bad for just about everybody.
- frequency
- A bus that comes only once every hour is not very useful for anybody who wants to get anywhere in the city in a reasonable amount of time.
- If bus service is so infrequent that it is not a useful tool, then folks will not ride it.
- I feel like wait times are already too high, this would make them worse
- Extremely ineffective, costly, and long wait time
- Would sparsely-used services be cost-effective?
- Don't do sprawl just in "bus route style" versus construction and car route style of sprawling
- If there is no enough ridership then we are wasting fuel and time for others
- That some routes would be over an hour
- Lower frequency
- Perhaps canvassing the more "remote" places to ask if they would use the bus
- Running buses in car-centric areas will be wasteful and inefficient, and result in poor transit service for all
- low frequency routes that aren't very useful
- Infrequent service makes using busses hard
- Too many buses off of the beaten path.
- Poor frequency of buses
- long walking distance to bus stops
- Spreads out resources too much, focusing on the areas that use the system the most would greatly improve the system
- Mostly that buses would run less frequently than they currently do.
- Seems wasteful to pour resources towards low-use locations
- The length of travel time for any potential journey
- Less frequent service in areas with need for service

- Everything is too slow.
- That some of the lines won't run very often
- I think people will not take a bus if it is infrequent.
- The frequencies are so low on so many routes that would be problematic for riders.
- Tan Routes is Less used.
- We should already be doing this so that gradual expansions to areas of greater service is just a next evolutionary step.
- The whole thing in general.
- I think it's a bad idea to thin out the coverage
- busses inaccessible or useless to many people
- empty buses
- the frequency isn't increased
- Frequency, more frequency is necessary for accessibility
- It provides poor service across ABQ so no one will use the buses even if a line is nearby.
- Buses need to come more frequently in order to really be an efficient way to get around town.
- I dont know why the city cant have both
- I do not want to wait for a significant period of time to get somewhere in the city
- The lack of frequency in many routes.
- Bus times spread out making a journey take longer, and thus less attractive.
- Lack of accountability for ridership.
- Low frequencies = harder to make connections
- No point to it. Looks like it would be expensive for few people
- Service is too infrequent to be useful. Waiting for connecting routes would take too long.
- Less frequency.
- Nothing in particular it just looks as though I would spend more time waiting.
- Less frequency
- The whole concept. I will not use the system if I have to wait that long

#### Other topics:

---

- Again too many homeless
- Drugs is all on the bus. Yuck
- Large homeless people have been a problem attacking people
- Bus service is a waste of Public money.
- For routes will low ridership, consider smaller buses, or vans.
- Safety
- I don't want more bus stops in my neighborhood, as it brings the wrong kind of people.
- Run and hide if someone tells you they are here from the government and are here to help you.
- What gets trimmed or cut when there is still a driver shortage, does that reduce the impact of the high coverage?
- Lots of buses, and lots of pollution. When are we going to transition to electric buses?
- Free fare.
- The lack of security on the buses!

*Do you see any route or service ideas, in either Concept, that you really like? Any ideas you like in the High Ridership Concept?*

**Specific routes and locations:**

---

- More frequent bus times but some routes like Montgomery should be even more frequent
- Frequencies are nice, but sacrifice NW and NE ABQ.
- lots of routes going to the VA Medical Center
- I love the 9 bus- I feel like that takes me so many places I need to go
- Yes- fast efficient connection to urban core and services. Efficient for lower economic folks. Encourages more public transportation use
- You kept the 140
- The coverage of the south valley is good, except those routes definitely need better than 30 min intervals.
- Frequent service to the airport
- Focus on Central buses (art and the 66), which more people are using
- The buses on Central.
- Main roads . Rio rancho - ABQ connection
- more frequent stops esp on central
- Would love to see the ART rapid line actually offer service as frequently as every 8 minutes, which is in line with the original concept of ART
- I like the extra area down in the SE area
- more options to access the foothills - they can be hard to access if you don't have a car
- I also like the extension of the ART further to the east and further to the west as a local route.
- Central is prioritized. Key employment areas are included. Access to the whole foods and target on Wyoming near Academy are included
- Keeping service along the central corridor... it is the most highly used area.
- I like the frequent service on Central.
- ART 8 minute frequency
- Expanded ART service.
- I like more frequent bus service on lomas and manual
- The changing of the 66 and ART 777 bus past Louisiana.
- Keep existing route 157
- Route 9 would be very useful
- I liked seeing a single line going from the Northeast past both UNM and CNM
- I really like having a frequent bus from northwest transit center all the way down to the rapid ride rows.
- Love the idea of adding the frequency in the 98th St. Area and adding frequency on E. Central.
- 10 goes to the Montano Rail station, covering the major areas of Mont. Skipping the Transit center on Tramway is weird though.
- I go to the airport area, shopping centers, and Central corridor areas. Please serve these areas with reasonable frequency.
- My kids would ride the 11 bus to UNM more if it was more frequent.
- It frequents the airport more.
- Continued high frequency service on Central. Route 8 serves Job Corps and Sawmill Market area.
- Higher-frequency buses on some arteries beyond Central.
- Getting rid of some of the redundancy between the 66 and ART.
- I like the idea of extending ART on the Westside to relatively high density, lower income neighborhoods that currently have limited service.

- I like this one a lot but limited West Side coverage.
- Direct service from NW transit center all the way to Gibson
- Love the new N/S 9 corridor and wish even it had higher frequencies through its whole route. But it's a good concept
- proposed route 9 connecting the VA and Base directly
- Route 9 from the Westside transit to UNM Hospital
- Somewhat preservation of current route 5 from UNM to CNM Montoya Campus
- I really like the high frequency service to the airport.
- The route options and frequency from NW Transit to UNM is more favorable.
- Frequent North-South routes
- I like how 766 splits at the CUTC.
- More frequent coverage than the present on the Lomas route
- More frequent airport
- Love the airport connection to the ART corridor and routing the old 5 to the Pit/topes park. If fare-free ends, high ridership helps fund more lines
- good connections to south valley plaza
- More frequent service on San Mateo
- I will say that more frequent service in my SE side neighborhood would be a boon.
- high frequency on ART
- It's a work of genius. Fewer transfers, better service to the South Valley, Westgate, and International District.
- #17 would get me downtown/back faster than #16; #9 going up to Alameda & west across the river

### Span:

---

- Higher frequency, longer hours are important
- I like the extra service on evenings and weekends.
- More frequent service could help people get to work on time as opposed to super early or late.
- Most effective service on evenings and weekends
- The idea of having more frequent service, with more weekend accessibility
- Many routes have frequent service with mostly adequate coverage. Late Sunday service for several routes.
- With those frequencies, you can depend on transit. Connections seem easier because of the service frequencies. Weekend service.
- High frequency service, extended hours, more weekend service
- I like more frequent and later service concept.
- Later service and frequent weekend service
- Later bus service

### General network:

---

- Service
- 15 mins
- The 15 minute wait routes. I feel ridership would increase if it was the same wait time across the board for any given route.
- Frequency
- Faster frequency of buses
- Frequent buses

- Frequency of buses
- Frequent service
- Route frequency
- Frequency is nice
- Greater bus frequency
- Frequent arrival times
- High frequency of service
- High frequency
- Higher frequencies
- The high frequency of buses
- The frequency of bus times
- More frequent service....not 45 minute delays.
- Potentially a higher frequency of buses
- More frequent buses
- More frequency
- More buses running more often.
- Buses are more frequent
- The increased frequency
- I really like how much more often the buses would come on all of the routes
- Frequency of service makes them easier to use
- More frequent service in high demand areas
- I like more frequent service in the areas where there are more transit dependents.
- Better service on the main routes, obviously.
- Quick service to main areas of ABQ.
- Higher frequency in destination areas
- The bus I would use comes more often
- Some routes near me would be really fast
- I like the more frequent service concept
- Good core service, good frequencies
- The frequency of busses, a bus every 8 minutes is awesome
- Frequency is freedom and low headways are good
- Shorter wait times, more efficient.
- Maximizing on number of people that benefit
- Direct, fast travel to desired destinations. With designed bus lines with cut through traffic. Less worry about waiting for the next bus.
- It's okay the way it is
- I like the idea of concentrating service in areas that can really support transit.
- No, I feel that this is less desirable in almost every way other than the frequency of the times.
- quicker, more reliable service
- If the buses run about every 30 minutes on the main bus lines that would be better and less congested on the bus lines depending on time of day,
- The pink likes are a good idea. Faster coverage times and more of them are needed.
- It would improve service in my area.
- Frequency is crucial. Let's make ABQRide amazing for a portion of the city and then expand frequency in the coming years.
- i agree during the day the high rider routes should be kept up

- Could be a good idea if you're safe
- I like having more frequent buses on the most used routes
- Some buses running every 8-20 on highly traveled routes is good
- Decreased wait times exposed to the elements (heat especially) is a benefit, but need more sheltering stop infrastructure. Many stops are just a sign.
- high frequency of buses and direct lines
- Shifting from a "spoke" model (focusing on ATC) to more of a grid model will work so long as we keep the zero fares program.
- just more access.
- making it easy to get a bus.
- If the City succeeds in increasing ridership, improving reliability, and safety along these routes, then over time think about expanding service.
- More frequent busses mean less waiting for commuters on a schedule
- buses go more often
- Better for existing suite of big buses
- The ability to reliably transfer from one bus line to another will make transit so much more usable for me
- higher service frequency
- There will be less wasteful routes and we will get the best use of our resources
- I personally would ride more often if I could get where I was going within half an hour at any time.
- Who doesn't like the idea of more frequent buses? The problem is that the city is unable to fulfill that promise.
- Already dense areas will continue to develop around multimodal options
- All buses are focused on the busiest areas.
- Low income areas need the MOST service.
- I like the higher frequency buses because that will lessen crowding.
- I really like the increase in frequency of ridership. I prefer high
- Bus service is a waste of Public money.
- The layout is easy to understand and plan with if routes are reliable and frequent.
- Busses will keep better time.
- the point is to have commuters use public transportation
- Overall this adequately replaces the major coverage of the current system
- The routes seem straightforward and would prioritize high density areas
- High number of routes running every 15 minutes or less
- Increased service cadence will make taking the bus easier because it's always there.
- More riders with less buses equals a good concept because of less pollution and the potential of more revenue to self-sustain the system
- I like the idea of not moving empty buses. A bus without sufficient ridership is poor utilization of resources.
- How the service is concentrated to where the most people/jobs are
- It uses the street grid more effectively than the current system
- theoretically, might improve ridership
- Greater frequency of service which, if publicized, could increase ridership and transit support among residents.
- The volume of customers getting service will stay consistently high most likely
- If I'm in the service area I am theoretically never more 15 minutes from my next ride.
- At least some individuals can truly rely on public transit.

- Smaller time gaps are easier during bad weather
- Better usage, better economics
- I would love to see full buses being used to their full potential
- I like that it caters to more people utilizing service.
- It serves more people
- More people can ride
- I think it's important to build density of population to cut on the sprawl.
- I'm surprised at how large the 4x per hour area was.
- People living in these areas seem to ride the bus most so more buses would be helpful
- The map seems to cover the areas where demand for public transportation is the greatest
- Focus on the core high population areas will encourage infill and redevelopment.
- A high ridership concept encourages Transit Oriented Development which could help revitalize or increase investment in an area.
- I love the idea of having consistent buses, so if I miss a bus I won't have to wait forever for the next. It makes planning trips much less stressful.
- I like the idea as a rider of have more frequent stops are places of high ridership.
- Don't do sprawl just in "bus route style" versus construction and car route style of sprawling
- the bus saturation and availability
- I really like more frequency among the commuter line for people working downtown
- Consistent and frequent enough service to build truly transit-oriented neighborhoods and corridors
- Consolidate resources
- Trying to get more people riding.
- How often some of the routes run
- I think frequency is the only way to get people to ride. If you have to wait an hour, no one (other than those who have no choice) will take the bus
- South Valley better served.
- More frequent coverage means less wait in potentially dangerous or cold/ hot places/ times of year
- Everything! I think it's a great idea
- Better frequencies make connections easier and everything less stressful
- This concept will likely actually provide a useful bus service to the people living near the bus line
- Routes to schools, hospitals and dense employment areas.
- I like that I won't have to think about schedules to use the bus
- I would not have to look at the bus schedule. I can just wait at the stop.
- I do like bumping up the frequency of service in certain key corridors/routes.
- More frequent buses on the major routes make travel time faster and more convenient.
- More frequency should ensure the general health of the system, even if I personally receive less service.
- Reinforces your core ridership
- Make a bus kinda like the d ride used to be to transport homeless to the various shelters they frequent.
- Yes, serves the most people
- This is a much more useful map because it makes bus travel functional. There are enough frequent connections to make it easier to get to most places.
- Frequent service = less time waiting at the stops with poor security
- Basing frequency on realistic ridership

## Other topics:

---

- None. Homeless and drugs took over our city.
- I love the idea that the announcements are made on the bus routes.
- Nobody rides public transportation, please stop spending on it.
- The bias in how questioned are phrased are vile.
- I like that the buses are free and I'm Hoping that they stay free this Year which helps us to keep Free.

***Do you see any route or service ideas, in either Concept, that you really like? Any ideas you like in the High Coverage Concept?***

## Specific routes and locations:

---

- 2 BPH service to Sandia National Laboratories
- Add route on Paseo Del Norte on Westside
- ART BUSES.
- At least some coverage to/from KAFB
- At least some service to KAFB.
- Better service in Ridgecrest/South San Pedro
- Blue line to Westside
- Continuous coverage to southern South valley
- Expansion of coverage on the west side.
- Expansions of some routes such as Route 2 and Route 8 would make them more useful to me
- Going across the river on the bus is extremely important.
- Going to Balloon Fiesta park could be useful.
- Good connections and reasonable intervals from the heights to UNMH/UNM, an excellent opportunity to attract riders given the lack of parking.
- I like #3 dipping south into the International District.
- I like having a route on Montgomery, even if it is 30 minutes.
- I like more buses around UNM and downtown
- I like that I, as a Taylor Ranch resident, can get on #157 and reach most cross town, connecting bus/train routes.
- I like that it makes walking less onerous on the person needing to get somewhere or they take you places like open spaces and the foothills).
- I like that the 155 would better connect the space between I-40 and Central on Coors.
- I like that the Unser bus would run every 60 minutes throughout the day.
- I like that there is a route included all the way down 4th Street to Alameda in the coverage concept.
- I like that there is more coverage for the west side of the river.
- I like the coverage at the VA Hospital, that shows support for the veterans in our city.
- I like the extra area down in the SE area.
- I like the way the high ridership model uses more of the east/west streets that span the NE and NW quadrants.
- I really like having a frequent bus from northwest transit center all the way down to the rapid ride rows.
- If we have enough drivers, a big if it seems, at least it covers more of the city and service on Jefferson seems to be better
- It is still less effective than the existing commuter routes. If only we could keep those, and pay.
- Keeping the high frequency on Central and San Mateo seems like a good idea.
- lots of routes going to the VA Medical Center

- More access from Westside. Bring back Blue Line #790
- More coverage on Paseo NE the better, bring it all the way to Tramway!!!
- More parts of North Valley retain service.
- More routes on the west side
- Neighborhoods in the South Valley/west side are served
- Proposed #17 would make accessing UNM/downtown way easier for a lot of SE Albuquerque
- Route 10 goes all the way up to Alameda, and south ABQ is more adequately covered.
- Route 157 is still being operated.
- Route 17 would be way more useful than the current 97
- San Mateo being a priority corridor. Maybe do the same for some of the other main streets like coors and 4th street
- Service on Girard Ave SE
- Shifting the blue line south to serve a fast-growing neighborhood with lower income than the Coors/Montaño area makes a lot of sense.
- Somewhat preservation of current route 5 from UNM to CNM Montoya Campus
- South Valley needs transit even if it doesn't generate high ridership
- Spreading all over the city, especially the west side and Rio Rancho
- spreading out more bus lines. we need more north south buses. central is oversaturated
- Tech park near Eubank and southern
- The 18-19 is an excellent route, connecting Downtown directly to the Jefferson Corridor, as is the 51 connecting South Broadway and the South Valley
- The addition of line (57) along Universe would be enormously helpful to this area and could maybe (DRZs?) service Rainbow/Ventana W Pkwy in general!
- The changing of the 66 and ART 777 bus past Louisiana.
- The idea of service on demand areas is something I think might be really useful.
- The Juan Tabo Bus
- There is good coverage for those needing to cross river.
- Using San Mateo for the high frequency N-S line is smart
- West side route
- Westside coverage.
- Yes, service to Mesa Del Sol

### Span:

---

- Weekend service. It covers more areas.

### General network:

---

- Ability to reach any part of the city. Possibly president to improve, increase and focus bus infrastructure.
- ABQ is a car centric city. Attempts to serve the most transit loses its ability to be a driver in development.
- Access for more people
- Access to all parts of the city available
- Access to public transit is available regardless of where someone lives/what part of the city a person lives in. No one is left out
- Although I do not agree, the desire to help everyone is admirable.
- An attempt to actually make a service that serves all the people
- As our city's population ages, I like the idea of routes that support high coverage.
- Availability of transit

- Being able to get to more locations than is currently possible.
- Better access for low income folks on the outskirts - how about a pickup service to help
- Better access to more areas make riding the bus more attractive.
- Bus service needs to be provided across the whole city, not just for those areas considered high ridership.
- City coverage
- Cover the people to get around
- Coverage
- Coverage of a larger area
- Coverage to my neighborhood!
- Covering all areas may make the system more politically acceptable.
- Do not ignore smaller areas of town.
- Don't add to sprawl with more bus routes sprawling
- Easier access for more citizens
- Easier to get on system
- Equity
- Even people in farther reaches in ABQ will still have access to public transportation
- Everyone deserves to be served by transit, no matter where they live.
- Everyone has some level of access
- Everyone will be able to ride the bus
- Expanding service throughout the city will help a more diverse area
- Get people from the outskirts to the city for work, school and to the hospitals who may not be able to afford a car.
- Getting access to the residential areas that are not easily connected to major roadways
- Getting service to as many people and areas of the city as possible should therefore be the key concept guiding the system.
- Good for the work week
- Good opportunities that will Help meet New people and Places and others Lives Change as Places Do ;)
- Have service in my area so I don't have to walk so far
- Having more routes means locals and tourists can visit more places
- How much coverage it has over the whole city
- I appreciate that some people who do not have convenient access would have an easier time catching a bus.
- I could visit friends who live further away.
- I just like more coverage
- I like giving people in wider areas access to transit.
- I like how everyone is closer to a bus across the entire city.
- I like more coverage.
- I like that more places are accessible via the bus.
- I like that you could theoretically get anywhere in Albuquerque by bus, if you had enough time.
- I like the amount of coverage but in a city this spread out and and a driver shortage it doesn't seem feasible.
- I like the coverage of rides made available in areas they were not before.
- I like the idea of giving access to the transit network to as many people as possible in the city.
- I like the idea of having a large amount of lines to get places, but if they aren't consistent its not too much help.

- I like the idea of serving more community members
- I like the idea that more users are in the catchment area. Downside, the fish don't want to be caught if they will be inconvenienced.
- I like the most coverage, I also like that there is transparency that there may be longer breaks between busses on certain routes.
- I like transportation to be available to those who would benefit the most
- I need more routes as I'm elderly.
- I think buses should allow people to access recreation. there are two national parks in abq you can get to by bus; would like this to continue.
- I think running high frequency routes at high coverage would make albuquerque less car dependent
- I would retain bus service at my house and so would a LOT of other people
- I'd want to see wider routes to serve everyone...
- If you expand coverage, the service is more useful to more people.
- I'm not sure I understand the service on demand, but that seems to be available to people who are outside the regular route areas.
- Implementing some basic public transportation could be life changing for people who can't drive or can't afford cars - more of this.
- It could provide options to connect people in sprawled areas
- It covers a larger area.
- It gets to lower-income areas that will not be covered in high ridership concept.
- It gets to more people.
- It helps the people who need public transportation the most.
- It is a nice map of service No one will use these routes because the service time is awful.
- It serves people who have no access to personal vehicles
- It would protect areas with low ridership.
- It's got good coverage
- Less crowded
- Less frequent stops
- Lots of buses downtown, which is a very walkable area but things are spread out so the bus is nice.
- More access
- More access for more people
- More access to more people
- More accessibility, necessary coverage.
- More areas of the city having service
- More bus access in more areas of town
- More buses run
- More capacity to aid lower/working class in their commute to work
- More commuter routes
- More connection
- More coverage
- More coverage in car-dependent areas might convince people to try transit options.
- More coverage provides ability to get to more places
- More overall coverage
- More people across the city will have access to a bus
- More people can get to most of the city.
- More people from out of town can make it in without a problem.

- More people served. That actually need the transportation
- More routes
- Much needed extended coverage that is still leaves much of the city without public transportation
- Need to do more in west side to include Corrales and Rio Rancho
- Nicer to the people who can't walk a few extra blocks
- Nobody rides public transportation, please stop spending on it.
- Potentially limiting frequency except during rush hour times
- Provides more transportation options
- Providing access to a larger area for residents.
- Providing coverage to greater areas will better cover underserved populations who are more likely to need public transport.
- Really good access to all parts of the city
- Serves everyone
- Service
- Some public transit options for everyone
- That everyone has an opportunity for free transportation
- The 15 minute wait routes. i feel ridership would increase if it was the same wait time across the board for any given route.
- The ability to get to distant areas of the Alb Metro
- The availability
- The availability of north-to-south routes, even if much less frequent
- The availability of buses in more areas.
- The buses are spread around so that there is a route on every street, so everyone can commute or travel.
- The city is spread out, all areas deserve coverage
- The coverage
- The coverage area
- The more places in town that have walking distance access to public transit, the better; there are far too many personal vehicles on our roads.
- The wide coverage
- those with accessibility considerations are more capable of connecting with the network
- Transit dependent riders can go a lot of places, even if it takes the whole day..
- Will meet needs of expanding growth, better access
- Will work just need to do a lot of time management
- Yes, giving people everywhere a chance to access mass transit is a good thing.
- You can get more places on the bus. Not everyone has a car

#### Other topics:

---

- Bus service is a waste of public money.
- I rode the bus one time and 2 people OD
- Once again, your survey has only succeeded in totally confusing me.
- The bias language in questions are vile.

*Is there anything else you think ABQ RIDE should be providing or changing in the next five years?*

**Funding:**

---

- Go beyond budget neutral to offer great frequency with better paid drivers to expand transit for everyone.
- Instead of one or the other, why not make it ACTUALLY BETTER? If we started collecting fares again we'd have more money to improve the system. What a concept!
- Rather than free rides, the bus service should provide both for high coverage and high ridership plans.
- ABQ RIDE needs greater funding so both frequency and coverage needs can be met.
- Focus on frequency and ridership first, and if funding comes, then expand for coverage.
- Gaining the political will to "sell" increasing transit budget to broader public.
- Get more funding
- If one plan is supported, then funding should also be sought for the other plan over time.
- Increase funding for transit
- Increased funding so the routes on the coverage map can be added again.
- Make high ridership concept work. Show ABQ it can be done. Go for more funding to expand.
- Prioritize public transit, peds, cyclists and stop giving only the option of either expanded bad service or inequitable great service. Move some \$ out of expanding roads & bridges to buses.
- Start with increasing high ridership in the proposed area, then expand the area as budget allows.
- This tradeoff would not be necessary with an increased budget, higher driver salaries, and an understanding that cuts to service create a death spiral.

**Specific routes and locations:**

---

- Provide a reliable bus that travels from the west side to UNM or keep 790, even if that means if you have to start charging for bus services again.
- Please make it possible to bring bicycles into the bus on a route going from the westside to UNM!
- Access to high traffic areas like Rio 24 area.
- Access to UNM from NW Transit center
- Add MesaDelSol route
- An alameda bus that ends at nw transit center
- Bring back 251 to connect abq with Rio rancho with regular stops throughout the day
- Bring the 790 back
- Buses to Rio Rancho, Coreleas, Los Lunas, service to South Mesa.
- Commuter routes that service Kirtland Air Force Base, West Side.
- Commuters from westside to the downtown and UNM areas still exist and for environmental concerns we should be considered
- Consider trying to use Rail Runner line through Albuquerque as a more frequent connector to ABQ Ride routes. It could be like ART north to south
- Continue routes in the south valley, especially Isleta Blvd to Mal Pias and possibly Coors to Mal Pias
- Coordinate with UNM for neighbors to access campus events
- Expand access to the airport, at least.
- Expand into Rio Rancho.
- Expand to Rio Rancho or offer a shuttle from Transit centers or Train. People need a better way to get to work.
- Express service from the far westside (Central and 114th St) to the far eastside. It would take over 2 hrs right now, access only at Coors

- Express service on Central needs to extend to visitor center at Atrisco with secured park&ride parking
- Extend routes to go on base again. Commuting is difficult if you don't drop off on base like you used to.
- Frequent routes to uptown and malls for shopping.
- Greater coverage on the westside. Population is expanding rapidly and there are limited public transport options to get to other parts of the city.
- Have #8 stay on same route everyday. Reinstate #37
- High frequency north/south routes, coverage that can take you from the university area to Paseo del Norte.
- Include Girard Boulevard on high frequency routes.
- It is often very difficult to find parking near ABQ Ride stops on the west side. Opening more routes would enable more people to get to the bus and get around town.
- Keep ARTx on coors
- Keep or add back route 790 ASAP
- KEEP ROUTE 790!!!!!! Removing this route greatly hinders access from the Westside to Old Town, the court houses and the UNM Hospital.
- Making a route or routes available to those who live on the west side or Rio Rancho to UNM and CNM main campus. Something that is safe and direct, even if it ran only in the morning and early evening
- More airport shuttles.
- More buses on the NW side. Many people have to use Uber to get back & forth to work if they are not physically capable of driving or walking very far.
- More coordination with RioMetro to sync high-ridership lines with RailRunner routes/stations to leverage `network effects` of transit lines
- More coverage on Paseo to tramway and down tramway
- More reliable bus lines
- More service in the south valley. Why do we need more bus routes on central when you have completely forgotten the south valley?
- Move the 66 out of the general lane and into the ART lane. Why does the 66 bus line still exist? It adds to congestion. Fold it into ART.
- Park & ride from Paseo to serve major employment hubs, I would park and ride to UNM then Uber to Nob Hill to avoid parking, but I won't take 2 buses to get there
- Please add a route to trailheads on weekends and charge \$\$
- Please restore service to westside/city center ASAP. Cutting 790 and 92 is a huge mistake.
- Provide a direct route or commuter to the CNM/UNM/UNMH like the 92 or 790
- Provide service on base again so I don't have to bring a bike to commute to work.
- Put designated handicap only bus on 66 route. One hour loops, one East, one West. Then 66 would be on
- Read the 2006 East Central study of the Tramway and Wenonah "transit" station
- Reestablish rides to kirkland afb
- Returning additional service to KAFB, specifically Wyoming.
- There is a need by the staff, volunteers, interns, youth corps and visitors to have service to Valle de Oro NWR. Please consider this.
- Think about stronger integration with the train.
- TRAMWAY Route
- We need better/easier/more reliable connection between RailRunner Sunport stop and the Sunport terminal

## Span and schedules:

---

- Add service later in the evenings--at least until 11, less frequent, maybe hourly
- Earlier and later hours for commuters and event-goers, respectively
- Evening service options
- Extend Sunday service to South Valley routes 51, 53, and 54.
- Extended later hours on the weekends
- Having the buses like the Eubank bus running in both directions all day.
- I feel that there should be later buses, not everyone works on in the 8-6 schedule. Many people need to run errands after work or on the weekends.
- I would love to see routes run earlier. I had a period of time where my car was broken down, and I wanted to take the bus but they do not run early enough for me to get to work on time.
- Increase the frequency over the weekend, and run the buses both a bit earlier and a bit later, so better catering for shift workers
- Late night service past 10 pm. A lot of people work swing or overnight shifts, and they can't afford taxis, Uber or Lyft
- Later hours
- Later service so people will actually use the bus
- Longer hours of availability for second shift workers
- More frequent service on the Number 11 route on Saturdays.
- Night time service
- Promoting bus ridership in evenings (dinner time, for happy hour riders, to get younger people invested.
- Run on all holidays except for Thanksgiving and Christmas Day!
- Run your buses til at least Midnight.
- There are NO bus services early in the morning 6am-that coincide with APS yardperson employees, as well as the 10:30pm APS night custodians.
- We need more night and weekend service
- Consider returning commuter routes and/or additional buses/expanded routes in morning/evening rush hours.
- Improve commuter routes
- More commuter routes! We're willing to pay. I walk three miles to the nearest bus stop, before sunrise, and still get accosted once a day.
- Services tailored to gain more ridership with early and late rush hour services that commuters would use and less Central bus coverage.
- Please give strong consideration for coordination with school bell schedules and bus transportation to maximize services that students and families may need

## ART and high-capacity transit:

---

- More ART please! Add the next phase connecting the airport to Cottonwood
- A tram would be much preferable along Central from downtown to university area.
- Add another BRT line
- All buses use art route or get rid of art route. Health, safety hazard having multiple bus lanes on same road
- An expansion of ART on the routes of the proposed 9/14 bus lines! :D
- Another BRT line going north-south, on San Mateo or University, would really help. Or a BRT link connecting to another Railrunner station.
- ART

- Closing lanes on roads like San Mateo to cars and growing bus rapid transit
- Develop more BRT on San Mateo, Menaul, 4th Ave.
- Expand ART line from Central to the Airport with minimal stops. Split the 9 on the high ridership map at central into ART going to airport and leave the 9 going up.
- Expand ART service to busy crosstown routes like 140-141
- Expand ART service. North/South connections, connections to the airport.
- have Arts stop at Rio Grande and I-40.
- I personally like the dedicated bus lanes.
- I would like to see a Rapid Transit on University similar to central and possibly one on the developing west side.
- I'd love to see an elevated train system that won't be impacted by vehicle traffic
- if the goal is to get more people to take alternative transportation, there should be more buses, fewer lanes and parking for vehicles
- Improving bus operating infrastructure, i.e. implementing aggressive signal priority and adding bus lanes to routes that suffer from congestion
- More ART routes. Maybe on San Mateo and Montgomery
- More bus rapid transit
- More bus right of way (e.g. dedicated bus lanes) will make schedules more predictable.
- need to add Art up Montgomery to complete Abq grid and make ABQ RIDE the closest to a functioning mass transit system that will get the most ridership
- North/South rapid transit line.
- Pressure for designated bus lanes
- Rapid buses on San Mateo longer bus times and rapid on Montgomery
- Rapid ride in other places of the city besides Central.
- The bus lane down Central should be reevaluated in a year or two---is it working as planned? Or is it an impediment that diminishes traffic by the many businesses along the route.
- A light rail transit option to the major sectors of the city that are not just on Central.
- Consider light rail for our future.
- Expand the train!
- Expand/improve railrunner service, rapid bus service to the airport
- Expanding the Railrunner would be great. A tram would be fun.
- My dream is a pair of elevated lines that take you through the Big I
- North / South rapid. Move to lightrail.Continuously circulating "Trolley" route 4 locals/tourst,Alvarado/Railrunner,Zoo,Biopark, Old Town/Museums.2 trolleys continuously looping, opposite directions.
- Planning for a rail circuit around the city
- The city should finally put in light rail, it is ideally developed for such public transportation.

### Drivers:

---

- Hire more drivers and security.
- Advertising for drivers for bus and SV, higher wages for retention
- Advocating for more drivers to expand across the city
- Better trained bus drivers
- Educate drivers/customer service/some are great/most are rude(confrontational & unhelpful)/I know they deal with ABQ's worst citizens but they have a bad attitude with all riders
- Get a handle on the driver shortage and on the so-called "ghost buses".

- Higher wages for drivers
- Hire more drivers and mechanics. Raise their pay so you can keep them, expand routes.
- Hiring more drivers
- Increased buses and improved compensation to drivers.
- More buses and more drivers
- More buses, more bus drivers.
- Obviously getting more drivers for the bus routes.
- Pay drivers more
- Pay drivers more so you can hire some
- Pay drivers more to alleviate shortage.
- Raise driver pay and focus on retention
- Re-train all drivers on basics of customer service.
- They should pay bus drivers more money to make that a desirable position, attracting reliable, happy drivers who provide quality service, which benefits everyone.
- Train your fixed-route bus drivers in how to better treat wheelchair users. About half of them are cruel, vindictive, and ignorant.
- You have to pay drivers more for this to work. Don't try and it or the fact that being an ABQRide driver is dangerous and thankless

### Reliability:

---

- Having the 311 call center open till the last bus is on the way back to the yard for the night.
- An easier to use website. Actual bus tracker that works.
- An email list that informs bus riders of changes and alerts.
- Better information about schedules. Google Maps is wrong about routes. App is hard to use, especially for elderly and non-English speakers. Printed schedules that are ACCURATE are important.
- Consistency with buses arriving when scheduled
- Fix problems with real time bus info. (It's often wrong.) Run the buses on time.
- Focus on on-time service to increase reliability for commuters. If I am sure the bus is coming at 8:45 and I have work at 9, I cant be late.
- Improve communication when a bus is not going to show up for a scheduled stop. Ensure that every bus shows up correctly on all of your Apps.
- Improving service timeliness and reliability
- Maintain a reasonable schedule so that passengers aren't overly early or late.
- More accurate bus system
- More frequent ART service
- Most important thing is having consistent bus schedules so folks can plan their commute around on-time arrival/departure
- Please do not skip buses that only come 2x per hour!
- Please improve service so trip planning is possible. With so many routes running behind schedule or not running as scheduled make trip planning impossible.
- Reliability and transparency. The schedule will often say a bus will get somewhere at one time, but if you get there 5 minutes before the scheduled time you might end up waiting 45 minutes.
- Reliable service
- Reliable, consistent, predictable, & safe transit for people who need it the most (people w/o cars or who rely on transit).

- Service must be reliable. Even if you increase cost. I take bus to university UNM daily. The bus has not showed up too often that my attendance has been a problem.
- Some buses never even show up
- The unreliability of the buses is going to impact long-term ridership if it's not resolved soon. I have almost given up riding the bus because it's so unreliable

### Fares:

---

- All buses free forever
- Bring easy pay fares back for adequate transit system.
- Bus transit should be free.
- Charge for all rides. Free (anything) reduces its value.
- Continue FREE fair.
- Continued free rides
- Fare for regular passengers, free for seniors and students
- Free fare. Do away with.
- Free fares cause too many problems, especially on Central.
- Free rides
- Get rid of the no fare program.
- I like the new way with no fares
- Keep buses free!
- Keep it free
- Keep it no fares
- Keep the system fare-free.
- More free buses.
- No or low fare, without barriers to access.
- Please continue the zero fares program
- Please figure out how to continue the free fares pilot program for a few more years, especially if less routes or less frequent service,
- Reinstatement of fares
- Start a charge fee. Students and seniors discounted. Others pay. Would help get people who carry life belongs on board to pay,
- Stop free bus fares, buses just turn into places to sleep. Spend that money on homeless shelters instead.
- Tap-to-pay options.
- To Please Keep Bus Routes Free or to Get Cards again and Have Free bus Passes that we may still get to where We are Going ;)
- get rid of free fares: too many people ride the bus who have no business riding, who just ride it because they seem to have nothing else to do
- Go back to charging patrons for bus rides so that people value the bus system and don't destroy and abuse the buses
- Hire security to ride every bus. Keep the bus service free
- Homeless people shitting and pissing on the bus. End free fares and give out passes to specific groups (seniors, students, city employees).
- Make riding safer. No free rides.
- SAFETY, bottom line. Free fares in the name of "equity" are a bad idea--buses have become mobile platforms for miscreants. Open drug use, assaults, even a guy shooting off a rifle on the bus?

- Safety, some minimum barrier to entry pass for riding, like free is good, but make people pick up a free monthly pass or something to decrease the mental health crises aboard the buses
- Safety; I don't like the free ride that allows transients to cruise all day for entertainment
- Security on 66 all day. Bus fares because riff raff and drug use is rampant on the bus now.
- The buses are dangerous and dirty. For this reason I do not ride. A small fee will help this issue. The fighting and drug use in the bus is a big turn off

## Safety:

---

- Add security/enforcement to ensure that transit remains an attractive alternative to driving.
- Arrest anybody assulting people on the bus & at the bus stops (I got assulted at the bus stop at Montgomery & San Mateo next to the CVS last week). I called the police & filed a report.
- Better control of homeless on buses, such as them not doing drugs taking up seats from elderly and handicapped
- Better security on the Rt. 66 and ART routes
- Bus ambassadors (NON-ARMED staff to assist passengers, deter riders from harrassing the driver, etc.)
- Bus transit should be safe and clean. Cams should be installed at mid/high crime bus stops.
- Cleaner buses, security
- Consider moving from transit security to dedicated transit police. Bus stops are really unpleasant- people getting high, loitering, dirty, aggressive and generally feel unsafe
- Definitely start charging to weed out the drug addicts and problematic dummies. I'm too scared to ride the bus anymore
- Driver safety - enclose drivers in bullet proof glass and get rid of cash transactions on bus rides
- Enforce civility. Some bus lines are not a great experience when other passengers haven't showered in days, are tweaking on drugs, etc. The bus should be safe, clean, and convenient for everyone.
- Enhance rider safety. (Some people I ride with can be scary.)
- Focusing on how to make safety a priority on public transit. I would love to take the bus around town/to work/etc but I don't feel safe
- Get rid of all buses. Only vagrants and criminals ride them. The buses are a perfect no cost getaway car after they rob, shoplift, and murder.m.
- Get Security and let drivers defend themselves against an attack! The only way to reduce violence on these buses is to hire Security that will do their jobs instead of standing by and watching.
- Hiring armed security on busy busy routes.
- How do we make it safer and get more people to consider taking the bus. Eliminate the stigma many people have with it.
- I like the security person present on the bus.
- I think it is really important to follow up on sexual harassment and stalking on the bus lines. I was sexually harassed and stalked and now fear riding the bus.
- I think the buses should be safer
- I worry about safety and cleanliness
- Improve safety on the buses
- Improving safety for bus drivers
- Increased safety
- Increased safety for drivers and passengers
- Increased transit security
- It's kind of an impossible task, but some level of enforced civility would be great -- clean appearance, no pets, no loud talking, no eating, no items that could contain lice or bedbugs, etc.

- Keep people from hanging out on platforms and blocking bus entrances. Central Avenue buses are almost like a shuttle for the unhoused to get belongings from one neighborhood to another.
- More security at bus stops
- More security at the bus centers! I wait at the Central Unser Bud Center for at least a combined hour every day, and I don't know how many times I've been harassed!
- More security on bus, stops as well. Homeless are dropped off at the bus stop by shelter vans, they are aggressive to riders. Mugged once already.
- More security so people feel safe using the bus
- Much more security
- On board security personnel
- Prioritize safety on board
- Provide armed security on buses
- Provide better security for both the drivers and the riders of the buses
- Provide more safety on buses
- Provide security when possible.
- Safe service.
- Safer and cleaner environment.
- Safer bus stops
- Safer buses
- Safer transportation
- Safety
- Safety along Central should be a priority, especially in the International District. I would not want to be walking farther or waiting longer if riding in their area.
- Safety for driver and passengers
- Safety while walking to the bus stop and waiting at a bus stop is paramount
- Security and access are the main issues people I know are concerned about when talking about riding the bus.
- Security and cleanliness of busses
- Security funding
- Security on buses
- Security on buses and bus stops
- Security on some routes, to get rid of weird people
- Security on the buses and bus stops, prosecuting crimes, being committed on the bus and bus stops!!!
- Security. My wife will not ride the bus due to security issues, which means I don't either, thought it would be convenient for us to head to Nob Hill for dinner.
- The abuse of drugs and alcohol going on in the bus also overcrowding on 66 bus
- The last few times I have taken the bus, altercations between passengers have occurred which discouraged me from utilizing it more.
- The mayor has not been able to take care of people who caused problems in the city
- We stopped taking ART because we didn't feel safe.
- You need to deal better with security esp. on 66 and 777 going along E. Central!

### Bus Stops:

---

- Continue with Adopt A stop program, build the proposed 200 new apartments at Uptown Transit Center
- Decent bus stops with benches and sun protection

- Design the roads and streets to accommodate buses better. The same designs can benefit pedestrians and cyclists.
- Eliminate near side bus stops; it takes a long time to serve those because the bus gets stuck at the red light.
- Get rid of the ART stops in the middle of Central Ave, they are dangerous.
- I am happy with the transit system. Please I just ask that you fix the bus stops, pucks and and bus signs. Thank you.
- I would love to see more connected bike lanes, especially between transit points.
- Keep the buses, stops, and stations cleaner.
- Make the stops better. Better signage, seating, weather protection at the stops. I thought they were doing a full sign replacement program. It is badly needed.
- More safety for people getting on/off ART stops. I have many videos of people running lights almost hitting me.
- More seating on ART lines if timing is stretched out. There'll be more people at each stop.
- Not enough attn to P&Rs w good bike storage, air pumps & recharge options. This is how we serve the outskirts as well as the urban core
- Pressure for better bus stop design
- Quick spending money fancy bus stops. They just break everything
- Reduce frequency of stops.
- The setup of the bus stops. Each stop should have at minimum a trash can and a bench.
- Updated bus stops with benches, garbage cans and lighting.

#### Fleet:

---

- Add more electric buses to fleet
- Better bus signage and increase cleaning schedule on buses
- Better maintenance for the buses
- Cleaner bus
- Cleaner buses
- Consider adding some sort of scent to the buses... it is a huge deterrant for me to get on a bus that smells strongly (often due to homeless riders - not judgmental, just a fact).
- Ebikes have become common place, and when combined with transit make access easier. Please reconsider your rule banning ebikes on buses.
- Efforts to clean up the buses so more people feel safe and comfortable riding them. This could help appeal to would-be riders who currently have the option of driving.
- Electric buses
- Electric buses (I know there's a painful history there, but that shouldn't prevent a necessary transition).
- Electrified trolley buses ;)
- Electrify the buses with solar panels at the transit centers
- Get quieter buses. Go green.
- Get rid of those gross "carpet" type seats in the busses; they get so nasty and dirty and must be hard to clean
- I hope that you all are planning on electrification of the busses
- I think smaller more efficient buses should serve lower ridership areas.
- I will only ride my bike if I can bring it into the bus. With 790 suspended, I can't do that to get to UNM. Unsecured racks on the front of the bus is too easy for anyone getting off the bus to steal.
- Incorporate more larger buses that allow for bikes on the bus

- LET PEOPLE BRING FOLDING E-SCOOTERS ON THE BUS. People bring electric wheelchairs and people bring large suitcases on board all the time.
- Maybe, look into smaller more affordable to operate vehicles for outlying areas.
- More electric buses.
- More energy efficient buses
- People should not be able to bring more than 3 bags of groceries on bus and carts must fold especially when buses are busy
- Please get electric buses, at least for the ART routes
- Research using electric vehicles to lower emissions and maintenance costs.
- Strengthen buses' external bike racks to support heavier, electric bikes.
- Switch to smaller buses, or vans for low ridership areas. Switch to electric powered buses.
- Switching to electric buses. It has been done in many cities.
- This might be a crazy idea, but maybe there could be much smaller busses on the least traveled routes.

### General:

---

- A car-share service (kind of like ZipCar) with cars near main transit hubs would be great!
- A comment field with 200 characters is just about discouraging real feedback.
- A great deal!
- ABQ RIDE is well short of critical mass - in ridership, in coverage, in frequency. It is hard to get there, I understand. But you need both more coverage and higher frequency.
- ABQ Ride needs to educate Burqueños on the importance of public transportation. And remove fears and myths about our buses.
- ABQ RIDE really needs to think about the fact that the city extends so much further than Central. The amount of buses that service one street is incomprehensible to me.
- Accessibility, not mobility.
- Add micromobility for last-mile connectivity on the frequent service option.
- Albuquerque needs to change their mindset. Mass transit needs to be as efficient and timely as Drive in my private car.
- An email address riders can email complaints & compliments.
- Before being implemented, these two plans should be evaluated using engineering economic methods (cba). Total life time cost should be determined and widely distributed to the public.
- Better bus service to cultural venues
- Bring back commuter routes but better timing
- Bring back more frequent routes during rush hour in the morning and evening with wider coverage areas while cutting back bus frequency in non-rush hours (similar to pre-COVID)
- Buses are the only ride some people have, you should never take that way.
- Buses which run more frequently ... i.e. every 15 to 20 minutes
- Change toward lower carbon emissions.
- Consider providing demand-response service in low ridership areas.
- Continue to add buses to eventually cover all current service areas with 4x per hour stops.
- Continue to focus on frequent, convenient transit service to locations that provide support services to low income residents.
- Continued expansion of coverage areas
- Coordinate bus schedules so that there is minimal wait time to transfer to another bus.
- Coordinate bus service to better align with train service at the Alvarado Transit Center. I frequently see a bus just pulling away as a train arrives, then you have to wait a long time.

- Coverage is definitely an issue, but high traffic routes should not be sacrificed to achieve that coverage. A hybrid plan should be considered to optimize ridership (both coverage and convenience).
- Do not use boardings per bus hour as the main measure of success.
- Evaluate current routes for improvement.
- Even more frequent service
- Expand coverage AND improve frequency - you're just presenting a shitty and very short-sighted choice here
- Expanded service generally.
- Frequent and I suggest circular (although very crooked) routes, not gridlines
- Get rid of the Sun Van self-certification program.
- Get rid parking minimums so we can build density, like apartments near every high-frequency bus stop.
- High school bus riders onto city bus.
- Higher density of routes
- Higher frequencies to make connections easier
- Higher ridership seems safer.
- How often the bus comes and timeliness. I would like expansion of the bus service without losing walk ability or how often the bus shows up.
- I am 62 yrs old and I would like to ride the bus more often but a 1 ml walk to and from a bus stop is just too far. I have lived here 54 yrs and only 1 bus
- I do not like the transit center concept. Trips take too long with too many bus changes.
- I really like the idea of high frequency areas
- I think all areas of ABQ needs coverage, especially for low income families that relay on the bus over 90% of the time. grocery shopping, appointments, work &etc.
- I think trying to combine both concepts would be beneficial for everyone.
- I wish there was a city-wide culture change to push for public transportation but the city and ABQ Ride has such a small scope
- If possible in a responsible environmental way. Cut idle times for buses for one.
- If you pick ridership, please assure us that coverage will be the next push, and vice versa. BOTH are important and it is very difficult to pick one to emphasize.
- Improve service on buses and make new routes to gain access to transit
- Incentives to develop high density housing.
- Increase bus frequency and bus availability
- INCREASE service to all instead of decreasing it.
- Increased flexibility to meet changing demographics & demand with better N/S access
- Increased service frequency AND increased route coverage. Also keep accessibility in mind.
- Instead of improving service, you're asking residents to choose one of two flawed options
- It would be great if all bus routes were covered.
- Just have service in places where the best only comes by once sometimes or doesn't come at all
- Keep public transit as accessible and convenient as possible.
- Make it more efficient for everyone
- Make new schedule
- Make sure the Sun Van stays available for seniors and disabled people.
- Minimal service' is not a problem as long as the buses stick to their schedules.
- More access
- More buses, more frequency
- More frequencies for working people, not just people getting connected to services

- More frequent and more coverage is very necessary, both are needed.
- More frequent bus service
- More frequent buses and more routes. Why should we have to choose between the two?
- More resources should be allocated to maintain a robust transit network and encourage denser development.
- More service, more frequent service, more commuter routes, more transit centers, anything and everything to improve service, ridership, and how the community views public transportation
- More services, more lines, more complete accessibility information.
- More times, more lines. More lines north and south
- Nationally, 65 percent of riders are NOT counting to work. People need to run their errands with timely service. People need to make their fixture visits without or costing them the whole day
- Nominal cost for ridership would keep the buses from being mobile homeless shelters and likely increase driver retention.
- Opposed to the densification of development because there is not sufficient public transportation.
- Outreach to major employers at key transit areas- get staff on transit
- Planning for the future to ensure the system serves all who need it on a timely basis.
- Plans that will expand the bus service.
- Privatize the system. Let capitalism decide how frequent bus services should be scheduled.
- Provide first mile last mile vouchers to help bring in residents to main lines
- Provide services to populated areas to have access to the City, Teens working summer jobs to have access to safe public transportation.
- Reaffirm service to All Senior centers and Multigenerational Centers.
- Really, just increased service as available.
- Reassessing its capital priorities based on the new network.
- Reducing traffic and traffic greenhouse emissions, and look towards the future
- Revise the Spanish survey better; there are various errors.
- Seniors who can no longer drive are likely to need bus service and can't walk far, makes high coverage is better.
- Service lines to the new areas of the city, even if once an hour. Gives the young and the old options. Most people know how to locate pick up times and use the app or website.
- Service reductions lead to a declining spiral: Cutting service leads to lower ridership which leads to cutting service ad naseum.
- Shuttle bus between low volume routes to high volume routes
- Speculative research into combining the best features of UBER-type services with transit
- Stop spending money and stop creating more routes and service to good decent neighborhoods, it only attracts crime.
- Survey riders frequently, look at comparable systems in southwest
- Thank you for what you do. Please consider canvassing to those "remote" neighborhoods to see if the bus would be effective and useful.
- The development community (as much as I resent them) has been responsive to building denser housing near transit routes. Further incentivizing this will improve the efficacy of a ridership model.
- The government officials that involved spending my tax dollars. Morons!
- The High Ridership concept fundamentally misunderstands who rides buses in ABQ
- The improvements have to be both increasing coverage and proximity to frequent service. Let's be a destination city.

- The money given to these three design firms should have instead been directly invested into the current system, which works just fine.
- To connect more of areas like thr bigger cities do more rapid connection.
- Try to serve the popular areas. Also, try to get automobiles off the road and people into public transit. I know it is easier said than done, but please try.
- We need more north south routes. there are still areas of the city that are inaccessible because of lack of bus coverage
- What about trolley service in lower need areas connecting to ABQ RIDE
- Why do you even ask such a complicated question and only give us 200 characters to answer?
- Work on fixing our existing system before adding new programs
- Yes increase routes. I can't walk home with food 7 blocks away.
- You should have access to all Burqueans.

## Appendix C: Focus Groups

### Focus Group #1: March 20, 2023

---

Number of participants: 6

Demonstration of online concepts map viewer:

- Eubank routes demonstrated.
- One participant requested Carlisle and Gibson routes.
- One participant requested San Mateo and Gibson routes.
- One participant requested Candeleria and 12th. They asked that if there is no increase in service along 12th, how do you get a decrease in job access? They stated that “there’s nothing there right now” and that it’s a really low income area and an MRA-designated area.
- One participant requested Academy and Wyoming routes.

Discussion of the High Ridership Concept:

- One participant, who is a transportation planning professional and research scholar, commented that if the CABQ policy is to provide paratransit ADA service to all areas of the city, not just within ¼ mile or routes, the high ridership option looks better. Otherwise, people who depend on ADA service lose out in high ridership scenario
- One participant commented that they heard that Paratransit coverage only applies to the High Ridership concept
- One participant commented that by law ADA service must be provided within ¼ mile of all transit routes regardless of service frequency.
- One participant commented that the high ridership concept works better for them because they go back and forth between UNM and can make trips in Nob Hill
- One participant commented that the high ridership concept is better for them because of reliability and because they live near the Central Corridor.
- One participant commented that they prefer the ridership concept because it’s an efficient use of city resources. They said it’s a good model for a hub and spoke system, which could address some of the things people talked in the focus group. They said that buses could take you to central location with more reliability. They said, “For instance, several routes converge around San Mateo and Jefferson – there’s a transit center you can ride to there – and something there can carry you to where you need to go.
- One participant commented, “I think the high ridership concept would really benefit from the idea of connection together transit centers, where transit users could connect to services like dial-a-ride or TNCs.”

Discussion of the High Coverage Concept:

- One participant commented, “I need the coverage concept because otherwise the bus is useless to me. If I have to walk three miles, I’m going to take an Uber.”
- One participant, who lives in the International District, commented that they “would go for coverage.” They said, “I don’t drive, don’t have a vehicle, for last 5 years, have relied on bus. Medical transport has been hard due to lack of drivers. Our Walmart just shut down. I have to take Wyoming or Eubank routes to get to another. Ridership is great for people who don’t rely on it, but it’s fast, so it would be nice. But we here in the Southeast we rely on it. Uber is great if you have the funds. For us here in the Southeast, coverage is key. I walk around here, there are roads where buses used to go. Like Zuni, would be a great if more people knew about it or if service was better. I’ve had to cancel doctors’ appointments if I can’t get to the bus.”

- One participant, who has disabilities, commented that they go to physical therapy appointments near San Antonio and it's a mile from the bus stop to the doctor's office. They commented that doctors' offices are way off the beaten path and that with bad weather and when they are in a lot of pain, getting to an appointment is hard. They said, "I have some disabilities but I still try to function as best I can." They said they are not familiar with paratransit.
- One participant stated, "I used to live in Taylor Ranch, and there were no bus routes to Ventana Ranch. Coverage all over would be great."

#### Comments on balancing the two concepts:

- One participant commented that some combination of the concepts would be ideal. They side that ridership is overall better, that the extra route on Gibson would work for them, but that they would have to walk all the way to San Mateo to get a faster north/south route. They commented that it would be a 30 minute walk for them, and not a pleasant walk. They noted that they can see benefits for other parts of the city so would be willing to compromise. They would like to see if there was a different combination than what's being proposed.
- One participant commented that the ridership concept is way to lean because if you miss and have to wait for next one, it would have been faster to walk in the first place, and that scenario doesn't promote people using bus. They said that the coverage concept beneficial for people who live further away for major transit corridors. They also said that something to be done to address higher dead zones.
- One participant commented that this is better than they thought it would be, that they're glad the discussion included the hybrids the mix of ridership and coverage, which would improve things from where they are.
- One person commented, "Hybridize, please! You have some options in the middle you can consider."

#### Discussion on evening and weekend service:

- One participant commented, "No one is sad about lack of peak hour service."
- One participant commented, "Peak only is irrelevant if the bus doesn't go where I need to go."

#### Response to proposed ART changes:

- One participant asked how this local schedule on East Central would improve the problem of delays and then having ART buses stacked up on each other.
- ABQ RIDE responded that it's a challenge already with ART and that probably having them wait at Louisiana and Central for a minute would be a consideration.
- One participant asked if there was any update on signal prioritizations.
- ABQ RIDE responded that there is – but like transit microcosm, there are lots of tradeoff. They said that bidirectional signals are getting better.
- One participant liked the discussion about ART buses and re-allocating east of Louisiana. They said that it sounds amazing and are glad that this is included in both options.

#### Other comments:

- One participant commented that some communities run a dial-a-ride service (in addition to ADA). They wondered if in some areas with no service, ABQ RIDE would consider dial-a-ride services. They said they know a lot of people who go to John Brooks supermarket and would not walk 3 miles with groceries.
- ABQ RIDE responded that they didn't include it in these concepts, that by definition it's a low response tool, but that it is something they could include in a hybrid manner.
- One participant commented that as an alternative, Sound Transit or King County (Seattle) experimented with TRC vouchers for Uber and Lyft and were able to provide those at significantly lower costs.

## Focus Group #2: March 24, 2023

---

Number of participants: 6

- Participants included a South Valley employment agency representative, transit-dependent retired person, and an affiliate of the office of equity and inclusion

What is the most amount of time you would take to get to work or school?

- One person commented that they are retired, but when they used to work they didn't drive so would travel any amount of time necessary to get to destinations. They used to have to transfer three times and walk 45 minutes to get to work.
- One person said they would be willing to travel up to 30 min because traveling between stops is very dangerous, as cars don't stop for pedestrians crossing.

Discussion on ridership vs coverage model:

- One person said they would prefer a combination of the two concepts for the whole city, but would lean towards ridership for them personally.
- One person noted that if the bus only comes once an hour and you miss it, then you probably have to get a ride. Infrequent service will discourage people from even trying to ride the bus.

Map discussion and comments about specific geographic areas:

- One person commented that they would like the Lomas bus to run all the way down Lomas instead of diverting to the transit center.
- One person would favor the coverage concept due to the needs of the South Valley. He commented that he knows people who use the Isleta route south of Rio Bravo, which would be cut under the ridership concept. Although there are not many people who use that route, transportation is a problem in the South Valley and that cutting coverage in that area will further limit access to transportation.
  - A Project Team member responded to explain the demand response model, which would allow South Valley residents to access transit hubs.
- One person discussed previous plans that studied running a route from CNM up University Blvd. They stated that currently you can't use the bus to get to the UNM Continuing Ed building because it doesn't run late enough.
  - A Project Team member responded that the ridership route has a concept that would do this, but it is not included in the coverage concept. The Project Team noted that ABQ RIDE and Rio Metro are still interested in this route idea, although it's difficult to find funding. The ridership concept is a reflection of some of these previous ideas.
- Discussion on service near Atrisco Heritage High School:
  - One person commented in support of a route on 118<sup>th</sup> St, as the population has grown with new housing developments. He noted that there are many students and faculty that drive to Atrisco High School and a bus on 118 would help reduce traffic. Currently the bus schedule makes it so many faculty have to drive. The commenter said that he would support the ridership model in this area because it has grown so much.
  - Another participant commented the Atrisco High School is very large and growing.
    - A Project Team member responded that it is difficult to provide bus service to the high school because it's on the edge of town and that having a variety of destinations spread along the route helps support transit. That doesn't mean providing service out there is not important, just that it might not generate high ridership.

- One person disagreed and said that the reason there isn't high ridership in this part of the city is because the bus doesn't come very frequently and the service times don't line up with people's work schedules.
- One person noted that this area needs special consideration and that ABQ RIDE should ensure that the route is usable for residents and not just people accessing the high school.
- One participant requested a meeting with the Project Team to discuss the Atrisco High School bus service.
- One person commented that Route 54 is very consistent and reliable compared to Route 98.

Other comments:

- One person noted that schools and jobs are important destinations, but so are grocery stores.

### Focus Group #3: March 30, 2023

---

Number of participants: 10

Demonstration of online concepts map:

- One participant requested a demonstration of routes serving the International District.
- One person requested to see the difference in coverage and ridership concept alternatives in the area around Gibson and University.
- One participant requested a demonstration of routes on the Westside, like Coors and Montano.

Discussion of ridership concept:

- One participant commented that the issue with the high ridership concept is that it requires people to walk or ride bikes to get to stops, and some of these areas lack infrastructure such as safe sidewalks or trails for people to travel safely.
- One participant commented that increasing access to jobs is of primary concern.
- One participant commented that long-term advantages of higher ridership include reduced emissions and access to jobs.
- One person commented that in outlying areas of the city, it would be good to promote park and ride.
- One person commented that an advantage of the ridership concept is reliability; if there is a service disruption on a frequent route, the next bus still comes fairly soon after the time the earlier scheduled bus did not arrive.
- One person commented that high-ridership concept appears to help low-income folks more.

Discussion of coverage concept:

- One participant commented that they would like to see everyone have access to transit, especially areas with high proportion of low-income people.

Comments on balancing the two concepts:

- One participant commented: "I'm a regular transit rider, I understand importance of frequency, but it doesn't mean anything if I have to walk 30-45 minutes to get to bus, and that will happen on ridership concept."
- One participant commented that they personally favor coverage because they work at wildlife refuge on south 2<sup>nd</sup> street (not covered by high ridership routes) where they have 30-80 co-workers, including students and young people in conversation corps who don't have cars. This participant said that for ABQ as whole, they switched their vote to ridership because they are thinking about jobs access.

- One participant commented that they believe the high ridership concept better serves the city as a whole, but that high coverage concept provides more service to the westside, which is an area with more housing growth and development.

Discussion on evening and weekend service:

- One person noted that people who rely on bus may be wait staff or kitchen staff, so evening and weekend service would be important to them.
- One participant noted, "If we are thinking about jobs, people work on the weekends, too!"

Other comments:

- One participant noted that it would be nice to include open space/green space as a place which could be accessed by transit.
- One person asked if open spaces were ever considered as an activity or destination to provide access to.
- One person asked for information on how the jobs numbers were created.
- One person asked if Joy Junction was considered as a destination.
- One person commented that they live on Gibson and University and that it was hard to bike anywhere from there because bike routes are non-existent. They said that they throw their bike on the bus, but that there aren't many buses going down University. They said they feel that the University Corridor would be a good hub.
- One person noted that their vision prevents them from fully participating in the mentimeter polling activity.

## Focus Group #4: March 31, 2023

---

Number of participants: 8<sup>1</sup>

Online concepts map overview:

- The focus group facilitator showed how the two concepts differed from each other for the downtown area and International District.

Discussion of coverage concept:

- One participant (who is over 65 and retired) stated that the high ridership concept would serve more people, but that they need better coverage to access destinations. They were considered about isolation or residents who do not live near a bus stop. Isolating neighborhoods without transit makes those

---

<sup>1</sup> Responses from a person who couldn't access Menti poll:

1. Daily transit rider
2. Took the survey during Phase 1 outreach
3. Took the survey and read the maps and reports during Phase II Outreach
4. Most amount of time they would be willing to spend traveling to work/school: Up to 45 mins
5. No response
6. More service on evenings and weekends is very important
7. A combination of the two networks, but favoring high ridership, is best for them personally
8. A combination of the two networks, but favoring high ridership, is best for Albuquerque overall

residents feel like they are not a part of the city. For many people, a half-mile walk to a bus stop is too far, especially in the summer heat.

#### Comments on balancing the two concepts:

- One participant who is a downtown resident stated that a balanced approach would help the city as a whole, not just downtown.
- One participant stated that they don't want an extreme on the spectrum and would prefer a combination of the two concepts. Commuter lines that run during peak hours in addition to service for people who live off of the main transit lines will help more people be able to use the bus.
- One participant expressed concerns that the south valley does not have any service under the ridership concept. They also stated that transit has to be able to compete with driving a car or people won't use it.
- Another person stated that the high ridership model is too extreme, and it needs more routes on the westside and South Valley. Adding a few small routes with less frequency in these areas would help solve this issue.

#### Discussion on evening and weekend service:

- One participant stated that without weekend buses, transit riders feel left out of cultural events. More coverage on weekends to events would help people feel connected to their community and less isolated.
  - "Without the buses running on the weekends, we feel left out of what makes Albuquerque, Albuquerque. If we could get more coverage on weekends to events, people like me wouldn't feel so isolated. We'd feel more Burqueno."
- One person commented that they enjoy weekend and evening service because people need to do more than just go to work.
- A participant noted that hours of employment are dependent on when buses run for some people. The participant stated that she used to have to adjust her work schedule to fit the bus schedule.
- A UNM student commented that infrequent or no bus service in the evenings limits opportunities to take classes. For him, bus service on the weekends is also essential to get groceries, as he is busy going to class the rest of the week.

#### Comments on ART service changes:

- Two participants commented that they like the new Route 66/ART concept.

#### Other comments:

- One person who regularly rides Route 10 stated that they used to take the Route 10 bus to work, but the bus doesn't run in the evening north of Montañó Blvd. They would have to ride a bike in the evening to get home, which wouldn't be possible for someone who doesn't have the ability or means to ride a bicycle. They stated that before the 4<sup>th</sup> St reconfiguration, they would have to use dirt trails on 2<sup>nd</sup> St and it wasn't an ideal bike route.
- One participant said they don't use transit in Albuquerque because it takes too long to reach destinations. They prefer to Uber if they can't drive. Prior to living in Albuquerque, they were a daily transit rider. Proximity to transit isn't useful if it takes too long to get places. Access is more important because people can decide if they want to live near transit services.
- One person suggested considering a bus system like those found in Latin American cities with smaller buses and shorter routes. Service could decrease in the middle of the day and provide infrequent buses so people can get where they need to go.
- One person noted that transit should be viewed as an extension of the pedestrian network. One of the problems with Albuquerque is that there aren't a lot of walkable areas where transit can take you.
- One person noted that leveraging park and rides could benefit the transit system.

- Someone pointed out the Ridership Concept doesn't cover Mesa del Sol. There's no chance of any future residents riding the bus under this model.
- One participant asked how recent changes to ART fit in with the concepts presented.
  - The Project Team responded that the driver shortage is causing the recent changes. The network concepts are based off the 2019 network with the assumption that ABQ RIDE will have enough drivers to cover all routes.

## Focus Group #5: April 4, 2023

---

Number of participants: 5

Demonstration online concepts map:

- One participant was interested in figuring out how to get from far east (Lomas and Tramway) to downtown.
- One participant was interested in going from Louisiana and Gibson to Uptown, where they work. That person was also interested in Louisiana and Montgomery, where most people from their neighborhood go shopping.

Discussion of coverage concept:

- One participant commented that when they moved back to Albuquerque from Portland, they lived in Nob Hill but worked at Academy/Wyoming. They had a hard time finding transit that would get them home safely. They had to walk from Wyoming/Academy to Montgomery to catch bus.
- One participant commented that they used to live in Peralta and took Railrunner to get to work everyday. When they moved back to ABQ, they had to start driving again. In Valencia, they could get where they needed to go, but when they moved back to ABQ, they could not.

Comments on balancing the two concepts:

- One participant commented that it is a tough decision to choose between ridership and coverage because they would like accessibility for everyone. They said that to them practicality is biggest thing for transit. They said, "If I know a bus is coming regularly, if I could bike there, if I knew I could get stop where bus came quickly, I'd be more likely to take a bus, rather than having to wait and wonder when a bus was coming."
- One participant commented that accessibility is a big problem and asked if we could meet somewhere in the middle. They commented that ridership would help us be jumping off point to get where more access.
- One participant commented that personally they would like to see everyone be closer to a transit line, but for ABQ they would like to see base or ridership numbers first go up and give eventual access to other parts of city. So what does hybrid look like if you can't do both?"
  - A Project Team member responded that they are really points on a spectrum, and the concepts are opposite extremes. They said it's helpful at this stage to ask the questions, make tradeoffs real, clear, with ABQ RIDE Budget between reach and frequency. With these extreme versions, easier to ask questions about values and goals. Once values and goals are clarified, it's easier to optimize network.

Discussion on evening and weekend service:

- One participant commented that they live near San Pedro and Gibson, and on Saturday and Sunday, they have to be work at 8am, and the bus doesn't even start to 9. So they have to walk really far to San Mateo, or spend \$10-12 on Uber.

- One participant asked why the express routes were taken away. ABQ RIDE responded that in both concepts, peak only routes are not there because of two factors: 1) time of day people were riding and 2) how many buses were out. ABQ RIDE noted ridership peaks at about 2 or 3pm, people are working part-time or non-traditional hours, so the express/commuter routes didn't match ridership. In addition, the commuter routes needed a bus and driver just to make one trip so was empty going from yard to start of route and back. ABQ RIDE is struggling to fill driver positions and commuter route forced split shift (undesirable shift) and having expensive equipment out around city, using a lot of resources. ABQ RIDE noted that it's a choice, and they could adjust it in response to feedback.
- One participant said, "I used to walk to work at 1 in the morning to get to work at 3. I used to live in LA where buses run all night. I know what alternative is – get to work or lose your job."

Other comments:

- One participant commented that they've previously been in good transit cities, where things are close together. They said that because ABQ spread out, they have the expectation that using transit would take longer; ideally, 1 hour a day commute would be max amount of time spent getting to and from place.
- Another participant also lived in larger city. Ideally they would spend up to 30 minutes using transit for commuting, but are willing to work with whatever's available.
- One participant commented that 30 minutes would be the absolute max time they would spend commuting by transit. They said they have 2 kids who go to 2 different schools and can't imagine what that would look like if took longer than 30 minutes.
- One participant commented that they teach at a school on Central (near 18<sup>th</sup>) with their windows on Central and they see empty buses running all day long. They commented that it seems like there be more need in other areas.
- One participant asked if anyone had seen the News and World report article about most safe and least safe cities to drive in. The participant commented that ABQ is the 2<sup>nd</sup> least safe, with highest fatalities using their metrics. The participant commented that as a regular driver, they feel like ABQ's not a great driving center and that if there were more riders on the bus, we could improve those metrics over time.
  - A Project Team member responded that they are working with City on Vision Zero to eliminate traffic deaths and that one thing we see is that on frequent transit routes – where there's a lot of potential for conflict, pedestrians crossing street, walking from bus stop to destination – are also on high speed busy roads, with more exposure of pedestrians and people biking. The City is thinking about safer infrastructure and looking at what would it take to develop designs that could address safety issues. The corridors that popped out as unsafe were transit corridors.
  - A Project Team member added that ART forced people to slow down and safety improved greatly on Central Ave along ART corridor.

## Focus Group #6: April 7, 2023

---

Number of participants: 4

Due to the low number of participants, polling questions were conducted informally and participants were asked to respond verbally to the questions. The following are the results of the polling questions:

- How often do you ride transit?
  - Two participants ride transit about three days per week. Another participant used to ride five days per week until service was suspended on their route.
- Did you participate in the first phase of outreach?
  - All focus group participants had participated before.
- Have you participated in the second phase of outreach other than this focus group?
  - One participant took the survey and another participant took the survey and visited the website.

- What is the most amount of time you would be willing to spend traveling to school or work?
  - Two participants said they would spend up to 60 minutes traveling and another said up to 45 minutes.
  - Discussion on travel time thresholds:
    - One participant said that she has had many commutes that have been 60 minutes, so that is her tolerance for travel time. The participant stated that she tries to take the bus to support the transit system and to reduce pollution.
    - Another participant stated that they could drive their commute in 15 minutes, but they are willing to ride transit up to 60 min for environmental reasons.
    - One person noted that commute time thresholds vary based on if you live on the east or west side of the city, and that west side residents have a higher tolerance for commute time.

Overview of online concepts map:

- The focus group facilitator showed how the two concepts differed from each other for the Alameda/Edith area and UNM area.

Discussion on access to destinations and proximity to transit stops:

- One participant said that both access to destinations and proximity to transit are important, but access to jobs is more important.
- A participant said that it is tough to choose between the two because considerations are different for different groups of people. They thought that consistency of access (reliability), is the most important factor in a transit system.
- Another participant agreed and stated that missed trips and unreliability affect the whole community, not just transit users.
- Another participant stated that while commuting patterns have changed, there is still strong evidence that many people have traditional commute times and that congestion during commute times can attract people towards transit. ABQ RIDE should look at the transportation system as a whole, not just bus trips, and support people when there is the highest demand for travel.

Discussion on evening and weekend service:

- Another participant responded that they prefer the ridership model if weekend and evening service would be offered. If not, the participant would prefer a more balanced model between ridership and coverage.
- One participant commented that the outreach for the study doesn't need to frame evening and daytime service as an either/or choice. The study team should consider service times that will alleviate congestion, otherwise roads will need to be widened to accommodate more cars. Framing the discussion as a choice between transit dependent riders and people who ride to commute is misleading.
  - A Project Team member responded that the team will discuss this comment and potential reframing moving forward.

Discussion on combining the two network concepts:

- One person noted that they would prefer a combination of ridership and coverage models but favoring the ridership model. He stated that reliability is very important and that the current system isn't viable because even the best routes aren't meeting reliability needs. The participant commented that leaning too far into the coverage concept would leave no one happy with their transit service.

Discussion of disadvantages of ridership concept:

- One person commented that 15-minute frequencies all day long is luxurious service that is expected in large metro areas, but not in Albuquerque and isn't needed on Central Ave. Instead, increasing service on

Central decreases service for people trying to get across the river. The participant commented that there are not enough people traveling on Central to support the current service. The participant stated that people in Albuquerque aren't expecting that good of frequency and the city doesn't have the density to support it. They stated that putting in place frequent service doesn't guarantee ridership.

- A Project Team member responded that the frequent routes proposed in the ridership concept are at 15-minute frequencies, with Central Ave having service frequencies at about 7 minutes.
- One person stated that the ridership model would make their life easier as an able-bodied person. However, they also stated that one of transit's primary obligations is to serve those who can't walk long distances or drive, and that minimizing coverage for those folks is troublesome. Overall, the participant thought that a combination of the two concepts, but favoring ridership, would be preferable.
- A participant stated that the ridership concept enables transit to cut off routes on the west side, disregard transfers, and leave some people without a viable transit option. They noted that the ridership vs coverage framing doesn't consider people who were loyal riders and would then have to buy a car.

#### Comments on project outreach process:

- One person noted that the meetings from Phase 1 and Phase 2 of outreach have asked similar questions, and that they are ready to give more in-depth input on an actual transit plan. They also expressed concern that the focus group didn't provide enough time for input.
- The participant asked when the public will be able to look at a concept that merges ridership and coverage. They stated that there has not yet been consideration of Albuquerque's topography and river, and the resulting congestion at river crossings. She stated that the outreach for the project has felt more like marketing than genuine requests for input.
  - A Project Team member responded that the next stage of outreach will have more discussion on individual routes, although it's not too early to start talking about it now.
  - Another Project Team member responded that the process is iterative to educate people about the concepts, with slowly narrowing focus and getting closer to an actual network plan. The next round will have an actual proposal and discussions will get more concrete.

#### Comments on providing service to the west side:

- One person noted that better land use planning with more mixed use can help improve transportation on the west side of the river more than transit planning can.
- One participant stated that using passengers per bus hour as a metric favors areas with a grid street pattern and routes that cross the river and/or use frontage roads/freeways will underperform using this metric. The participant would like the study team to consider other metrics that relate to congestion reduction, such as typical time to get to a job. The participant noted that 1/3 of the city's residents live on the west side, and the network plan shouldn't ignore them.
  - A Project Team member responded that they use boardings per hour as a metric because it is strongly correlated with operational costs and is a good proxy for showing the number of people served with a given amount of money. However, other metrics are being used such as proximity to transit and the number of residents that can access transit.
- The same participant commented that although there are minimal job opportunities on the west side, the area shouldn't be dismissed because of the metrics. They noted that if ABQ RIDE doesn't provide additional capacity across the river, NMDOT will have to eventually widen bridges, which would be very expensive.
  - A Project Team member responded that qualitative aspects are important, and not abandoning current riders is also important. Transit network priorities are a value conversation and focusing only on the metrics sometimes makes the ridership concept look more desirable. The Project Team member stated that the team will be discussing and considering these concerns.

Other comments:

- One participant stated that the study should consider other modes of travel in its analysis.
- A participant noted that Park and Ride is a viable concept on the west side so they can avoid crossing the river in a car.
  - A Project Team member responded that ABQ RIDE will soon have five park and rides on the west side.
- The participant noted that zero fares affects the amount of service that can be provided. They stated that residents on the west side who are willing to pay for transit should be able to have that option and a fare structure that has a premium charge for more expensive trips should be considered. The participant stated that they would be willing to pay more for a longer-distance trip across the river.
  - A Project Team member responded that City Council, not ABQ RIDE, determines the zero fare program. ABQ RIDE must implement City Council decisions.
  - The participant responded that security was a big concern discussed at City Council. They stated that if more people ride transit and middle-class people ride transit, there is more inherent security on board buses whereas serving only low-income people increases the need for security.

## Appendix D: Community Meeting Notes

This appendix contains the comments received during two community meetings for the second phase of the ABQ RIDE Forward Network Plan. Both meetings were conducted in a hybrid format and held on different days of the week and different times of the day to create as much flexibility as possible for individuals to participate.

### Community Meeting – March 15, 2023

---

- Comments on amount of time willing to spend commuting:
  - One participant commented that they are retired and are not willing to spend anytime commuting.
  - One participant commented they would be willing to spend 60 minutes traveling to work or school.
  - One participant commented they would be willing to spend an hour or hour and half traveling from the South Valley, where they live.
- Discussion on balancing ridership and coverage concepts:
  - One participant commented that personally they would like more coverage. But they think for people trying to get to work, they can see that access to jobs would be important.
  - One participant commented that both ridership and coverage are important so that people can have access to jobs, school, shopping, and access to services.
- Discussion on evenings and weekend service:
  - One participant commented that they have heard from employers on 4<sup>th</sup> Street that employees are able to get to work but cannot get home from work. This participant commented that they think late night service is important, and that weekend service is also important.
- Comments on changes to ART line:
  - One participant commented that they would welcome extra service on Route 766. They ride on a daily basis, and their observation and concern is that there are so many stops that if they have to get to work on time, and it stops so often, they would be late. They said that if it stops at every point, they would miss their connection. They asked if ABQ RIDE would consider having the ART bus make fewer stops so people can get to UNM and the hospital on time.
  - The participant asked if it would be possible to only consider some for the stops along the Route 66 corridor and use some of the local buses to serve those stops instead. They are trying to get to UNM.
    - The Project Team clarified if they were saying that there should be an express ART bus that doesn't stop at every station, and the respondent said yes, that is what they would like.
  - One participant suggested there be additional ARTx stops on Rio Grande and Lomas. Other stops could be provided on Lomas Blvd near the Lowe's supermarket at 12<sup>th</sup> St and along Rio Grande Blvd near the Hotel Albuquerque.
    - The Project Team responded that in both the new concepts, the ARTX line would go away and be replaced by a local bus which would make more stops. They indicated that it was Route 15 on the map shown.
  - One participant asked what the logic behind making the buses so close together on the proposed ART routes east of Louisiana. They said that they think the bus stops should all be half mile apart.
    - The Project Team responded that it takes into consideration people who have less mobility. When stops are far apart, it is harder for people with limited mobility to access stops.
- Other comments:
  - One participant asked when the study started, and that what is being suggested was done in the 1980s.
    - The Project Team responded that for this study they are looking at the 2019 budget and service design but using 2022 date for boarding. The Project Team is also considering feedback from the survey, which had 1500 respondents.
  - One participant commented: "Once you try to take buses away, going to have a lot problems. Don't take away anything."

- One participant asked if what was being referred to as the ridership survey is the same thing as the onboard survey.
- One participant commented that they read the report online and was interested in the sampling plan. They commented that sampling every 6 riders presents a sampling error and that it doesn't catch bicyclists. They also commented that they read that if a person spoke Spanish, they got a flier to respond to the survey. The participant suggested that you work to get bilingual surveyors.
  - The Project Team responded that a bilingual surveyor was present at all or nearly all survey events.
- One participant commented that it is essential to consider reductions in GHG gas emissions.
- One participant suggested that smaller buses can provide connector service.

## Community Meeting – March 23, 2023

---

- Comments on the benefits of the Ridership Concept:
  - One person commented that they like the ability to make easy transfers on consolidated routes.
  - One person stated that the high ridership concept makes planning trips easier, as missing a bus wouldn't be a big deal.
  - One person noted that high frequency bus service is more efficient and limits transfers. This concept also addresses non-traditional commuters. The commenter noted that ART's success shows that high frequency transit attracts more riders, increases density, and results in better development.
  - One person noted that the high ridership concept improves the accessibility of the system.
  - One person noted the importance of emissions reductions.
  - One participant stated that we need high ridership and to plan now for two years into the future.
- Comments on the limitations of the Ridership Concept
  - One participant noted that high ridership ignores their area of the city.
- Comments on balancing the two concepts:
  - One participant noted that a balance between the two concepts would be preferable.
  - One person noted that they like the service they have now.
- Comments on limitations of the Coverage Concept:
  - One person noted that the coverage model is mostly unusable because buses are so infrequent.
- Comments on potential changes to the ART line:
  - One person commented that they would like to see an express ART bus integrated into the final concept.
  - One person commented that the bus is most efficient when it is near capacity and making few stops. Adding complementary micromobility amenities would improve access and avoid the need for many local stops.
  - One participant noted that another reason for removing the 66 local stops is to prevent people from running between median ART stops and sidewalk stops based on which bus is coming next.
- Other comments:
  - One person noted that they hope the City will provide funds to restore the Blue Line and create new ART or ARTx lines.
  - One person suggested looking at Seattle for an example of high-quality transit.
  - One person commented that a tram would be a good addition to the transit network.

One participant stated that 311 operators need to be better informed on schedule changes and route interruptions.